

Associate Discount Policy & Procedure

PURPOSE / SCOPE

This policy describes how an Eligible Purchaser or Eligible Family Member may purchase a used or wholesale vehicle from CarMax’s inventory and receive discounts on eligible accessories and vehicle service.

DEFINITIONS

“Eligible Purchaser”	<p>CarMax Associates must be classified in Workday as a Full-Time Associate or a Part-Time Associate and be employed with CarMax for at least 30 continuous days.</p> <p>Edmunds employees must be classified in Oracle as a Full-Time Regular or a Part-Time Regular employee and be employed with Edmunds for at least 30 continuous days.</p> <p>Members of the CarMax Board of Directors are also eligible.</p>
“Eligible Family Members” (family members of CarMax Associates, Edmunds employees, or Board of Directors)	<ul style="list-style-type: none">• Spouse, Domestic Partner• Children (to be eligible, a child must be your, your Spouse’s, or your Domestic Partner’s): biological child, adopted child, stepchild, foster child, a child for whom you have legal guardianship• Parents, Stepparents, Parents-in-law, Domestic Partner’s Parent• Siblings, Step-siblings, Sibling-in-law, or Domestic Partner’s Sibling• Grandparents, Grandparents-in-law or Domestic Partner’s Grandparents• Grandchildren• Child’s Spouse or Domestic Partner
“Non-Eligible Family Member”	<ul style="list-style-type: none">• Aunts, Uncles• Cousins• Nieces, Nephews

POLICY

Additional Eligibility Information

- Individuals at CarMax or its subsidiaries classified in Workday or Oracle as Independent Contractors, Interns, Leased Employees, and Temporary Associates are not eligible under this Policy.
- In accordance with CarMax leave policies, eligibility under this Policy may remain in effect for up to six months during an approved leave.
- Eligible Family Members do not have to be living in the Eligible Purchaser’s household and do not have to purchase the vehicle at the same location in which the Eligible Purchaser works. Any purchase rules, restrictions or requirements apply to Eligible Family Members as well as the Eligible Purchasers.
- If any Eligible Family Members are co-buyers on a vehicle purchase for a Non-Eligible Family Member, the discount will apply to the purchase.
- For information on retired Associates’ discounts, please refer to the “Retiree Discount Policy” on the CarMax Benefits Center website, <https://benefits.carmax.com>. Edmunds retirees are not eligible for a discount under

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the Retiree Discount Policy. The Associate Discount Policy eligibility may be revoked by CarMax in its sole discretion should the Eligible Purchaser or their Eligible Family Members be deemed in breach of the CarMax Policy, including, but not limited to, failure to meet purchase obligations for CarMax vehicles. Should a revocation of the Associate Discount Policy apply, the Eligible Purchaser will be notified by CarMax in writing within 30 days of the effective date of the revocation.

Discount Authorization

The Associate Vehicle Purchase Form must be completed by the Eligible Purchaser and signed by an authorized Manager. Authorized managers are defined below:

Eligible Purchasers	Authorized by:
All CarMax store Associates except Location General Managers, Purchasing Managers, Senior Buyers, Buyers, Buyers in Training, Buyer Assistants, Vehicle Condition Assessors	Location General Manager
CarMax Purchasing Associates	Purchasing Manager
CarMax Location General Managers	Regional Vice President General Manager or Regional Vice President of Merchandising
CarMax Purchasing Managers	Regional Vice President of Merchandising
CarMax Home Office, Midtown, CEC, CAF, Dallas Hub, and Regional Associates	Department Manager
Edmunds Employees	Department Manager

