



Greater New York
Automobile Dealers
Association



Bagels with
Bieler



DMV-DIRECT

REGISTRATION, TITLING, & BEYOND...
CALL 718.747.0400

GNVADA's vehicle registration and titling service, DMV-DIRECT, has been dealers go-to source for fast, convenient, & reliable DMV services.

DMV-DIRECT provides many DMV related services, including:

- Permanent Registration Issuance
- Duplicate Titles In 3 To 5 Days
- Out-of-State Registration & Title Processing for 42 States
- On-Site Connecticut Plates Issuance
- Dial-In Information Verification
- In-Transit Processing
- Duplicate Registrations
- Registration Renewals
- Title-Only Transactions
- Plate Surrenders
- Dealer Plate Renewals
- Rental Plate Renewals
- Repossessed Vehicles Processing
- MV-82 & Transmittal Forms Supplied
- Boat Registrations – Renewed and Duplicates
- Trailer Plates
- Commercial Plates

GNVADA
Greater New York
Automobile Dealers
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DMV DIRECT
VEHICLE REGISTRATION &
TITLE PROCESSING SERVICE

GNVADA's **DMV DIRECT**

RUSH DUPLICATE TITLE SERVICE

FAST, LOW COST SERVICE

Have a title at your dealership in 3 days, easy as 1, 2, 3!

1. Fax Paperwork to 718.747.1237
2. Receive title on 3rd day
3. Submit payment

**New Jersey
Registration &
Title Processing**

**We can meet your New Jersey Registration &
Title Processing Needs TODAY!**

DMV DIRECT
VEHICLE REGISTRATION &
TITLE PROCESSING SERVICE

**CONNECTICUT
PLATE ISSUANCE
PROGRAM**

2022 **NADA**SHOW



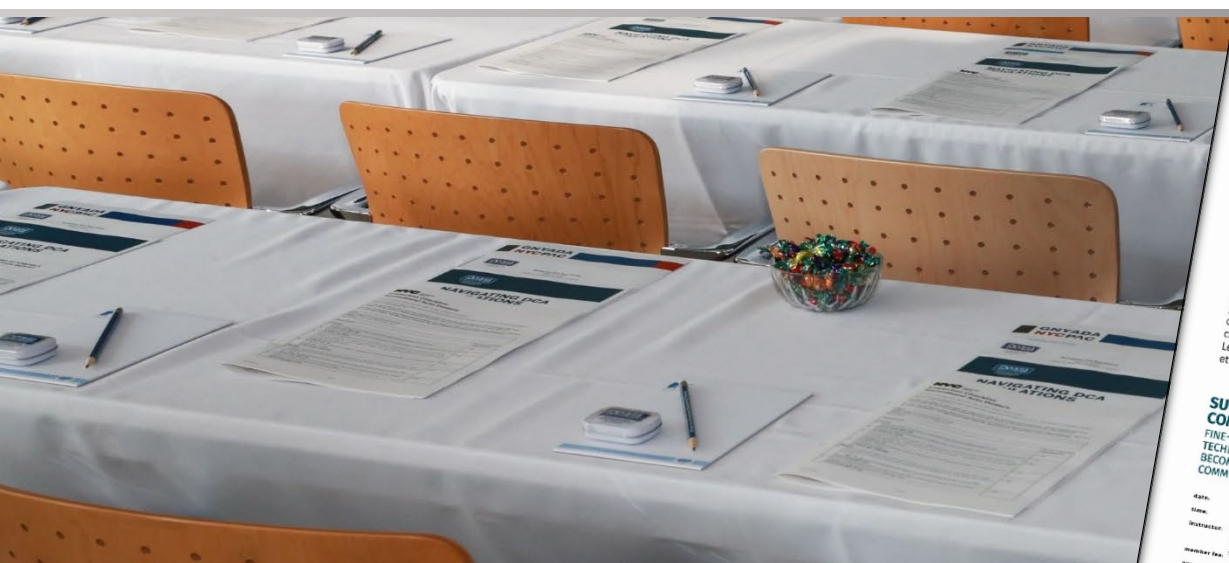
EXPERIENCE THE FUTURE

NADA SHOW 2022 | LAS VEGAS | MARCH 10-13

New York Auto Show



- Automotive Forum April 12
- Media/Industry Days April 13 & 14
- World Car April 13
- **Dealer Preview** April 13
- **Public Days** April 15 through 24
- **Opening Ceremonies** April 16
- **Closing Brunch** April 24



