# THE SHOWROOM

**Objective** 

Drive more sales from GYT.ca by prioritizing the customer experience to deliver the best business results

# **Our priorities**

Create a seamless experience with Toyota.ca Make it easy for users to find what they're looking for (dealer info/ quick offer details)

Drive to dealership or test drive

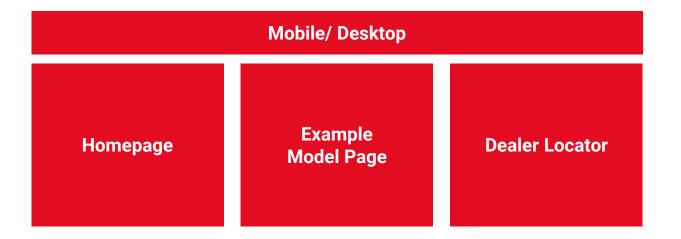
Today's Goal

Review initial GYT.ca high-fidelity UX designs and provide feedback to inform final plans

# **Considerations**

- This is <u>NOT</u> final artwork, design, or copy
- We're looking for feedback on functionality, structure, and user flow
- Content strategy for the site will be developed in a separate work stream

# What we're sharing



# Homepage

# **Current State**



PARTS AND SERVICE

MODELS -

### **CONNECT WITH A DEALER**



HOME

It's back!

information, or book a test drive. SEARCH Mississauga Hamilton St. Catharineso Goog Map data ©2019 Google Terms of Use Report a map error

Connect with a dealer to request a quote, get

### 2019 RAV4 FWD LE

For the Adventurer.



ALL-IN PRICE

\$29,944

Includes freight and fees. HST extra. Your local Dealer may charge additional fees of up to \$1,221. Charges may vary by Dealer.Ω

ALL-IN LEASE

weekly for 60 months with \$0 down payment, Includes freight and fees. HST

CLICK TO EXPLORE

See Offer Legal

### 2019 COROLLA LE

Like you've never seen before.



ALL-IN PRICE

\$22,994

Includes freight and fees. HST extra. Your local Dealer may charge additional fees of up to \$1,221. Charges may vary by Dealer.Ω

ALL-IN LEASE

weekly for 60 months with \$0 down payment, Includes freight and fees. HST

CLICK TO EXPLORE

See Offer Legal

### 2019 CAMRY LE

North America's Best Selling Car



ALL-IN PRICE

\$28,374 Includes freight and fees. HST extra. Your

local Dealer may charge additional fees of up to \$1,221. Charges may vary by Dealer.Ω

ALL-IN LEASE

weekly for 60 months with \$0 down payment. Includes freight and fees. HST

See Offer Legal

CLICK TO EXPLORE

ALL-IN PRICE

2019 TACOMA 4X4 ACCESS CAB SR5

Ready for whatever.

\$39,794

Includes freight and fees, HST extra, Your local Dealer may charge additional fees of up to \$1,221. Charges may vary by Dealer.Ω

ALL-IN LEASE

\$106 @ 4.49%

weekly for 60 months with \$0 down payment. Includes freight and fees, HST

CLICK TO EXPLORE

See Offer Legal



Cleaner design

Easier to navigate

Aesthetically consistent with Toyota.ca

Update to Toyota.ca logo

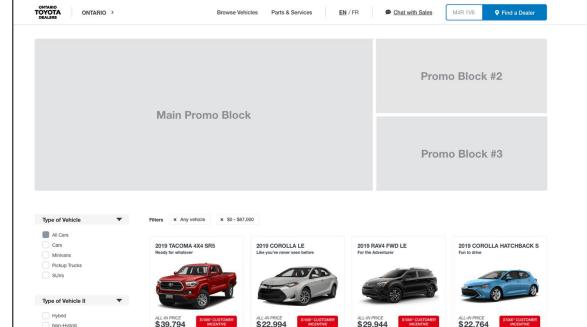
Show an example of what the page would look like with a regional logo (note: full site look and feel is still subject to change in the design process)

Ensure legal call outs are present where required - we need to be one click away from proper legal

Desire to show more detailed pricing ensure regional pricing needs are reflected

Consider how we can get to offer information faster

Add a field for newsletter sign up



2019 PRIUS PRIME Stylish and efficient

\$34,874





Non-Hybrid

Promotion

Promotion

2019 SIENNA 7 PASSENGER V6

2019 YARIS HATCHBACK 3-DR

The True City Slicker

Site to automatically select location, with user option to navigate to different regions

