



Dealer group implements automated vehicle delivery for leasing company customers

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Multi-franchise dealer group, Norton Way, is set to deliver improved service to its fleet customers following the implementation of new technology to automate and speed up the new vehicle delivery handover and collection process.

Norton Way operates four franchises - Honda, Peugeot, Mazda and Suzuki - from six sites, including the flagship Chiswick Honda brand centre on the site of the former Honda UK head office, and will also become a Nissan franchised dealer before the end of the year.

The group delivers 6,000 fleet vehicles each year on behalf of contract hire and leasing companies and selected the MoDel system from Ebbon-Dacs to deliver electronic authorisation and invoicing for vehicle deliveries and collection.

Norton Way expects that the savings in time and efficiency that MoDel creates will enable them to provide a better quality of service to the fleet customer.

David Wright, corporate quality manager at Norton Way, said: 'We deliver between 4,000 and 6,000 cars a year to the fleet market which generates a huge amount of paperwork. We currently have to print off delivery instructions and match these to our customer liaison officers' paperwork for several thousand vehicles. MoDel automates this process totally.

'It also speeds up our invoice authorisation and payment considerably. Within 10 minutes of delivery, we are now able to upload the required documents to the leasing company and receive payment for the vehicle within agreed credit timescales. The fact I can invoice immediately, electronically, starts the payment process a day early. This means I'll get paid earlier and

the leasing company can start their new contract earlier.

'Everyone wins. Chasing any payments is incredibly easy, as everything the leasing company requires is permanently available in Leaselink within minutes of delivery,' he added.

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