



2521 Brown Blvd., Arlington, TX 76006  
**Phone:** 817.640.3838 **Fax:** 817.649.5866  
[www.niada.com](http://www.niada.com)

NATIONAL INDEPENDENT AUTOMOBILE DEALERS ASSOCIATION

# MEMBERSHIP APPLICATION

Together, NIADA & Your State IADA are Your Winning Team

## ANNUAL DUES LISTED BELOW INCLUDE MEMBERSHIP FOR BOTH NIADA AND YOUR STATE ASSOCIATION

ALABAMA .....	\$290
ARIZONA .....	\$350
ARKANSAS .....	\$250
CALIFORNIA .....	\$299
CAROLINAS (NC/SC) .....	dealer \$299
..... associate	\$350
COLORADO .....	\$225
CONNECTICUT .....	dealer \$249
..... associate	\$499
DELAWARE .....	\$299
FLORIDA .....	\$325
GEORGIA .....	\$250
HAWAII .....	\$235
IDAHO .....	\$250
ILLINOIS .....	\$299
INDIANA .....	\$295
IOWA .....	\$250
LOUISIANA .....	\$400
MARYLAND .....	\$299
MASSACHUSETTS .....	\$399
MICHIGAN .....	\$300
MISSISSIPPI .....	\$295
MISSOURI .....	\$235
MONTANA .....	\$275
NEBRASKA .....	\$250
NEW ENGLAND (ME/NH/RI/VT) .....	\$399
NEW JERSEY .....	\$350
NEW MEXICO .....	\$295
NEW YORK .....	\$350
NORTHLAND (MN/ND) .....	\$199
OHIO .....	\$345
OREGON .....	\$325
PENNSYLVANIA .....	\$399
SOUTH DAKOTA .....	\$250
TENNESSEE .....	\$295
TEXAS .....	\$425
UTAH .....	\$345
VIRGINIA .....	\$325
WASHINGTON .....	\$450
WISCONSIN .....	\$499

## DEALERS FROM THE FOLLOWING STATES DO NOT CURRENTLY HAVE A STATE ASSOCIATION AND ARE CONSIDERED NIADA DIRECT MEMBERS:

ALASKA .....	\$199
KANSAS .....	\$199
KENTUCKY .....	\$199
OKLAHOMA .....	\$60
NEVADA .....	\$199
WEST VIRGINIA .....	\$199
WYOMING .....	\$199
INTERNATIONAL .....	\$199

### PLEASE MAIL TO:

2521 Brown Blvd., Arlington, TX 76006  
or fax to (817) 649-5866

### YOU MAY ALSO JOIN ONLINE AT:

[www.niada.com/memberapplication.php](http://www.niada.com/memberapplication.php)  
or call (800) 682-3837



## JOIN TODAY!

Founded in 1946, NIADA represents more than 38,000 independent automobile dealers nationwide with a mission to advance, educate and promote the independent used car dealer. As the voice of the used motor vehicle industry, NIADA is committed to educating dealers on providing the highest quality service to their customers and staying in compliance with the governing laws and regulations while maintaining a strong presence in Washington, D.C. NIADA offers a wide variety of quality programs, products and services to help you operate a more successful business. An NIADA member pledges to adhere to a strict Code of Ethics based on duty, honor and integrity, and to believe in the advancement of small business in support of the free market system.

☐ **YES!** I understand as an association member, I pledge to adhere to the Code of Ethics set forth for the betterment of my industry. By completing this form, I agree that NIADA, its affiliates and subsidiaries may contact me at the mailing address, business and cell numbers and email address provided here and that my consent is not required to make any purchase or as a condition of receiving any member benefits or other offers.

Name

Signature (application must be signed)

Date

Business Name

State Dealer License #

Mailing Address

City

State

Zip Code

Business Phone

Cell Phone

Email

Website

Method of Payment: ☐ Check ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

Credit Card Number

Exp. Date

State:

Dues Amount:

## SPONSOR/REFERRAL

I was recruited by:

First Name

Last Name

NABD

Company/Auction Name

**\*All NIADA members must join the state association in which their dealership or headquarters are located.**

**\*\*Dues are determined by each state association and may have changed since the time of printing.**

**\*\*\*NIADA dues are deductible for federal income tax purposes as ordinary and necessary business expenses (they are not deductible as charitable contributions).**

## NIADA National MEMBER BENEFIT Program

NIADA's National Member Benefit Programs are designed to help you, as members, profit and grow in this competitive market. All program providers have met a stringent company background check and criteria set forth by NIADA. We offer you thousands of dollars in member-only savings or unique deals on many products and services which you use in your daily operations for your business. Please take advantage of them! If you have questions, feel free to contact us at 800-682-3837.

### Accounting Tools



NIADA Accounting Manuals are an essential tool for any dealer to manage their business. Written especially for Used Car

Dealers by Robert Page, CPA of Page Publications. NIADA Members receive up to a **15% discount**. Visit [www.niada.com/dealership\\_accounting.php](http://www.niada.com/dealership_accounting.php) to order the 3 volume series or contact us at 800-682-3837.

### Business Maintenance Supplies/Tools



**BUILT TO MAKE YOU BETTER** Save big on maintenance, repair and

operations supplies with the newest savings! Members program: MSC Industrial Supply Co. replacing previous provider, Grainger. MSC understands the daily challenges businesses like yours face every day and will work tirelessly to help you drive costs down. MSC offers a minimum **10% discount, free ground shipping** on orders of \$49 or more and access to over 1 million products in one of the largest online catalogs. For specifics on options for savings, call 844.346.3746 or visit <http://niada.savings4members.com>. To view the MSC catalog go to: <http://bit.ly/1XbYBFH>.

### Business Management Services



ADP helps over 625,000 clients every day by processing payroll, calculating,

A more human resource: depositing, and filing payroll tax documents. NIADA members benefit from a minimum **15% discount of 25% and waived setup fee (a \$200 value)** if they are a NEW ADP customer. Members who are existing ADP clients can save up to 25% off or in some cases receive a FREE month of services. As the #1 provider in the industry, ADP pays 1 in 5 U.S. employees with 40% market share and has saved members over \$2 million in fees with the program. If you currently outsource look to ADP to provide you the solutions that fit your business needs and help you process and manage your payroll anywhere, anytime. ADP also offers additional solutions for HR & Hiring, Workers Compensation, 401k/Retirement and more! For more information visit <http://niada.savings4members.com>.