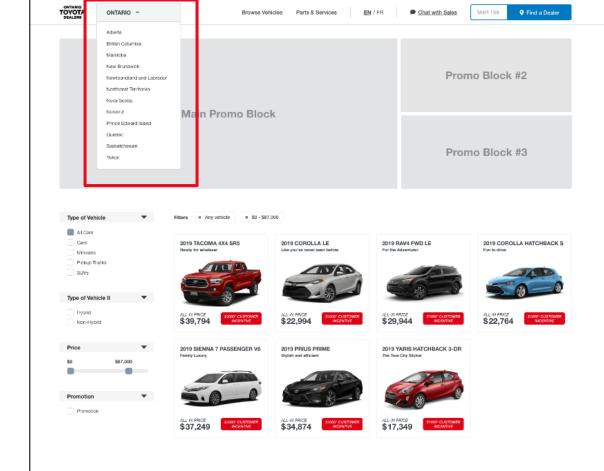
Note: regions listed are FPO

Questions:

Is this treatment ok?

Explore opportunity to regionalize site at the city level - interest to pursue if not incrementally more expensive or challenging to implement

Legal to advise on prominence of messaging when navigating from one regional site to the next

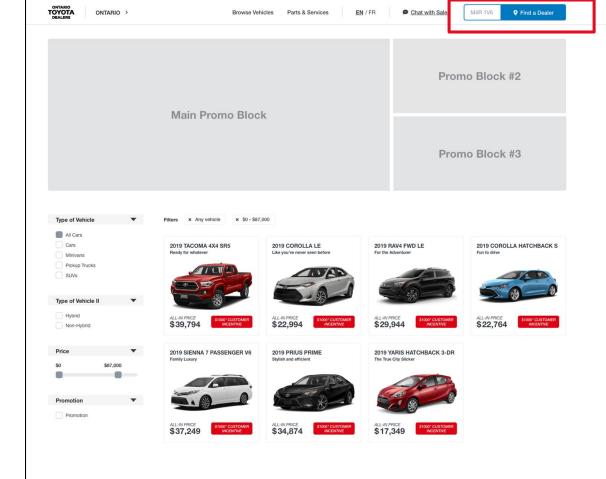


Ability to add postal code on the homepage to mitigate steps the user needs to take to get to thel 'find a dealer' page

Ensure dealer page is regionalized to the postal code address inputted

Explore ability to search by town/ city, including result logic

Inputting a postal code on the current GYT is also the mostly highly correlated site action to store visits based on Q1 performance



Home Connect with a Dealer

A persistent header that will follow you down the page so 'find a dealer' & 'chat with sales' are always on screen

Header brand will feature the region by name

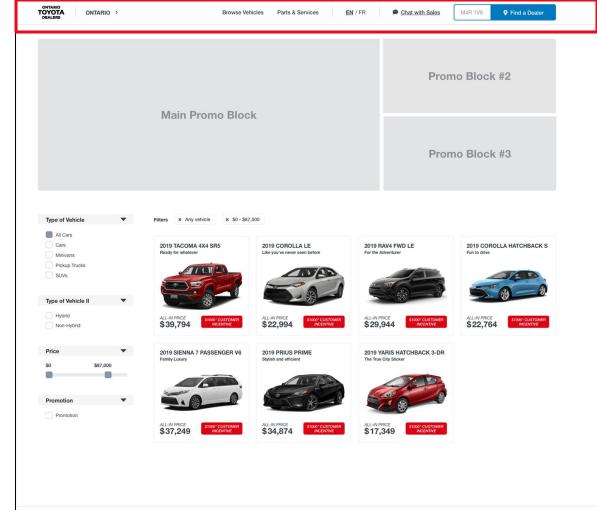
Includes nav to 'Browse Vehicles' which will anchor to the models lower down the page

P&S FPO

Language toggles

Chat with sales

**Dealer Locator** 



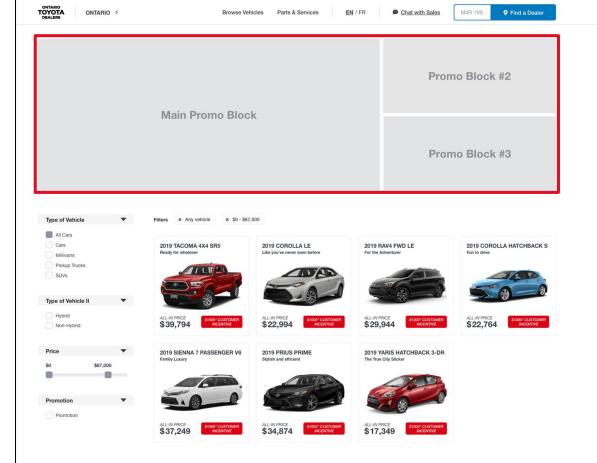




Customizable image assets

Click-to-navigate

Suggestions:
Main promo block - model offer or event
Promo Block #2 - Find a dealer
Promo Block #3 - Book a test drive