Discounts

Used- CarMax & ValuMax	<ul style="list-style-type: none"> • Cost + \$300 (if saleable for more than 14 days – on the 15th day, the vehicle is then eligible with a maximum discount of \$3,000 off the retail price). If transferred, the time period begins the date the vehicle was first made saleable and transfers with the vehicle (time in transit does not count toward the saleable time period). • Retail - \$500 (if saleable for less than 14 days – the vehicle is eligible until the end of the 14th day). • Cost = Purchase cost (including appraisal fee, if applicable) + reconditioning costs and labor + transportation/shipping (if applicable) + state safety/emissions inspections cost (if applicable) + service fee + service supplies + gas fee + margin recapture + procurement fee. • Vehicles cannot be purchased below Cost. If the Associate discount takes the price below Cost, it is not eligible for an Associate discount purchase. The Eligible Purchaser may still purchase the vehicle for the full retail price, and it will not count as a discount purchase.
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	<ul style="list-style-type: none">• Eligible Purchasers are responsible for all transfer fees at the time of the transfer request. Transfer fees are NOT included in the Cost.• Select associates may also have access to the Associate Discount Cost Calculator website for reference.
Wholesale	<ul style="list-style-type: none">• Cost + \$300• Cost = Purchase cost (including appraisal fee) + Buyer's T&E (if applicable) + actual transportation cost + recon (if applicable).• Eligible Purchasers are responsible for the actual transportation cost, regardless of whether they decide to purchase the vehicle. Note: the actual transportation cost may be different from the estimated cost provided by the Wholesale Transfer Calculator.• The Wholesale Fee of \$100 is not charged on these purchases.• Select associates may also have access to the Associate Discount Cost Calculator website for reference.• Unless required by law, these wholesale purchases are not covered by the CarMax Limited Warranty. Limited and implied warranties may apply depending on the state (see your Buyer's Order (Associate Wholesale Purchase) and Buyers Guide for details).• Vehicle must pass an Associate Wholesale Warranty Inspection and/or state safety or emissions inspections in some states. The Eligible Purchaser must pay for the inspection(s) and any repairs they request to pass inspection, whether or not the vehicle passes or the Eligible Purchaser ultimately purchases the vehicle.• Any repairs required for state inspection(s) or Associate Wholesale Warranty Inspections will be completed through retail RO at the discounted rate prior to the sale.• The inspections, and any work necessary to pass inspection, must occur at CarMax unless the LGM and/or Operations Manager approve a sublet.• Repairs beyond those required to pass inspections will be done after the sale at the Associate Rate.• Wholesale vehicles cannot be purchased after they are listed on carmaxauctions.com (usually within 4 days of the scheduled auction). If a vehicle is designated or is to be designated as a "Feature of the Week", it is ineligible for purchase.• Wholesale vehicles (with an approved Associate Vehicle Purchase Form) can be held for up to 48 hours for an Eligible Purchaser.
Accessories	<ul style="list-style-type: none">• For pricing, refer to the Associate Discount Pricing for Accessory Purchases document on CarMax Way or contact the store. <u>Do not contact the vendor directly.</u> When building the order, Sales Managers should consumerise the difference between the Order Entry price and the price indicated in the CarMax Way document• The same list of Eligible Family Members for vehicle discounts applies when accessories are purchased.

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	<ul style="list-style-type: none"> • Only two accessory transactions may be purchased at a discount per calendar year. • Accessories purchased by Eligible Purchasers at a discount cannot be financed (unless is the individual is also purchasing the vehicle and accessories are included with the vehicle’s financing).
GAP	<ul style="list-style-type: none"> • The Discount does not apply to Guaranteed Asset Protection (GAP).
MaxCare	<ul style="list-style-type: none"> • Retail - \$300 – Not available for wholesale vehicles, no limit on purchases.
Parts	<ul style="list-style-type: none"> • Cost + 10%, See a Service Consultant
Service	<ul style="list-style-type: none"> • 20% off labor, 20% off menu items, Detail – 20% off Retail

Discount Rules

- Associate discount purchases must be made through a Manager (Sales Consultants and Customer Specialists may not facilitate Associate discount purchases for these Associates, and Sales Managers should not assign splits to Sales Consultants for those transactions), with the following exceptions:
 - Sales Consultants and Customer Specialists **may** process Associate discount purchases, and Sales Consultants may earn commissions on those transactions in: Richmond (both locations), Charlottesville, Fredericksburg, Atlanta (all market locations), Dallas (all market locations), Phoenix (all market locations), Kansas City (all market locations), Las Vegas (all market locations), Laurel and Murrieta.
 - Sales Consultants and Customer Specialists **may** process Associate discount purchases for Eligible Family Members of CarMax Associates, and Sales Consultants may earn commissions on those transactions. This includes members of the Sales Consultant’s or Customer Specialist’s own family and/or Eligible Family Members of other Store Associates. Sales Consultants may also process appraisal-only transactions for these Eligible Family Members.
- CEC Associates are allowed to sell vehicles/provide transactional support to all Associates except any Associates in their location or pod.
- An Eligible Purchaser may not give, transfer, or sell their discount to any other Eligible Purchaser for any reason.
- Under no circumstances shall an Eligible Purchaser complete the Order Entry process for a vehicle being purchased for their personal use.
- A maximum of three vehicles may be purchased at a discount per Eligible Purchaser per calendar year across all locations (working at or purchasing from multiple locations does not allow more than three purchases).
- Discounts on vehicles excludes any vehicle that the company has taken depreciation on (Inventory vehicles, Transport vehicles, etc.).

