



## Dealer Kiosk Information

*Supporting dealers with a quick, user friendly drop-off and pick-up methods*

### What is the dealer kiosk?

- The user friendly dealer kiosk is a mandatory technology for dealers, as well as towing and storage, to easily drop off their paperwork if they are not seeing a customer service representative.
- Every dealer and runner has to complete an application before receiving a barcode key tag that identifies them when interacting with the kiosk.
- An email address and phone number are both required on each completed dealer and runner application in order to initiate the personalized key tag. The phone number can be used to gain entry to the kiosk if a key tag is unavailable.
- In order to submit new work, the key tag is held under the kiosk's barcode reader and the account information is then displayed. Once this information is displayed, the kiosk's touchscreen will ask two questions:
  - How many items?
  - What is the check number?
- When the paperwork is ready for pick up, the system notifies the runner via email and copies the business. To retrieve completed items, use the key tag the same as before to select the appropriate items from the kiosk's touchscreen. The selected items will be marked as pick-up complete.