**Workshops & Seminars
for Automobile Dealerships**

GNYADA
Greater New York
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MARCH 2022 CLASSES

FIRST CLASS PHONE MANNERS FOR RECEPTIONISTS
THE MUSIS OF TELEPHONE BEST PRACTICES

DATE: Wednesday, March 16
TIME: 10:00 am to 1:00 pm
INSTRUCTOR: Mark Rodriguez, Auto Client Care, Inc.
MEMBER FEE: \$120.00
NON-MEMBER: \$200.00

This highly interactive seminar provides best practices for all phases of a customer call, including opening, closing, and hold/transfer techniques. Learn what to say to ensure proper etiquette and a positive outcome.

INFORMATION SECURITY GUIDELINES FOR AUTOMOTIVE DEALERSHIPS
INFORMATION SECURITY IS A JOURNEY, NOT A DESTINATION

DATE: Thursday, March 17
TIME: 10:00 am to 1:00 pm
INSTRUCTOR: Judy Vann Karstadt, JV Solutions LLC
MEMBER FEE: \$120.00
NON-MEMBER: \$200.00

If you are responsible for the security of your dealership's data and your customer's data, then this seminar is for you. Learn the steps to secure your business data and the mandated policies and procedures you should be following.

TRANSFORM MANAGEMENT SKILLS INTO LEADERSHIP SKILLS
MOVE FROM BEING A BOSS TO A COACH WHO GETS RESULTS

DATE: Tuesday, March 22
TIME: 10:00 am to 1:00 pm
INSTRUCTOR: Bill McAndrews, William D. McAndrews & Associates
MEMBER FEE: \$120.00
NON-MEMBER: \$200.00

Learn the key components to becoming an engaging manager that creates confident, inspired, empowered, and enthusiastic teams. Learn to further enhance the skills that brought you into this position and become the manager that your employees need and want.

SUCCESSFUL COMMUNICATIONS
FINE-TUNE YOUR TECHNIQUES TO BECOME A BETTER COMMUNICATOR

DATE: Wednesday, March 23
TIME: 10:00 am to 4:00 pm
INSTRUCTOR: Mark Rodriguez, Auto Client Care, Inc.
MEMBER FEE: \$175.00
NON-MEMBER: \$300.00

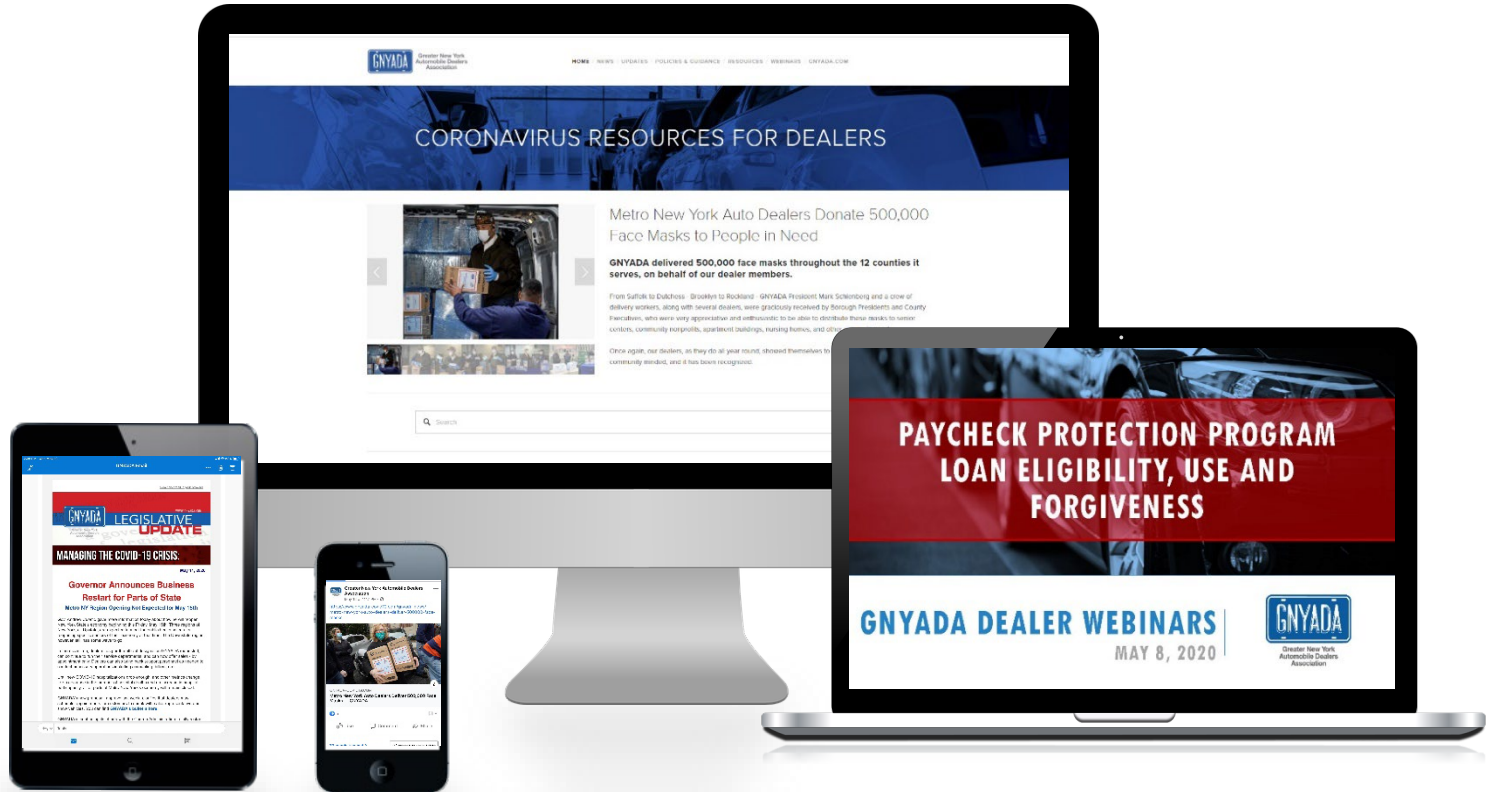
Identify caller communication styles and select the best words and phrases to build rapport with your customers. Learn how to engage the customer, discover basic customer needs, present solutions that benefit the customer, and gain commitment for next steps.