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- CarMax and CAF vehicles that have been repossessed are not eligible under this Policy.
- An Eligible Purchaser who would like to purchase a vehicle who was involved in any portion (condition assessment or valuation) of the appraisal must have the approval of their authorized manager (as defined above).
- Eligible Purchaser orders are not eligible for Home Delivery.
- Eligible Purchasers cannot use 3rd party appraisals and must use the traditional CarMax appraisal process or a CarMax instant offer.
- **Store Associates may not purchase vehicles on the weekends using the Associate Discount Program.** (This does not apply to Eligible Family Member transactions).
- Eligible Purchasers and Eligible Family Members cannot use the Associate Discount Policy to purchase a CarMax vehicle, including wholesale vehicles, for the purpose of reselling that vehicle at a profit to a CarMax or subsidiary vendor.
- Associate Discount Purchases must be sold and titled in an individual's name or an eligible family member's name and cannot be in a business name or LLC, regardless of its ownership.
- Eligible Purchasers and Eligible Family Members may not offer any CarMax vehicle for sale to a third party before the vehicle is titled in the individual's or family member's name. This includes receiving a firm offer for the vehicle from anyone, including a dealer, online appraisal service or third party.

Vehicle Requirements

Used Vehicles:

- Vehicles purchased at full retail price do not count as a discount purchase
- All vehicles purchased under this program will be prepared for delivery the same way as a retail sale (including washing, vacuuming and a full tank of gas).
- After purchasing a vehicle using the Associate Discount Program, Eligible Purchasers shall be subject to the same consumerism policies as any other customer, including the CarMax 30-Day Money Back Guarantee and its terms and conditions.

Wholesale Vehicles

- Associate Wholesale Purchases are excluded from the 30-Day Money Back Guarantee.
- Associate Wholesale Purchases will continue to have a 7-Day Return Policy.
- If an Associate Wholesale Purchase is returned, it must be within 7 days. Stores must use the 7-Day Cancellation flow when processing these returns in Order Entry. The 30-Day MBG return flow is not available for any returns within 7 days. Unless required by state law, wholesale vehicles are not sold with CarMax's standard Limited Warranty, 125-point inspection, Clean Title Guarantee, or frame and flood damage guarantee. Eligible Purchasers will be provided the wholesale announcements for the vehicle. Wholesale vehicles are sold "As Is" unless the transaction documents and state law indicate otherwise).

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Fees, taxes, and related charges

- Eligible Purchasers are responsible for paying all applicable taxes and fees that may be required by the state or local government
- The CarMax Processing Fee is not charged on Associate Discount purchases.
- For wholesale vehicles, Eligible Purchasers are responsible for paying (1) all inspection fees and (2) charges for repairs the individual requests to pass the required inspection(s). **The Eligible Purchaser must pay these fees and charges prior to vehicle purchase and whether or not the vehicle is actually purchased.**

Finance Options

- Anyone eligible to purchase retail CarMax Used or ValuMax vehicles under the terms of the CarMax Associate Discount Policy can apply for financing with all available financial institutions and use, with approved credit, any finance offer received. This includes CarMax Auto Finance, all CarMax third party finance sources and manufacturer’s captives in accordance with the CarMax application routing process.
- Wholesale vehicles are ineligible for CarMax Auto Finance, all CarMax third party finance sources and specific third party direct finance programs (ex. Bank of America, RoadLoans and Capital One).

Procedure for Purchasing Used Vehicles

Eligible Purchasers	<ul style="list-style-type: none"> • Confirm you are eligible to make a discounted purchase. • Partner with your Manager to determine whether the vehicle you are interested in is eligible for the discount and the discount price (applies only to store Associates). • Fill out the form with your name and location. • Get the Associate Vehicle Purchase Form approved (signed) by your Manager.
Manager	<ul style="list-style-type: none"> • Confirm that the vehicle qualifies for a discount purchase and, if so, the price (applies only to store Associates). Confirm less than 3 discount purchases in the current year. If so, check the box and sign the form. Order Entry will notify store Managers when an Associate has already purchased 3 vehicles using their discount during the calendar year. • Make a copy of the form and put copy in the Associate’s file.
Eligible Purchasers	<ul style="list-style-type: none"> • Give or send the form to a Sales Manager (or if applicable, Sales Consultant) at store where the vehicle will be purchased.
Location General Manager*	<ul style="list-style-type: none"> • For store Associates, give the form to a Sales Manager and ask them to complete the purchase. For Eligible Family Members and in approved markets, you may give the form to a Sales Consultant to process the sale.