BizFilings is the online incorporation provider of choice for more than 500,000 small

businesses across the United States. BizFilings' expert staff, step-by-step processes, and no hidden fees policy allow small business owners to form a corporation, limited liability company (LLC) or other business structure with confidence. BizFilings also offers a full range of business filing and compliance products, including Registered Agent services in all 50 states equipped with knowledgeable staff and tools to help businesses remain in compliance with state regulations. NIADA members receive a **20% discount** on BizFilings services. Just mention or use the code "NIADA" to receive your discount. Visit BizFilings at [www.bizfilings.com/landing-pages/niada.aspx](http://www.bizfilings.com/landing-pages/niada.aspx) or contact their Customer Care team at 800-981-7183.



CARCO Group, the prime choice of Fortune 1000

companies for all of their background screening needs, is excited to offer a **15% discount** to NIADA members on its CheckToHireSM product. Visit [www.niada.checktohire.com](http://www.niada.checktohire.com) to start securing your workforce and limiting your company's exposure to liability. To obtain the member discount, use Affinity Code NIAD22 when registering. CARCO Group, Inc. is a HR workflow solution and background screening company that performs comprehensive background investigations on potential and current employees, vendors, customers, and business partners, as well as fingerprinting and drug testing.

### Business Supply Services



American Solutions for Business is a valuable partner of the NIADA National Member Benefits Program offering a one-stop-shop for all of your dealership solution needs. We provide automotive forms & supplies, custom print & promotional products, apparel, technology, retail displays, tools and more. Our solutions are some of the most cost-effective in the industry. All NIADA members will receive a **10% discount off of their orders**. Place your order at [www.asbnriadasolutions.com](http://www.asbnriadasolutions.com) or call our dedicated customer service team at 866-481-5062. Start saving today with American Solutions for Business. "If you can dream it, we can deliver it"



For over 100 years, Deluxe Corp has been providing small

businesses with the products they need to run and grow. Stock up and save on business checks, business cards & stationery, automotive forms, promotional and apparel products and more today! Today, Deluxe has over 115,000 automotive customers making them a perfect fit for our program. And as a NIADA member you'll receive the following benefits: **50% off your first order**; Ongoing order discounts of 15%; Exclusive access to small business management resources; Everything you need to run your automotive business in one place. Order now at [www.deluxe.com/niada](http://www.deluxe.com/niada) or 800.332.4530.



As a member of NIADA, you are eligible to receive discounts of up to **20% off** the

everyday public web price on a wide range of Lenovo products, including laptops, tablets, desktops, accessories and more! In addition, you can receive free ground shipping on all web orders and monthly limited time special offers. For more information and easy ordering, call 1.800.426.7235, ext. 5061 or visit [www.lenovo.com/niada](http://www.lenovo.com/niada), and experience the Lenovo difference!



Saving of **10% off** the Web price for NIADA members! Easy to Order, Easy to Save! NIADA members save 10% off

the web price on more than 30,000 office supplies through the Office Depot Partner Program. Helping you save while working better in your office, home, school, or car. Set up your discount account or begin shopping today at <http://tinyurl.com/officedepot-niada>. For customer service support call: 1-888-263-3423.



WELCOME NIADA MEMBERS! SSW Dealer Supply carries a wide array of products for your dealership. Whether you need Key Tags, Balloons, Floor Mats, Flags, Customized Products, or Window Stickers we have something for you! We proudly offer Same Day Shipping on any order placed before 3pm CST,

back all of our products with a Low Price Guarantee, and guarantee you 100% satisfaction! NIADA Members receive **5% off** any of our stock merchandise, **10% off** any of our custom products, and NO SETUP FEES on our custom products! Start saving today! Visit us online @ <http://www.sswdealersupply.com/niada-members.aspx>, call our dedicated team of reps @ 800-269-9704, or contact our Sales Manager, Tom Smith @ [tsmith@sswdealersupply.com](mailto:tsmith@sswdealersupply.com).

### Business Utilities Savings



APPI Energy provides customized, data-driven procurement and consulting solutions that reduce and manage

electricity and natural gas costs. As part of your NIADA membership benefit, APPI Energy is available to analyze your energy usage, evaluate your energy bill, deliver apples-to-apples comparisons of supplier prices and contracts, and negotiate a supply solution for you, giving you a competitive edge to make informed, customized purchasing decisions that manage costs on an ongoing basis. Visit [www.appienergy.com](http://www.appienergy.com) to learn more or contact us at 800-520-6685.

### Credit Report Savings



700Credit is the leading source of credit reporting and

compliance solutions designed for the automotive industry. Simple yet powerful, 700Credit solutions have been developed knowing that the time and money spent on each customer is critical. Features include Credit Reports, Compliance Solutions, verifying identity including red flags, Adverse Action, Risk Based Pricing Notices, Privacy Notices and Pre-Screen solutions which include soft pulls with FICO scores up front in Sales Process. Integration with most CRM and DMS solution providers, including Dealertrack and RouteOne. NIADA members receive preferred pricing on Credit Reports, Free Compliance Assessment and **Free 30 day trial of all compliance products**. Learn more at 866-273-3848 or [www.700credit.com/niada.php](http://www.700credit.com/niada.php).

### Credit Report Savings Cont.



ProCredit Express is a leading direct access provider of all three credit reports (Trans Union,

Experian and Equifax) plus a leader in compliance solutions for the automotive industry. Our partnership with NIADA includes discount pricing on credit reports with **no set-up or monthly access fees**. Whether you pull credit reports through our free ProCredit Express online link, Dealertrack or RouteOne, we can save you money on your credit reports and compliance plus send you one easy to read bill each month. For a savings quote, visit [www.procreditexpress.com/quote](http://www.procreditexpress.com/quote) or contact Colleen Satragni at 800-836-4019.

### Dealer Management Systems



DealerCenter is a leading

provider of dealership management solutions giving dealers full control over sales, customer and inventory management, credit reports, and financing. As an authorized reseller, DealerCenter provides integrated access to major credit bureau services, book services, vehicle history reports and other services popular with independent dealers. With valuable add-ons including Dealer Website, Buy Here Pay Here, and Online Ad Post, DealerCenter offers dealers the functionality they need. NIADA members receive a **free subscription** to the Online Ad Post – standard product with their paid subscription to DealerCenter DMS. To redeem your discount or for more information about DealerCenter products, please call 888-669-2669 and mention code "NIADA MEMBER." Visit us at [www.dealercenter.com](http://www.dealercenter.com).