REGISTER TODAY! CENTER FOR AUTOMOTIVE EDUCATION & TRAINING 15-30 Petracca Place, Whitestone NY 11357
To register contact Ebony Ilineo at ebony@gnysda.com or 718.746.5900
For more information visit www.gnyada.com/education/seminars

Education & Training

www.gnyada.com/education/seminars

WWW.GNYADA-COVID19.COM



Greater New York Automobile Dealers Association

Are your dealerships ready for electrification?



Chris Nihan
Director of Auto Sales, North America



Agenda

- + Safely navigate the OEM waters to future-proof your investment in a manageable way for today & tomorrow
- + Make the right investments that drive business operations
- + Attract EV customers to your dealerships



Focuses of Dealer Experience

Dealership real estate strategy

Service

Delivery

New inventory

Customer parking

Portfolio strategy

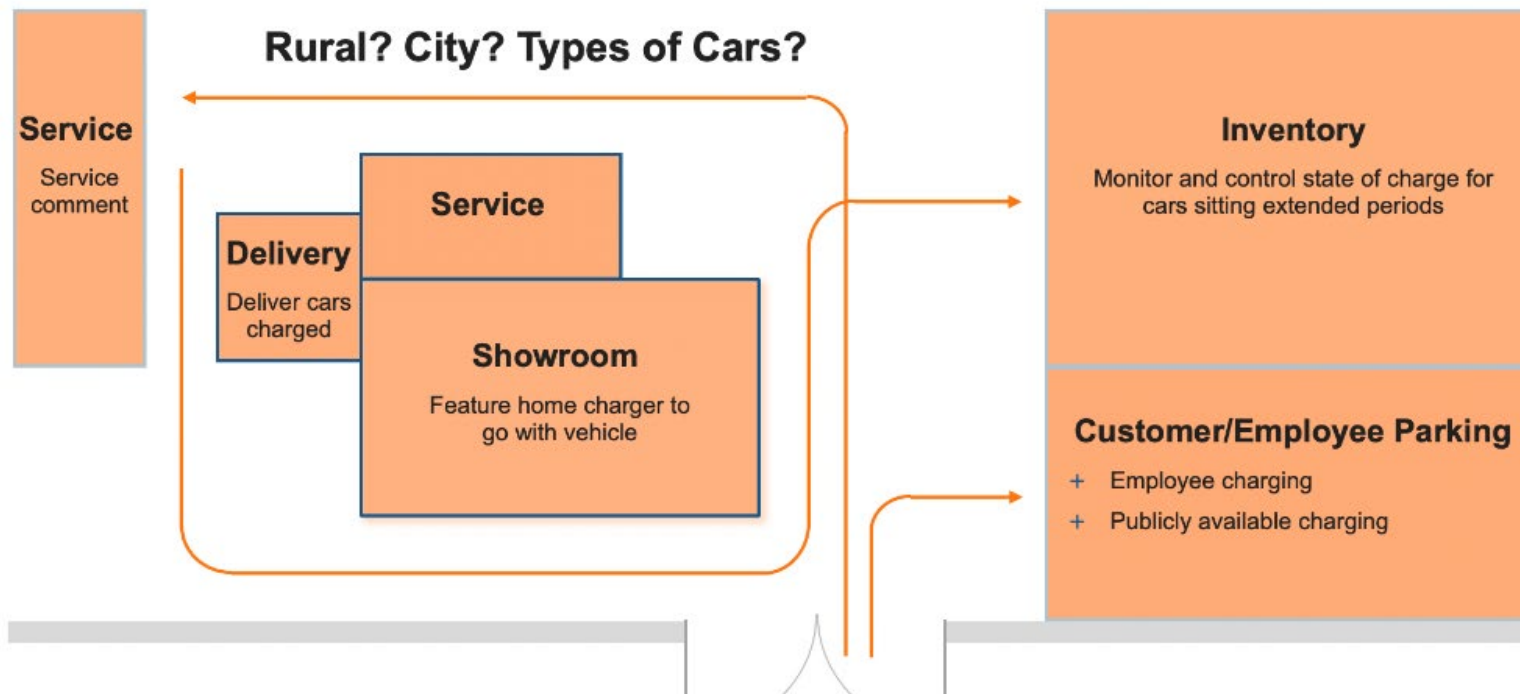
Economics

Infrastructure

Technology

Education

Dealership Business Operations

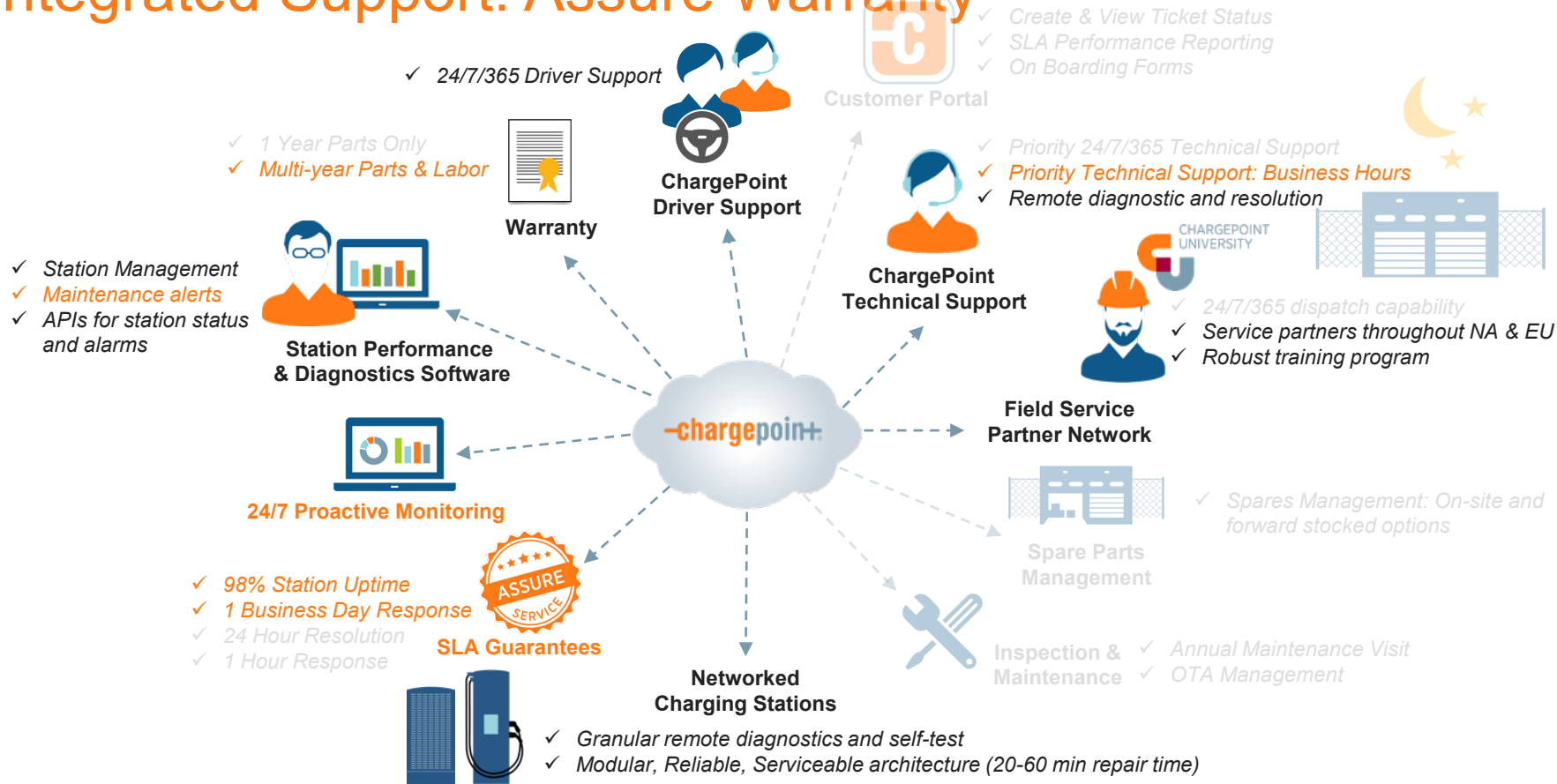


