



## **CARS & IAA Have Teamed Up**

**Transition FAQs for Your Vehicle Donation Program**



## FAQs About the Transition

### **Q. Will there be any disruption in my vehicle donation services?**

No. Vehicle donation processing and donor support for your program will continue uninterrupted. However, without a signed agreement in place with CARS, we will be unable to provide you with the full benefits of our program.

### **Q. Why is there a new agreement?**

CARS is also a 501(c)(3) nonprofit and follows all fundraising and government compliance to process donations for nonprofits in every state. In order for us to provide full service for your vehicle donation program, we must have a signed and current Terms of Service Agreement on file.

### **Q. How does this affect my revenue?**

Our blended networks enhance our ability to sell your donated vehicles for a higher price for top-end, mid-tier, and low-end units. If you would also like direct-deposit payments of your revenue, please download and complete the [Automatic Deposit Form \(ACH\)](#) and submit a copy to Beth Carter, Support Manager Market Development, at [bethc@careasy.org](mailto:bethc@careasy.org), or to our Partner Success team at [carspartners@careasy.org](mailto:carspartners@careasy.org).

### **Q. What access to reporting will I have?**

CARS is collaborating with IAA to ensure a seamless transition of your program. CARS will provide the same information that is being provided today from IAA plus online, real-time donation tracking in NAV (CARS donation database). You'll be able to follow your donations from start to finish with full transparency in revenue and donor information.

Your team will receive NAV login credentials to securely access all of your donation data and easy-to-use reporting tools with popular and customized reporting options, interactive graphs, print-formatted exports, time-frame sorting and more.

### **Q. Can I still get access to my old data?**

Yes, additional access to historical information will be provided.

### **Q. What will happen to my current vehicle donation page?**

CARS and IAA are working together to ensure there is no loss of service for your program. Your existing donation pages, forms, and phone numbers will be directed to and maintained by CARS. Please contact us if you'd like to make updates to your pages.



## FAQs About the Transition

### **Q. Will existing digital advertising continue?**

Yes, CARS plans to maintain many of the existing advertising channels.

### **Q. What will the donor experience be like?**

Visit <https://careasy.org/vehicle-donor> and <https://careasy.org/partners/the-cars-way> to learn all about the Vehicle Donor Experience with CARS.

### **Q. Will handling of my 'specialty' asset donations change (boats, RVs, etc.)?**

CARS can accept the same types of assets as IAA did. For unique or specialty items that have been donated, we may use other means to sell the vehicles to help ensure the maximum funds are received for each donation. We are experts in handling specialty vehicles and collectibles and have been doing it for nearly 20 years.

### **Q. What can I expect by transitioning to the CARS Program?**

- Seamless transition with no loss of service
- Branded donation pages
- In-house Donor Care Department
- Complimentary active marketing support
- Integrated and dedicated account support
- ACH payment processing
- Real-time access to online and fully transparent reporting

### **Q. How can I learn more about CARS?**

CARS is a 501(c)(3), just like you, and has been operating successful vehicle donation programs since 2003. To date, CARS has returned more than \$330 million to our nonprofit partners. To learn more, please visit [careasy.org](https://careasy.org). Or, review the [CARS Brochure](#) to gain a greater understanding of how your vehicle donation program with CARS will work.