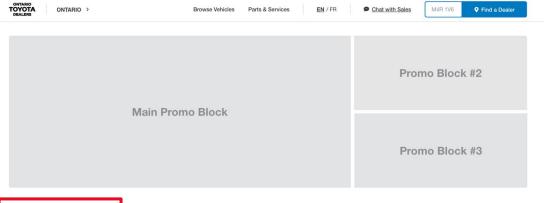


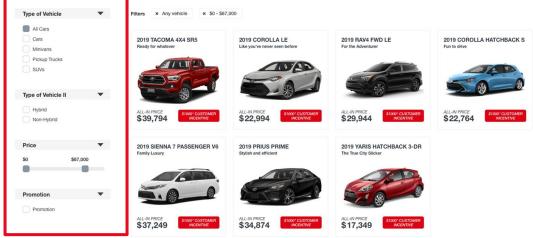


Taking a cue from e-commerce, the models can be filtered by various specs

Models featured on the right hand side will update based on filtering parameters

To align on order of priority for filtering options

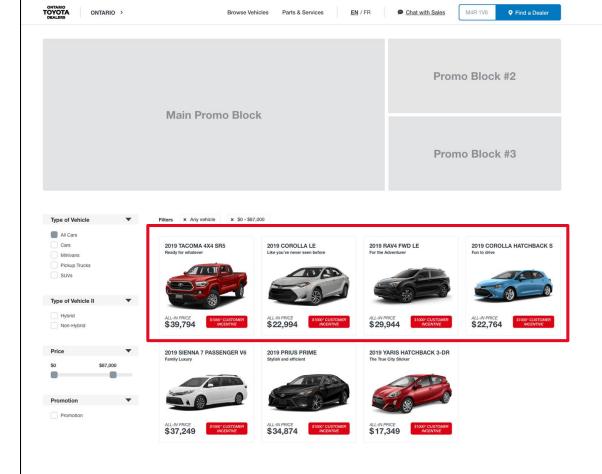






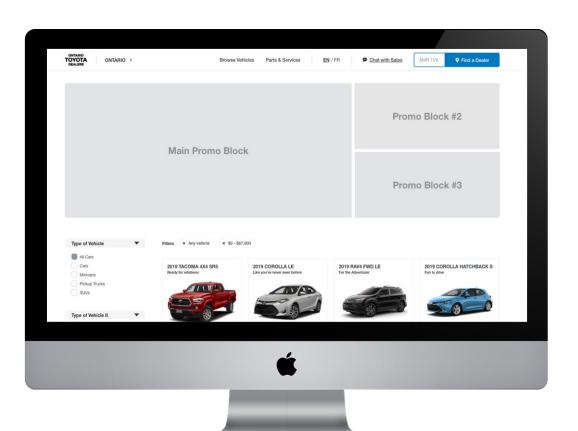


Dealer can select the top 4 models displayed in the pre-filter state





Desktop view - intent to ensure vehicles peek above the fold



Homepage model tiles have been dramatically simplified

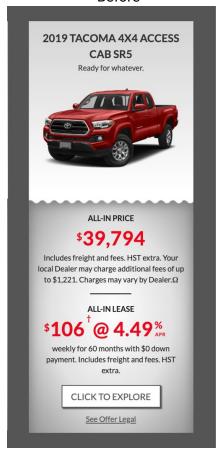
Questions:

Are we aligned with the level of detail here?

Preference to show the list price vs the all-in price

Promo call out will be customizable; however, noted that payment term offers are more likely

