



CUSTOMER ORDER GUIDE

Last Updated: 04/20/2026

The Digital Sales Platform (DSP) enables clients to complete their purchase 100% through an omnichannel (at-home or in-store) digital process.

The DSP platform allows your clients to configure the vehicle of their dreams and place a new Customer Order.



The new **Customer Order capability** allows for an exact match directly to factory production. The sale goes to the dealer selected by the customer. Total efficiency is increased, and our customers get the perfect vehicle as quickly as possible. **You, the dealer, can get additional sales.**

How Customer Order Works

Client goes to Acura.com and creates their Customer Order based on their preferences.

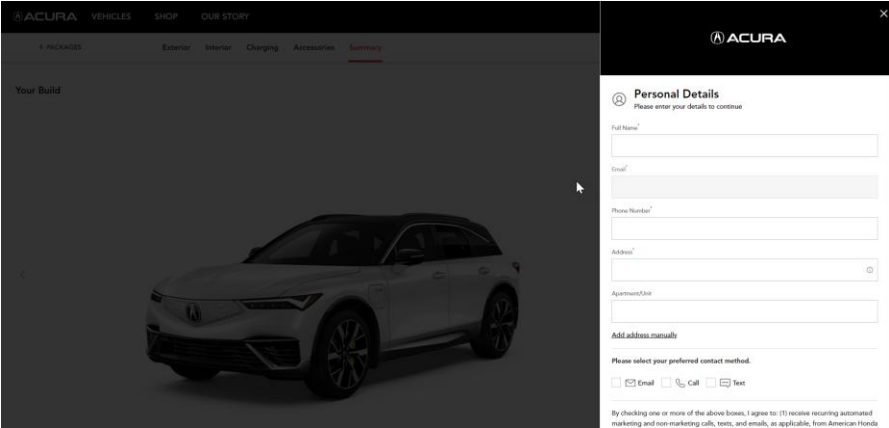
Client reviews vehicle details and clicks on the “Get Started” button. The client will be asked to submit a deposit. This will begin the ordering process.

Clients can download Acura Enterprise App to track their order! You, the dealer, can also use the DSP Dealer Portal to view Order Status.



			
	Customer Order	Acura Account	Availability
	• Clients can place an order to be shipped to your store.	• Clients create an Acura account, enabling them to view their orders and track delivery status.	• Clients can follow their new vehicle through production and shipping.
With DSP	 New Customer Order capability allows an exact match directly to factory production for incremental sales (also known as Digital Bucket).	 Gives you more information about your client. For example, you can track where the client is in the process so you can help the client finish their purchase.	 Enables the client to know when their customer order is going to arrive and plan accordingly. This provides transparency and minimizes confusion.

Once a client logs in to order a vehicle through DSP and enters their personal details, the lead will be received and identifiable in your CRM tool with this
Lead Source and Sub Source info:
“**Acura ZDX Digital Sales Deals**” (for 2024 ZDX Only) and/or “**Digital Sales Custom Order**” (for other models)



Lead ID: 20240202110000gglUch

Source Name: Acura ZDX Digital Sales Deals

Sub-Source Name: Digital Sales Custom Order

Extended Warranty Contract: false

Vehicle Options : (Option Name: All-Season Protection Package I / Manufacturer Code: ZDX0024304 / Price: 540.55)(Option Name: Emblems â€” Gloss Black A-Mark & ZDX / Manufacturer Code: ZDX0024042 / Price: 175)(Option Name: Emblems â€” Gloss Black Type S / Manufacturer Code: ZDX0024057 / Price: 240)(Option Name: Package B / Manufacturer Code: ZDX0024068 / Price: 0)

Is This Lead Update : false

PROSPECT INFORMATION

First Name:

Last Name:

Email:

Work Phone:

Preferred Contact:

Street Address:

City:

State:

Zip Code:

PAYMENT DETAILS

DepositConfirmationNumber:

DepositSalesForceOrderNumber:

DepositAmount:

PurchasePriceAmount: 74745.00

MaximumLimitAmount: 75700.55

APPOINTMENT INFORMATION

Appointment Type:

VinSolutions

0 0 24 0

CRM Inventory Desking Communications Campaigns Websites VinLens Insights Settings Admin

Dashboard Recent Tasks Calendar Unmatched Inbox Leads Add Customer Customers Letters Links

Dealer Dashboard

Internet Sales Funnel (14 Days)

Internet Response Times (14 Days)

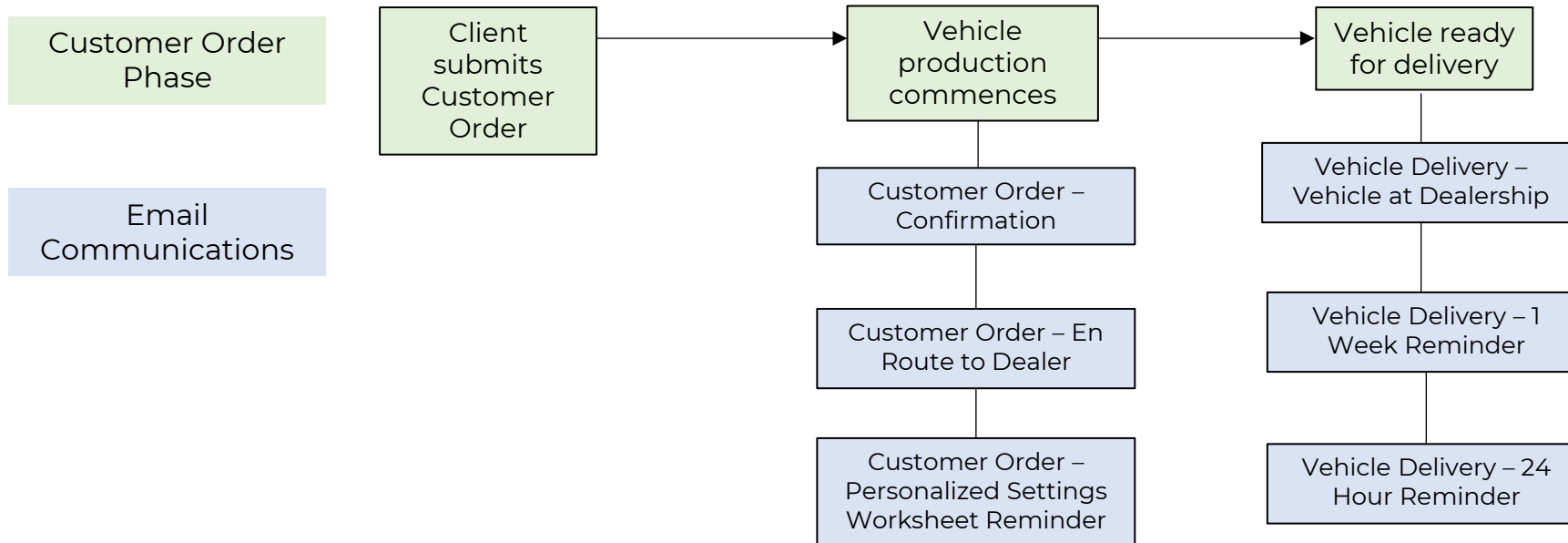
Key Performance Indicators (30 Days)

