

History of Vehicle Purchasing Service (VPS)

VPS was founded by David Lathrop in 1996

After graduating from Penn State University with a degree in engineering in 1984, Dave was hired by Nissan Motor Corporation as a district manager, working with dealerships across the country on improving their customer service. During his time with Nissan, Dave worked with some of the largest dealerships in the country and had dealers that consistently had the highest Customer Satisfaction Indexes (CSI) in the country. Four years later, Dave accepted a position at a Phoenix area General Motors dealership as a service manager/director. During his eight years in that position, he earned the GM Award of Merit several years for outstanding customer service and was selected to serve on the General Motors National Advisory Board. During those twelve years in the automotive service industry, Dave noticed that most people did not enjoy the experience of buying a car. He believed that most people would rather work with a professional agent who would protect their interests, rather than walk onto a dealer lot and subject themselves to uncomfortable situations that often would leave them wondering if they paid more than they should have. The desire to provide a valuable service to individuals and businesses inspired Dave to venture forth as an entrepreneur and establish VPS. Today, VPS has hundreds of satisfied clients. One hundred percent of the business comes through repeat business and personal referrals. Dave provides hands-on, personalized service to each and every client. The service is customized to meet the needs of the client. 100% satisfaction is always his goal.

A Few Questions...

How often do you buy, sell or lease a car? Is it a process with which you are confident and comfortable?

Are you familiar with the profit margins of automotive dealerships?

Do you understand how a lease payment is figured?

Do you know how to appraise a used car?

Can you inspect a vehicle and know whether it has been properly maintained or if it has been in an accident?

Are you confident in your own negotiation ability?

Consider this...

Dave handles more vehicle transactions in a month than many people do in a lifetime!

Did you know:

A high percentage of car salespeople are inexperienced, in their first sales job, and lack product knowledge.

Most car salesmen are paid a commission based on the profit the dealership makes on your sale.

Many used vehicles have been involved in accidents that affect the safety of that vehicle.

When you sell your vehicle and accept payment, even if the buyer uses a cashier's check and/or an official bank check, payment can be held or stopped on that check.

Unless stated otherwise, all used cars sold are "as is."

Many dealerships offer sale prices that are contingent on the purchase of additional equipment and add-ons.

Services Offered

Professional Consultations:

Live outside the Phoenix/Tucson area and need some help? Need some direction with a problem? Some jobs require "special handling" and do not fall into the typical car transaction. These jobs can be priced on an hourly basis. Some of the special services Dave can provide include:

- ❖ From straightening out title work,
- ❖ Donating your vehicle to a favorite charity
- ❖ Getting accessories installed on your vehicle or repairs completed
- ❖ Providing you with forms to complete your transaction yourself
- ❖ Assisting you with obtaining refunds on your registration when you sell your vehicle...

If it is vehicle-related, you name it, Dave has probably dealt with it!

Purchase or lease of a new vehicle:

Dave will provide the following services to clients looking to purchase or lease a new vehicle:

- ❖ Consult with you on your needs, preferences, and desired price range
- ❖ Recommend options to meet your unique needs
- ❖ Arrange for you to test drive different vehicles in a no-pressure environment
- ❖ Negotiate with dealers to obtain the lowest available price for you
- ❖ Advise you on financing options
- ❖ Meet you at the dealership for delivery of the vehicle
- ❖ Review the sales documents for accuracy and ensure you understand all aspects of the transaction
- ❖ Wish you the very best as you drive away in your new vehicle!

Purchase of a used vehicle

Dave will provide the following services to clients looking to purchase a used vehicle:

- ❖ Consult with you on your needs, preferences, desired price range, and the level of involvement you would like to have in the process
- ❖ Recommend options to meet your unique needs
- ❖ Search for vehicles that match your needs. Vehicles may be obtained from dealerships, private parties or local vehicle auctions.
- ❖ Visually inspect vehicles and advise on the overall condition (this is not a thorough mechanical inspection). This inspection is to advise whether the vehicle merits an inspection by a mechanic.
- ❖ Negotiate a purchase price that is acceptable to you
- ❖ Upon your request, arrange for a vehicle to be inspected by a professional mechanic of your choice, or by a VPS trusted vendor
- ❖ Negotiate preferred rates for you within his network of vendors, should you wish to equip the vehicle differently or make any repairs to it
- ❖ Finalize sales transaction documents, handle the transfer of money and title, and make arrangements for you to receive your vehicle!
- ❖ Assist you in registering your vehicle if necessary

Sale of a vehicle

Do you have a vehicle you'd like to sell? Dave will perform the following services:

- ❖ Personally inspect your vehicle, conduct a market comparison, and recommend a sale price.
- ❖ Advise if the vehicle needs repairs or cosmetic work to improve the likelihood of a quick sale
- ❖ If needed, negotiate preferred rates for repairs and maintenance within the VPS network of vendors
- ❖ Place advertisements in print and online media, using VPS as the contact for prospective buyer
- ❖ Receive calls and arrange to show the vehicle to prospective buyers at a neutral site (not at your residence or place of business).
- ❖ Work as your agent by answering questions about the vehicle's history, and test-driving it with the prospective buyer
- ❖ Negotiate a sale price that is acceptable to you
- ❖ Complete a bill of sale, arrange for payment of the vehicle with certified funds, prepare your title to be transferred, notarize your title, and make final arrangements for the new owner to take delivery of the vehicle!

Who Uses VPS?

Most of VPS's clients are individuals and small businesses that are looking to replace or dispose of their primary vehicle. It could be anything from an economical commuter car such as a Toyota Prius, to a luxurious top of the line Lexus LS460, to a Chevrolet half ton work truck. VPS does work with "special cases;" however, most of Dave's clients are people who prefer not to spend their time negotiating with car salespeople or showing their vehicle to strangers.

What Type of Vehicles Does VPS Specialize in?

VPS does not specialize in a particular make or model. VPS has access to any vehicle that is sold locally or out of state. Over the years, Dave has had experience with most makes and models. He has developed relationships with many dealerships and vendors and has learned which dealerships are reliable, trustworthy, and offer competitive prices. In some cases, it makes sense to purchase a vehicle outside of the Phoenix market and have the vehicle delivered. This allows VPS clients to take advantage of certain markets that may be more competitive than their local market.

Why VPS?

A Statement from the Owner

In 1996 when I started Vehicle Purchasing Service, my goal was to provide a service that would give everyone an opportunity to have an enjoyable car (and truck) buying experience. I have heard, as most people have, many horror stories from people who spent thousands of dollars on a vehicle and left the dealership feeling frustrated and upset. I have personally heard more stories than I can recount about customers who did not understand what they were signing and others who have felt pressured to buy policies or extras that they didn't want. I believed then, and I have found to be true, that I could use my experience and understanding of the car business to work as an agent for individuals and businesses, guide them through the buying/leasing process, and protect their interests. Over the years, I have found ways to streamline and speed up the process, in some cases eliminating the need for my clients to ever walk onto a dealership's lot! As my business has grown, I have discovered new ways to assist my clients and service their automotive needs. When I found that dealer trade-in values were often much lower than market value, I offered to list and show vehicles for my clients and sell them privately on their behalf. Since then I have sold hundreds of cars and trucks for my clients. I have also assisted many people with title and registration problems, and I have become a notary to make the process of transferring a title easier. I have found my experience and expertise in the automotive business to be valuable to many individuals and businesses. I look forward to delivering value to you in time, money and convenience.

Expertise-

Dave started in the automotive industry in 1984. Since then he has worked for an automotive manufacturer, a car dealership and individual buyers and sellers. His extensive experience in all areas of the automotive business has taught him how to best approach your unique needs. If you have a situation or need that Dave has not handled personally, chances are he will have a resource available to him that has.

Trust-

All of Dave's business comes from repeat clients and personal referrals. (Click here to read testimonials). By policy, Dave does not accept payments or referral bonuses from dealerships, in order to eliminate conflicts of interest. His loyalty is 100% to his clients. Unlike most car salespeople, Dave charges a flat fee. Therefore, you can rest assured that you have a representative who is working exclusively on your behalf.

Save Money-

Dealerships are experts at selling cars. Are you an expert at buying one? Most people buy a car every 3-7 years. That just isn't a lot of experience. You may not be familiar with all of the ways that the dealer will attempt to profit from your inexperience. Your trade-in vehicle may be worth what the dealer offers, or it may be worth thousands more. How much time do you want to invest in finding out? What is the best finance rate available, and for what term? Have you ever made an emotional automotive purchase? Vehicle Purchasing Service is determined to save you money in all areas of your purchase and will not get caught up in the excitement of buying a new car. Dave has many years of experience!