### **Before**

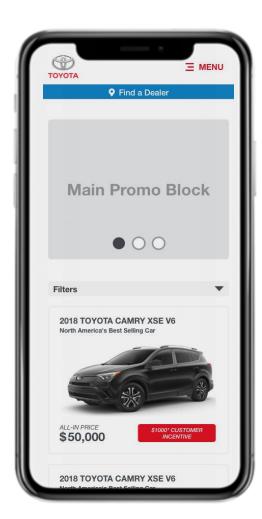


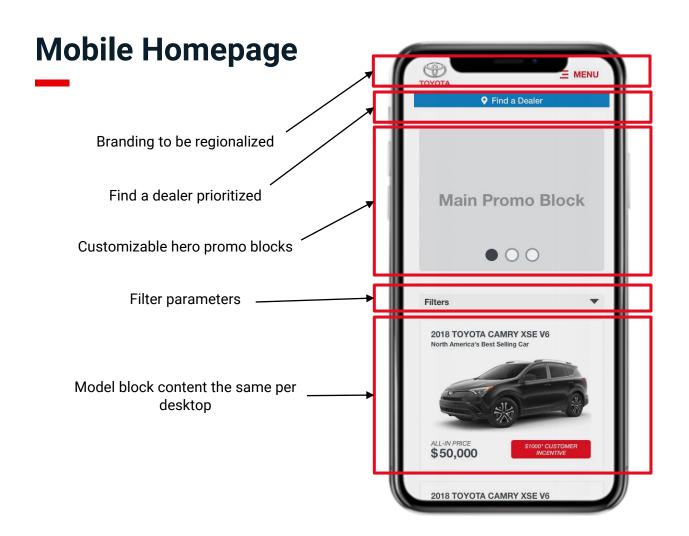
### After



# **Mobile Homepage**

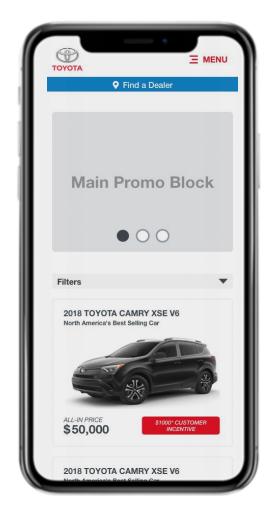
Keep "Find a dealer" call out persistent in mobile

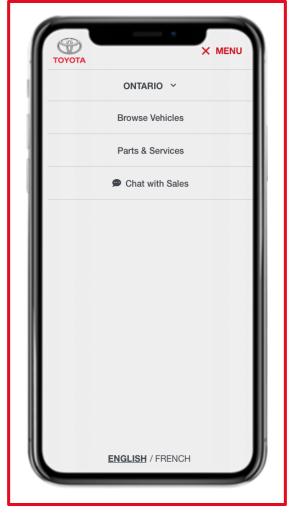




# **Mobile Homepage**

Menu drop down





# **Current State**

TOYOTA DEALERS

PARTS AND SERVICE

MODELS ~

CONNECT WITH A DEALER

**RAV4 FWD LE** 

ALL-IN LEASE

\$91 @ 5.99% AR

weekly for 60 months with \$0 down payment. Includes freight and fees. HST extra.

ALL-IN FINANCE

\$129 @ 4.49% »»

weekly for 60 months with \$0 down payment. Includes freight and fees. HST extra.

ALL-IN PRICE

\$29,944°

Includes freight and fees. HST extra. Your local Dealer may charge additional fees of up to \$1,221. Charges may vary by Dealer. $\Omega$ 

**5**360

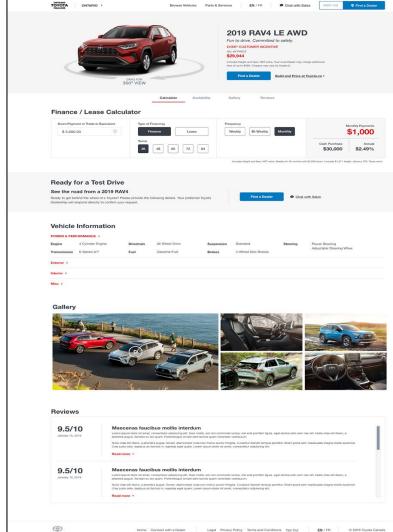
SEE LEGAL

INANCE CALCULATOR		LEASE CALCULATOR	
DOWN PAYMENT OR TRADE-IN EQUIVALENT  \$ 0  FREQUENCY  Weekly	TERMS (MONTHS)  36 48  CASH PURCHASE  \$29,944 Includes freight and fees, HST extra.  BUILD ANE TOYO'		WEEKLY PAYMENTS \$129  Includes freight and fees. HST extra. weekly for 60 months with \$0 down payment. Includes freight and fees. HST extra.

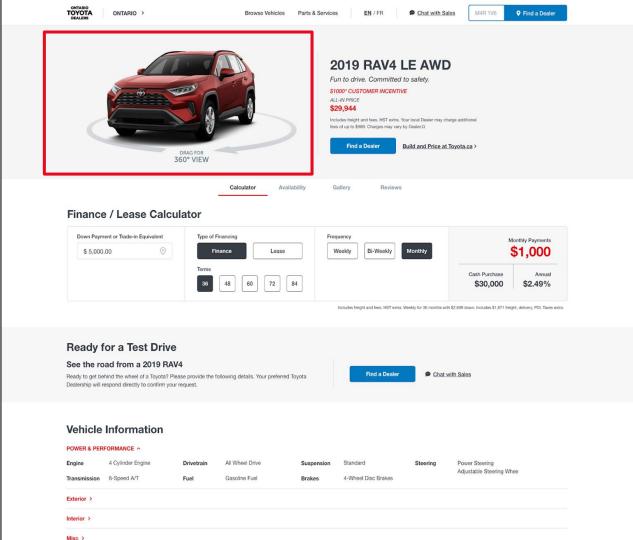
REQUEST INFO OR A TEST DRIVE.