Recent Messages

Time	Event Type	Prospect	Sales Rep	Lead Source
2/2 1:00p	Lead Received (XML)			Acura Zdx Digital Sales Deals - Digital Sales Custom Order
2/2 1:00p	Bad Lead			Acura Zdx Digital Sales Deals - Digital Sales Custom Order
2/2 12:15p	Lead Received (XML)			Acura Zdx Digital Sales Deals - Digital Sales Custom Order
2/2 12:00p	Lead Received (XML)			Acura Zdx Digital Sales Deals - Digital Sales Custom Order
2/2 11:45a	Lead Received (XML)			Acura Zdx Digital Sales Deals - Digital Sales Custom Order
2/2 7:19a	Bad Lead			Acura Zdx Digital Sales Deals - Digital Sales Checkout
2/2 7:19a	Lead Received (XML)			Acura Zdx Digital Sales Deals - Digital Sales Checkout
2/2 6:30a	Bad Lead			Acura Digital Sales Deals - Digital Sales Checkout
2/2 6:30a	Lead Received (XML)			Acura Digital Sales Deals - Digital Sales Checkout

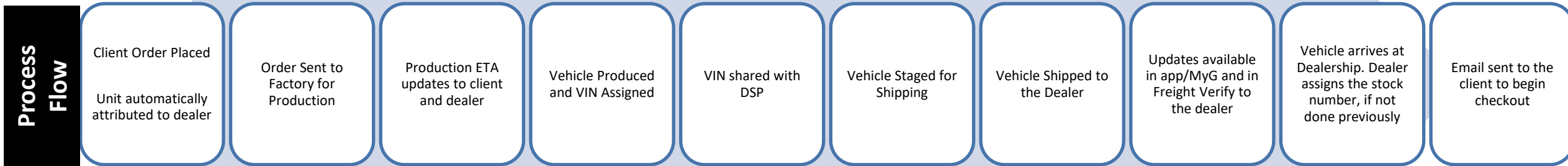
Lead Example in eLead

Lead Example in VinSolutions



Clients who opted into SMS will also receive these updates via SMS.

How does the Customer Order process work?



- If the client's ordered MTOC matches an open vehicle in your inventory pipeline, this order will be linked. If there is not a match, a vehicle will be incremental to your allocation and assigned for sale to this customer.
- As soon as customer completes order, you will see order assigned to you in the DSP. Customer will see an estimated delivery ETA.
- You'll also see the order on iN, likely the next day. If the reference number starts with "N," this is an incremental unit for a Customer Order. If it starts with "A," this unit was matched to a vehicle in your allocation. (See next slide)
- Clients can change the configuration and ETA will update. Changes can be made until the VIN is assigned. You can advise your client to log into their account and view their orders to change; or you can walk them through this process on the iPad in the store.
- VIN is assigned upon production.
- At this point, if the client chooses to cancel or change the order, the client must work through the dealer. After the VIN has been assigned, only the dealer can change or cancel the order. You can make cancellations in DSP. If a cancellation occurs 72 hours before Production, you keep the vehicle.
- Once the vehicle is shipped, the client will see timing updates on the Acura EV app and in My Garage. You can also see delivery estimates in Freight Verify and on the DSP Dealer Portal.

2/

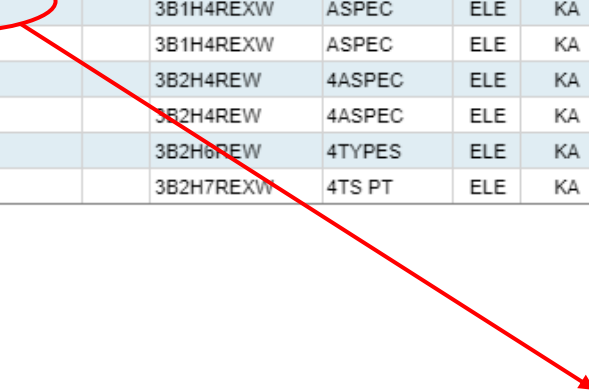
On-Order Detail Report

Search Criteria: ZDX, ALL Doors [Expand All](#) [Collapse All](#)

ZDX 5 Dr (Total Units=9)																
Order Ref	PPO	Model ID	Trim	Trns	TP	OP	EC/IC	Src	SEC#	From Dlr	Pre-Asn	Current TPD	Original TPD	OCR-t #	Presold	Customer
A04-41423-00022		3B1H4REXW	ASPEC	ELE	KA		BL/EN	SH	74047			0417 - 0421	0410 - 0414			
A04-41423-00023		3B1H4REXW	ASPEC	ELE	KA		RE/EN	SH	52091			0417 - 0421	0410 - 0414			
A04-41423-00024		3B1H4REXW	ASPEC	ELE	KA		WH/EN	SH	99188			0415 - 0419	0410 - 0414			
N03-41422-00018		3B1H4REXW	ASPEC	ELE	KA		VV/OR	SH	84764			0325 - 0329	0320 - 0324		Y	Owens
A04-41423-00025		3B1H4REXW	ASPEC	ELE	KA		WX/RE	SH	78832			0415 - 0419	0410 - 0414			
A04-41423-00026		3B2H4REW	4ASPEC	ELE	KA		SX/RE	SH	32991			0415 - 0419	0410 - 0414			
A04-41423-00027		3B2H4REW	4ASPEC	ELE	KA		VV/OR	SH	19256			0415 - 0419	0410 - 0414			
N03-41421-00004		3B2H6REW	4TYPES	ELE	KA		WH/EN	SH	87029			0401 - 0405			Y	thompson
A04-41423-00028		3B2H7REXW	4TS PT	ELE	KA		BX/RE	SH	80764			0417 - 0421				

New SearchExport

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- If the reference number starts with “N,” this is an incremental unit for a Customer Order.
- If it starts with “A,” this unit was matched to a vehicle in your allocation.
- This will be visible the next day after the order.