### Dealership Valuations



Dealership Valuation Services, LLC gives you the

assurance of knowing the worth of your dealership. Whether you need a valuation for a transition, gift planning, or to strategize growth, DVS appraisals provide the information you need to plan with confidence. Specializing in the automotive and motorcycle industries, we have built strong expertise and efficiency into our work with dealerships across the country. We deliver clear, concise and substantiated appraisal reports in a timely manner to help you reach your goals. NIADA members receive **15% off** valuation services. (303) 994-6919 [www.dealershipvaluations.com](http://www.dealershipvaluations.com).

### Digital Marketing Services



Dominion Dealer Solutions improves dealers' lives by developing advanced technologies

including: reputation and social media management, responsive websites, digital advertising, SEO, SEM, multichannel marketing, and custom market reports. Coupled with award-winning lead management, inventory merchandising, equity mining, customer relationship (CRM) and dealer management (DMS) solutions, Dominion redefines automotive retail by delivering first-class customer experiences for today's automotive dealerships. Based in Norfolk, Virginia, every OEM and more than 10,000 U.S. dealers depend on Dominion's foundation of innovation, integrity, excellence and teamwork to provide them with results at every turn. For more information, visit our website, like us on Facebook, Pinterest or YouTube, or follow us on Twitter.



Net Driven is a subsidiary of Internet Brands Inc. Net Driven provides web solutions to thousands of automotive businesses throughout North America. Headquartered in Scranton,

PA, they also have a satellite office in Duluth, MN. As an Official National Partner, Net Driven provides results-driven digital solutions to NIADA members to help grow their online presence and drive more leads. NIADA members are eligible to receive a discount on custom designed websites, internet marketing services, reputation and review management, and more. Save up to \$1,500. Contact Net Driven at 877-860-2005, or request a free personal demo here: [netdriven.lpages.co/niada](http://netdriven.lpages.co/niada)




PCG is an award-winning Internet marketing company specializing in SEO, PPC, and social media


advertising for the automotive industry among other verticals, as well as providing a dynamic blend of consulting, online training, and product research. For more information on PCG Solutions and special NIADA member discounts please visit [www.pcgcompanies.com](http://www.pcgcompanies.com).



## Financing Solutions

**EQUIFAX** Equifax Online Solutions for Independent Auto Dealers: Equifax ePort allows independent dealers to: Clear lender stipulations with instant income and employment verifications; Access multiple credit scores to get on the same page with your lenders; Streamline fraud and compliance checks to stay focused on selling. Equifax ePort gives you safe and secure access to the daily data and insights that independent dealers need to work more efficiently with both consumers and lenders. Contact us today for special NIADA member  **introductory pricing**, [www.equifax.com/automotive](http://www.equifax.com/automotive) or call (800) 879-1025.




UTA is the #1 paperless program used by more automotive dealers. Eliminate collection headaches and have guaranteed payments on all checks received. UTA's check guarantee services are 100% reliable with a 97% approval rate and the highest floor limits in the industry. Benefits Include:  **No start-up fees, monthly minimums, transaction fees or call charges**; No software to purchase; Works with your current banking relationship. Visit <http://niada.savings4members.com> to Start Saving Today!

## Franchise Opportunities




Since 1973, Rent-A-Wreck of America has offered used car dealers a franchise they can operate at their existing retail sales lot that brings extra revenue without much additional overhead cost. Franchise owners receive access to fleet leasing and purchase program, reservation system connected to multiple booking channels, online travel agencies, [rentawreck.com](http://rentawreck.com) and '1-800' telephone reservations, point of sale integration with reservation system, comprehensive training program in pre-open / post-open phases, and for recurrent, ongoing needs, insurance, and more. NIADA members receive  **\$1,000 off** initial franchise fee, additionally Rent-A-Wreck contributes \$1,000 to state or national association when a member buys a franchise. Visit [www.rentawreck.com/niada](http://www.rentawreck.com/niada) or contact John Poisson at [jp@rentawreck.com](mailto:jp@rentawreck.com) or 240-581-1333.



U-Save has been in the rental car business for more than 35 years, with over 200 car and truck rental locations around the world. U-Save provides car rental discounts to businesses, individuals, and families with fast, friendly, economical service – all with a personal touch. From your neighborhood or local airport to the nation's major markets and most popular vacation spots, U-Save provides discount car rental prices with top-of-the-line auto rental customer service. U-Save has teamed up with NIADA to offer franchise opportunities to existing used car dealers. U-Save can be easily added to your existing facility, which helps drive traffic, create inventory to retail, and provides additional revenue for your location. We have a state-of-the-art reservation system with multiple booking channels, customized corporate and local websites, location-specific marketing plans, excellent training programs, and access to insurance. Existing NIADA members will receive a  **\$1,000 discount** off the initial franchise fee, and we will contribute \$1,000 to the member's home state chapter. For more information, please contact Jason Brown at (601) 707-3947 or [jbrown@usave.com](mailto:jbrown@usave.com) | [www.usave.com/franchise](http://www.usave.com/franchise).

## Fuel Cards



Cut your overall fuel management costs by up to  **15%** with purchase controls, data collection, reporting and more to track spending. • Security - Help protect against unauthorized spending with driver identification numbers. • Control - Track and help prevent irregular or unauthorized activities by setting Custom Controls. • Convenience - Fill up anywhere, anytime! Cards accepted at 90% of retail fuel locations nationwide. Visit <http://niada.savings4members.com> to start saving today. To learn more or start saving with Wex Fuel Cards contact our team of savings consultants 844.346.3746.

## Fuel Cards Cont.



### Exxon Mobil

Save 5 cents per gallon at more than 11,000 Exxon- or Mobil-branded service stations. Whether your business is large or small, a fuel card is a powerful expense management tool that will help you drive more profits to your bottom line.

### Phillips 66, Conoco, 76

Save 5 cents per gallon at over 7,400 locations. A Phillips 66®, Conoco®, or 76® Fleet Card is the perfect way to track and monitor your fueling spending while eliminating hours of paperwork. It's never been easier.

### Sunoco

Save 6 cents per gallon at over 5,000 locations. A Sunoco Fleet Card's fuel cost savings, convenience, broad acceptance and powerful controls are a winning combination for your business. Keep your vehicles moving with unmatched value, control and quality.

