

Ritchey Cadillac Buick GMC

Challenge

High rates/fees, no local representation, limited functionality, inadequate security.

Dealer Pay Win

Major monthly fee savings, in-person installation and training, customer security setup and mobile-friendly hardware options.

Dave Wright Nissan/Subaru

Challenge

Slow transactions, unorganized billing and support, out-of-date hardware.

Dealer Pay Win

Convention use for each department, organization, fast transaction speeds, and a reliable POS system.

The Story

Ritchey Cadillac Buick GMC in Daytona Beach, FL also has 2 Subaru stores in Daytona and Melbourne, FL. All 3 stores love the cost savings and transparency when it comes to pricing and fees. They really like that we have “behind the scenes” functionality and requirements to help reduce interchange rates or card not-present and corporate card transactions and can provide them best practices to reduce fraud and increase customer satisfaction. As a direct request from Ted Serbosek, owner/general manager, we also added IP filtering to further increase security across their stores.



The Story

Dave Wright Nissan/Subaru, in Hiawatha, IA, was ready for an upgrade. This dealer group, which also has Buick/GM and Chrysler Dodge Jeep store in Marshalltown, was in dire need of an upgrade. They had in addition to their retail processing accounts, several eCommerce merchant accounts that set up incorrectly and overcharging. Additionally, since Dave Wright is on the board of IADA, he wanted to make sure the company the state was endorsing, truly met his standards and he was pleasantly surprised in the positive impact on both his staff and customers alike!



Bale Chevrolet

Challenge

Outdated system, no contactless payments or other integrations.

Dealer Pay Win

POS and terminal upgrade, mobile wallet options and more efficient operations, with options for 3rd party integrations.

The Niello Automotive Group

Challenge

Outdated stand-alone terminals from our bank, without DMS integration.

Dealer Pay Win

Updated to DP POS with the CDK integration and all transactions are linked for easy reconciliation.

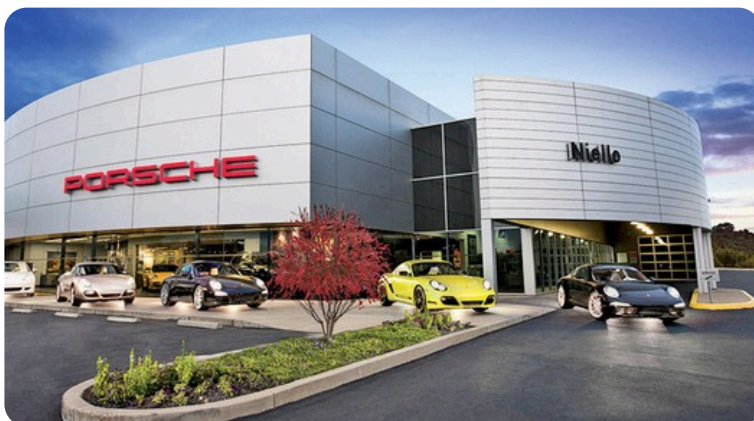
The Story

Bale Chevrolet, a high volume dealer in Little Rock AR, was a referral from a 20 group. They were about to sign with another provider before they realized our dealer-specific features and functions. They were impressed with how fast things worked and our knowledge in the industry to best accept payments, both inside and out. They had interest in integrating with other service lane technologies, while keeping consolidated reporting. Scott Bossier, their corporate controller was grateful for our ability to do most all of the work for him, through enrollment, onboarding, installation and training.



The Story

The Niello Automotive Group, spanning 12 franchises and a collision center, in the greater Sacramento region of California. The group had been using their bank for decades and was in search for a better solution to improve both the productivity for fixed operations, but also the customer experience. Now using Dealer Pay's POS with modern payment tools and DMS integration they can increase efficiencies and CSI scores at the same time. Even with deliveries for parts, using DP Moves, our mobile solution, allows them to collect COD, out and about. Tully Williams, their Fixed Operations Director, who led this effort, is also on our Dealer Advisory Board.



Crestmont Buick GMC

Challenge

Lack of effective customer support and a reliable point of contact.

Dealer Pay Win

Our top-notch customer support ensures that our clients feel both secure and well-taken care of whenever challenges arise.

Cardinale Auto Group

Challenge

Add fee-based surcharging to help cover costs of credit card transactions without losing customers.

Dealer Pay Win

Pay Share surcharge program was implemented with upfront funding to offset the costs of credit card transactions and the fees associated with them.

The Story

Crestmont Buick GMC encountered challenges with their previous payment solutions, experiencing difficulty in reaching a live representative for problem resolution. The most significant enhancement they've identified is the establishment of a dedicated point of contact. They noted that our support team consistently responds to their calls and messages promptly, addressing their inquiries effectively or directing them to the appropriate personnel. This marks a notable improvement from their past experience, where reliance on generic 1.888 support numbers led to a lack of customer service and left them without a reliable point of contact for addressing their concerns.



The Story

The Cardinale Group, comprised of 20 premier brand dealerships spans across California, Arizona, and Nevada. The group had been using several providers and had challenges with hardware and support. They were looking for a partnership with an organization, that would not only provide them the option to surcharge, to increase profit margins, but also provide excellent service and support. Additionally, due to their size, they needed detailed cost and rate analytics based on department, store, and overall enterprise. Teresa Fountain, their CFO, was fully engaged in the conversion and has coordinated with Dealer Pay to provide the data they need each month.