2024 Acura ZDX SH-AWD A-Spec

Ajay Test

Deal #104174

Cancel Order

Status Details

Ready to Order
Feb 14 2024

Order Received
Feb 14 2024

Assigned

Staged

Shipped

Dealer Received
Feb 14 2024

Sold

Vehicle Details

Vehicle Summary

Customer Details

2024 Acura ZDX SH-AWD A-Spec

VIN: JTEDS42A392070176



Technical Specs

Fuel Type

Exterior

Color: Scarlet Red Metallic

Interior

Color: Ebony

Accessories

All-Season Protection Package I • 20-inch Berlina Black Alloy

Estimated Vehicle Price

First Name

Ajay

Last Name

Test

2024 Acura ZDX SH-AWD A-Spec

Ajay Test

Deal #104174

Cancel Order

2024 Acura ZDX SH-AWD A-Spec

Color: Scarlet Red Metallic

Interior

Color: Ebony

Accessories

All-Season Protection Package I • 20-inch Berlina Black Alloy Wheels • Package A

Estimated Vehicle Price

\$73,175.00

Phone Number

(248) 579 - 5654

Email

ajtekion@mailinator.com

Preferred Contact Method

Text Message, Call

Address

18827 Studebaker Rd,
Cerritos, California, 90703

Order Details

DSP Reference Id

65cd98acce61c63214e7e5f6

OEM Order Id

f95cde5-4beb-4155-b578-c8c8b9a1c740

Order#

C002194001896

OEM Reservation Id

NA

Deposit

\$1,000.00

Payment Status

Success

Order Creation Date

Feb 14 2024 8:53 PM

Tags

New Client Order

Estimated Delivery Date

Apr 29 2024 10:41 PM

Braintree Id

36142x0n

Refund Status

-

“Order Received” in DSP

When the client confirms the order from a reservation and the order is sent to the factory for production, the reservation status changes to “Client Order Created”. Additionally, the order appears in the Client Orders tab with the status “Order Received”

ACURA

Powered by

TEKION

Get Help

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CA Cerritos Acura

Vehicle Orders And Reservations

Reservations (511)

Client Orders (1979)

2

Reservation Date:

Nov 20 2023 - Feb 20 2024

Reservation Status:

Confirmed, Ready to Order, Cli...

Reset

437 Result(s)

Reservation#	OEM Reservation Id	Reservation Date	Customer	Ciam ID	Reservation Status	Braintree ID	Vehicle	Vehicle Price	Deposit	Tags
PR002194003428	ikcrrequ	Feb 12 2024	ajay tekion	005020000037Kml	Cancellation in progr...	ikcrrequ	2024 ACURA ZDX Type S Perf	\$70,000.00	\$1,000.00	Cancelled
PR002194003427	feb7test01	Feb 7 2024	Mani Raman	005020000037Bkq	Client Order Created	feb7test01	2024 ACURA ZDX Type S Perf	\$70,000.00	\$1,000.00	Client Order
PR002194003426	feb7test02	Feb 7 2024	Mani Raman	005020000037Bkq	Cancellation in progr...	feb7test02	2024 ACURA ZDX A-Spec®	\$70,000.00	\$1,000.00	Cancelled
PR002194003425	test_B_0602024_01	Feb 5 2024	Shayan S	56789876	Cancelled	feb7test02	2024 ACURA Integra Type S	\$68,000.00	\$500.00	New

Vehicle Orders And Reservations

Reservations (511)

Client Orders (1979)

2

Order Date:

Nov 20 2023 - Feb 20 2024

Reset

1 Result(s)

feb7test01

X

↺

DSP Reference Id	OEM Order Id	Order Date	Ciam ID	Customer	Vehicle	VIN	Vehicle Price	Deposit	Refund Status	Order Status
65cc639fce61c63214	66c1e3b6-f92d-4c26-	Feb 13 2024	005020000037Bkq	Mani Raman	2024 Acura ZDX SH-AWD Typ -		\$77,507.00	\$1,000.00	-	Order Received

Vehicle Orders And Reservations

Reservations (511)

Client Orders (1898)

Order Date: Nov 16 2023 - Feb 16 2024

Reset

869 Result(s)

SP Reference Id	OEM Order Id	Order Date	Ciam ID	Customer	Vehicle	VIN	Vehicle Price	Deposit	Refund Status	Order Status
b7ddcc0813d94c7	11a898c2-c924-4a6e	Jan 29 2024	0050200000372DJ	manju S	2024 Acura ZDX SH-AWD A-S	-	\$66,375.00	\$1,000.00	Success	Order Cancelled
b7c7a40813d94c7	d82ebf40-4355-49d4	Jan 29 2024	005020000036SYc	Madhan Kumar	2024 Acura ZDX SH-AWD A-S	JH4CU4F61BC867881	\$66,975.00	\$1,000.00	Success	Order Cancelled
b7aeff0813d94c72	760c4dc6-5b35-49df	Jan 29 2024	0050200000372Tr	Mani Raman	2024 Acura ZDX SH-AWD	-	\$70,317.00	\$1,000.00	-	Order Received
b7a9740813d94c7	8cccea5e-692b-4763	Jan 29 2024	0050200000372Ni	Deals Check	2024 Acura ZDX SH-AWD A-S	5J8TB4H5XEL810905	\$66,862.00	\$1,000.00	-	Assigned
b79fde0813d94c7	0380bbff-ahee-46bf8	Jan 29 2024	005020000036JPK	Madhan Kumar	2024 Acura ZDX SH-AWD TYE	KMHWE25S15A150596	\$77,232.00	\$1,000.00	-	Staged
b7972f0813d94c7	d91029f									Assigned
b793b80813d94c7	890f0b6									Order Cancelled
b791230813d94c7	29fac6a									Order Cancelled
b790850813d94c7	e6a49e8									Assigned

Status Details

Ready to Order
Jan 29 2024

Order Received
Jan 29 2024

Assigned
Jan 29 2024

Staged

Shipped

Dealer Received

Sold

Vehicle Details

2024 Acura ZDX SH-AWD A-SPEC

VIN: 5J8TB4H5XEL810905

Vehicle Image

Technical Specs

Fuel Type

Exterior

Color: Snowfall Pearl

Interior

Color: Red

Accessories

All-Season Protection Package II • Package A

Estimated Vehicle Price

\$66,862.00

Customer Details

First Name

Deals

Last Name

Check

Ciam ID

0050200000372Ni

Phone Number

(876) 876 - 9879

Email

dealscheck@yopmail.com

Preferred Contact Method

Email, Call

Address

18827 Studebaker Rd,
Cerritos, California, 90703

Order Details

DSP Reference Id

65b7a9740813d94c7207bb8c

OEM Order Id

8cccea5e-692b-4763-92e6-a8640415f9b8

When the VIN is assigned, the status changes and you can see the VIN in DSP.

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2024 Acura ZDX SH-AWD A-Spec

Ajay Test

Deal #104174

Cancel Order

Status Details

Ready to Order

Feb 14 2024

Order Received

Feb 14 2024

Assigned

Staged

Shipped

Dealer Received

Feb 14 2024

Sold

Vehicle Details

Vehicle Summary

Customer Details

2024 Acura ZDX SH-AWD A-Spec

VIN: 2024A...

