



May 2023 Advisory Board Email Results

[Learn about the results from our May 2023 Advisory Board Survey](#)

We wanted to share the results from our May Advisory Board survey as well as the actions we are taking because of them.

Firstly, we would like to take this opportunity to thank everyone that responded to the survey. Your opinions are incredibly valuable and help us to prioritise different developments and gain insight into other areas.

The completion rate for this survey was low at 34%. We would welcome any suggestions for improvement for future surveys to increase the uptake.

Here are the results and other key information we gained from the survey:

Manufacturer/Supplier Integrations

Stocking Finance Schemes

We asked you about stocking finance integrations.

77% of respondents listed the finance companies they work with but only a few of these utilise the Platinum link currently.

Around a third of respondents expressed interest in working with DLL with a link to Platinum.

We have added this to the ideas portal and will await further customer interest. If you haven't already, please follow this link to add your vote.

<https://dealeruk.aha.io/ideas/ideas/PLAT-I-71>

Bumper – Repair Now / Pay Later

We were interested in your views on Repair Now / Pay Later integrations.

No respondents had heard of Bumper although some thought their customers would be interested in this type of facility. One mentioned working with Payment Assist.

We have added this to the ideas portal to await further customer interest and it may be that an alternative option such as Payment Assist is explored.

If you haven't already, please follow this link to add your vote.

<https://dealeruk.aha.io/ideas/ideas/PLAT-I-1>



Exchange & Mart

Catalyst have links to a number of advertising websites dealers can use to list Units for sale. For example, Autotrader, Cars Vans and Bikes etc.

We asked about a possible link to Exchange & Mart, although no respondents expressed interest in this facility 4 do upload units from Platinum on a daily basis for advertising purposes.

We will therefore not take a link to Exchange & Mart further at this time.

General Queries

Ideas Portal

We have recently introduced a new ideas portal to replace the existing ideas email address and were interested to know if you had used this new facility.

This is available from within the Customer Portal section of our website <https://platinum.ideas.aha.io/>

Less than 50% of respondents remembered receiving an email about this, however most of those have already logged and voted on ideas.

89% of respondents said they were likely to use the ideas portal in future.

We are encouraged by this feedback and will look to send a further commination to the wider customer base to try and get more people actively using this.

Month End / Year End Wizards

We are considering the introduction of wizards to guide users through the month end and year end processes and were interested in how you perceive these processes.

Only around a third of respondents said that their users found the month end/year end processes difficult to follow however 56% thought the wizards would be useful to their company.

We have added this to the ideas portal and will await further customer interest. If you haven't already, please follow this link to add your vote.

<https://dealeruk.aha.io/ideas/ideas/PLAT-I-3>

eCommerce Feeds

We are considering the option to make eCommerce feeds available in Platinum to allow dealers to sell parts stock via websites such as eBay, Amazon and Channel Grabber.


We were interested in your opinions on the use of eCommerce.

56% of respondents were interested in eCommerce feeds and most of those were interested in eBay.

We have added this to the ideas portal and will await further customer interest. If you haven't already, please follow this link to add your vote.

<https://dealeruk.aha.io/ideas/ideas/PLAT-I-68>

All of these ideas can be found on our Ideas Portal in Pinned Ideas



Platinum Ideas Portal

Ideas that are submitted through our Ideas Portal are reviewed for inclusion into future versions of Platinum. Please always look through previous requests from other users and vote on those as they may be asking for the same feature. Ideas are reviewed based on their feasibility and whether they will add value to the product. We are reviewing and importing ideas that have been submitted through our Ideas email.

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Pinned ideas

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Pinned ideas



PINNED

Integration with DLL for Stocking Finance

Platinum currently links to both Lomard and Novuna This idea is to see if there is any interest in adding DLL to the finance scheme integrations

Share feedback

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PINNED

Debt Letter Improvements

Improve the debt letter process including: When you enter "Debt Letters" menu, you're presented with the aged debtors list but it is already selected as "debt letter" on the drop down. Once your parameters are in, you're presented with the "Accoun..."

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Warranty Module

Would like a warranty module for Platinum to account for warranty claims with losses and gains

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PINNED

Exchange & Mart Data Feed

Would like the option to send stock to Exchange & Mart to be reinstated. It was retired some years ago.

Share feedback

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PINNED

Choose a customer vehicle and create for part exchange

When taking a part exchange, it would be good if the system could offer a list of the vehicles on which the customer account is shown as the Keeper. The user could select one from the list, and the system would then create a new part exchange copy...

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Month End / Year End Wizard

A summarised process to make month ends easier to follow and some additional checks to help understand where a process may have been missed. A year end screen to assist with dealing with unprocessed data.

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