



# Ally Lease Return and Remarketing Process

## Vehicle Returned

The Lessee delivers the vehicle to your dealership, kicking off the return process. Make sure you provide them with a copy of their signed Ally Odometer Statement before they leave.

## Notify Ally of Lease Return

Once the vehicle is back at your dealership, use the Ally Ride Return application to notify Ally of the lease return and to generate an Odometer Statement for the lessee to complete and sign.

Getting started with Ally Ride Return is easy for both new and existing users and simplifies the lease-end process. Simply follow these steps:

### New Dash Users:

1. Register for Ally Dash at [secureddealer.ally.com/ui/login](https://secureddealer.ally.com/ui/login)
2. Select **Request a Username** on the Dash login page
3. Enter your contact information and your Primary Dealer Number (PDN)
4. Select **Ally Ride Return** from the applications list
5. Choose your Access Level and follow the prompts to complete registration

### Existing Dash Users:

1. Log in to your account at [secureddealer.ally.com/ui/login](https://secureddealer.ally.com/ui/login)
2. Go to **Edit Profile** and then **Applications and Reports**
3. Select **Add** under the appropriate dealership and choose **Ally Ride Return** and your access level from the applications list

Your dealer admin will be able to answer any questions about the registration process and access approvals.

Once you have access, use the Ally Ride Return application to obtain lease-end quotes and initiate your chosen process:

- **Dealer Purchase for Lessee** allows the customer to purchase the vehicle. This is not a return quote and requires proof of resale to the lessee.

- **Dealer Purchase for Inventory** lets you purchase the vehicle for your inventory.
- **Lessee Return** is the grounding option if neither you nor the lessee wishes to purchase the vehicle.

Refer to the **Ally Ride Return Dealer User Job Aid** located in Dash for more information on how to use the application.

## Post-Return Process

### 3rd Party vehicle Inspection (1-5 Days)

After the vehicle is grounded, a 3rd party inspector will visit the dealership to assess the wear on the vehicle and obtain the information needed to post it on SmartAuction.

Inspections in non-metropolitan areas may take longer to complete. At this time, a 3rd party inspections aren't available in the states of AK, HI and SD. If you're in one of these states, call the Ally Remarketing Center at **877-290-9544, option 1** for assistance.

### Ally Posts to SmartAuction (1-6 Days)

If the vehicle is eligible, Ally will post it to SmartAuction after the inspection is complete. The vehicle will be available for sale on SmartAuction for up to 6 days.

### Vehicle Pick Up (1-7 Days)

If the vehicle sells on SmartAuction, the buying dealer will pick up the vehicle and provide proof of sale. Be sure you have the proof of sale documentation before releasing the vehicle.

If the vehicle is not sold on SmartAuction or not eligible for sale, a transporter will pick up the vehicle and provide a copy of the Bill of Lading. Don't release the vehicle without the Bill of Lading. For transportation questions, call **877-290-9544, option 4**.

## Ally Customer Letters:

- **Early Term (ET) Pre-Sale Letter:** If the vehicle is returned to Ally and the termination is considered an ET, Ally will mail the lessee an ET Pre-Sale Letter after the vehicle is inspected. This letter notes any excess mileage, excess wear and unpaid charges.
- **Settlement Letter:** Ally will mail the lessee a settlement letter. If the termination is considered an ET, the settlement letter will be mailed after the vehicle sells at auction.

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