

NATIONAL ACCOUNT LEASE RETURNS HELP BUTTON PROCESS

We are excited to launch a new feature that allows dealers to notify TICF of *National Account Lease Returns* utilizing the grounding platform.

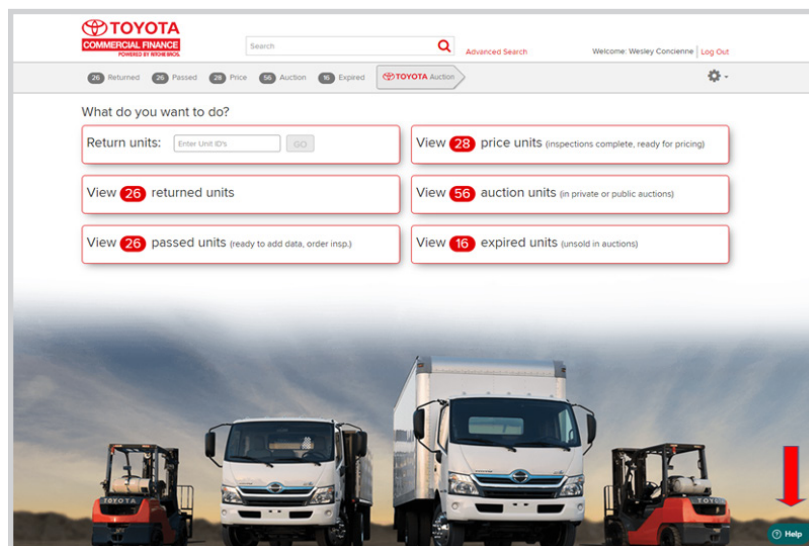
This latest feature can be utilized by selecting the “HELP” button, located at the bottom right-hand corner of the TICF Grounding Platform site. Dealers can use the *National Account Help Button* to inform TICF of ANY off-lease National Account units returned to their dealership.

To complete the National Account return process, simply provide the following *required* information in the description box as outlined below:

- ▲ Customer Name
- ▲ Model / Serial Number
- ▲ Attachments
- ▲ Return Date
- ▲ Hours (If electric, include Key, Drive, and Pump)
- ▲ Battery/Charger Information
- ▲ Storing Dealer Name
- ▲ Storing Dealer Location Address
- ▲ Operational Yes or No
- ▲ Four photos of the unit and the Bill of Lading including hours (as PDF attachment). Drag the photos and attachment into the Upload Files Box

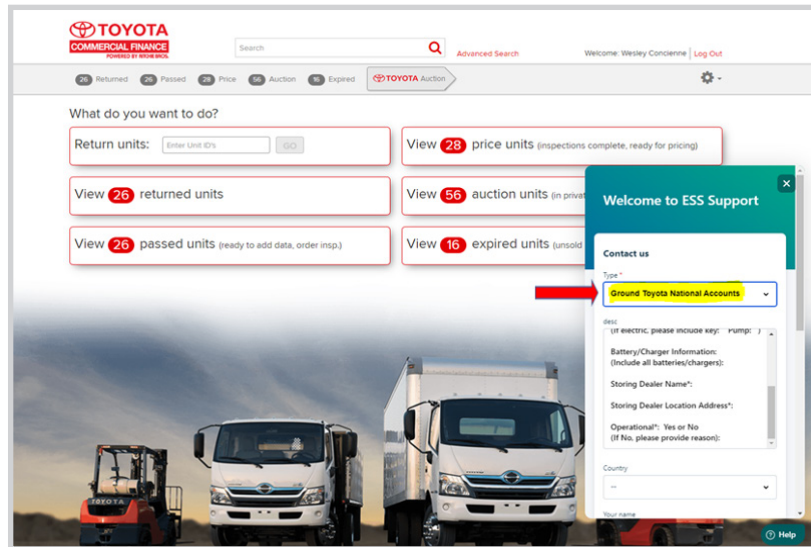
Lastly, please make sure to reference **“Off-Lease National Account Unit”** in Subject Box and include a brief description of unit condition in the Description Box.

1. Click the Help button located in the bottom right corner of the screen.



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2. Select the drop down and click the “Ground Toyota National Accounts” verbiage.



3. In the Subject line, type “Off Lease National Account Unit.” In the Description box, add any additional information about the unit that TICF should know. Lastly, upload four pictures of the forklift as well as the Bill of Lading.

