Electronic Waiver Training Guide
The Basics

We are rolling out a new method for collecting your test-drive waivers and survey information. This new website-based system provides some significant program improvements.

1. Enhances the brand image by moving away from pen and paper collection.
2. Provides more secure handling and transmission of guest information.
3. Eliminates illegible and incomplete surveys, increasing your valid registration count.
4. Significantly reduces donation check processing time.
5. Provides immediate results reporting to the dealer.
6. Allows guests to self-register greatly reducing the workload at the event site while also driving greater consumer engagement.

This new system does require an active internet connection to access the website and surveys. The sites can be accessed from virtually any device with an internet browser and internet connection: desktops, laptops, tablets or smartphones.
Requirements

- An internet connection is required to access all parts of this system.
- Depending on the device you are using, that might be a cellular connection, a wireless (Wi-Fi) connection or a wired (LAN) connection.
- The type of connection does not make any difference as long as it has an active internet signal.
- If you are experiencing problems with your internet connection you will need to check your system settings.
- If you are unable to resolve your internet connection issues we recommend contacting your internet service provider.

Minimum Internet Browser Versions

- Chrome v.71
- Safari v.12.1
- Internet Explorer v.11
- Edge v.18
- Firefox v.64
Dealer Portal

• The Dealer Portal is your access point for all your event information and tools. Everything you need is located here. You should access your Dealer Portal as soon as you get your event information.

• The website address is: https://d4ur.com/

• Your specific “Event ID” and “Password” will be provided in an instructional email from Program Headquarters.

• Each event has unique information. If you host multiple events a year, they will each have unique login credentials.

• The Dealer Portal, the Pre-Drive Survey and Post-Test Drive Survey are all designed to be accessed from a desktop, laptop, tablet or smartphone. The unique design of the system allows you and your guests to access it from any device with a web browser; whichever is the most convenient.

• This portal link should be shared ONLY with dealership staff or the school/organization staff members that are running this event. Staff will be required to validate that test-drives occurred before participants can receive the Post-Drive Survey.
Once logged into your Dealer Portal, you are brought to the Dashboard.

When you access this portal prior to your event date you will be limited to just a few functions: Info, Stats and Training. These are the only items that are active prior to the event day.
Event Information

• A quick intro video is available to explain the new overall process.
• A comprehensive walkthrough training video can be accessed directly from this page.
  • A link to the training video can be copied to your clipboard to allow you to easily share it with other volunteers working the event.
• The Open PDF link will open a copy of this document for printing or sharing.
• The Pre-Drive Survey link is here to be shared with your charity partner and used on all your promotional material. This is the link that all guests will use to complete the Pre-Drive Survey.
• Be sure to publicize your Pre-Drive Survey link as much as possible. A major enhancement of this new system is the ability to pre-register for the event. This will greatly reduce the work load onsite. The registration can be accessed from any desktop, laptop, tablet device or smartphone.
Event Information

- Each volunteer that is helping with guest “Check IN” and “Check OUT” will be logged into the Dealer Portal with their own smartphone or device.
- You can share a link with your volunteer staff to access this portal by entering their mobile phone number in the “Send SMS Link to Dealer Portal” or by email using the email box.
- Event fliers are available in both English and Spanish to assist in promoting your event. Distribute them as widely as possible.
- Start Here fliers are provided in both English and Spanish to assist you with onsite event signage. Print these and have them available for guests at your event. They will guide your guest to the Pre-Drive Survey page.
Event Flyer

- The Event Flyer is provided to assist you with promoting your event. All your event information is contained on it, including a link to your specific event registration site.
- Share this flyer on social networks to promote awareness and provide details.
- Share it with your event partner so that they may post it to their networks.
- Print the flyer and pass them out in the dealership.
Event Flyer

- The Start Here flyer is provided to assist you with activating your event. It helps your guests access the Pre-Drive Survey when they arrive at the event.
- Use this at the event to assist guests who have not already registered themselves prior to arriving.

Start Here

Enter this into your phone

https://d4ur.com/FX76

(or scan the code below)

To scan code, simply open camera app on your smartphone.
Event Registration & Test Drive Waiver

• All event attendees must complete the Pre-Drive Survey process and sign the waiver prior to driving a vehicle.

• Pre-Drive Survey and waiver can be completed prior to the event date by accessing the link from any device. These are considered to be “Pre-Registrants”

• By clicking the “Español” button in the top right-hand corner the survey will switch to Spanish language. If a guest completes the Pre-Drive Survey in Spanish, the Post-Drive Survey will automatically be presented in Spanish language.

• Each event has a unique pre-registration link provided to you by Program Headquarters. You may distribute this link to participants up to three weeks prior to your event to save time the day of the event. Note that participants must provide either an email address or mobile number when pre-registering to complete the Post-Drive Survey.

