

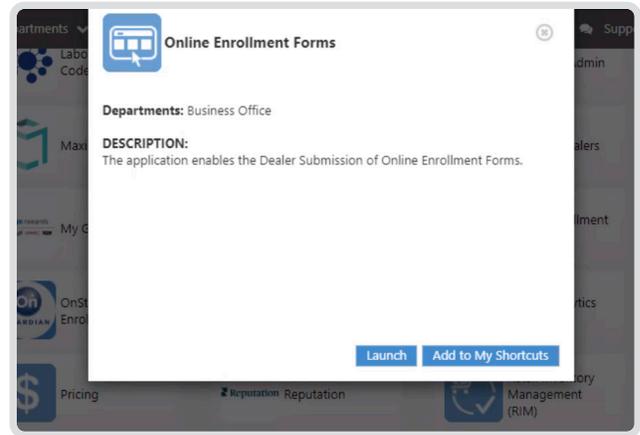


CarNow™

# Real-Time Messaging™ How-To Enroll

### Step One

Login to Global Connect at [gmddspdp.com](http://gmddspdp.com).



### Step Two

Launch the “Online Enrollment Forms” application.

AVAILABLE FORMS	SUBMITTED FORMS
<ul style="list-style-type: none"> <li>Service Lane Tools</li> <li>DRIVE GROWTH ENROLLMENT – CADILLAC (NON-EBE)</li> <li>Dealer Digital Solution – Vehicle Imagery - eVN Enrollment</li> <li>Dealer Digital Solution - SEO</li> <li>Tekion Automotive Retail Cloud (ARC) Program</li> <li>Dealer Digital Solution - Service Digital Advertising</li> <li><b>Dealer Digital Solution – Chat Tool Program</b></li> <li>Shop Click Drive Concierge Delivery Enrollment</li> <li>Shop Click Drive &amp; Concierge Delivery Enrollment</li> <li>Slat Wall Accessories Program</li> </ul>	<ul style="list-style-type: none"> <li>Dealer Data Share Participation</li> <li>My GM Rewards Owner Loyalty Program</li> <li>DRIVE GROWTH</li> <li>GM Customer Care and Aftersales - Mega Fleet Program</li> <li>GM Customer Care and Aftersales - National Fleet Maintenance Program</li> <li>Online Service Scheduling Program</li> <li>Dealer Digital Solution – Digital Advertising</li> <li>Service Workbench Pricing Tool</li> <li>Dealer Corvette Participation Letter and Acknowledgement</li> <li>Dealer Digital Solution - Dealer Website Choice</li> </ul>

Dealer Digital Solution – Chat Tool Program

Enroll

### Step Three

In the “Available Forms” column, expand the “Dealer Digital Solution—Chat Tool Program” option.

Click “Enroll” under “Dealer Digital Solution – Chat Tool Program”.

GlobalConnect

You must be enrolled in the Dealer Website Choice Program in order to enroll in this Dealer Chat Program

Program Info: The purpose of the Chat Tool Program is to allow consumers to initiate chat communication via live chat window on a dealer website and mobile applications. These below vendors will:

- Be the best of the best go to market partners
- Offer Chat Tool solutions for both sales and service
- Be managed and coordinated to reduce costs
- Provide training and onboarding webinars

Dealers who wish to enroll with GM Dealer Chat BDC services please click on the link to enroll: <http://morley-002.force.com/R5VPIGT4020D8aAccess>

**Partner & Package Selection**

Chat Tool Terms and Conditions

Documents: [ActivEngage.pdf](#) [CarNow Terms and Conditions.pdf](#) [Dealer Inspire.pdf](#) [Digital Air Strike.pdf](#) [GM Dealer Chat.pdf](#)

Dealership Main Point of Contact  
 Contact responsible for onboarding and prolonged maintenance of program.  
 Name \*  Phone \*  Email \*

Please provide your GM approved dealership URL:

**Selection Options**

Chat Tool Provider and Package  
 Available Vendor(s) \*

**Acknowledgement Statement**

I understand that by selecting this box I am submitting my request toward a new Chat Tool partner and or package. I understand that by selecting this box I am submitting a notification to my current Chat Tool partner of a program change/cancellation.

Name  Phone  Email

Title \*

Submission Date: 08/05/2022

**Step Four**

Check the “Chat Tool Terms and Conditions” box, insert the dealership’s main point of contact information, and provide your GM-approved dealership URL in the appropriate entry fields.

Select “CarNow” from the available vendors list in the “Chat Tool Provider and Package” dropdown menu, and complete the required entry fields in the “Acknowledgement Statement” section.

**Step Five**

Select your preferred package items.

The screenshots show the 'CarNow Package Selection Form' with the following details:

- Package Selection:** Fully Managed (\$798/Month), Real-time Messaging Platform (\$1,197/Month), Reception (\$599/Month).
- À La Carte Selections:** ConvertNow (\$399 Per Month).
- Selected Items:** Provider: CarNow; Website: CHEVROLET; Chat Package: Real-time Messaging Platform (\$1,197 per month); CarNow Ongoing Monthly Fees (\$1,197.00 Per Month); CarNow One Time Fees.