Richer vehicle details

Cleaner page layout



360 model view (assuming these assets exist)

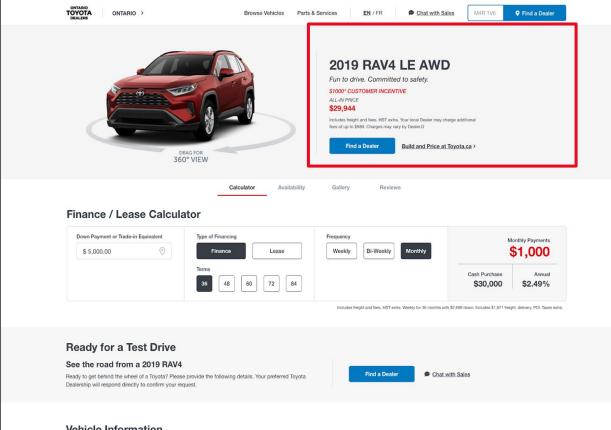


Prioritized all-in pricing & CTA to find a dealer or nav to build & price

Preference to show the list price vs the all-in price

Desire to show more detailed pricing ensure regional pricing needs are reflected

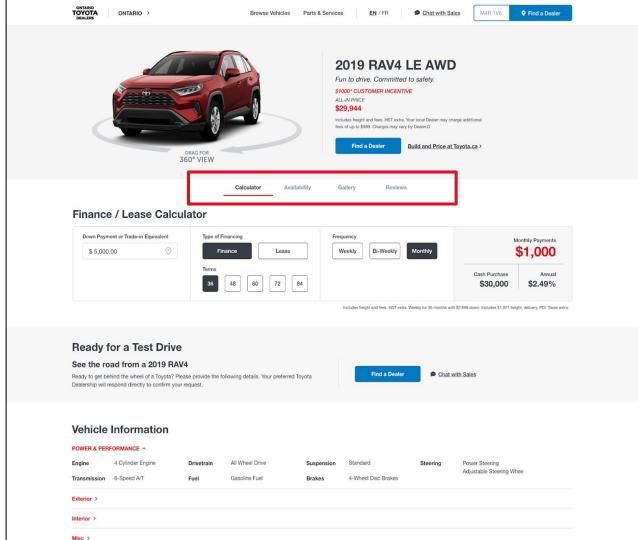
Concern that content is too similar to Toyota.ca



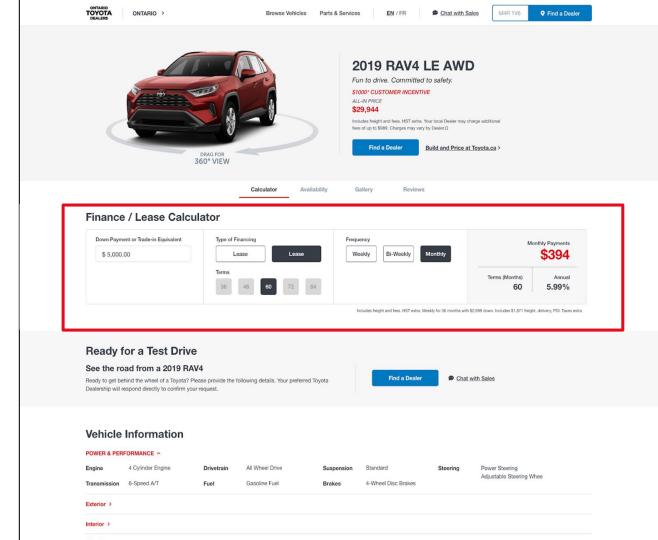
# Vehicle Information

	Engine	4 Cylinder Engine	Drivetrain	All Wheel Drive	Suspension	Standard	Steering	Power Steering Adjustable Steering Whee		
	Transmission	6-Speed A/T	Fuel	Gasoline Fuel	Brakes	4-Wheel Disc Brakes		Adjustable Steering Whee		
	Exterior >									
	Interior >									
	Misc >									

Navigation will anchor to relevant site content



This is the lease view



Continue to prioritize the finance and lease calculator

This is the finance view

Finance and Lease Calculator needs to be re-thought. Currently only reflects the base model (3% mix) - desire for this feature to be more functional and easier to update on a monthly basis

How can we make it easier and less cumbersome to update offers on a month to month basis?

