

eCPO FAQ Reference Document

1. What does “eCPO” stand for?

- ▶ “eCPO” stands for electronic Certified Pre-Owned inspection

2. How do I access eCPO?

- ▶ Bookmark this URL <https://vwcpo.track360.com/>. You can also access the site through the [CPO Resource Center](#)
- ▶ You must have a VWHub login to access the tool

3. Is there a cost to use eCPO?

- ▶ There is no cost to use eCPO, outside of the hardware used to access it (see question 6) and the cost of generating a CarFax Vehicle History report (see questions 9 and 10).

4. How do I access eCPO?

- ▶ All users have read-only access to the entire tool, but editing access depends on position:
 - Technician — Step 1 and 2 editing access
 - Manager — Universal editing access
 - Sales Consultant — Step 4 editing access
- ▶ Your editing access is determined by your Hub login credential

5. Are there any model restrictions?

- ▶ MY13+
- ▶ MY12 vehicles still require a paper form

6. Do I need special technology to use eCPO?

- ▶ eCPO is a web-based application that can be used on a desktop, tablet, and/or mobile device
- ▶ Therefore, you are not required to use a special device, but we do recommend that technicians use an iPad or iPad mini for the inspection itself

7. Do I have to complete paper and electronic inspection forms?

- ▶ No, just one or the other at this time

8. Can I still use eCPO on a vehicle with an open campaign or recall?

- ▶ Yes, but you will get a warning message that the vehicle is not eligible for certification. A vehicle cannot be entered into VCAS with an open campaign

9. Do I have to have a CarFax account to use eCPO?

- ▶ To use the tool’s customer delivery functionality, yes you have to have an active CarFax account. This can either be a Pay-per-Vin or Advantage subscription

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10. What if I have a “Pay-per-VIN” CarFax account? Am I charged per VIN?

- ▶ Yes, your dealership will be charged per VIN, but only when you complete a customer delivery. You will not be charged during the inspection itself, only when you submit “Send Customer Email” in Step 4.
 - Note: If you have already purchased a VHR for a specific VIN on your account, you will not be charged again to run the report for customer delivery

11. What kind of documents can I upload to the customer delivery email?

- ▶ Anything dealer-specific that you would like to include in your delivery process. This could be an RO copy, dealer contact information, future service appointment record, etc.

12. How do I save my information (signature, phone number, email, job title, CarFax credentials) into eCPO?

- ▶ You can save your contact information under the Settings page (on the top right-hand corner of the tool).

13. What does a customer delivery email look like?

- ▶ See sample [here](#)

14. How do I view past inspections?

- ▶ Go to the Past Inspections tab. There, you can search for a vehicle by stock number, mileage, model, or VIN

15. How can I learn how to use eCPO?

- ▶ Select Help to access several “How-To” Videos that break down the tool’s components

16. What if I have questions?

- ▶ Reach out to your Regional Used Car Manager or contact the eCPO helpline by email at vwecpo@track360.com or phone at [1-855-734-8722](tel:1-855-734-8722)