Ready to Order

- Draft order created when client initiates journey

Order Received

- When client confirms the order with the deposit

Assigned

- VIN is assigned to the vehicle

Staged

- Vehicle is staged and in production

Shipped

- Vehicle has left the factory and on the way to the Dealership

Dealer Received

- The vehicle has arrived in the dealership, and clients can now begin their Checkout process

Sold

- Vehicle is sold to customer



CUSTOMER ORDER FLOW – CUSTOMER EXPERIENCE

Step 1:

Powertrain Selection

 [VEHICLES](#) [SHOP](#) [OUR STORY](#)

[Dealers](#) [Certified Pre-Owned](#) [90501](#) [EN](#) [Q](#) [A](#)

[CHANGE VEHICLE](#)

Choose a ZDX Powertrain

[Which motor is right for me?](#)
Pre-production model shown.

358-HP* | Single Motor



490-HP* or 500-HP* | Dual Motor



Rear-Wheel Drive (RWD)

Available Packages: A-Spec[®]

102 kWh Battery Capacity Starting at \$64,500*

[SELECT](#)

All-Wheel Drive (AWD)

Available Packages: A-Spec[®], Type S, Type S Perf. Wheel & Tire

102 kWh Battery Capacity Starting at \$68,500*

[SELECT](#)

Resources

[Certified Pre-Owned](#) [Contact Us](#) [Mobility Assistance Program](#)

Stay Informed

[Twitter](#) [Facebook](#) [Instagram](#) [YouTube](#) [Pinterest](#) [TikTok](#)

[CONTACT](#)

Step 2: Package Selection

VEHICLESSHOPOUR STORY

DealersCertified Pre-Owned90501EN

CHANGE POWERTRAIN

Select a ZDX Package

Compare Packages | Filter by Features

Pre-production model shown. Deliveries will begin in early Spring 2024. Please contact your local dealer for more information.

A-Spec®
Starting at \$68,500*

BUILD

HIGHLIGHTS

- Sport Appearance Package
- Bang & Olufsen Luxury Audio
- Illuminated Seamless Pentagon Grille
- Google built-In

LEARN MORE

Type S
Starting at \$73,500*

BUILD

HIGHLIGHTS

- Brembo 6-Piston Front Brakes
- Hands Free Cruise
- Tri-Zone Automatic Climate Control
- Head-Up Display (HUD)

LEARN MORE

Type S Perf. Wheel & Tire
Starting at \$74,500*

BUILD

HIGHLIGHTS

- Brembo 6-Piston Front Brakes
- Hands Free Cruise
- Tri-Zone Automatic Climate Control
- Head-Up Display (HUD)

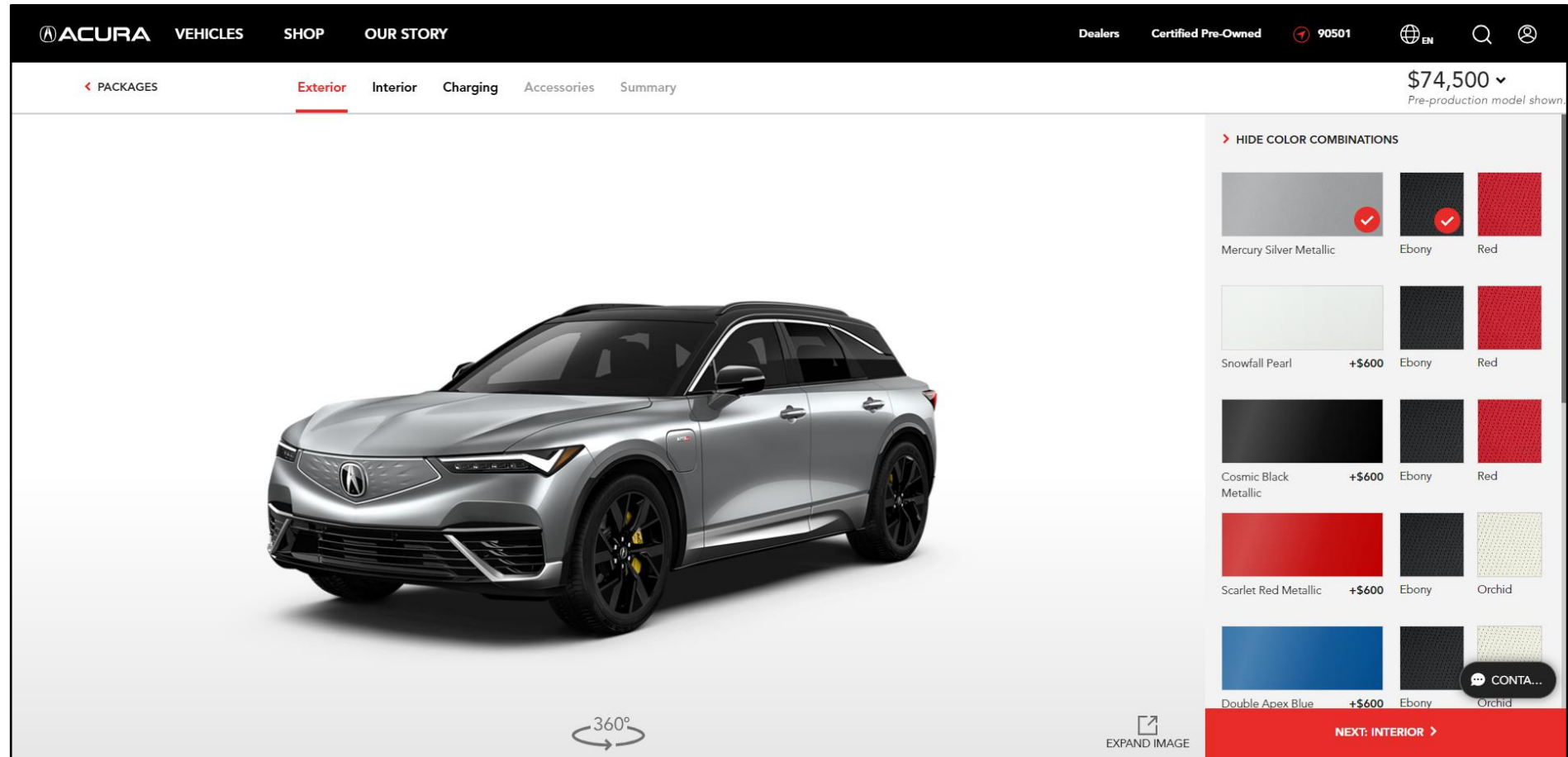
LEARN MORE

CONTACT

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Step 3:

