

COUNTEROFFER FEATURE

Consumers can now accept or counteroffer, and you can win more cars.



When it comes to selling or trading in a car, consumers often have a number in mind. With Kelley Blue Book® Instant Cash Offer's Counteroffer enhancement, you can boost their confidence in the process while increasing engagement. Counteroffer can help you get to a deal faster by:

PRIORITIZING LEADS

When prospects engage with the Counteroffer feature, it helps you identify those who are most motivated to have a pricing conversation.

BOOSTING EFFICIENCY

Spend less time going back and forth on the offer number, understand the customer's mindset right away and gain a competitive edge early in the process.

HERE'S HOW IT WORKS

- ✓ A consumer on Autotrader, KBB.com or a dealer website submits their Instant Cash Offer.
- They have the option to accept their offer or submit a counteroffer amount.
- The dealer is notified by email, text alert or in their Bridge Bar.
 - There are also indicators in the dealer admin tool (DAT) when an offer is countered or accepted.
- Dealers can respond directly to keep the customer consistently engaged.

| | CUSTOMER | DEALER |
|---|---|--|
| You Have Options! Accept this offer or make a counteroffer. But don't worry. You can accept the Instant Cash Offer now or make a counteroffer and you won't be obligated to either one. Accept Offer Accept Offer Make a Counteroffer. Make a counteroffer. Accept Offer Make a Counteroffer. Make a Counteroffer Make a Counteroffer <td< th=""><th>Accept this offer or make a counteroffer. But don't worry. You can accept the Instant Cash Offer now or make a counteroffer and you won't be obligated to either one. Accept Offer</th><th> Eligible Trade-in Offer Expires in 7 Days Mike Murphy Mmurphy@gmail.com Comins, MI 48619 (389) 889-0655 Resend © Counteroffer Counteroff Amount: \$16,750 (+761) Offer ID: 87276180-1f7d-498c-9168 Mileage: 9 View details Instant Cash Offer VIN: 3CZRUGH18MM755.972 \$15,989 Counteroff Amount: \$16,750 (+761) </th></td<> | Accept this offer or make a counteroffer. But don't worry. You can accept the Instant Cash Offer now or make a counteroffer and you won't be obligated to either one. Accept Offer | Eligible Trade-in Offer Expires in 7 Days Mike Murphy Mmurphy@gmail.com Comins, MI 48619 (389) 889-0655 Resend © Counteroffer Counteroff Amount: \$16,750 (+761) Offer ID: 87276180-1f7d-498c-9168 Mileage: 9 View details Instant Cash Offer VIN: 3CZRUGH18MM755.972 \$15,989 Counteroff Amount: \$16,750 (+761) |

Increase lead engagement with the new Counteroffer feature.

Scan the QR code to learn more.



Retail360