Save Time-

The average person spends 4 to 5 hours (often more) in a dealership to complete a car deal. You probably have experienced sitting around a dealership's showroom waiting for a salesperson to find a vehicle, waiting to have your trade appraised, waiting for an offer to be reviewed. If your offer is not accepted, you may experience multiple waiting periods in this part of the process. Once the offer is accepted, you must now wait to have your credit approved. Next you must wait to go into the business office to sign documents, and after that you must wait for the vehicle to be prepared for delivery. With VPS, your involvement and time commitment in the sales process is minimal. The goal is to have the vehicle located, the price negotiated, your loan approved (if needed) and the vehicle prepared for delivery before you show up at the dealership. When you arrive at the dealership, Dave will meet you and remain with you while you inspect your vehicle, review the purchase documents, sign paperwork, and drive away in your new car or truck! What is your time worth?

Eliminate Hassle-

In most cases you will be working directly with Dave and dealer representatives with whom Dave has worked before. Dave has spent many years finding contacts at dealerships who will treat you with respect and will deliver what was promised to you at the agreed upon price. It is VPS's goal that your experience is enjoyable. Dave has worked tirelessly to find other people in the industry that share that goal.

Personal Safety-

If you are looking to buy a privately owned used car or you are looking to sell your car privately, are you putting yourself at risk? Dave has had many years of inspecting vehicles and showing vehicles for VPS clients. When buying from a private party, you will be accompanied during the transfer of funds and title, usually at a public place like a bank. When selling a car through VPS, your home address, phone number and personal information are kept confidential. Ads will direct buyers to a VPS phone number and/or email. Your vehicle will be shown to prospective buyers in a public area, not at your residence or place of work. Dave will accompany buyers during test drives and you are involved only when absolutely necessary. Avoid unnecessary risks and count on VPS's years of experience.

Avoid Common Pitfalls-

When it comes to buying and selling vehicles, there are many. Unfortunately, the automotive industry has it's fair share of unethical people and institutions and many fraudulent schemes- all designed to overcharge you or even steal from you. Remember, VPS handles more vehicle transactions in a month than most people will in their lifetime. Why not put those years of experience to work for you!

Not-So-Obvious Things to Consider When Preparing to Purchase or Lease a Vehicle

Next to a home, a vehicle is one of the largest investments a person will make. It is important to think beyond what catches your eye or what has the latest innovations in technology before you make that investment.

- ❖ **Resale** Do you keep your cars for a few years, or until it is used up? Certain cars will make a smarter purchase if you plan to buy again in just a few years.
- ❖ **Options-** not just cars but certain options (and colors) lose their value immediately and others hold their value and will make the car desirable on the used car market.
- ❖ **Driving Habits-** if your habits change because of a move or change in commute, will you want to drive the car you have in mind?
- ❖ **Lifestyle-** Are you planning an addition to the family? Thinking of remodeling and in need of extra cargo space? If you move, where can you get the vehicle serviced?

- ❖ **Cost to Operate-** if fuel prices change dramatically, will that affect your ability to use the vehicle as you intended? Are you looking at a vehicle that will be practical to service, or will you have to drive across town for warranty work?
- ❖ **Environmental Impact vs Cost** – Do you want a gas-powered, diesel or hybrid vehicle? How long is the payback for the investment? Are your driving habits a good fit for a hybrid? What happens if there is a significant innovation in the next few years?
- ❖ **What is the best source of financing-** Your trusted bank may not be (and probably isn't) giving you the best interest rate. Where should you apply?
- ❖ **Leasing-** if you haven't leased recently, you may not know the advantages or disadvantages of going that route.

Community Involvement

Dave has been involved in giving back to the community since the early 1990's. It started off, and has continued with Dave becoming a Big Brother with Big Brothers Big Sisters of Central Arizona. Since then Dave has been a Big Brother for 5 young men. He has also worked with other mentoring organizations across the country in training adults to work with at-risk youth, as well as leading classrooms to train teenagers in goal directed behavior, critical thinking skills, and personal responsibility. Dave has also been involved in many fundraisers and has combined his passion for marathon running with raising money for The Leukemia and Lymphoma Society's Team in Training Program. Most recently he assisted Big Brothers Big Sisters of Central Arizona in creating their first marathon training program called Marathon for Kids Sake. Dave strongly believes that it is a privilege to give back to the community.

Business opportunities (this will need a link from the home page)

Dream of being your own boss? Vehicle Purchasing Service (VPS) may be your opportunity to do just that. Learn how to provide a valuable service. Start off with people and businesses that are connected to you and your communities. You can "keep your day job" while building your customer base. Work in your off hours and make extra income. Your fee and your volume will determine your added monthly income. Make a one time investment and learn how to assist others in Purchasing, Leasing and Selling vehicles. Benefit from VPS's years of experience in the automotive business. Find out how you can profit from this "turn key" business opportunity.