# Chapters

### Chapter 1: Understanding the Inventory Problem

Session 1: Introduction

Session 2: The micro-chip shortage: truth or myth?

Session 3: Will this shortage be the new normal

Session 4: How do we control our salespeople & their negative mindset?

Session 5: What should be your expectation during this period?

### Chapter 2: Changing Our Mindset to Acquire Inventory

Session 1: How to change our mindset

Session 2: Realigning your manager's mindset

Session 3: Looking at our current inventory strategy

Session 4: Evolve or die, it's your choice!

#### Chapter 3: How to Find the Inventory We Need

Session 1: Why the normal channels are now undependable

Session 2: Where do we look for inventory

Session 3: Won't everyone be looking there also

Session 4: Working smarter than our competition

Session 5: Leveraging technology to help us work smarter

Session 6: Looking nationwide for the vehicles we need

Session 7: Trading slow moving inventory with other dealerships

### Chapter 4: Finding Inventory Thru Underutilized Methods

Session 1: What are the underutilized methods in the auto industry

Session 2: The number 1 underutilized method.... your service drive

Session 3: Why most fail at using their service drive to acquire vehicles

Session 4: Your service drive is your future preowned inventory warehouse

Session 5: Service appointments are your own daily private auction





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### Chapter 5: Acquiring Cars in Service

Session 1: How to target the cars you desire from your service drive

Session 2: What should be the strategy

Session 3: The non-retail mentality

Session 4: Promote the fact you're buying cars - EVERYWHERE

Session 5: How to target the cars you desire

### Chapter 6: The Used Car Auction

Session 1: Why the auction is not your best option, or is it?

Session 2: Weighing out your options

Session 3: How to know if you're paying too much?

Session 4: Leveraging your connections with other dealerships

### Chapter 7: Finding the Vehicles Hiding in Plain Sight

Session 1: What does hiding in plain sight mean to you as a dealership

Session 2: Craigslist, facebook, for sale by owner

Session 3: Local buy sell trade websites

Session 4: The proper offer

### Chapter 8: Do You Need a Used Car Buying Service

Session 1: What will a used car buying service do for your dealership

Session 2: Can't my used car manager just do this

Session 3: How to buy nationwide

Session 4: Auction monitoring

Session 5: Let the buying service do the leg work for you

Session 6: Is it cost effective

Session 7: Do we have a choice at this point





# Chapters

### Chapter 9: Success Versus Excuses

Session 1: Excuses will not lead to success

Session 2: The excuses we tell ourselves as dealerships

Session 3: Hard work will pay off

Session 4: Most dealerships are still trying to figure out what to do

Session 5: What happens when you do nothing

Session 6: The industry has changed, we must adapt

Session 7: Conclusion

### Chapter 10: Outsmarting Your Competition

Session 1: Outsmarting your competition

Session 2: What is swapalease.com?

Session 3: Buying out leases w. 3-year-old residual values

Session 4: Identifying other lease swap websites

Session 5: Presenting the offer

### Chapter 11: Mastering Your KBB Buying Center

Session 1: KBB infrastructure

Session 2: Profit potential on KBB buys vs. trade ins

Session 3: Creating the KBB appointment

Session 4: Competing against CarMax

### Chapter 12: The Subprime Market

Session 1: Is it time to start a sub-prime department?

Session 2: Subprime infrastructure

Session 3: How to market for subprime

Session 4: How to merchandise for subprime

Session 5: Is subprime a viable alternative in this market?





# Chapters

### Chapter 13: How to Pay Staff (When They Bring in a Car the Store Buys)

Session 1: What is a performance-based pay plan?

Session 2: Who is eligible to be paid?

Session 3: The "life cycle" pay plan

Session 4: The "danger" of under paying

### Chapter 14: Pros & Cons of a Vehicle Acquisition Manager

Session 1: Why can't my used car manager do this?

Session 2: Defining the job description of the vehicle acquisition manager?

Session 3: Benefits of a used car acquisition manager

Session 4: Cons of a used car acquisition manager

