

Team Tips

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Published for Polaris Dealerships, Distributors, and Service Technicians

Online Polaris Customer Delivery Experience (PCDX) Training and Requirements

This Team Tip is being released to dealers to provide information regarding the required transition to online PCDX and PCDX training.

PCDX is an online and mobile interface for providing a consistent dealer setup and customer delivery experience. The interface walks the dealer and the customer through a standardized online form that includes the PDI (pre-delivery inspection), general warnings, assembly and inspection, safety bulletins, test ride, customer information, customer walkaround and discussion, and customer acceptance. This application has been proven in dealerships to automate document retention, streamline vehicle setup, and provide a consistent, professional customer experience.

Vehicles shipped after 11/1/2015 will no longer include a paper PDI form with the vehicle setup material; instead dealers should complete the vehicle setup and PDI using the PCDX application, which can be located on the Dealer Website under *Service and Warranty – PCDX*.

In addition to vehicle setups and consumer delivery, starting in February PCDX use will be required for collecting Customer Registration Information that will be used for Warranty Registration on new units.

Dealer Action Required:

PCDX fundamental training is required and available online starting December 7th, 2015. The fundamental courses are required for all dealer technicians and sales personnel by February 29, 2016. Sign on to www.universityofpolaris.com to complete the five training modules:

- PCDX Overview
- PCDX Homepage and Start a PCDX Form
- PCDX Pre-Delivery Inspection
- PCDX Customer Registration
- PCDX Customer Delivery and Warranty Registration

PCDX Introduction:

PCDX is accessible from the Polaris Dealer Site via desktop computers, laptops, tablets, or smartphones. Apple or Android tablets and smartphones can be used.

From the PCDX site you will be able to:

- Edit in-process PCDX form(s),
- Start a new PCDX form, or
- View the completed PCDX forms.

To access PCDX:

1. Go to the Dealer Extranet (DEX).
2. Select the “Service and Warranty” drop-down menu.
3. Select PCDX from the menu.

To start a new PCDX form:

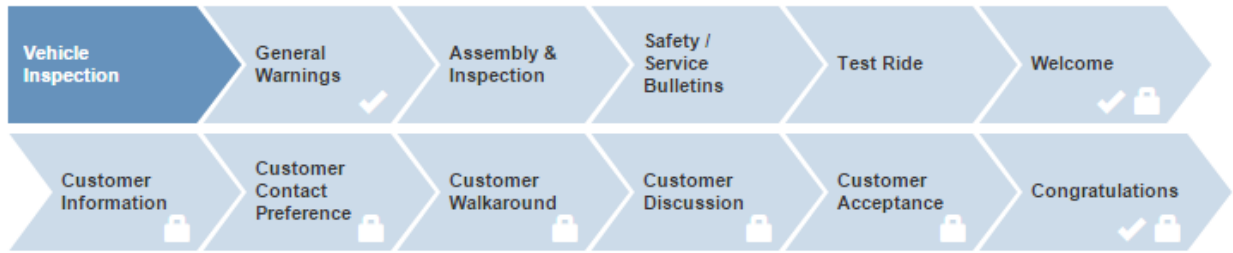
1. Select the yellow "Start a New PCDX" button.
2. Enter dealership personnel name.
3. Type the VIN from your current inventory.
4. Select the starting point.
5. Click continue.

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The PCDX interface will populate the correct version of a PCDX form based on the VIN entered. Dealership personnel can then complete appropriate sections based on their role in the dealership. Three options exist:

- PDI (vehicle inspection, general warnings, assembly and inspection, safety bulletins, and test ride)
- Customer Registration (customer information and customer contact preference)
- Customer Delivery (customer walkaround, discussion, and acceptance)



After completing the required training modules please submit questions via an ASK Polaris case.

- Sales Questions > Training Question
- Service & Warranty Question > Training Question