

## **Sample Checklist for Online Sales and Remote Delivery Program** **[To be customized based on local orders and dealer's actual practices]**

### **General Requirements**

- All dealership employees engaged in online selling have a vehicle sales license on display at the dealership.
- Dealership website has an updated Privacy Policy and Notice at Collection of Personal Information that comply with the California Consumer Privacy Act.
- Employees working from home have signed the dealership's Work From Home Policy.

### **Online/Electronic Requirements**

- All personal customer information is provided through the dealership's secure upload application (and not by email or texting to a salesperson's personal cell phone).
- Customer's identification has been virtually verified, by the customer holding their government photo ID next to their face through a secure video conferencing application while the employee took a snapshot.
- Delivery address has been confirmed as the residential address appearing in the customer's credit report or the General Manager has agreed to the delivery address.
- If there is a trade-in, customer has provided video and/or photos of the trade-in, along with images of documents evidencing registration/ownership.
- All documents have been completed and provided to the customer electronically, in a secure manner. To the extent possible, all documents have been signed electronically by the dealership and customer (excluding DMV documents requiring an original ink signature), and dated as of the delivery date.

### **Onsite Requirements**

- Employees involved in the sale who work onsite at the dealership, including service employees who perform PDI and vehicle preparation work, comply with local social distancing/face covering/health protocols.
- Vehicle has been cleaned/sanitized prior to delivery.
- If the vehicle does not already have plates, temporary license plates have been affixed to the vehicle.

### **Delivery Requirements**

- To the extent possible, driver has engaged in social distancing, remaining six feet away from customer during delivery process.
- Driver is wearing a face covering and a fresh pair of gloves.
- Driver has verified customer's identity, in person.
  - Image on photo ID matches customer's appearance.
  - Physical description on photo ID (e.g., height, age) match customer's appearance.
- Driver has visually inspected condition of trade-in to confirm it matches the agreed-upon value in the contract. If not, driver notified sales manager of the issue and followed instructions as to whether or not to complete the deal.
- Customer has signed DMV documents and any other documents that were not previously signed electronically in the presence of Driver.
- Upon return to the dealership, Driver disinfected the delivery vehicle's steering wheel and handles, washed their hands, and provided all deal documents to the designated manager.