Exterior Color Selection

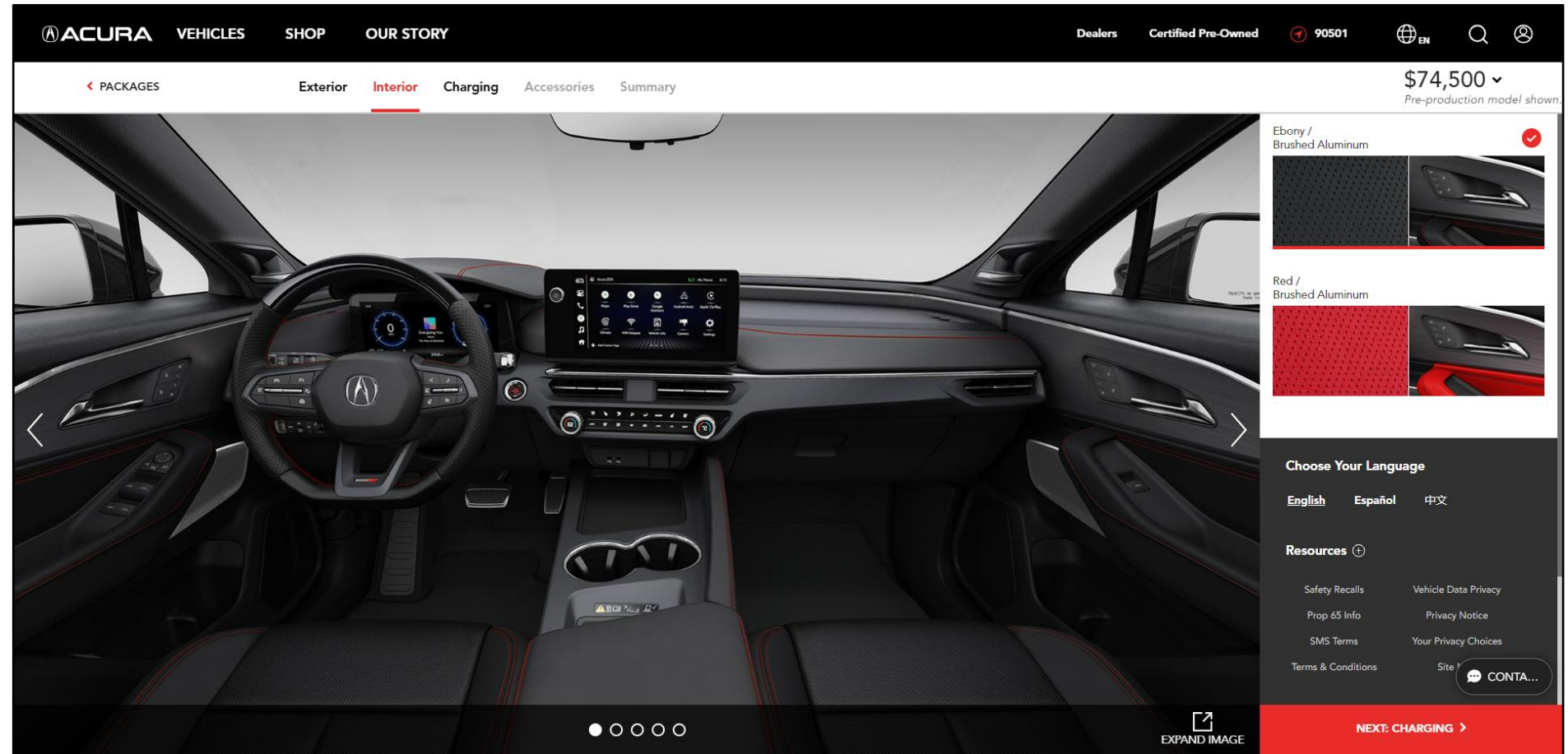


The screenshot displays the Acura website's configuration tool for an SUV. The top navigation bar includes the Acura logo, 'VEHICLES', 'SHOP', and 'OUR STORY'. On the right, it shows 'Dealers', 'Certified Pre-Owned', a location pin for '90501', a language selector for 'EN', and a search icon. Below the navigation bar, a sub-menu contains 'PACKAGES', 'Exterior' (highlighted), 'Interior', 'Charging', 'Accessories', and 'Summary'. The main area features a 3D rendering of a silver SUV with a '360°' rotation icon below it. To the right of the car is a color selection panel titled 'HIDE COLOR COMBINATIONS'. This panel lists six exterior color options, each with a corresponding interior color choice. The first two options, 'Mercury Silver Metallic' and 'Ebony', are marked with a red checkmark, indicating they are the selected combination. The other four options are marked with a '+\$600' price increase. A red bar at the bottom of the color selection panel contains the text 'NEXT: INTERIOR >'. The top right corner of the page shows a price of '\$74,500' with a dropdown arrow and the text 'Pre-production model shown'.

Exterior Color	Interior Color	Price Increase
Mercury Silver Metallic	Ebony	
Snowfall Pearl	Ebony	+\$600
Cosmic Black Metallic	Ebony	+\$600
Scarlet Red Metallic	Ebony	+\$600
Double Apex Blue	Ebony	+\$600
	Orchid	

Step 4:

