
PSI / ARB Return Process

If a buyer contacts you to send something back for PSI / ARB, follow these steps:

1. Date of Phone Call:
2. Time of Phone Call:
3. Contact Name:
4. Dealership:
5. Contact Phone Number:
6. Last 6 of VIN for vehicle:
7. Did they buy a PSI?
 - a. If so, are they within the PSI return timeline?
 - b. If not did they buy it online?
 - c. *If there was no PSI, bought in lane or is outside PSI return window, bad news!*
8. Why are they wanting to send this vehicle back – what is wrong with it?

9. If they are within our pickup / delivery range – do they want us to pick it up?
 - a. If not, when will the vehicle be back?
10. Create a pickup ticket for PSI / ARB Return (P10209) with vehicle info and ticket notes, so Transport knows if we are picking this vehicle up or if it is being dropped off.
11. Let them know you will get this info over to Andrew (Arbitration Manager) and he will be in touch with them.

Follow-Up Details

11. To save and send to manager.
 - a. File > Save As > Title the document with the Stock Number
 12. Send an email to managers@mksaa.com with the information.
 13. Pull up the last 6 of the VIN and add notes in the system so anyone can see what is going on with that vehicle.
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