

Enhanced Pooling (Used and Certified Used) FAQ (Dealer Friendly)

What can I Pool?

- All **non-certified preowned vehicles** from other Toyota, Lexus, and other franchise brands (i.e., Ford, Honda, etc.) based on the same ownership/partnership and/or dealer group association/ownership between the pooling dealerships.
- Any combination of Toyota and Lexus branded dealerships may be pooled together (i.e., Toyota Dealer 1 and Toyota Dealer 2 or Toyota Dealer 1 and Lexus Dealer 2). More than two dealerships may also be pooled together.
- **Certified** Toyota/Lexus vehicles may only be pooled between the Parent Dealer and one of the following Retail Market Development approved locations: a Customer Convenience Outlet (CCO); a Customer Convenience Outlet Multi-State (CCOM); a Toyota Certified Service Center (TCSC); and/ or a Rural Opportunity Market (ROM) dealership.

Where will it show?

- Pooling works the same in both the Mobile Sales Tool (MST) in-store and in MST-C online and will show wherever the dealership chooses to have used vehicles feature enabled.
- Other Toyota/Lexus dealership(s) inventories will NOT show in Dealer Daily. For Example, Toyota Dealer 1 pools inventory with Toyota Dealer 2. Toyota Dealer 1 only sees Toyota Dealer 1 inventory in their own Dealer Daily. Toyota Dealer 2 only sees Toyota Dealer 2's inventory in their own Dealer Daily. The pooling of Toyota Dealer 1 and Toyota Dealer 2 inventories happens behind the scenes and are combined in the Retail experience (MST in-store and MST-C online) so that both Toyota Dealer 1 and Toyota Dealer 2 preowned inventories can be shown to the customer.
- Other Non-Toyota / Non-Lexus brands such as Ford or Honda inventories will show in a single designated Toyota/Lexus dealership's Dealer Daily. A single dealer code in Dealer Daily is utilized as the hub or parent of inventory to be shown in the Retail experience to the other locations.
- Note: all Dealers involved must be live on the Inventory Command Center (ICC) Feed to pool.

How do I Pool?

- Open a ticket with Premier Care to request a change in your pooling configuration or for any other questions related to Used Vehicle Pooling. You can reach Premier Care by e-mailing PremierCare@toyota.com or calling 877 353 2459 and choosing option 2 when prompted.
- Each dealer can customize their inventory experience. Pooling does not have to be bi-directional. For example, if Toyota Dealer 1 wants to pool with Toyota Dealer 2, **BUT** Toyota Dealer 2 **does not** want to pool with Toyota Dealer 1, both preferences can be supported by the pooling configuration.
- Pricing is still controlled as it is today by the individual dealer's inventory pricing tool.

Additional FAQs (Premier Care/Leads)

- Brand-to-Brand pooling (Toyota to Toyota, Toyota to Lexus, Lexus to Lexus) is handled internally. Other brand (Ford, Honda, etc.) dealerships are pooled by ICC as a VIN can still only exist in one dealer daily inventory.
- For changes to other non-brand (Ford, Honda, etc.) pooling, the dealer can work directly with ICC or through Premier Care.

- For changes to brand-brand pooling (Toyota to Toyota, Toyota to Lexus, Lexus to Lexus), the dealer should open a ticket with Premier Care who will assign to the **GXP Integrations** queue.