Lease option should be the default



Browse Vehicles

Parts & Services

Calculator Availability Gallery Reviews Finance / Lease Calculator Down Payment or Trade-in Equivalent Type of Financing Frequency Monthly Payments \$1,000 Weekly Bi-Weekly \$ 5.000.00 Cash Purchase Annual 48 60 72 84 \$30,000 \$2.49% Includes freight and fees. HST extra. Weekly for 36 months with \$2,699 down. Includes \$1,871 freight, delivery, PDI. Taxes extra

### Ready for a Test Drive

TOYOTA

ONTARIO

See the road from a 2019 RAV4

Ready to get behind the wheel of a Toyota? Please provide the following details. Your preferred Toyota Dealership will respond directly to confirm your request.

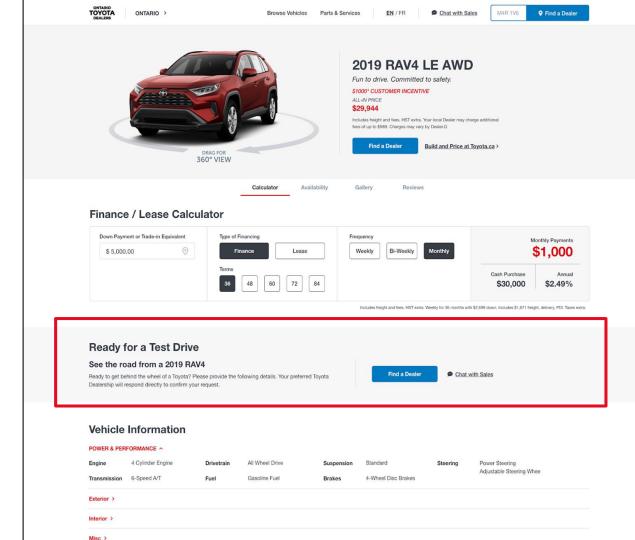
Chat with Sales

P Find a Dealer

### Vehicle Information



Test drive CTA



Key model details

Question

What details are relevant to showcase here?

Information may not be relevant if we're only showcasing one model - consider fleshing out or re-directing to Toyota.ca



Availability

Calculator

Browse Vehicles

Parts & Services

### Finance / Lease Calculator

ONTARIO >

TOYOTA



Gallery

Reviews

Includes freight and fees. HST extra, Weekly for 36 months with \$2,699 down. Includes \$1,871 freight, delivery, PDI. Taxes extra.

Chat with Sales

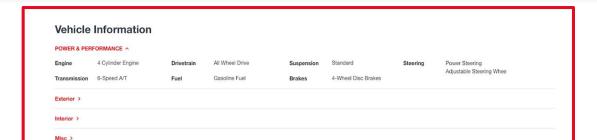
Find a Dealer

### Ready for a Test Drive

See the road from a 2019 RAV4

Ready to get behind the wheel of a Toyota? Please provide the following details. Your preferred Toyota Dealership will respond directly to confirm your request.

Find a Dealer © Chat with Sales



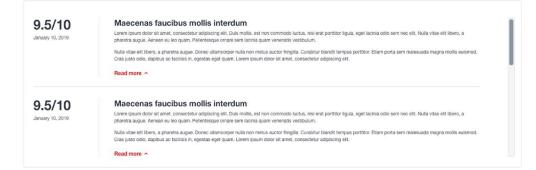
Content gallery - ability to upload video or image assets

Interior >
Misc >



### Reviews

Exterior >





### Model reviews

Note: Look and feel of this section will be impacted by review partner

Explore ability to add custom content blocks to model pages that include: Headline, body copy, and image