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Sales Manager*/ Consultant*	<ul style="list-style-type: none"> Process the purchase using the Eligible Purchaser's Employee/Unique ID. (See the Sales Procedures).
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Business Operations*	<ul style="list-style-type: none"> Scan the Associate Discount Form into DMS with the transaction documents and retain a copy in the deal jacket.
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*This includes any of the positions that can perform those functions.

Procedure for Purchasing a Wholesale Vehicle

- Caution:** When shopping for a wholesale vehicle, only the Eligible Purchaser is allowed on the back lot and must be in CarMax uniform or accompanied by a CarMax Associate in uniform for security and safety reasons.

Eligible Purchaser	<ul style="list-style-type: none"> Make sure you are eligible to make a discounted purchase. Partner with your (or a store) manager to determine whether the vehicle you are interested in is eligible for the discount, and if so, the price. Print a copy of the Associate Vehicle Purchase Form. For vehicles purchased in Illinois, also print the Waiver of Illinois Implied Warranty of Merchantability Get the Associate Vehicle Purchase form approved (signed) by your Manager.
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Manager	<ul style="list-style-type: none"> Confirm Eligible Purchaser is eligible. Confirm the price and sign the form if they are eligible and the vehicle qualifies for a discount purchase. Order Entry will notify store Managers when an Eligible Purchaser has already purchased 3 vehicles using their discount during the calendar year. Make a copy of the form and put copy in the Associate's file.
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Eligible Purchaser	<ul style="list-style-type: none"> Select the wholesale vehicle and confirm its availability with the Store's Purchasing team. If the vehicle is being transferred from another location, the Eligible Purchaser must also complete the "Wholesale Transfer Form" (form is attached to the Associate Vehicle Purchase Form). The Eligible Purchaser is responsible for paying the actual transportation cost, reflected in the "Wholesale Transfer Cost Calculator" (found for CarMax Associates on CarMax Way) regardless of whether the Eligible Purchaser decides to purchase the vehicle. The Eligible Purchaser must pay the transportation cost before the vehicle will be transferred. The Eligible Purchaser must have a Manager verify the transportation cost reflected on the "Wholesale Transfer Cost Calculator" matches what is recorded on the "Wholesale Transfer Form", prior to signing. The Eligible Purchaser must take the signed "Wholesale Transfer Form", print out of the Wholesale Transfer Calculator, and their transfer payment to Business Operations for processing. Once
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	<p>paid, the Business Operations Associate must fax or email the completed form and the Business Operations receipt to the owning store's Merchandising Manager or XF Manager to initiate the transfer.</p>
<p>Business Operations*</p>	<ul style="list-style-type: none"> • The Business Operations Associate should receipt the money into CMS using the Consumerism pay type and sign the transfer form acknowledging receipt of the payment. The Business Operations Associate should then give the transfer form back to the Eligible Purchaser and email/fax a copy of the completed form and receipt to the owning stores Merchandising Manager/XF Manager. For vehicles purchased in Illinois stores, determine the mileage on the vehicle: • If the vehicle has more than 150,000 miles on the odometer the Waiver of Illinois Implied Warranty of Merchantability form does NOT need to be completed. • If the vehicle has 150,000 miles or less on the odometer, the Waiver of Illinois Implied Warranty of Merchantability form needs to be completed. • Complete the vehicle information at the top (year, make, model, VIN, and Stock No.). • Determine if the vehicle is branded rebuilt or flood or has a Gross Vehicle Weight Rating (GVWR) of 8,000 pounds or more, and mark the appropriate box on the Waiver of Illinois Implied Warranty of Merchantability. • Return the Waiver of Illinois Implied Warranty of Merchantability form to the Eligible Purchaser with the top portion completed.
<p>Merchandising Team*</p>	<ul style="list-style-type: none"> • Check the Wholesale Purchase Log, which is located on the store's shared drive, to ensure the car is not already being bought by another Eligible Purchaser. • Confirm that Eligible Purchaser has obtained Manager's signature on Associate Purchase Form and have the Eligible Purchaser provide/fax or email form. • Explain to the Eligible Purchaser that the vehicle will be inspected and they must pay for the inspection whether or not the vehicle passes or they ultimately purchase the vehicle. • If the car is available and currently on a runlist, remove it from the runlist and change the vehicle status to wholesale from wholesale reserved. (If the vehicle has been uploaded to carmaxauctions.com, the car is not eligible for purchase unless an exception is approved by the Purchasing Manager. Note: The Purchasing Manager reserves the right to preclude a Merchandising Associate from purchasing a vehicle). • Once an Eligible Purchaser has approval by a Manager and Merchandising, ensure that any existing transfer is cancelled in IMS 2.0. • If an Eligible Purchaser is transferring the vehicle to another location, obtain signed copy of the "Wholesale Transfer Form". Initiate the transfer in IMS utilizing "Associate Transfer" option.