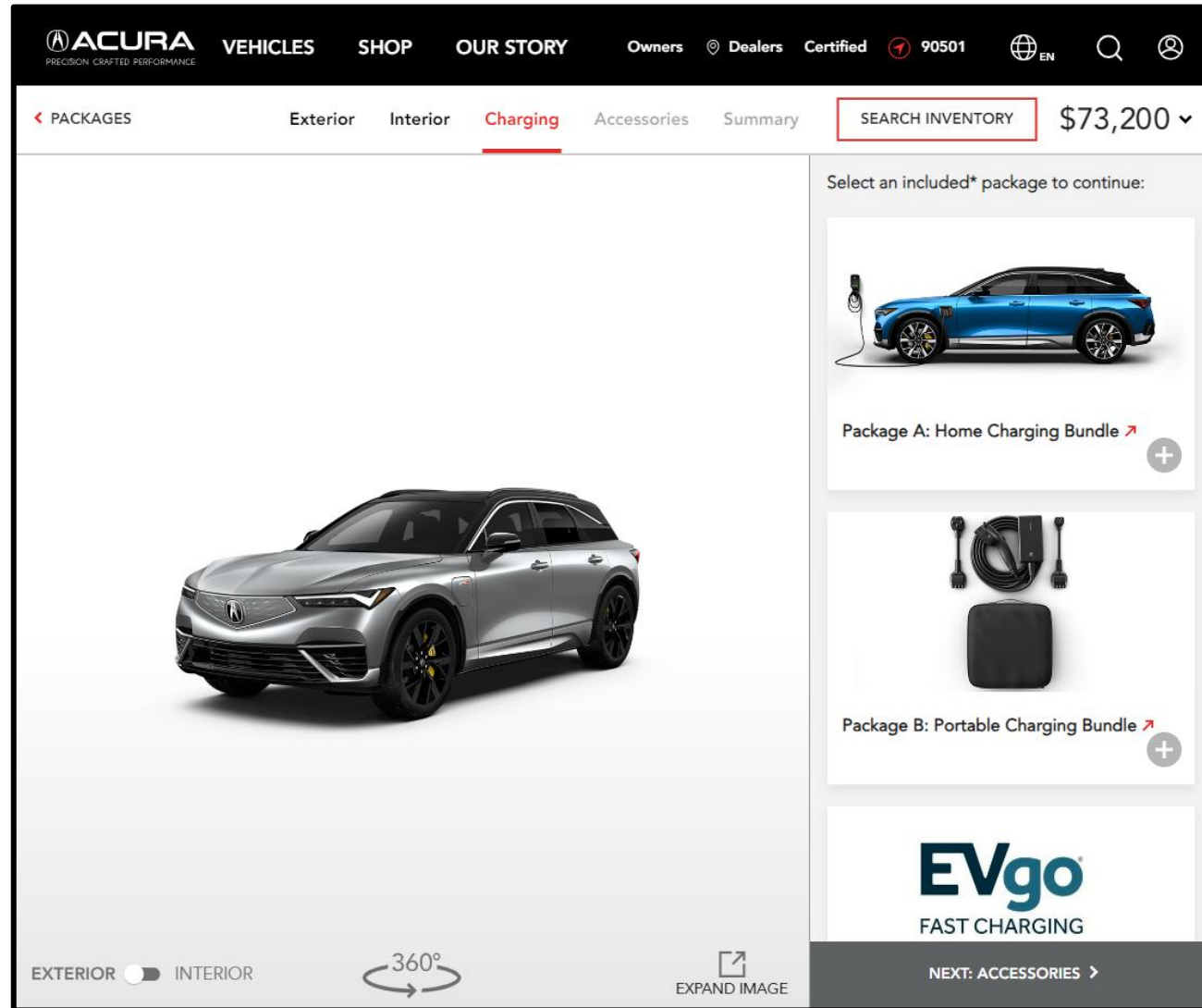
Interior Color Selection



Step 5: (Only for EVs)

Select Charging Package Page

Clients can select one of the charging packages, included with the price of their custom vehicle

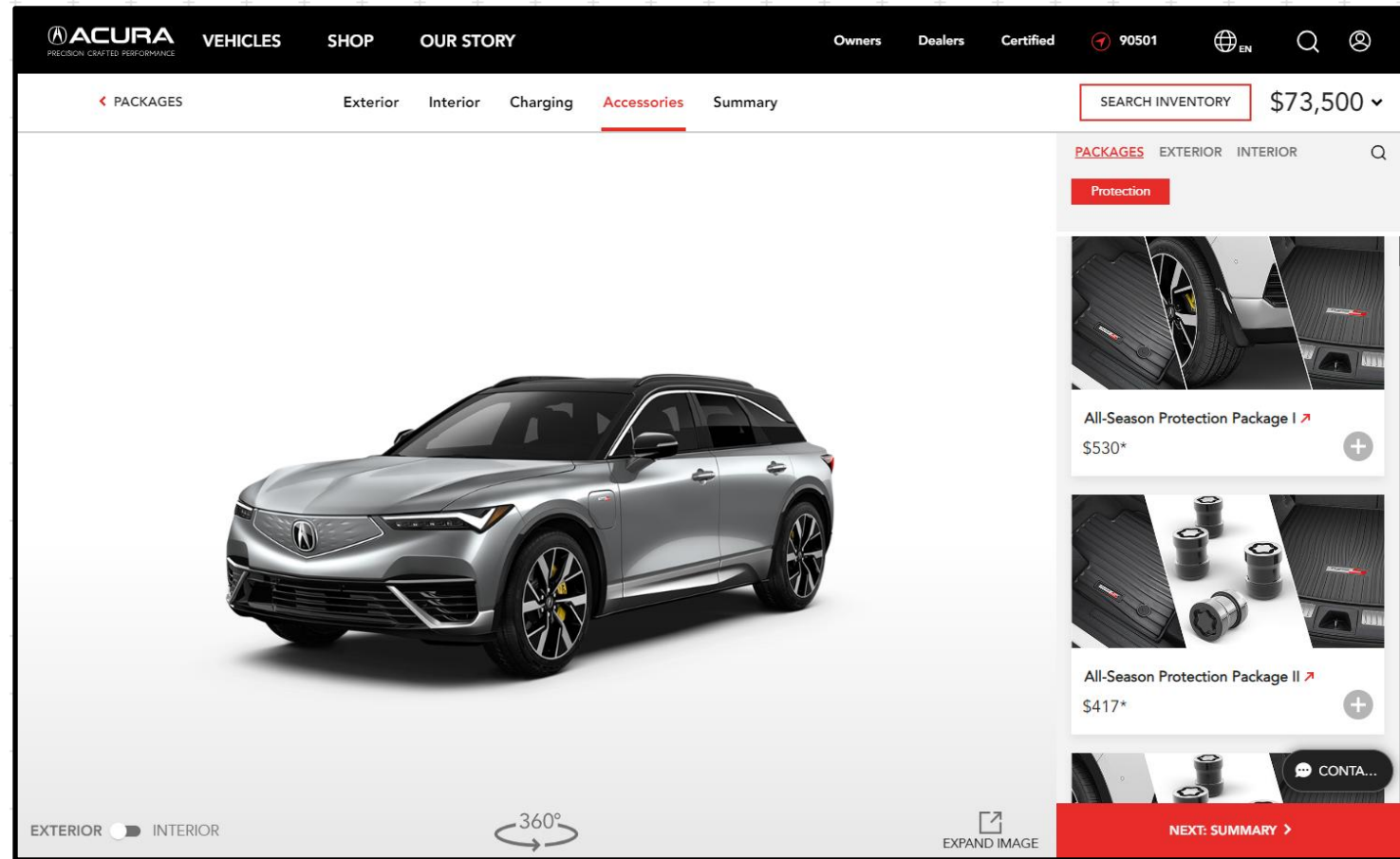


The screenshot shows the Acura website's 'PACKAGES' section for an EV. The main navigation bar includes 'ACURA', 'VEHICLES', 'SHOP', 'OUR STORY', 'Owners', 'Dealers', 'Certified', '90501', and a search icon. The 'PACKAGES' section has tabs for 'Exterior', 'Interior', 'Charging' (selected), 'Accessories', and 'Summary'. A 'SEARCH INVENTORY' button and a price of '\$73,200' are visible. The main content area features a large image of a silver Acura SUV. To the right, there are two package options: 'Package A: Home Charging Bundle' and 'Package B: Portable Charging Bundle', each with a plus icon. Below these is an 'EVgo FAST CHARGING' logo. At the bottom, there are controls for 'EXTERIOR' and 'INTERIOR' views, a '360°' rotation icon, and an 'EXPAND IMAGE' button. A 'NEXT: ACCESSORIES' button is at the bottom right.