### Stripes

Save 6 cents at over 700 stations in Texas. Whether you're looking for a fuel card program with robust rebates or nationwide acceptance, Stripes® Stores has the fleet card for you.


### Circle K

Save 5 cents per gallon at over 600 stations in Arizona. The Circle K Fleet Card is the perfect way to simplify your business's vehicle operations and eliminate hours of paperwork. You drivers will enjoy Circle K's quality fuel, food and drinks at the best prices.

## Hotel Savings



### CHOICE HOTELS INTERNATIONAL

NIADA members can take advantage of discounts at over 6,000<sup>TM</sup> participating ChoiceHotels properties worldwide. Call 800-258-2847 or book online at [choicehotels.com](http://choicehotels.com). Save even more by signing up for Choice Privileges® rewards program to earn points toward free nights or flights at [www.choiceprivileges.com/signup/niada](http://www.choiceprivileges.com/signup/niada). It's fast and easy to join. Reference the NIADA Special Rate ID code (#00801629) along with your CP member  **20% off** on reservations booked in advance.

## Insurance Products



AmVenture Insurance Agency, Inc., offers a comprehensive set of tools for the small business community, focusing on workers' compensation coverage for small to mid-sized businesses. Their affiliated insurance carriers are rated "A" (Excellent) by A.M. Best Company, a widely recognized provider of ratings, financial data and news with an exclusive insurance industry focus. Aiming to provide a competitive premium cost while delivering superior service, AmVenture champions the small business owner – those who built their businesses from the ground up – and helps them protect their business. Call 844-290-8888 to get your free quote today.



Shopping around for the best rates on auto & home insurance can be time consuming, which is why so many people feel stuck overpaying for their coverage, year after year. Get competitive quotes quickly and Compare prices and coverage. Choose from top insurers like Progressive, Safeco, MetLife and Esurance. Save on great coverage. Receive expert guidance when you need it. Enjoy exclusive policyholder perks. Policyholder Mobile App – provides on-demand access to digital insurance ID cards, policy information, claims support, and roadside assistance. Rate Tracker™ – the free service that monitors auto insurance rates and notifies you when you may be able to save on your policy. To learn more or secure a quote go to [https://www.answerfinancial.com/Auto-Insurance?a=niada\\_web](https://www.answerfinancial.com/Auto-Insurance?a=niada_web) or call 1-866-373-0441



**NIADA Dealer Bond Program Powered by EEHall**  
Quick, Easy and Fast. Your NIADA membership added a new perk! Edward E Hall and Company, an endorsed NIADA National Member Benefit Partner, can quote your new or renewal bond quickly, offering same day service. To obtain a quote click EEH Dealer Bond Program at <http://tinyurl.com/NIADADealerBond> Complete the application, hit SUBMIT button and we'll take care of the rest. To talk to a representative, call 888-302-4342 or email [info@edwardehall.com](mailto:info@edwardehall.com).

## Insurance Products Cont.



EEHall - has partnered with NIADA to offer members and their families, auto and home insurance that could save you hundreds of dollars. We represent numerous insurance carriers and our online portal is simple and easy to use. For more information on the EEHall Home/Auto Insurance Program, visit <http://tinyurl.com/NIADA-EEH-Insurance>. If you prefer to speak with a representative you can call us at 888-302-4342. EEHall has been in business for more than 150 years and our expert staff will be happy to answer any insurance related questions you may have. [www.eehall.com](http://www.eehall.com)





LTC Financial Partners, LLC (LTCFP) is one of the nation's most experienced long term care agencies. Their passion is to help their clients obtain long term care insurance with the flexibility of choosing benefits that are tailored to their needs so they don't pay for unnecessary coverage. With the help of NIADA, LTCFP has developed a long term program that includes free educational resources and premium discounts for NIADA members and their families. To learn more about this special offer, contact LTCFP toll-free at 877-736-5086 or visit [www.niadaltc.com](http://www.niadaltc.com). This is a solicitation for insurance. Policies underwritten by Mutual of Omaha Insurance Company, Omaha, NE, USA.



It can be challenging to know where to start when it comes to shopping for a term life insurance policy. That is why so many NIADA members rely on Life Insurance Central, a service with licensed insurance representatives that work to find the best coverage for you. You can start the process yourself through an interactive quote engine – just answer a few basic questions and see all the options available to you! To find out more, visit our website at <https://niada.lifeinsurancecentral.com>.



Individual vision insurance from VSP® gives you access to the services and products you need to care for your eyes. Of course you could choose to pay for these entirely out-of-pocket, but with a VSP plan you'll realize substantial savings while receiving the personalized care you deserve. The VSP Standard Plan offers members comprehensive coverage for exams and glasses (or contacts) with additional savings. NIADA members will get a basic pair of glasses to suit their prescription needs while saving over  **\$200**. Plus they'll save an additional  **20%** on lens enhancements such as anti-glare coating and on additional pairs of glasses or sunglasses. Members who choose the Premium Plan\* receive an additional allowance on progressive lenses and typically save more than \$300. \*This offer is not available in all states. For more information visit <http://tinyurl.com/VSP-NIADA> or call us at 800.785.0699.

## Internet Search Engine Application



Want better results? Auto Search Technologies, Inc (AST) is a nationwide software development firm that offers affordable online solutions for dealers of all shapes and sizes. Specializing in SEO (Search Engine Optimization) we can help improve your online results by increasing your website's visibility. Let us take you to the next level with our proven search placement, and push thousands upon thousands of visitors to your website each month. AST has all of the tools necessary in today's online market for dealerships to attract traffic and convert into leads. Whether you are an independent, special finance/BHPP or franchise dealership AST has a solution. Visit [www.autosearchtech.com](http://www.autosearchtech.com) or call 888-750-6845.