Control the Dealer Experience w/ One Backend Solution



- + Live Visibility
- + Control electric costs
- + Access controls
- + Pricing controls
- + Resolving issues
- + Controlling strategy across the portfolio

Integrated Support: Assure Warranty



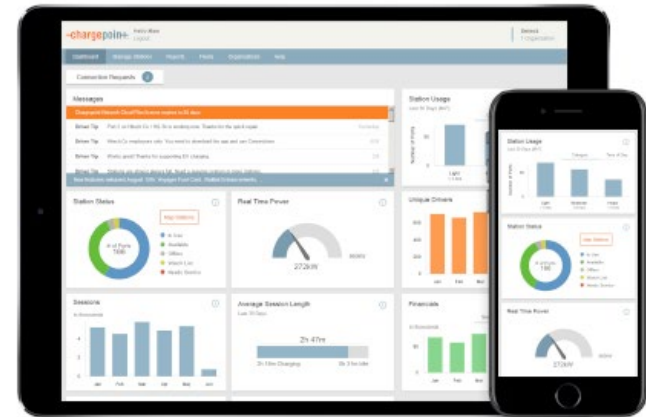
Aligning Previous and Future Network Investments

On-ramping program

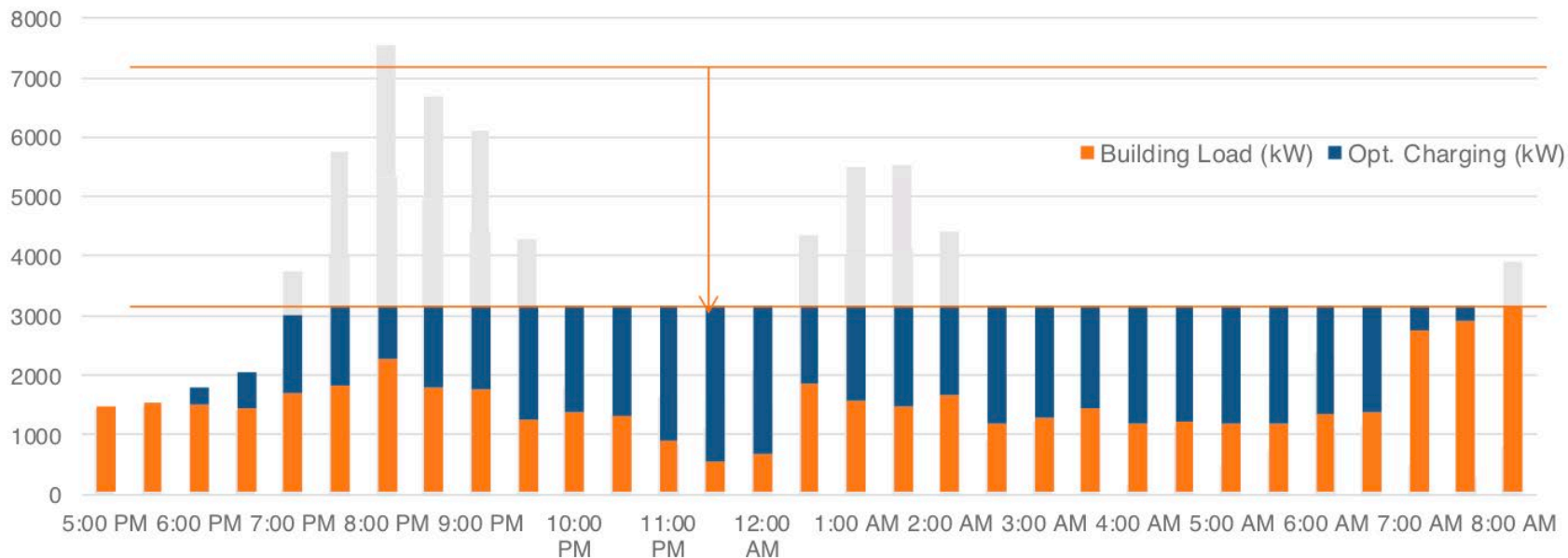
- + For equipment CP on-ramps, we'll review hardware to understand if it can be on-ramped

