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## **Do You HAVE to Spot Deliver?**

*by Gil Van Over*

I've spent the last week traveling from a quaint village in western Germany to Paris, circled east to Munich then returned to a quaint village in western Germany. Side trips through Luxembourg, Belgium (for the waffles), and Austria (Cinderella's Castle) supplemented the whirlwind tour. Not once did I see a dealership with more than 20 cars on the ground. If Europeans don't spot deliver, why do Americans?

My guess is cultural. Europeans seem much more patient. European waiters will not approach to take your order until you close your menu. Waiters will not bring the check until you ask for it. They do not seem to be in a hurry to turn over tables to enhance their tips.

Americans are impatient. Not that there is anything wrong with that. A certain amount of impatience helps drive business development in our economy. However, like the pendulum on the Black Forest Cuckoo Clock, impatience can go too far to the right or too far to the left.

As an industry, spot delivery is so ingrained into the process that many do not think about the consequences. In fact, many dealers believe they are too passive unless they are unwinding between two and five percent of their deliveries each month.

The spot delivery process can expose dealers to the following risks:

- Forgetting to send an adverse action notice
- Not following creditor's repossession requirements
- Can't get the trade back
- Can't find the customer or the car
- Damage to the car
- Encourages power booking
- Potential litigation due to yo-yo transactions
- Inconsistent product pricing
- Appearances of trading rate for product
- Inconsistencies between product selected versus purchased
- Backdating contract date
- Inefficient processes

I'm not about to expect that we can change our cultural obsession with impatience, and not so sure that we want to. We can, however take advantage of today's technology to supplement our impatience and cut down on the percentage of unwinds.

By the way, today's itinerary is to watch the Germans play in the World Cup at a quaint pub in western Germany before we head off to one of the military installations to celebrate the fourth with fireworks.

Then back to reality on a plane and to the impatience in America.

P.S. A special thanks to my three brothers-in-law who are part of the forces helping us to maintain our impatient way of life.

**Editor's note: Please take this week's dealer survey.**

**To share your thoughts on this topic, e-mail: [ldipietro@dealer-magazine.com](mailto:ldipietro@dealer-magazine.com)**

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