

# Key Changes & Clarifications to Toyota Fleet Policies and Procedures

Effective June 01, 2009

## Eligibility

1. Standard in service is increased to 12 months for Commercial and Black Car programs
2. New Black Car program requirements described
3. Black Car eligibility includes
  - a. Drivers who are affiliated with an authorized base that has established a fleet account with Toyota; and
  - b. Who have an active license, permit, registration, certification or other approval issued by an Issuing Jurisdiction to operate a vehicle for transportation for hire by pre-arrangement.

## Ordering

1. A dealer who wishes to order/ sell fleet production must be a Toyota Executive Delivery dealer (TED) and limit the courtesy delivery fee to \$250.
2. Black Car Orders may also be submitted by selecting a specific VIN from the E-mmediate pool on <http://fleet.toyota.com>.
3. Dealer must include the driver's Black Car license number in comments on Fleet order

## Ship Thru Services

1. The Ship Through Program is available to all Fleet Accounts and FMC's that may request TMS to drop ship vehicles at an upfit contractor (Upfit Contractor) and subsequently to transport the upfit vehicles (Upfit Vehicles) to the delivering dealer for final delivery to the Fleet Account. The request will be considered by TMS Fleet if the following parameters are met:
  - The Upfit Contractor must be pre-approved by TMS Fleet.
  - The Upfit Contractor must be within a reasonable distance of a Toyota processing facility for re-entry into the Toyota Logistics network.
  - Selling dealer and the Fleet Account must agree to the terms of purchase and sale of the vehicles.

## Delivery

1. Only TED dealers will be authorized to perform courtesy deliveries for Commercial customers
2. Vehicles shipped to a non Toyota dealer require the Pre Delivery Service be performed at a TMS processing center. Some components of the PDS designed to protect the vehicle during transportation are not completed. The selling dealer/ Fleet Account will bear the expense of completing the PDS when the vehicle is not delivered to a Toyota dealer, unless otherwise specified by specific program guidelines.

## Bid Assistance for Government accounts

1. The dealer requesting bid assistance and/or MY price protection must provide TMS with the completed bid assistance form prior to submitting the bid. This form is available through the respective TMS/PD FFM/Fleet manager.