## Key Inventory Control Management



**Security Key Systems, Inc.** For over 20 years, SKS has aided dealerships nationwide with first-class service, stellar support, and a key management solution that does more than just store keys. We understand the issues, pressure, and importance on just how the loss of even a single key can impact sales and over time, the business as a whole. SKS provides a full suite of key management and asset tracking solutions for dealerships to identify and eliminate lost keys, time and productivity. With the newest generation of key tracking technology which utilizes touchscreens for easy usability, you will be able to quickly identify who has access to keys, where they have been, and where they are located all at the tips of your fingers. Auditing keys and users has never been easier, ultimately leading to increased sales with less downtime. For more information call : 800-887-0258 or go to <http://www.securitykeysystems.com/>

## OEM Recall Data/Resources Solution

**AutoZone** Your search for OEM Recall Data just got easier. VIN Recall is the newest AutoZone Connect Dealer feature. With this tool, you can load multiple VINs at once, click search, and view all safety recalls, service recalls, TSBS, and repair solutions. Reduce comebacks, use at auctions or for trade-ins, ensure consumer transparency, and most importantly, ensure you are compliant with government regulations with VIN Recall. For more information visit [http://www.niada.com/autozone\\_service\\_drive.php](http://www.niada.com/autozone_service_drive.php)

## Parts and Service Discounts

**AutoZone** AutoZone is the leading retailer and a leading distributor of automotive replacement parts and accessories in the United States with over 5,000 stores across 49 states, the District of Columbia, and Puerto Rico. Members have access to AutoZone's "hot-shot" delivery program including discounts on more than 450,000 SKUs in over 60 distinct product categories. For more information, contact AutoZone's Sales Center at [sc53@autozone.com](mailto:sc53@autozone.com) or call 866-727-5317.

## Payment Processing

**TSYS** TSYS® is one of the nation's leading providers of payment processing services. With more than 15 years of experience and some of the leading experts in the payment processing industry on our staff, we know what it takes to help our merchants and partners grow their businesses and achieve lasting success. Featuring: Innovative, industry-compliant point-of-sale (POS) and terminal products; Wired, wireless, mobile and Internet-based payment solutions; 24/7, U.S.-based merchant support. Pricing structures for businesses of every size; An A+ rating from the Better Business Bureau. Take advantage of a FREE savings analysis. Call 800-613-0148 or go to [www.TSYSassociation.com/niada](http://www.TSYSassociation.com/niada) for more information.

## Prescription Drug Savings

**The Enhanced Benefits Card** NIADA members, their employees and family members can **save up to 70%** on Rx prescriptions, and up to 50% on vision, Lasik, hearing, lab tests, dental, and imaging services. With the Enhanced Benefits Card, you can also contact a doctor 24/7 with their telemedicine program. There is no cost to enroll and savings begin immediately. To print ID cards, go to <http://niada.ebccard.com>. For more information, go to the website, or call 866-306-8011.

## Retirement Program

**NIADA RETIREMENT PROGRAM** NIADA's Retirement Program, administered by NADART (a division of NADA) with managed assets exceeding \$3 billion, has been offering comprehensive retirement plan administration and investment support to franchised dealers nationwide for over 45 years. Available to all NIADA members, so your business has the ability to offer employees a state-of-the-art 401k retirement plan. Contact NADART at [nadart401k@nada.org](mailto:nadart401k@nada.org) or call 800-248-6232, extension 7254.

## Safety Training Programs

**HazmatU** The Coordinating Committee For Automotive Repair (CCAR) is a not-for-profit organization that works with the automotive industry to provide best practice information and training. HazmatU – a suite of online Hazardous Material handling courses – was launched in 2005 to help those who work with air bag modules, seat belt pretensioners, batteries and more to comply with U.S. Department of Transportation (DOT) training requirements. CCAR works to develop best practices for those who work on or around vehicles to help protect employees' health and safety. HazmatU is available to NIADA members for \$279 for a 12-month subscription (regular retail price is \$299). The bundle of HazmatU and autoEHS Safety courses is available to NIADA members for \$499 (**save \$100 discount**). For more information contact CCAR at 888/476-5465 [info@ccar.org](mailto:info@ccar.org), training, or visit <https://niada.hazmatu.org>.

## Shipping Services Savings

**YRC FREIGHT** NIADA members can save at least **70% discount** on qualifying less-than-truckload (LTL) shipments. YRC offers flexible, efficient solutions, including comprehensive regional and national coverage with a full suite of guaranteed, expedited and specialized services. If you would like more information or require further assistance please contact 1-800-MEMBERS (636-2377). To enroll visit <http://www.1800members.com/niada> or if you would like a quote on a pending shipment email [saveonfreight@1800members.com](mailto:saveonfreight@1800members.com).

## Shipping Services Savings Cont.

**UPS** NIADA is excited to announce the UPS® Savings Program for our members! You and your business can now **save up to 36%** on UPS's broad portfolio of shipping services, including air, international, ground and freight. You can receive these discounts even if you already have a UPS account. Plus, the more you ship, the more you can save with UPS. Put the power of logistics to work for you. To enroll and start saving, visit [savewithups.com/niada](http://savewithups.com/niada) or call 1-800-MEMBERS (1-800-636-2377), M-F, 8 a.m. – 6 p.m.

## Telecommunications Discounts

**InterCall** NIADA members now have access to Microsoft Office 365, through the InterCall member conferencing program, which delivers the power of cloud productivity to your business. Office 365 is a flexible per user/ per month subscription service with a number of plan and service options. You can choose the products that best meet your needs as a stand-alone service or you can select from Productivity Plans which bundle services and provide additional savings. NIADA members also have access to Reservationless-Plus audio conferencing at \$.05 per minute which is a **50% savings** off of the standard price. To enroll or get more information call 1-800-514-2818 M-F 8am – 8pm EDT or visit [www.intercall.com/affinity/niada.htm](http://www.intercall.com/affinity/niada.htm).

## Tire Sales/Service Program

**COOPERTIRES** Cooper Tire is a 100 year old USA tire company with headquarters in Findlay, Ohio with one of the largest selections of passenger and light truck replacement tires in the industry. Cooper Tire has a long heritage of partnering with independent automotive service centers across the USA. Cooper Tire will offer you a tire program that will allow you to earn \$ incentives, train your people, access to POS materials and national consumer promotions, and many more great benefits so you maximize tire sales revenue and profits. For more information, visit [www.coopertiresniada.com](http://www.coopertiresniada.com). Please contact NIADA@CooperTireInsideSales.com or call (877) 705-9510 to learn more about how to get qualified and enrolled in our programs.

## Title/Salvage Verification

**Check That VIN** Unlike other used vehicle history services, CheckThatVIN uses an advanced, powerful tool that allows you to access the National Motor Vehicle Title Information System (NMVTIS) to check an automobile's title and salvage history, including its reported odometer reading. Benefits include: 1 Inexpensive: a search is never more than \$2.75; 2 Most timely title and brand information available; 3 Most complete salvage and "total" information. CheckThatVIN is powered by CARCO Group, Inc., a leading company that performs over 1.3 million insurance inspections annually and has been a trusted investigation source to the auto insurance industry for 30+ years. For more information, visit [www.NIADA.CheckThatVIN.com](http://www.NIADA.CheckThatVIN.com).