Step 6:

Select Accessories

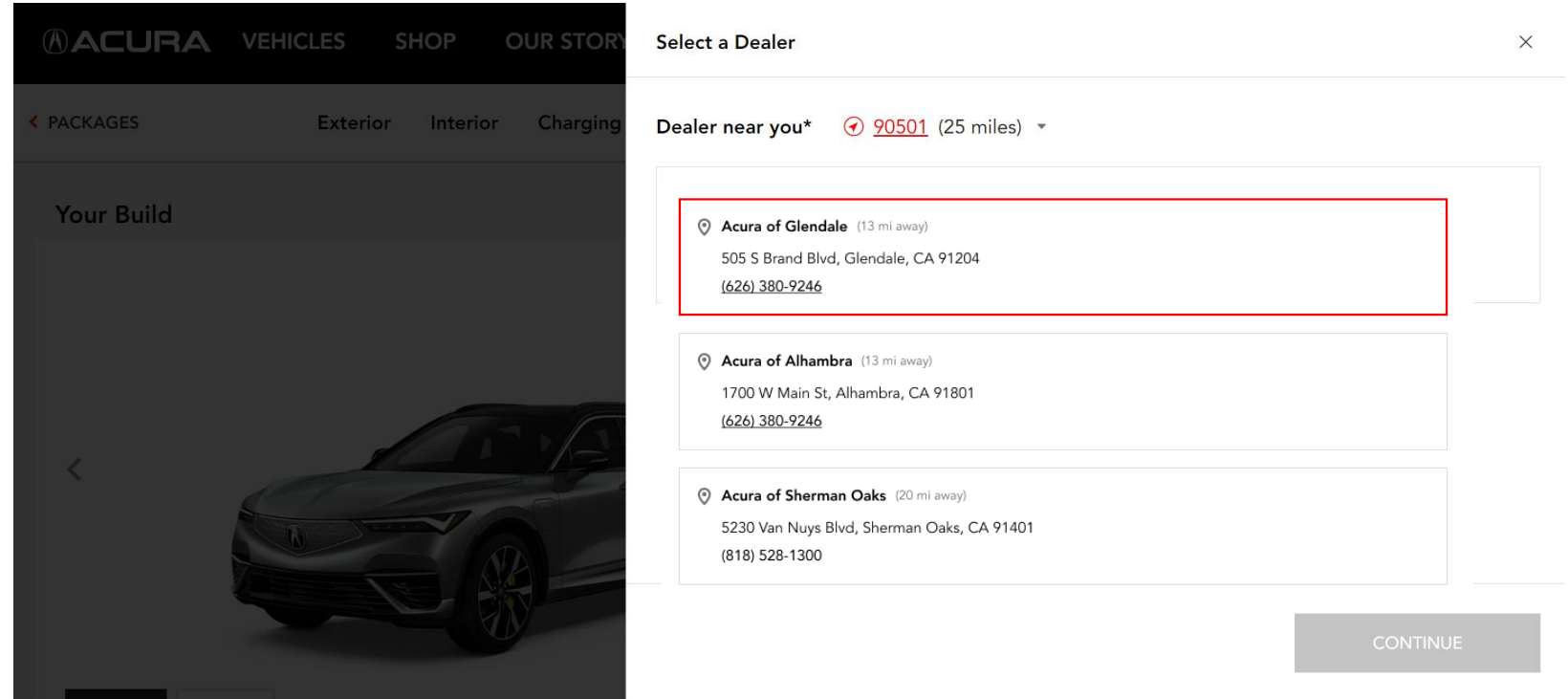
Clients can use the tab filters and search function to see AHM and Dealer options.



Step 7:

Summary and Select Dealer

Clients can select from a list of dealers near their specified zip code.



The screenshot displays the Acura website's 'Your Build' section on the left, featuring a dark background with a car image and navigation tabs for 'PACKAGES', 'Exterior', 'Interior', and 'Charging'. On the right, a 'Select a Dealer' modal is open, showing a list of dealers near the user's location (90501, 25 miles away). The first dealer, 'Acura of Glendale', is highlighted with a red border. Below it are 'Acura of Alhambra' and 'Acura of Sherman Oaks'. A 'CONTINUE' button is visible at the bottom right of the modal.

