

Service Manager Bulletin

TITLE:

Polestar Replacement Car Policy

GROUP: 00	NO: 008P	ISSUING DEPARTMENT: Warranty	CAR MARKET: United States and Canada	
REVISIONS:			ISSUE DATE: 2020-11-24	STATUS DATE: 2020-11-24
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Introduction

In conjunction with the complementary pickup and delivery service offered to Polestar customers they will also be offered a replacement vehicle to use for alternative transport whilst their vehicle is in for service or repair.

For a customer that lives within a 50-mile radius of the service point it is expected that they will be given a loaner vehicle provided by the retailer. Over 50 miles from the retailer or in extenuating circumstances Polestar offer a replacement vehicle by Enterprise Car Rentals. Each retailer will be issued with a log-on to the online Enterprise portal so that they can book a rental vehicle to be delivered to the customers doorstep and picked up again when their Polestar is returned to them.

The benefits of using a rental vehicle are that it decouples the transport of the Polestar vehicle from the loaner vehicle, allowing more efficiencies in transport solutions. It also offers nationwide coverage for replacement vehicles at a convenient distance to the customer. The rental can also be delivered to the customers door.

Polestar cover the cost of the rental vehicle directly. There will be no invoice to the customer and no invoice to the retailer.

The class of rental vehicle is set to the Premium Class, which must be selected for all Polestar 2 customers. A Luxury vehicle is available to book for Polestar 2 customers. Booking a Luxury vehicle will require an additional authorization and may delay the process.

All rentals are limited to 3 days. Rentals for longer than 3 days require approval by Polestar Customer Support.

Once a rental is authorized/requested by a retailer the selected Enterprise rental location will reach out to the customer and set up the rental and driver details.

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Creating a Rental Booking

To authorize a rental vehicle log on to: <https://www.armsweb.com/armslogon/logon> using the username and password supplied by Polestar. The account access should be controlled by one nominated user at the retailer.

Select the 'Create Authorization' tab from the top of the page.

The retailer user should input their first name, last name and select their Retailer location from the drop-down menu. The retailer user is then known as the 'File Owner' for this booking. Enter the customers ZIP code, select the 'Postal Code' option and then press 'Continue Authorization'.

Welcome SIMON ANDREW 11/23/20 [Sign Out](#)

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Create Authorization Find Customer Action Items Completed Actions Reports Administration Help

A Location Description is required.

Last Name: Andrew First Name: Simon Find a branch near you: 10017 Postal Code Location Description

Dealership: MANHATTAN

Continue Authorization Close Tab

Depending on the number of Enterprise locations available you might get an option to check the most suitable location. Select and press 'Next'.

ARMS® Automated Rental Management System

Choose a Location

Please select a location.

Location:	Miles:	City:	State:	Branch Hours/Details:
<input type="radio"/> 57 W 53RD ST	1.2	NEW YORK	NY	↔
<input type="radio"/> 667 11TH AVE	1.9	NEW YORK	NY	↔
<input type="radio"/> 305 E 80TH ST	2.0	NEW YORK	NY	↔
<input type="radio"/> 106 W 24TH ST	2.4	NEW YORK	NY	↔
<input type="radio"/> 221 THOMPSON STREET	3.0	NEW YORK	NY	↔

<< Previous Next >> [View Next 5](#)

Search for Any Location:

Find a branch near you

Postal Code Location Description

Search Again

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Enter the number of days the rental is required. 3 or less is accepted automatically. 4 or more will require additional approval which may bring a delay. A rental extension can be authorized once the rental is in progress.

Select the class of vehicle.

Polestar 1 customer = Luxury

Polestar 2 customer = Premium

Enter the Polestar customer's name, e-mail address and phone number.

Use the customers Polestar Vin number as the Authorization number. This should be the vin number for the vehicle that is being booked in for service or repair.

A note to the Enterprise location can be added at this point 'Note to Enterprise' or a note for the user to view when accessing this booking in the future 'Note to Self only'.

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[Create Authorization](#) [Find Customer](#) [Action Items](#) [Completed Actions](#) [Reports](#) [Administration](#) [Help](#)

Create Authorization

For: ANDREW, SIMON

* Denotes required field

Assign

Dealership: File Owner:

RENTAL INFORMATION:

* Authorize days up to _____

Rate/Vehicle Class:

[Clear selection](#)

RENTER INFORMATION:

* Last Name: * First Name:
E-mail:

* Phone Numbers: (a home, work, or mobile phone number is required)
 Ext:
 Ext:

* Rental Auth Number:

NOTEBOOK

Note to Enterprise:

Note to Self Only:

Location closest to: 10017
ENTERPRISE RENT-A-CAR (24G3)
57 W 53RD ST
NEW YORK, NY 10019-5401
(212) 730-6151

Pick a different location:
 [More Locations](#)

MISCELLANEOUS INFORMATION:

Date Rental Needed:

Renters Address:

Renters City:

Renter's Vehicle:

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Additional information can be entered on the date the rental is required and the renters address. This will speed up the process for the customer with Enterprise if entered but is not essential at this stage.

Renters Vehicle Year/make/model can be ignored.

The screenshot shows the 'Create Authorization' form for Andrew Simon. A modal window is open, displaying vehicle options: Premium (Nissan Maxima or similar), Luxury (Cadillac CTS, Lincoln MKZ or similar), and Other. The form includes fields for Dealership (MANHATTAN), File Owner (ANDREW, SIMON), Rental Information (Authorize days up to), Renter Information (Last Name: ANDREW, First Name: SIMON), and Phone Numbers. A 'Confirm Authorization' button is visible at the bottom.

This section contains fields for: Date Rental Needed (calendar icon), Renters Address, Renters City, State/Province (dropdown), Postal Code (10017), and Renter's Vehicle (year and make/model).

[Cancel](#) [Confirm Authorization](#)

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Press 'Confirm Authorisation'. At this point inform the Polestar customer that Enterprise will be contacting them to arrange their alternative transport.

Notes:

The rental vehicle will be a conventional gas-powered vehicle.

The rental vehicle includes insurance.

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The rental mileage is unlimited.

The customer will be responsible for any damage charges.

The customer will be responsible for any additional days that are not authorized by Polestar Customer Support.

The customer will receive one complimentary tank of gas. Any subsequent fill-ups will be the responsibility of the customer.

Accessing an existing Rental Booking

You can view a report of all your active rental bookings by selecting your retailer and name in the Rental Maintenance Section at the bottom of the page.

Rental Maintenance

Show Files For

Dealership: LOS ANGELES | File Owner: ANDREW, SIMON | Show update requests as of: Nov 23 2020

[Bulk Extension](#) | [Update](#)

[Process](#) Update requests

Renter Name	Repair Facility	Rental Auth Number	Rental Status	Additional Days
Days Behind shown as of 11:59 PM				

[Process](#) Update requests

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U.S. Patent No. 7,275,038 covers the Automated Rental Management System (ARMS®) and related systems and programs. Other U.S. and foreign patents pending.

To view a rental booking that is now finished you can select the 'Find Customer' tab from the top of the page and enter the customers details into the search criteria.

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Renter

Last Name:

First Name:

Ticket Number: GPBR:

Claim Information

Rental Auth Number:

Type:

Last Date Authorized:

Company Specific Field:

Dealership:

File Owner:

[Search](#) | [Close Tab](#)