## Training Services

**Stuker TRAINING** NIADA members get **15% off BDC, Sales and Phone Training** with Stuker Training! Tom Stuker is a renowned leader in the world of automotive sales and management consultation. Known as the founder of the BDC concept, author of Guaranteed Sales Success, star of reality TV series Car Lot Rescue, and owner of Stuker Training, Tom trains automotive sales professionals to sell more cars. Tom's appearances in major publications, news broadcasts, automotive conventions and other media outlets not only motivate his global network, but make him a respected legend in the automotive industry. Hire Stuker today to increase your units sold! 800-999-5277 | [info@stukertraining.com](mailto:info@stukertraining.com) | [www.stukertraining.com](http://www.stukertraining.com)

## Uniforms & Site Services Savings

**UniFirst** UniFirst offers custom uniform and facility service programs, such as mops, mats and janitorial/sanitation products to improve your overall business image and your bottom line at the same time. That's why UniFirst is the smart choice for NIADA members and 250,000 businesses throughout North America. Members receive uniform and facility service savings of **20%-40% off**. No up-front investments or set-up charges, **25% off** all UniFirst catalog purchases, FREE work shirt pressing. Visit [info@savings4members.com](http://info@savings4members.com) to start saving today. To learn more or start saving with UniFirst, contact our team of savings consultants at 844.346.3746.

## Vehicle History Reporting

**AutoDataDirect, Inc.** Auto Data Direct, the national leader in real-time motor vehicle data, offers web-based access to vehicle information dealers need to protect their assets and enhance profitability. Through ADD, dealers can search state databases to verify owner and lienholder information and retrieve the most accurate, current vehicle information. Also available is a low-cost Vehicle History Report including lien and national theft data, helpful for dealers evaluating a potential purchase or taking a vehicle on trade. NIADA members receive free account activation with promo code NIADAMEMBER. For more information, visit [www.ADD123.com/niada](http://www.ADD123.com/niada), or contact Dealer Services Manager, Michael Samaan at 866-923-3123, via email at [msamaan@add123.com](mailto:msamaan@add123.com).

**CARFAX** CARFAX delivers solutions that help dealers increase the success of their used car operations. Connect easily with online shoppers looking for the right car with the right history on CARFAX® Used Car Listings™. Use the CARFAX® Vehicle History Report™ to pay the right price at acquisition, build confidence when advertising, close more deals at retail and keep cars well-maintained in your service bays. Dealers have access to CARFAX through 500+ industry partners and free CARFAX point-of-sale materials. Qualified NIADA members can now **save up to \$200** on a new CARFAX® Advantage™ Dealer subscription. Visit [www.carfaxonline.com](http://www.carfaxonline.com) or call 877-606-9119 for more information or to sign up today.

**experian** Experian Automotive provides information services and market intelligence that enables results-driven professionals to gain the fullest possible understanding of the market, the vehicles and the people who buy them. Its North American Vehicle Database™ houses data on nearly 700 million vehicles and, when combined with Experian's credit, consumer and business information, provides an integrated perspective into the automotive marketplace. Experian Automotive's AutoCheck® vehicle history reports provide dealers and consumers with in-depth information, allowing them to confidently understand, compare and select the right vehicles. For more information on Experian Automotive's products and services, NIADA members can visit [www.experian.com/NIADA](http://www.experian.com/NIADA) or call 888-880-8291.

## Vehicle Pricing Guide Discounts

**Black Book** With today's thin margins, profitable deals often hinge on reliable, up-to-date information from an independent source. That's why more dealers than ever are relying on Black Book's daily vehicle values. Having set the standard for timely, independent and accurate vehicle values, Black Book delivers smartphone apps with up-to-the-minute pricing information, VIN scanning, vehicle history reports, auction run lists and much more. **7 day free trial.** Visit [BlackBookAuto.com](http://BlackBookAuto.com) or call 800-554-1026 for available discounts.

## J.D. POWER



NADA Official Used Car, Official Older Used Car Guide and the NADA

e-Valuator for Dealers are available to NIADA members at a discounted price of **\$5.00 off**. Go to [www.niada.com/nada\\_orderform.php](http://www.niada.com/nada_orderform.php) to order online or to access an order form. For more information contact us at 800-682-3837.

## Vehicle Repair Diagnostic Services

**ALLDATA** Announcing: NEW ALLDATA-NIADA member benefit program product package. That means you can take advantage of ALLDATA's trusted automotive repair information and expert support at a discounted price. Give your technicians the best set of automotive software tools available to complete repairs quickly and correctly the first time. ALLDATA's bundle includes OEM-direct automotive repair data, a verified repairs database, on-call phone support from expert technicians and the Mobile app for tablets. To learn more and sign up, call 1-844-889-6915 or visit [www.ALLDATA.com/NIADA](http://www.ALLDATA.com/NIADA).

## Waste/Recycling Services

**Waste Focus** **Save 25%** off your current waste & recycling services. Waste Focus knows what the operating costs and profit margins are for waste haulers and how to significantly reduce your invoices. With this program you will receive a 3-year pricing commitment, no up-front costs, no hauler contracts, and no more hauler negotiations. Plus, you keep 55% of the total monthly savings and never have to worry about your waste & recycling needs again. Let Waste Focus be your trash & recycling consultant today! To start saving visit <http://niada.savings4members.com>



## Wireless Services Discount

**Sprint**

Sprint is the only national provider for NIADA members with exclusive discounted pricing. Increase productivity and get more bang for your buck with Sprint. Sprint has several rate plans available and offers the greatest flexibility. You can have unlimited data, text and voice, or pool it - the choice is yours. **Save 19%** off most rate plans and 25% off accessories. Visit <http://niada.savings4members.com> to start saving today. To learn more or start saving with Sprint contact our team of savings consultants 844.346.3746.

**For more information on how to apply for National Corporate Partner and/or National Member Benefit Status Contact:**

Scott Lilja, Senior Vice President of Member Services.

Office: 301-834-6503 • Email: [scott@niada.com](mailto:scott@niada.com)



# NATIONAL AFFINITY

PARTNER PROGRAM



The NIADA National Affinity Partnership Program was formed in order to provide our members with highly vetted and best in class industry roster of partner providers they could rely on to provide a broad portfolio of products and services they utilize on a daily basis. These partners offer innovative, leading edge, highly impactful solutions that will help NIADA members make the transition needed to meet the new and exciting challenges and changes facing the industry.

