



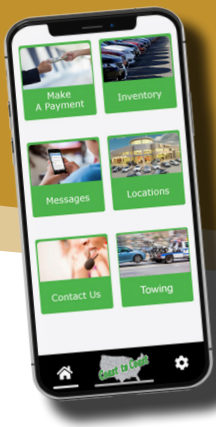
“Making it easier for customers to pay us via cash, check or card is essential.”

April Hanson, Market Director



## Coast to Coast Motors Streamlines Payments with QuotePro Kiosks and Mobile Apps

[Coast to Coast Motors](#) has a 30-year history with seven locations in Houston, Tulsa and Oklahoma City and was ranked a Top Independent Dealer in 2019 and 2018. They take pride in being a buy here-pay here (BHPH) car dealership that has helped thousands of families get into a high-quality, pre-owned vehicle. Like many BHPH dealerships, many of their payments are made in cash, and handling large values of cash was the driver for them to install seven secure, convenient QuotePro Kiosks, with at least one at each location. More recently, they also implemented the QuotePro Mobile App. April Hanson, Market Director, says, “Making it easier for customers to pay us via cash, check or card is essential.”



## At a Glance

- Seven BPH auto dealerships in Texas and Oklahoma
- Top Independent Dealer 2018 and 2019
- Implemented nine secure QuotePro Kiosks to accept cash, check, card payments
- Added QuotePro Mobile Apps in 2019
- QuotePro Mobile Apps accept card payments, send reminders, schedule service

### Providing Options

A large BPH Dealership like CTC handles hundreds of thousands of dollars in cash payments every week. A kiosk reduces liability by eliminating errors in cash handling and security concerns. According to Hanson, "Without the kiosk, I would have to hire one or two additional staff just to count the cash, plus increase the number of visits by our armoured carrier. The kiosk easily pays for itself. I wouldn't consider a new location without including a QuotePro Kiosk and Mobile App!"

### Mobile Apps Help Keep Customers on Track

One of the advantages of the mobile app is the ease of setting up payment reminders. "We want to help our customers stay on track with regular payments, and the mobile app is perfect. We have a follow-up call after every sale, and one of the things we review is the mobile app, how to set up the reminders and make a payment right from their mobile phone. It was extremely popular during COVID, of course!" says Hanson.

### Mobile App Options

Other capabilities available on the mobile app include a dealership location finder, service and maintenance scheduler, loyalty rewards, insurance quotes and contact us.

### Faster Payment Posting

One of the advantages of QuotePro solutions is the immediate posting of payments. According to Hanson, "If I am a customer and I make a payment on either the mobile app or at the kiosk, it will instantly show up as a withdrawal from my account. On our end, I can see the payment on our IDMS system since it posts in real-time. That saves a lot of calls to our service line!"

An armoured carrier visits each location once or twice per week to empty the kiosks and securely deposit the cash, so employees never have to touch the kiosk cash.

### A Partner for Today and the Future

CTC has been focused on streamlining its operations but doesn't rule out future expansion. According to Hanson, "If we do open another location, you can

be sure it will have both a kiosk and the mobile app functionality. Why wouldn't we want to give our customers every option to pay us on time, especially if it saves us money? QuotePro solutions are very affordable, and I've been telling my industry colleagues to give QuotePro a call if they want to improve their payment offerings. The QuotePro sales and service team are exceptionally helpful and always go above and beyond to help us out. It is a true partnership!"



### Learn More

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