

## **carsales.com.au/VACC Dealer Advisory Board (DAB) announcement of resolved issues**

Members of VACC's Victorian Automobile Dealers Association (VADA), Used Car Traders Division (UCTD), Motorcycle Industry Division (MID) and Commercial Vehicle Industry Association (CVIA) have been keenly awaiting outcomes of the carsales.com.au/VACC Dealer Advisory Board (DAB).

The DAB was formed as a joint initiative between carsales.com.au and VACC with a purpose of reviewing the rules, service element and functionality of the carsales.com.au platform.

The DAB formally met on 29 January and 4 March compiled an "issues register" to ensure necessary action is taken on any issues that may affect the broader LMCT cohort.

carsales.com.au have invested heavily in the DAB. This is evident by the level and calibre of representatives that attend the DAB meetings. A special thank you to Michael Holmes, Executive Director, Dealer, for making the trip from Sydney to attend these meetings. Likewise, the participation of prominent Victorian Dealers from VADA, UCTD, MID and CVIA has ensured robust conversation and issues were identified from all sectors.

### **What have been the key outcomes of the 29 January and 4 March DAB meetings?**

The key outcomes from the meetings include the following:

#### **1. Autogate App**

**Issue:** Notifications of new leads weren't being sent to dealers using the mobile version of the Autogate App (unless they had email on their device).

**Action:** The carsales development team have deployed a fix for this issue. Notifications are now successfully being sent via the Autogate App. For any users still experiencing issues, please ensure the latest version of the Autogate app (v 2.11.25) is installed. If yes, then it's advised to force close the app on the device, then reopen it. If users are still experiencing issues, call the carsales.com.au support team on 1300 728 800 or via email [support@carsales.net.au](mailto:support@carsales.net.au).

**Outcome:** RESOLVED

#### **2. Mobile Synchronisation**

**Issue:** Changes made on the desktop application were not syncing with the mobile Autogate application.

**Action:** The carsales development team have deployed a fix for this issue and no further reports have been received. For affected users, the Autogate application requires uninstallation & reinstallation of the most updated version on device to clear cache.

**Outcome:** RESOLVED

### 3. Lead credit process

**Issue:** Dealers were unclear about the method in which to process lead credits.

**Action:** Invoices will be updated with an FAQ document linking to the credit form, that will capture information such as reason for the credit and automatically create a case in the system for the credit request to be reviewed. This removes the need to call your Digital Account Manager or Performance Manager.

**Outcome and next steps:** Additional training is scheduled for the carsales sales team to ensure consistency is applied when reviewing credit requests.

### 4. Reviewing lead transactions

**Issue:** Since the CSV file send of lead transactions ceased last year, all lead transaction data is housed safely within Autogate. However, some users were unaware of this.

**Action:** Invoices will be updated with a description on how to view lead transactions within Autogate.

**Outcome:** RESOLVED

### 5. Review of private advertisers

**Issue:** Private advertising doesn't reflect drive away pricing.

**Action:** carsales.com.au to review and further develop pricing policy (subject to respective state taxes) for clarity in pricing applied by private advertisers.

**Outcome and next steps:** Pricing policy to be developed.

**Further issues to be reviewed:**

Members are advised that the DAB is considering a number of other issues and initiatives with a goal to ensure that you are receiving the best possible experience and outcomes as a result of these meetings.

As outcomes are achieved, VACC and carsales will advise our shared member/client base.

Members are urged to email me directly [mmckenna@vacc.com.au](mailto:mmckenna@vacc.com.au) with issues for consideration for discussion at our next DAB meeting.

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