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	<ul style="list-style-type: none"> • Enter the vehicle description, stock number, Eligible Purchaser's name and date into the Wholesale Purchase Log. • Review with the Eligible Purchaser (1) prior use and (2) auction announcements for the vehicle. • Drive the vehicle from the wholesale lot to the service area or transfer pending. Note: the Eligible Purchaser should not test drive cars until the wholesale inspection is completed and the Eligible Purchaser has been shown the Buyer's Guide in Order Entry.
Eligible Purchaser	<ul style="list-style-type: none"> • Give the Associate Vehicle Purchase Form to a Service Consultant (should be retained for use later). • For vehicles purchased in Illinois stores that have 150,000 miles or less on the odometer, give the Waiver of Illinois Implied Warranty of Merchantability form (with the top portion completed by Business Operations) to a Service Consultant (should be retained for use later).
Service Consultant	<ul style="list-style-type: none"> • Open retail RO on the wholesale vehicle in the Eligible Purchaser's name at the discounted rate. In Illinois: <ul style="list-style-type: none"> ○ If the vehicle has greater than 150,000 miles or if the Waiver of Illinois Implied Warranty of merchantability form indicates that the vehicle is NOT subject to the Illinois Implied Warranty of Merchantability, assign an Assoc State Safety Inspection package. If the vehicle has 150,000 miles or less and the Waiver of Illinois implied Warranty of Merchantability form indicates that the vehicle is subject to the Illinois Implied Warranty of Merchantability, assign the Assoc Illinois Wholesale Inspection package. • Ensure that the Eligible Purchaser is provided whatever forms and disclosures are ordinarily required for retail repairs.
Technician	<ul style="list-style-type: none"> • Complete the vehicle safety inspection and emissions tests required by the state in which the vehicle is sold. If the state does not require an official inspection, the Technician will complete an inspection using the Wholesale Vehicle Inspection Form. In Connecticut, Massachusetts, New Jersey and New York the Technician will conduct an Associate Wholesale Warranty Inspection to determine whether the vehicle is mechanically operational and sound and, if not, what repairs are necessary to make it so. In Illinois: <ul style="list-style-type: none"> ○ Complete the inspection using the Wholesale Vehicle Inspection Form for vehicles assigned the Assoc State Safety Inspection package. ○ Complete the inspection using the Wholesale Vehicle Inspection Form – Illinois for vehicles assigned an Assoc Illinois Wholesale Inspection package. • In states with safety and/or emissions requirements, the current established