• Note: participants can still register on-site at the day of the event through the Dealer Portal or on their own devices using the pre-registration link.
Event Registration & Test Drive Waiver

- A complete Pre-Drive Survey with signature must be obtained prior to any guest driving a vehicle.
- Fill in each piece of information and answer all questions while scrolling to the End of the survey page.
- Be sure to click “SUBMIT” when you have filled in the form completely.
- If the guest is registering on a device without a touchscreen, they can use a mouse to complete the signature.

Please read and sign the waiver below.

I, undersigned, in consideration of riding in one or more automobiles at the aforementioned program, do hereby release, discharge, indemnify and hold harmless Ford Motor Company, the Ford Dealership supplying the vehicle(s), GTB Agency, LLC, as agent for Ford Motor Company, and any of their subsidiaries, officers, agents and employees (collectively, the releasees) from all claims, demands, actions or liabilities of whatever kind and nature, including but not limited to bodily injury, death or property damage arising from, or in any way connected to, the undersigned's use, operation, inspection or testing of said automobile or automobiles, whether negligent or otherwise. This also includes all costs, losses or expenses in connection therewith arising from, or by reason of, any property damage arising out of any accident or occurrence during or in connection with said use, whether negligent or otherwise.

I acknowledge that I have read and fully understand all of the foregoing, and that no officer, agent or employee of Ford Motor Company or GTB Agency, LLC, as agent for Ford Motor Company, is authorized to vary the terms or provisions of this instrument, or make any representation contrary to the provisions hereof. I assume complete responsibility for all risks and for injuries, death and/or property damage that may occur as a result of those risks, even if such injuries, death or property damage occurs in a manner that is not foreseeable at the time I sign this release. I make these representations with the full understanding that you, the releasees, are relying on these representations.

☑ I certify that I am 18 years of age or older with a valid driver's license.

Use your finger or cursor to sign in the box below:

Signed Signature

Note: The Event staff reserves the right to refuse any participants demonstrating unruly or inappropriate behavior that may result in injury to themselves or others. The possession or use of any alcoholic beverages will result in the automatic disqualification of the participant from the drive. Such determinations of refusal/disqualification shall be at the sole discretion of the drive and Event staff, whose decisions shall be final in all respects. Event participant grants permission to utilize participant’s image, likeness, actions and statements in any live or recorded audio or photographic display, or other transmission, exhibition, publication or reproduction made of or at the Event (regardless of whether before, during or after the Event) in any medium or context without further authorization or compensation.

SUBMIT
Event Registration & Test Drive Waiver

- This confirmation screen alerts guests they have successfully registered for the event.
Event Registration & Test Drive Waiver

- Once the guest has completed the Pre-Drive Survey, they are sent a confirmation email with information about the event.
- These communications can sometimes be filtered into the junk mail or spam folders. It’s important to remind people to check those folders.
**Pre-Event Statistics**

- Prior to your event day the only statistic available to you is the number of registrants. This can be used as a gauge for the amount of traffic you can expect at your event.
Your Dashboard

- When you log into your Dealer Portal on your event day, the Dashboard will provide you quick access to all event functions.
Checking In Your Guests

• The first step is to Check IN your guests.
• Pre-registered guests appear on this list to be checked in.
• Guests are checked into the event after their driver’s license is verified. This process ensures that the participant has completed the Pre-Drive Survey and signed the test drive waiver prior to driving.
• Once a guest is checked in, they proceed to taking their test drives.
• If you cannot find a guest on the “Check IN” list after searching by phone or email, please have them register using the “Pre-Drive Survey” tab to ensure we have a valid test drive waiver on file.
• By selecting the “Show All” slider you will see all guests waiting to be checked in as well as guests who have already been checked in.
Benefitting Multiple Charity Partners

• If you are benefiting multiple schools, you will need to plan for a way to track how many registrants should be applied to each school onsite.

• We recommend asking guests as they Check IN which school they are here to benefit and keeping a tally.

