How to create a Motability order

1) A Motability Order needs to be created following the same process as a B2C order with ‘Motability Operations’ identified as the leaser.

2) Log in to C1st.

3) Perform the customer search to locate an existing contact record, if no record is found for the customer, then a new customer can be created. Ensure that you are searching for a B2C record and if you have to create a new customer record, ensure that it is a B2C_PA record.

4) Once you have found/created your customer contact record, to begin the order process select ‘New Quick Opportunity’

5) Complete the form details for the opportunity (mandatory fields are marked with an *)
6) When the opportunity is created, select ‘New Order’ on the opportunity record.

7) You will then need to complete the info about the customer:
   a. Complete the BRAND marketing consents which you have collected from the customer
   b. The consent form can be downloaded and provided to the customer
   c. Fill in any missing details, confirming that they are correct with the customer before proceeding (e.g. Email address, contact number)
   d. Select Finish to continue

8) Select VN for a new vehicle order

9) Select ‘Motability Operations’ from the leasing company drop down (Tip – if you press ‘M’ the drop down will skip down the list to the M’s!)

10) You will then be asked to select the contact for ‘Motability Operations’. This field should be pre-populated with the central primary contact and this is what you should select. DO NOT select to add a new contact.

11) Once the pop-ups are completed, you will be taken to SDH.

12) Within the Order Form the field ‘Order Form’ you must populate this field with the 8 digit Application Reference Number (ARN)
13) Enter or search for the Retailer Stock Order number as for a normal order

14) Add the Motability DVLA Fleet code 044441

15) Add the relevant Sub-Sub Channel and Promo Codes, available options are:

<table>
<thead>
<tr>
<th>Sub-Sub-Channel</th>
<th>Sub-sub-channel description</th>
<th>Promo Code</th>
<th>Promo Code Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>20 - Motability - Indirect</td>
<td>MO</td>
<td>MO-Motability Contract Hire</td>
</tr>
<tr>
<td>82</td>
<td>82 - Motability Family Fund</td>
<td>MF</td>
<td>MF-Motability Family Fund</td>
</tr>
</tbody>
</table>

16) When complete select “Save”.

ARN to be populated in the ‘Order form’ box
How to register a Motability order

For registrations you need to follow the RAV process as outlined in the registration guide.

1) In Cronos in the CCF the information will flow through like this:

   ![Cronos screenshot]

2) When the vehicle is ready to register, select the tab at the top of the screen:

   ![Registration tab]

3) Then start registration:

   ![Start registration button]

4) Select Driver and enter the relevant information. To note even though the driver details are entered, the DVLA will still register it to Motability

   ![Registered Keeper Information]

5) Proceed until registration complete. Ensure that tax class 78 (Disabled) is selected and use extra weeks with the DEOM feature from the 10\textsuperscript{th} of each month.