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	<p>labor operation time is paid.</p> <ul style="list-style-type: none"> In states without an official inspection requirement, the Wholesale Vehicle Inspection Form is completed and the tech is paid 0.5 hours. In Connecticut, Illinois, Massachusetts, New Jersey and New York the Technician is paid the current established labor operation time.
Eligible Purchaser	<ul style="list-style-type: none"> Based on the results of the inspection(s), decide whether to continue with the purchase process or return the vehicle to wholesale. Note: Eligible Purchasers should not test drive cars until after the wholesale inspection is completed and they have been shown the Buyers Guide in Order Entry. Normal store procedures should be followed for all test drives.
Service Consultant*	<ul style="list-style-type: none"> If the Eligible Purchaser decides not to purchase the vehicle after the applicable inspections, close and invoice the RO, have the Eligible Purchaser pay for the inspection(s), and return the vehicle to wholesale. If the Eligible Purchaser chooses to continue with the purchase, add the labor and parts required to bring the vehicle up to the relevant standards to the RO. Have a Technician perform the work, close and invoice the RO, have the Eligible Purchaser pay for the inspection(s) and repairs, and send them to a Sales Manager with a copy of the RO and receipt proving payment to complete the purchase. In states with safety and/or emissions requirements, work will be performed to bring the vehicle to the standard required at the individual CarMax location. In states without an official inspection requirement, work will be performed to ensure that all items on the Wholesale Vehicle Inspection Form pass the minimum standard. In Connecticut, the Technician will conduct a modified VQI to determine whether the vehicle is mechanically operational and sound. In Illinois, if any items fail that are indicated with ** on the Wholesale Vehicle Inspection Form – Illinois, the Eligible Purchaser does NOT have to complete repairs prior to purchasing the vehicle. If the Eligible Purchaser declines to have these items repaired, they will not be covered under the Illinois Implied Warranty. Document any of these unrepaired items on the Waiver of Illinois Implied Warranty of Merchantability form on the lines provided. If the Eligible Purchaser opts to have items marked with ** repaired before sale or if there are no defects with any items marked **, write in “Not applicable” on the top numbered line of the Waiver of Illinois Implied Warranty of Merchantability form. Provide the Waiver of Illinois Implied Warranty of Merchantability back to the Eligible Purchaser. The Inspections, and any work necessary to pass inspection, must occur at CarMax unless the LGM and/or Operations Manager approve sublet.
Eligible Purchaser	<ul style="list-style-type: none"> Take a copy of the completed RO receipt proving payment, and Associate Vehicle Purchase Form to a Sales Manager. For vehicles in Illinois with

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	<p>150,000 miles or less on the odometer, take the Waiver of Illinois Implied Warranty of Merchantability form to the Sales Manager/ Sales Consultant.</p>
<p>Sales Manager*/ Sales Consultant*</p>	<ul style="list-style-type: none"> • Enter the Stock number into Order Entry, select Associate purchase, and review the Buyer’s Guide with the Eligible Purchaser. • Complete the transaction using the Associate Purchase screens in Order Entry. This ensures that the correct fees are attached to the purchase. • If the Eligible Purchaser transferred the vehicle from another store location, appropriately adjust transportation costs by applying the cost, described below, as a payment in Order Entry using the Consumerism pay type. Note: the Eligible Purchaser should have paid the transportation costs prior to the transfer being approved. The transportation cost the Eligible Purchaser pays up front and the transportation cost in Order Entry may not always be the same amount. Consumerise the higher of the two amounts. Example: OE has \$500 and the Eligible Purchaser paid \$750. Consumerise the \$750. If OE has \$400 and the Eligible Purchaser paid \$250, consumerise the \$400. If there are no transportation fees in OE, no consumerism is needed. • Ensure that for each transaction all documents are printed, executed and scanned. The Eligible Purchaser will sign a Buyer’s Order (Wholesale Purchase) and will receive a different Buyer’s Guide than retail customers, but in all other respects the paperwork for a wholesale purchase will be the same as the paperwork for a retail purchase (Prior Use Disclosure Form, Odometer Disclosure Statement, etc.). For vehicles sold in Illinois with 150,000 miles or less on the odometer, have the Eligible Purchaser sign and date the Waiver of Illinois Implied Warranty of Merchantability form before signing the Buyer’s Order.
<p>Business Operations</p>	<ul style="list-style-type: none"> • Scan the Associate Discount Form into DMS with the transaction documents and retain a copy in the deal jacket. <ul style="list-style-type: none"> ○ In Illinois <ul style="list-style-type: none"> ○ Scan the Waiver of Illinois Implied Warranty of Merchantability form for all vehicles with 150,000 miles or less on the odometer.

* This includes any of the positions that can perform those functions

Procedure for Purchasing Accessories

<p>Service Consultant</p>	<ul style="list-style-type: none"> • Create an Associate repair order for the requested accessory. • See a Store Manager to review the Associate Accessory Discount Price List. • Schedule an appointment manually utilizing the Accessory Appointment Book. • Direct the customer to Business Operations for payment
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	<ul style="list-style-type: none">Fax the appointment sheet to the Expeditor at least (1) business day prior to installation along with the “Daily Accessory Appointment Report” for customer.
Installer	<ul style="list-style-type: none">Upon completion of installation, provide the Service Consultant / Admin. with a copy of the invoice for payment.
Service Administrator	<ul style="list-style-type: none">Process the invoice for payment. See How to Review and Process Sublet Aprons.