## Aftermarket Products



Keystone Automotive Operations Incorporated, based in Exeter, Pennsylvania, is the leading distributor and marketer of aftermarket automotive equipment and accessories in North America. During our 40+ year history we have grown from a single auto parts store to become the largest warehouse distributor in our industry. We have 25 locations serving our customers nationwide. Keystone offers the largest assortment of specialty products in the automotive aftermarket industry, including 300,000+ skus from over 550 suppliers and access to over 1.2 million skus and many other suppliers beyond what we stock in our warehouses. Keystone Automotive Operations contact: Fred Petrivelli 22420 Temescal Canyon Rd, Corona CA 92883, 800-840-4279 ext 7412 or email [rpresley@key-stone.com](mailto:rpresley@key-stone.com)

## Dealer Management Systems



Frazer is a leading provider of Dealer Management Software. With over 16,000 active users, they are known for providing a full featured, affordable DMS that is easy to use, completely reliable and is backed up with exceptional customer support. For more information visit [www.frazer.biz](http://www.frazer.biz).

## Franchise Opportunities



As BHPH regulations tighten, more and more dealers are seeing the benefits of Lease-Here-Pay-Here programs like our Ren'TOwn® and Lease'TOwn® business models. For over 25 years, Ren'TOwn® and Lease'TOwn® have proven to overcome the problems that commonly occur in the BHPH business model such as repossessions, customer bankruptcies, tax burdens, and delinquent payers. We also offer a Daily Rental and Loaner Car program specializing in small fleets. Start with just 1 car! Daily Rentals are a natural fit within any car dealership as an additional profit center. Learn more about these profitable programs at [www.northlanddealers.com](http://www.northlanddealers.com) or call 800-879-3433.

## Insurance Products



Berkshire Risk Services is a specialty provider of collateral protection insurance for Buy Here-Pay Here and special finance lenders. These programs are designed to extend lienholder protection against physical damage loss, at no net cost to the lender. Additional coverage enhancements and revenue opportunities combine to deliver a financial benefit worth considering. Berkshire Risk customizes each program to meet the unique risk management needs and business objectives of our client lender, and to ensure compliance with all applicable laws. Visit us at [www.berkshirerisk.com](http://www.berkshirerisk.com) to learn more.

## Sales Training



One of the most valuable automotive sales skills is knowing how to "read" your customer to keep them engaged throughout the sales process. The ddk autogenius app helps every sales person, from your newest associate to your veteran sales leader, discover exactly what type of experience each customer is looking for. Once known, you are provided with critical insight about what specific topics of discussion to focus on and just as importantly what areas are of no benefit toward keeping them interested in dealing with you. Find out more at: [www.ddkautogenius.com](http://www.ddkautogenius.com)

## Vehicle Key Replacement



High Tech Locksmiths is the leader in transponder, remote, high security, remote-head, smart key and proximity key services nationwide. High Tech has the capability, knowledge, resources, and a highly trained technician team, to help you with your mission critical services. We provide on-site, same day services, at your location. HTL can help make your reconditioning cycle more efficient by providing complete on-site services for key replacement, generation of lost keys, duplicate keys, remotes and programming. HTL is a national company built from the ground up to work on-site with you and facilitate a rapid response and solution for you and your customers. For more information or go to [www.HighTechLocksmiths.com](http://www.HighTechLocksmiths.com) or call 1-877-411-KEYS (5397).

## Wireless Services Discount



As the leading provider of in-vehicle connectivity services in the U.S., OnStar is proud to partner with NIADA to provide your eligible pre-owned GM vehicle buyers with a 3 month trial of the OnStar Directions & Connections plan, including Automatic Crash Response, Stolen Vehicle Assistance, Remote Door Unlock, Vehicle Diagnostics, Hands-Free Calling, Turn-by-Turn Navigation and a live Advisor available 24/7. To activate the three-month trial Push the blue OnStar button in the eligible pre-owned GM vehicle and follow the prompts to speak with an OnStar Advisor. Learn more at [www.onstar.com/trialon](http://www.onstar.com/trialon).

## MEMBER RESOURCES

### Cox Automotive Educational Resources

#### Cox AUTOMOTIVE™ LEARNING CENTER

The Learning Center, one of Cox Automotive's most influential resources, helps NIADA members stay up-to-date with the latest best practices, research, market reports, industry news, events and more. Check out the site's wide variety of educational materials – including articles, white papers, case studies, market reports, brochures, infographics and videos – at [dealerlearningcenter.com](http://dealerlearningcenter.com)

#### DEALER.COM™ Insights

If you want to learn more about digital retailing, analytics, social media, advertising, SEO and more, the Dealer.com Insights center contains educational resources – such as articles, videos, eBooks and case studies – that can help NIADA members optimize their web presence. Visit the Dealer.com Insights center at [www.dealer.com/insights/](http://www.dealer.com/insights/)



dealertrack technologies™

#### Dealertrack Insights

Dealertrack's Insights site provides a wide array of educational materials that can help NIADA members learn about Dealer Management Systems (DMS), F&I compliance, registration & title operations, industry trends & events, and more. Discover how to make your workflows more efficient, transparent and profitable by visiting [blog.dealertrack.com](http://blog.dealertrack.com)



#### The Manheim Learning Center

The Manheim Learning Center offers video tutorials on buying and selling at Manheim auctions; how to use Manheim tools and services such as Simulcast, OVE and PowerSearch; how to take advantage of Manheim local auctions; and more. Both new and seasoned Manheim clients can discover ways to maximize their wholesale operations by visiting [www.manheimtools.com/tlc/](http://www.manheimtools.com/tlc/)



LIVE MARKET VIEW

#### vAuto Dealer Resources

As a thought leader in the industry, vAuto is committed to helping dealers determine the vehicles that will perform best in their specific markets. Learn more about inventory and pricing optimization through the wide variety of articles, webinars, videos, eBooks, reports, and tools like calculators and cheat sheets, that can be found at [www.vauto.com/dealer-resources/](http://www.vauto.com/dealer-resources/)



Make every connection count.

#### VinSolutions Resources

VinSolutions is a leading developer of software solutions that span the needs of complex dealership processes. Learn more about internal management, sales, service and consumer engagement marketing solutions through the articles, white papers, news and videos you'll find at [vinsolutions.com/dealer-resources](http://vinsolutions.com/dealer-resources)

### NIADA Benefit Hub



WELCOME TO YOUR NEW ENHANCED NIADA MEMBER SERVICES CENTER.