Rip and replace program

- + ChargePoint to offer drastically reduced pricing to move all chargers to same hardware and software platform with 98% up-time guarantee



How are you physically deploying stations on the grid?



+ Example data from a site showing power managed to site constraints.

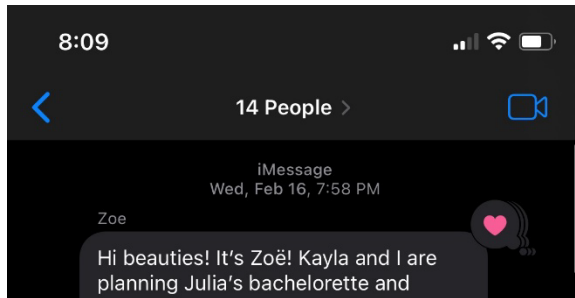
+ Assuming 20% power management, 40 kW x \$15 x 280 sites x 12 months

Software Experience Drives Hardware Sales

- + 87% of Gen Z has an iPhone
- + 67% of all people in US have iPhone
- + Example: 100% of 24 young millennials and Gen Z people in a group chat w/ iPhone



Experience is roughly 75% of North American market share



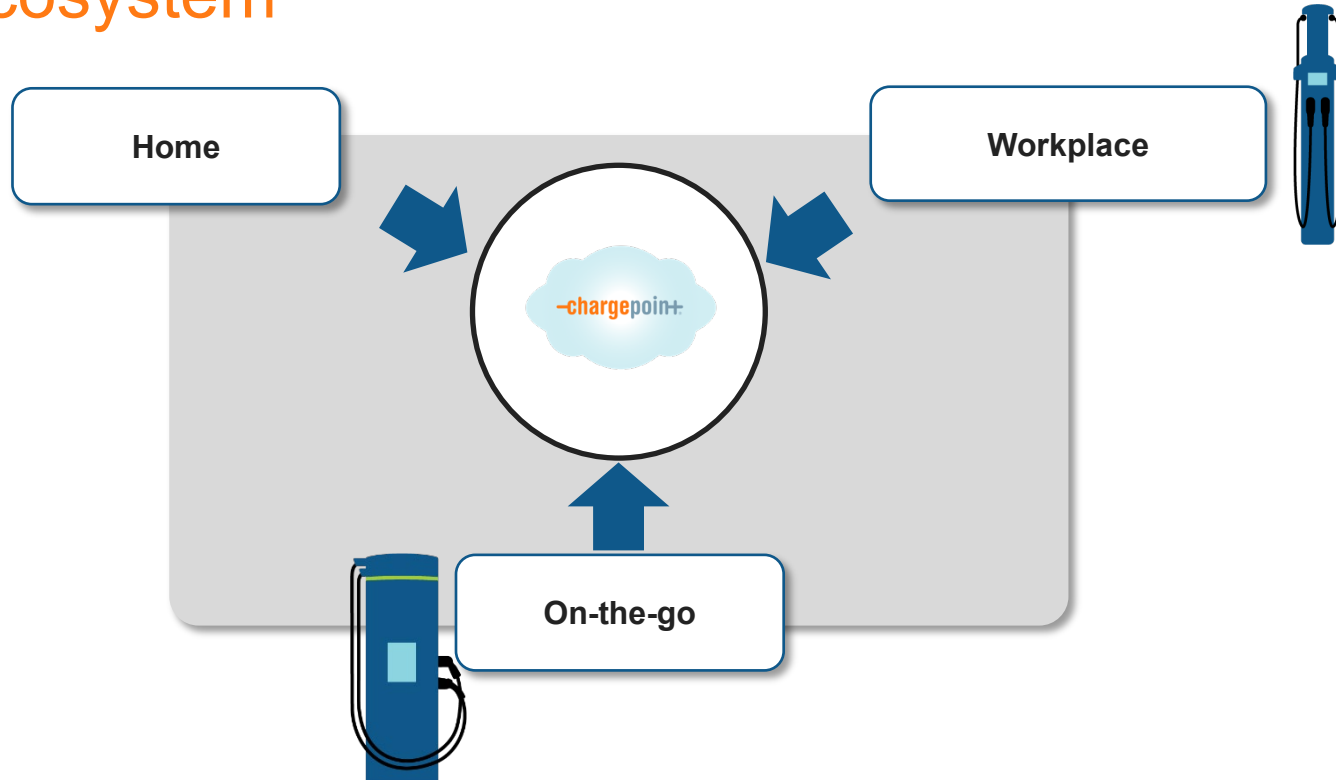
Top 4 Concerns of Drivers Switching to Electric

