

NOTE: I will send out a summary of the Stimulus Bill as soon as possible. Also, I'm asking you all for input, data, and how your stores are performing. I need this information as this helps me here on Capitol Hill. I'd also ask for you to share your best practices while we are going through this. Please email me at damon.lester@namad.org on your "Key(s) to Success"

Contracts in Transit

Here's something I ask you all to consider to increase your cash flow. As you know, the U.S. is facing an historical amount of layoffs. The States which are permitted to still conduct Sales play an integral part of your business. As such please keep in mind that you will need to urge the banks, captives, and subprime lenders to Fund your deals especially those deals that require proof of employment. In many instances, banks may have to call the employer to verify employment (of which may be closed). **Tip:** In order to allow any delivery and increase your cashflow please make sure you have the bank fund your deals to prevent Frozen Capital.

Service Department

Most of you may have received service appointment cancellations. One way to you can prevent a lost in service business is to have your Service Advisor call customers and offer either remote service repairs for non major items or offer to pick the vehicle up, repair, and drop off.

Customer Loyalty and Digital Marketing will be key now and in the upcoming months.