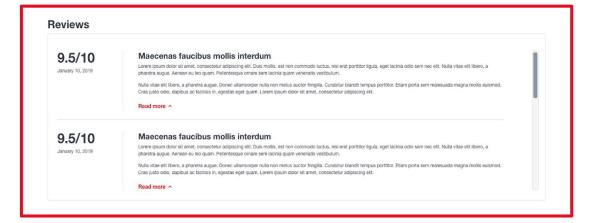
Interior >

### Gallery

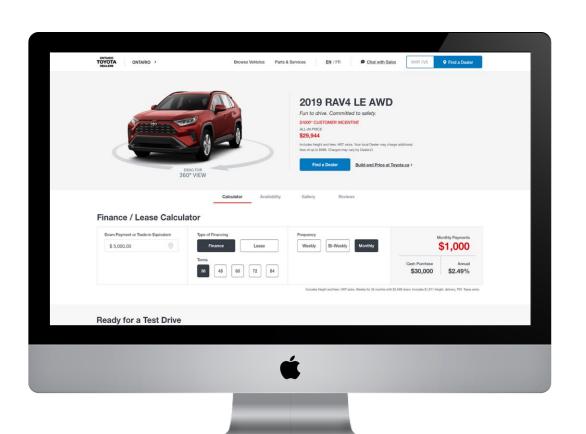
Exterior >

Misc >



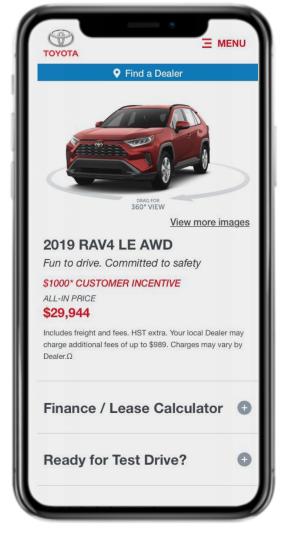


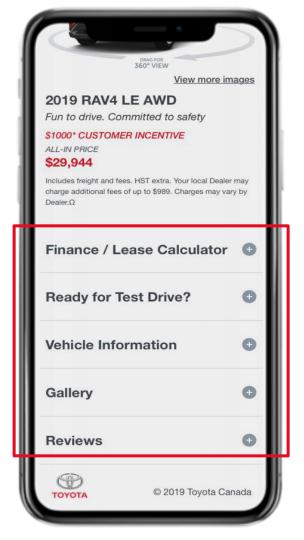
Desktop view prioritizes all-in price, CTAs and calculator content



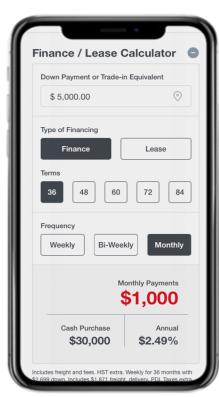
# **Mobile Model Page**

Collapsed mobile view Replicated features from desktop

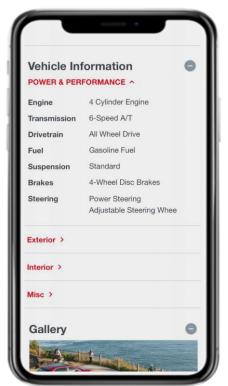




# **Mobile Model Page**



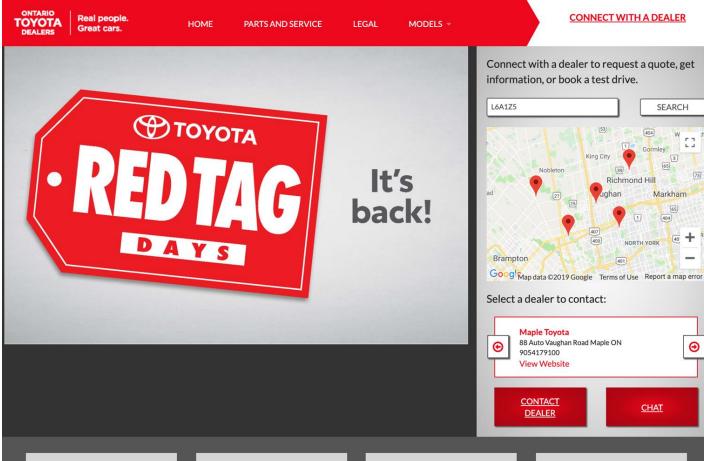


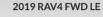




# **Dealer Locator**

## **Current State**





For the Adventurer.

### 2019 COROLLA LE

Like you've never seen before.

### 2019 CAMRY LE

North America's Best Selling Car



### 2019 TACOMA 4X4 ACCESS CAB SR5

Ready for whatever.

**CHAT** 

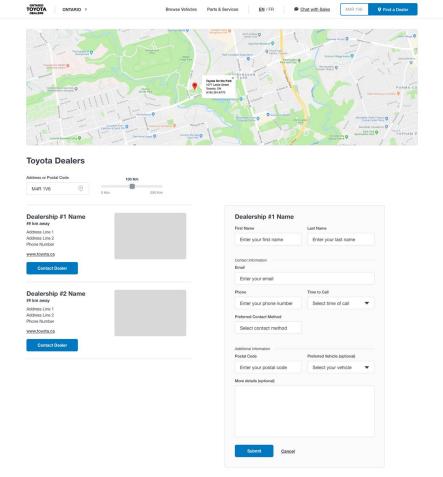
SEARCH

**①** 

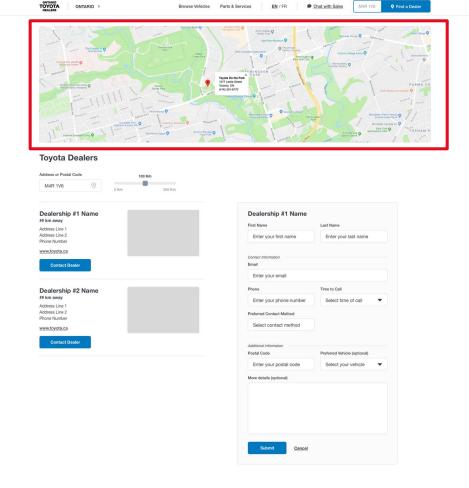


Postal codes are divided into dealer trading zones, we need to surface the correct dealership for the postal code + the option to show more, if needed