- #4** Lack of ability to charge at home (28%)
- #3** Insufficient knowledge about EVs (30%)
- #2** Purchase price (43%)
- #1** Vehicle range and charger availability (50%)



Bring Home, Work and Public Charging into the Dealer Ecosystem

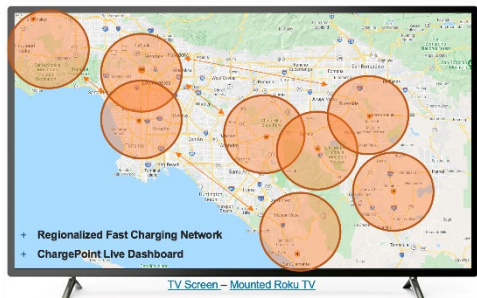
-chargepoint+



Drive Key Business Goals Outside the Dealer



A Culture of Electrification



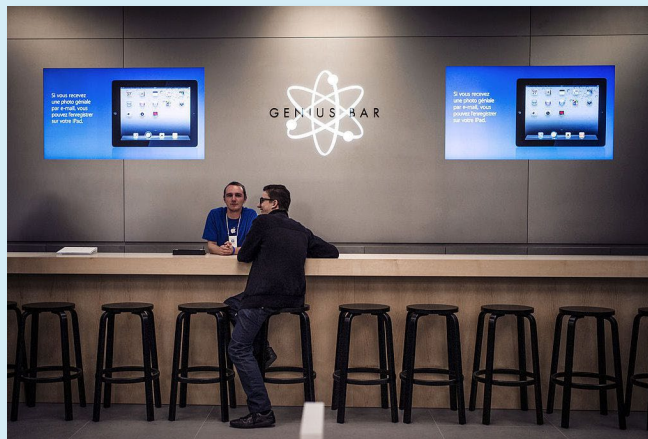
Discounted fast-charging and destination charging through the network



Become an eVIP



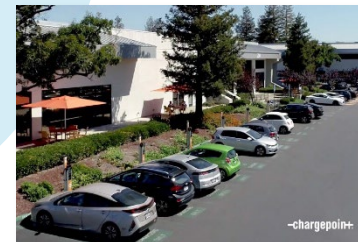
Energy Bar – a place of expertise



Home




Workplace



ChargePoint – Electrification Education

Dashboard ▾

ChargePoint University
Learning Portal



Greater New York
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Total Number of Courses Q


4 Enrolled Courses	0 Completed Courses
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Recent Activity

You were enrolled in course **Life of an EV Driver**
20 days ago

You were enrolled in course **Electricity Basics**


Life of an EV Driver
Not Started ● Enrolled on 20 Jan 2022



EV drivers view the world differently and it's easy to assume that they use and power their vehicles in a very different way. This course is a series of videos that highlight different a ... [Read More](#)

