

PENSKE

CUSTOMER SUPPORT PROGRAM

Customer Support Program RDP / Atomic Batteries

Penske Australia's Lytton branch is trialling a program to assist customers with battery stocking and maintenance.

Initially our Lytton team will monitor and manage stocking and testing of customer-owned batteries sold by our Lytton branch.

Customer selection will be based on fleet size and value ad for the customer.

Please note:

1. A Penske Australia representative will discuss the opportunity for batteries to be supported.
2. Fleet Battery Audit completed and Product range to be decided with customer, Penske and Club assist.
3. Penske will purchase stock and sell to the customer. If required a battery stand will be supplied at no cost (remains property of Club Assist).
4. Stock is delivered to customer through the Penske Australia network and regular calls arranged to check battery age and OCV (battery voltage). Joint calls are welcomed to support Penske. Approximately monthly.
5. Representatives will receive training to understand battery standards (OCV/age)
6. Stock that is three months of age will be rotated by Club Assist from the branch.
7. For multi-site customers, we will look at the best way to support them.
8. Follow up quarterly meetings will take place to monitor progress and how the program is working.



Penske Australia Lytton

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