See Toyota.ca logic and apply to GYT



Map view



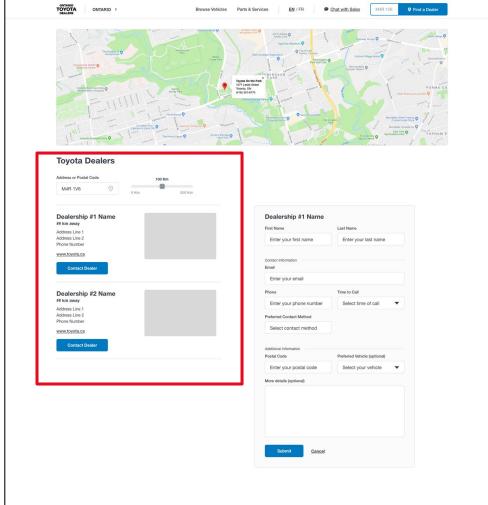




### Dealer info

Note: this is the view a user would navigate directly to if they complete their postal code in the header field

Pull in hours of operation - note: there is a difference between showroom and P&S times



Contact Us Pop up

Question:

Are these all of the relevant fields?





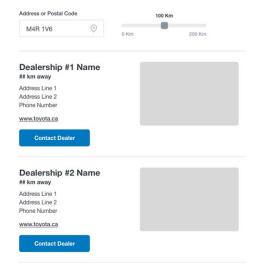
Cooke Outlet Store 

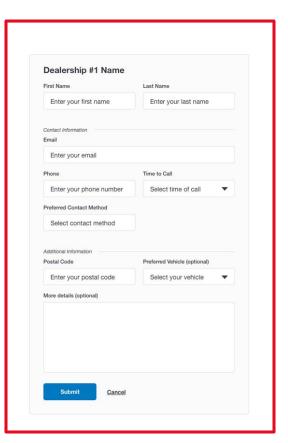
Mondelêz Canada Inc 

East York 
massics Club 

T O P I

**Toyota Dealers** 



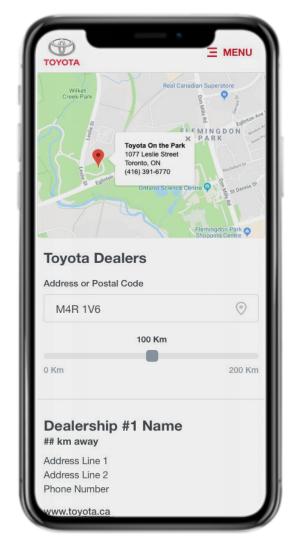


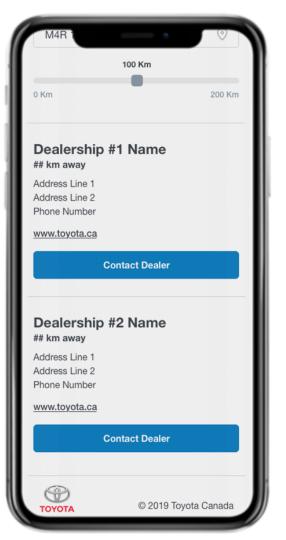
# **Mobile Model Page**

Include option to provide directions to dealer locations:
"Take me there"

Make sure it's clear that phone numbers are click-to-call

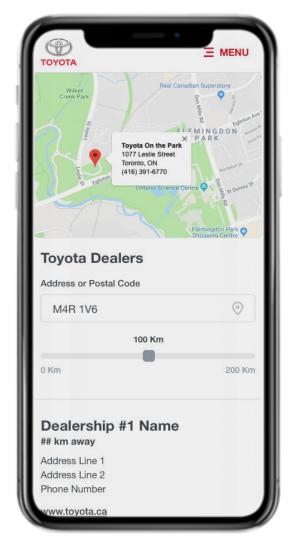
Pull in hours of operation - note: there is a difference between showroom and P&S times





# **Mobile Model Page**

Contact Us view - This would include the same fields as the desktop experience



# **Next Steps**

- UX/UI Review No.2 May 6
  UX/UI Review No.3 May 10
  UX/UI Revisions May 13-17
  UX/UI Revisions share w/o May 20
  - **GYT Costs June 5 Sub-committee**

# Thank you