• Some ideas would be to use a large whiteboard that is visible to everyone, or perhaps containers that you fill with something each time a guest checks in.
Onsite Registration

- If a guest has not completed the Pre-Drive Survey already, direct them to the survey link using their smartphone.
- If a guest does not have a smartphone the registration can be accessed directly from the Dealer Portal through the “Pre-Drive Survey” tab.
- Guests who register onsite through the Dealer Portal are automatically checked in as we already know they are there. You do not have to check them in separately from the “Check IN” list.
- By clicking the “Espanol” button in the top right-hand corner the survey will switch to Spanish language. If a guest completes the Pre-Drive Survey in Spanish, the Post-Drive Survey will automatically be presented in Spanish language.
 Checking Out Your Guests

• After a guest has been checked in, they appear on this list as available to be checked out.
• After a guest has completed all of their test drives, they must be “Checked OUT” through this process in order to receive the Post-Drive Survey.
• They will NOT be able to complete the Post-Drive Survey and qualify for donation credit until they have been checked out by event staff.
• Check OUT is initiated by finding the guest’s name and tapping the selection slider next to it.
• By selecting the “Show All” slider you will see all guests waiting to be checked out as well as guests who have already been checked out.
Checking Out Your Guests

• Once the Check OUT process has been selected, the dealer representative must enter their initials in the first box attesting and verifying a test-drive has taken place.
• All the vehicles driven by that guest are then selected from the list by touching on the vehicle graphic.
• Please note that if your event has a bonus drive you need select it here in addition to the other vehicles driven by that guest.
Checking Out Your Guests

- After all vehicles driven are selected, scroll to the bottom and click the “Check OUT” button to complete the process.
Post-Drive Survey Completion

- Once a guest has been checked out, they are sent an email, text message or both, depending on what communication information they provided during their registration process.
- These communications thank them for taking their test drive and provide them with the link to complete the Post-Drive Survey.
- Please note that some email providers filter messages into a "spam" or "promotions" folder automatically. If a participant cannot find their Post-Drive Survey email, ask them to check those folders.
- Remember, participants must complete the Post-Drive Survey in order for their test-drive to count toward a donation.
Post-Drive Survey Completion

- Guests who registered with you onsite through the Dealer Portal will have the option to complete the “Post-Drive Survey” through the Dealer Portal.
- This feature is to assist those guests without convenient access to a computer or internet.
- Post-Drive Survey access through the Dealer Portal is restricted to guests who registered through the Dealer Portal.
- Any guests who registered on their own device through the website link MUST also complete the Post-Drive Survey through the link they receive in the follow up.
- This is intentional to prevent a backup of guests waiting to fill out the survey as they leave.
Post-Drive Survey Completion

- Guests receive the link to the Post-Drive Survey once they have been checked out.
- Guests follow the link to access and complete the Post-Drive Survey.
- If a guest does not complete the Post-Drive Survey within 4 hours of being checked out they are sent a reminder text or email. Participants will be able to complete the Post-Drive Survey until 11:59 p.m. of the day following the scheduled event.
- Text messages are suspended between the hours of 9:00 pm and 8:00 am local time.
- If necessary, an additional reminder email or text message will be sent the day after the event if the guests has still not completed the Post-Drive Survey.
Post-Drive Survey Completion

• Guests answer each question, scrolling down until they reach the End and click “SUBMIT”.

Ford

Please tell us your age.

18-24  25-29  30-34  35-39  40-44  45-49  50-59  60+

Please tell us your gender.

Female  Male  Prefer Not to Answer

How would you classify yourself?

American Indian or Alaska Native  Asian-American  Black, African-American  Hispanic/Latino  White, Caucasian

Other  Prefer Not to Answer

Please email me communications, including offers, incentives, product information and surveys, from Ford Motor Company and the local dealers.

Yes  No

SUBMIT
Post-Drive Survey Completion

- A confirmation screen alerts guests they have successfully completed the survey.
Ending Your Event

• Once you have completed your event, go to the “End” tab.
• If for any reason some paper waivers were used in addition to the electronic system, you will have to indicate that here by selecting “Yes”. You MUST select that option here.
• If you DO NOT alert us that paper waivers were also used, any paper waivers may be invalid. We must be notified if any paper waivers were used to ensure the proper donation amounts are calculated from your event.
• Click “Test Drives Complete?” to complete your event for the day.
Ending Your Event

- Once “Test-Drive Complete?” is clicked you must double verify your intention to End the event.
- Once an event is Ended no new registrations will be allowed.
- All guests who attended and were checked out will have until midnight of the next day to complete their Post-Drive Surveys.
Ending Your Event

- Once your event is complete all stats are locked except for your Post-Drive Surveys.
- Remember guests have until midnight of the day after the event to complete their Post-Drive Survey. The Post-Drive Survey statistic will continue to update throughout this period.
Technical Support

Contact Latitude for all system support questions.

Latitude Help Desk: (313) 486-5963
9 am – 7 pm MST, 7 Days a Week

• Every effort will be made to answer all calls live.
• If your call is not answered live, please leave a message and your call will be returned as soon as possible.
• Typically messages will be answered within an hour.
• Please leave your Name, Phone Number, Event Name and a brief description of the issue you are experiencing in your message.

If you have questions about your event details prior to your event date, call Program Headquarters at (888) 908-3673.