☰ 1 Module 0% ▶ Start

Electricity Basics
Not Started ● Enrolled on 20 Jan 2022

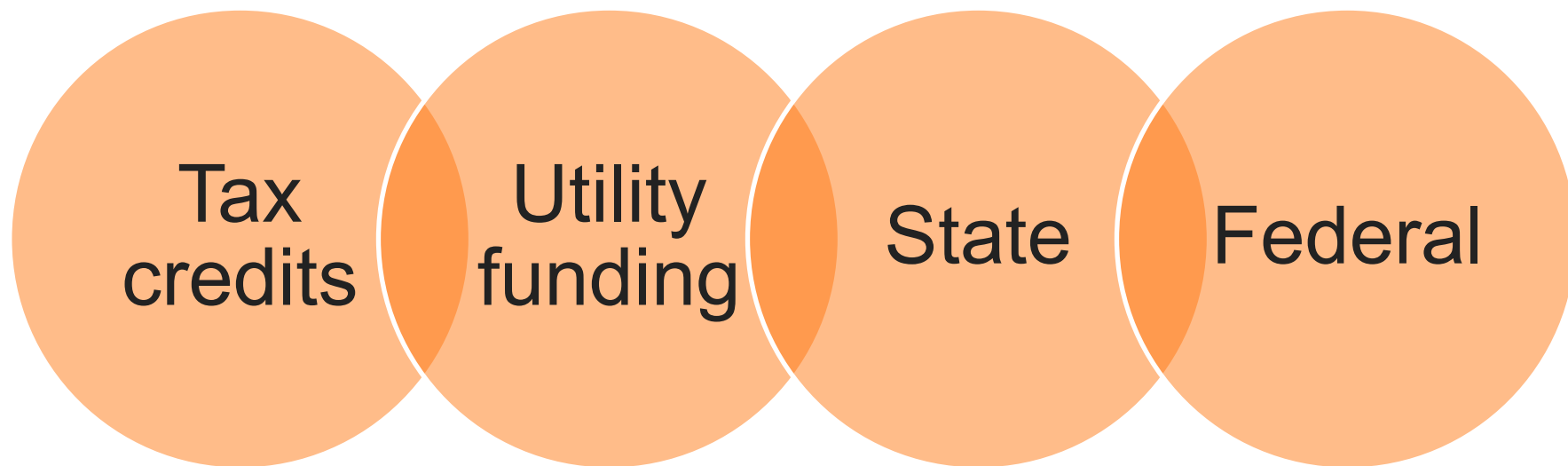


This course will provide you with a foundation for basic electricity including key definitions, electrical theory and practical knowledge which can be applied to the sale of EV Charging ... [Read More](#)

Funding is a Moving Target



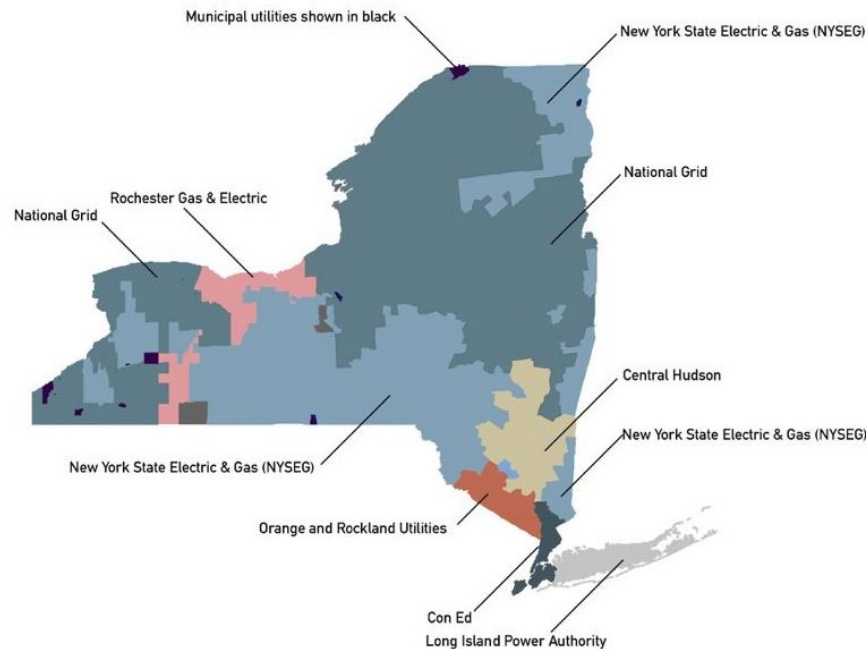
Grants and incentives take many forms with many qualifications



Joint New York Utility Make-Ready Rebate Program

Summary

- \$700M budget
- \$300M TAM (EVSE+Network+Services)
- Through 2025
- Involves all the investor owned utilities
 - Central Hudson
 - ConEd
 - National Grid NY (Niagara Mohawk)
 - RG&E
 - NYSEG
 - Orange & Rockland
 - Likely also PSEG Long Island (LIPA)



We're here to help!

dealers@chargepoint.com