Save even more on dealership and personal items you use daily. The new NIADA Benefit Hub provides thousands of dollars in discounts and cash back rewards from all of our National Corporate Partners and National Member Benefit programs, all in one central location. Visit [www.niada.benefitHub.com](http://www.niada.benefitHub.com), click on any offer, and complete the simple sign up form to start receiving your benefits of NIADA membership today.

## EDUCATIONAL RESOURCES



Every member of NIADA receives a monthly copy of **Used Car Dealer Magazine**, our official national magazine of NIADA. Each themed issue provides a wealth of information and education for every facet of your dealership. Members can also visit the online version of the magazine at [www.usedcarddealermagazine.com](http://www.usedcarddealermagazine.com) to view and read the current and archived issues, search issues for keywords and phrases, link directly to advertisers' websites, and share articles and columns with co-workers, customers, friends and family.



### REWRITING THE PLAYBOOK 2018

JUNE 18-21 / ROSEN SHINGLE CREEK RESORT / ORLANDO



Every member of NIADA is encouraged to attend **NIADA's Annual Convention & Expo**, held in June of every year. The convention is packed with many special events, educational sessions from the industry's most well-known and respected experts and trainers, awards dinners, and a three-day vendor expo. Come for the education, network with industry leaders and successful dealers nationwide, explore new vendor partnerships, help us honor quality and excellence nationwide, and then take all that you have learned back to your dealership and start increasing your dealership profitability. [www.niadaconvention.com](http://www.niadaconvention.com)



The **CERTIFIED MASTER DEALER®** program was developed in 2001, in collaboration with Northwood University, to help dealers manage and grow their businesses. Since then, it has grown into one of the industry's most respected training programs. Dealers who attend this training are committed to the industry, support ethical business standards and practices, and are leaders in their communities. They bring a wide range of experience to each class, and leave with new strategies for analyzing their business practices and increasing their bottom line. For details on the program and the scheduled CMD dates, visit [www.niadamcmd.com](http://www.niadamcmd.com)



### DEALER 20 GROUPS

[www.niada20groups.com](http://www.niada20groups.com)

The power of **NIADA's Dealer 20 Groups** comes from the dealers themselves...working and sharing their ideas and real world experiences with each other. Visit [www.niada20groups.com](http://www.niada20groups.com) to hear more and start achieving your goals today!



**NIADA.TV** is the industry's leading source for FREE streaming educational & informative media. In addition to original programming, NIADA.tv also provides access to dealer education seminars from automotive conferences and conventions, sales training programming from industry experts, coverage of special automotive events, and monthly special programs and tips. With more than 500 hours of videos, NIADA.tv enables you to fit ongoing education into your busy schedule - anywhere, anytime! Visit [www.niada.tv](http://www.niada.tv) today to get started!

## SPECIAL PROGRAMS



**Hiring?? LET US HELP YOU FIND YOUR NEXT GREAT EMPLOYEE.** Look no further than the **NIADA Career Center** for all your hiring needs. Our membership is comprised of the highest qualified professionals in the automotive dealer industry. For a limited time use Promo Code 250FF for 25% off any job posting package! To search for jobs and careers, click here: [careers.niada.com/jobs](http://careers.niada.com/jobs)



#### Available to NIADA Members only:

A Certified Pre-Owned (CPO) Vehicle Program Fully Insured for Independent Dealers!

#### INNOVATIVE & DIFFERENT

Our exciting new CPO Program allows independent dealers of ALL sizes to now offer their customers certified high-quality vehicles, get higher resale

value, raise their profits and finally compete with factory certification programs!

It's Simple! All NIADA Dealer members participating in the program can certify their vehicles in their own service department, at the auction, or work through a third party facility. Once the vehicle passes inspection and becomes certified, it can be offered to your customers with comprehensive 3/3, 6/6, or 12 month, 12,000 mile options...fully insured direct to YOUR Dealership through an "A" rated insurance company! Provide YOUR customers with the peace-of-mind of driving a certified vehicle!

#### NIADA Certified Limited Warranty includes:

- Options for 3/3, 6/6 or 12/12 Coverage
- 3/3 & 6/6 Options Include Additional engine only coverage for 36,000 miles
- 24/7 Emergency Roadside Asst. • Mechanical First Aid
- Tire & Battery Service • Delivery & Towing Services
- Rental/Substitute Transportation • Online Media Kit
- Option to Extend Your Coverage

**CALL NOW** to find out how to get the NIADA Certified Program at Your Dealership! For more information, call 877-310-0288

[www.niadamcpo.com](http://www.niadamcpo.com)

### NIADA Dealer Compliance

**Train. Document. Track. Comply.** Finally, a comprehensive dealer compliance solution that fits your schedule...and your budget. You know compliance is important, but you've also got a job to do. Your family, employees and community depend on you and your business. How do you take the time to manage compliance without losing focus on operations, marketing and sales? With the NIADA Dealer Compliance Suite, you don't have to choose...because we offer a comprehensive solution that's available when and where you need it. Yearly subscriptions are only \$495 per year for all of your employees. For more details, visit [www.niada.com/dealercompliance.com](http://www.niada.com/dealercompliance.com)



As an independent auto dealer, you count on NIADA for ideas and strategies to build a stronger tomorrow for your dealership. Now you can also turn to NIADA for money-saving programs to help build a brighter future. Through the collective strength of

NIADA members, their employees and families now have access to benefits traditionally only available to large groups.

- Auto/Home Insurance • Health Insurance • Life Insurance
- NIADA Property Casualty/Workers Comp Insurance
- Berkshire Risk Services Collateral Protection Insurance

For complete details and offers from all of our insurance-related partners visit [www.niadainsurance.com](http://www.niadainsurance.com)



POWERED BY DealerSocket™

CSI is the key to customer loyalty and continued referrals. With so much information available today to

the average car buyer, how is your dealership making sure that you resolve issues with buyers before they make it to the ratings or social media sites? With NIADA's CSI solutions, you will receive feedback directly from customers via electronic surveys or phone response. You can automatically catalogue, assign and resolve any issues that arise based on business rules that you define. This will help you hold your staff accountable for every customer complaint or suggestion and ensure that your CSI scores remain stellar. To sign up or for more information go to <http://id.dealersocket.com/niada/> or call 855-395-1485