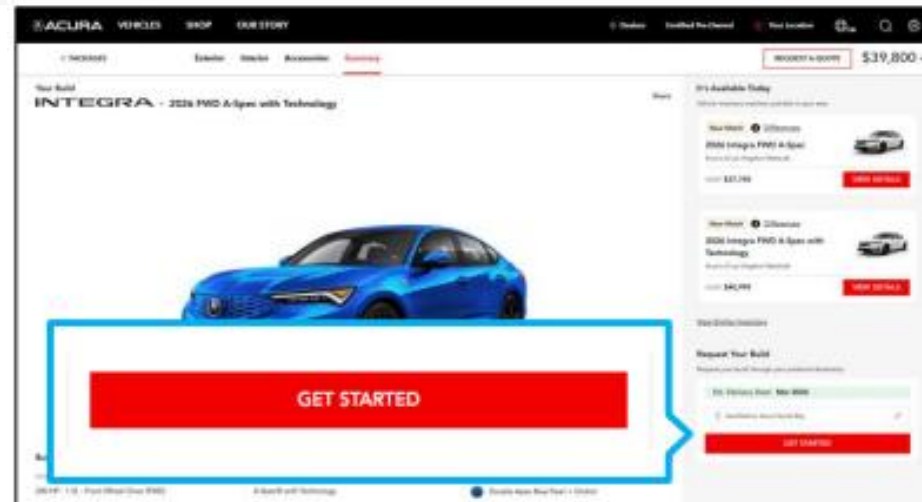
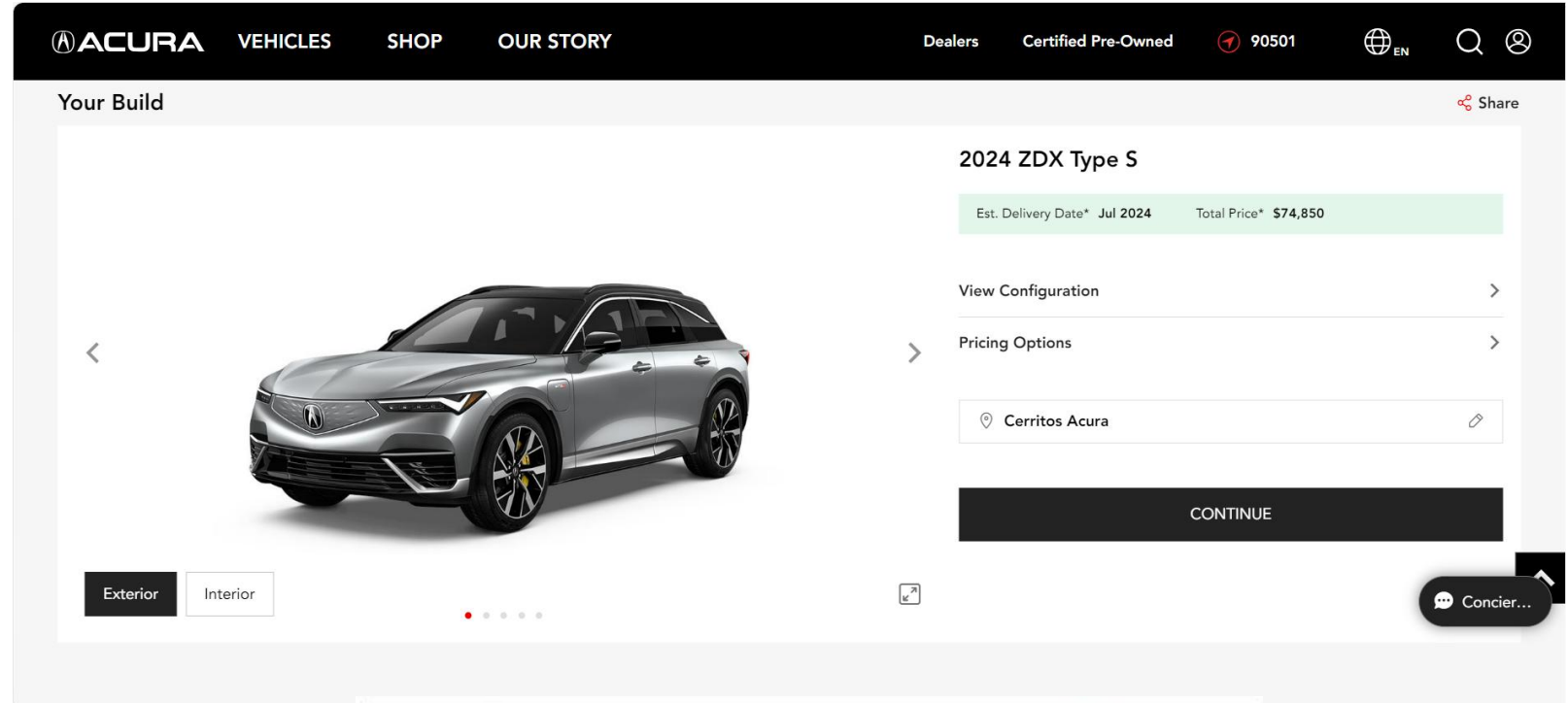
Dealer Name	Distance	Address	Phone
Acura of Glendale	13 mi away	505 S Brand Blvd, Glendale, CA 91204	(626) 380-9246
Acura of Alhambra	13 mi away	1700 W Main St, Alhambra, CA 91801	(626) 380-9246
Acura of Sherman Oaks	20 mi away	5230 Van Nuys Blvd, Sherman Oaks, CA 91401	(818) 528-1300

Step 8:

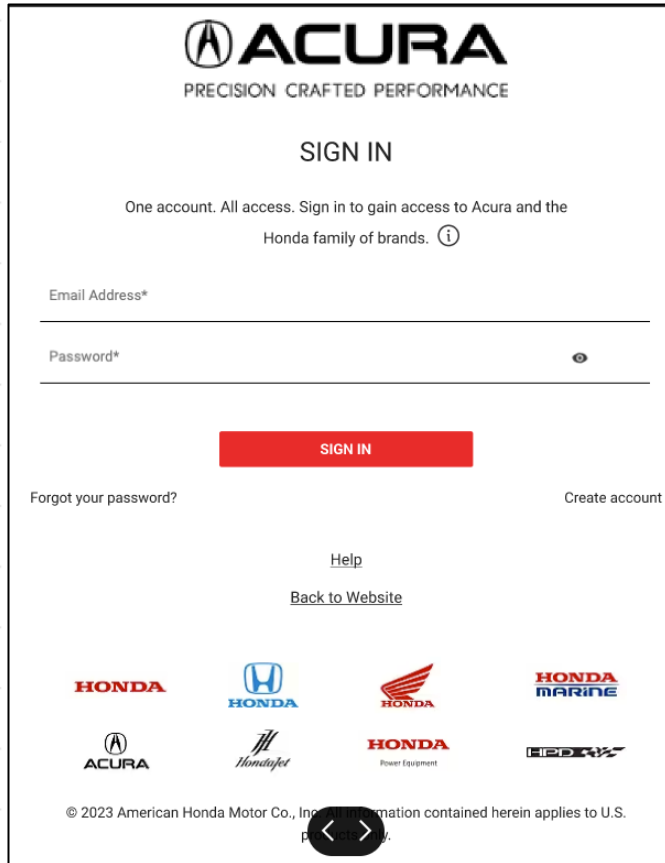
Client sees updated
Est. Delivery Date and
Estimated Total Price.

Then click on Place
Custom Order button.

In the situation where
the client's build is not
available, they will be
able to request a
quote or more
information from their
chosen dealership.

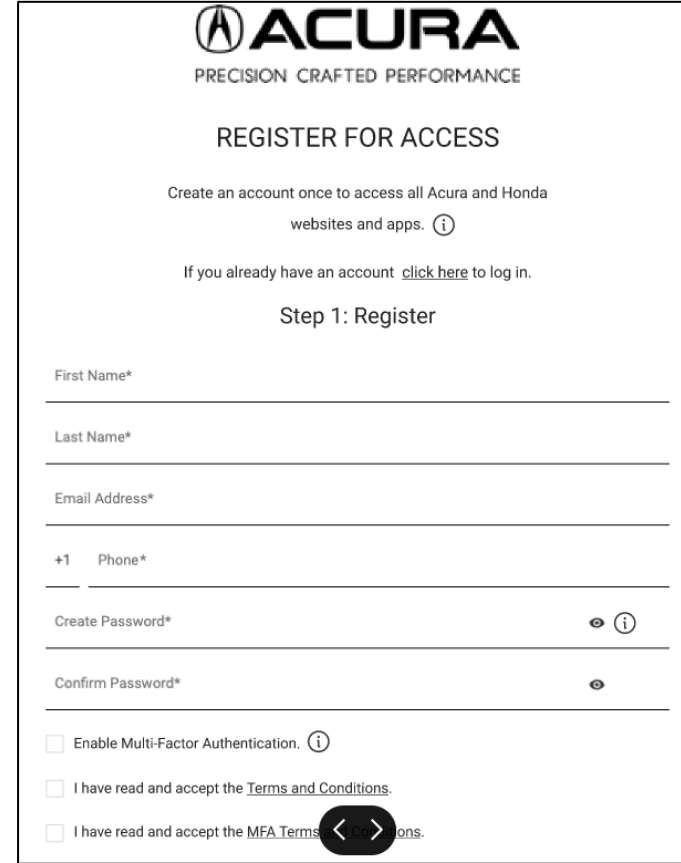


Step 9: Sign In or “Create Account”



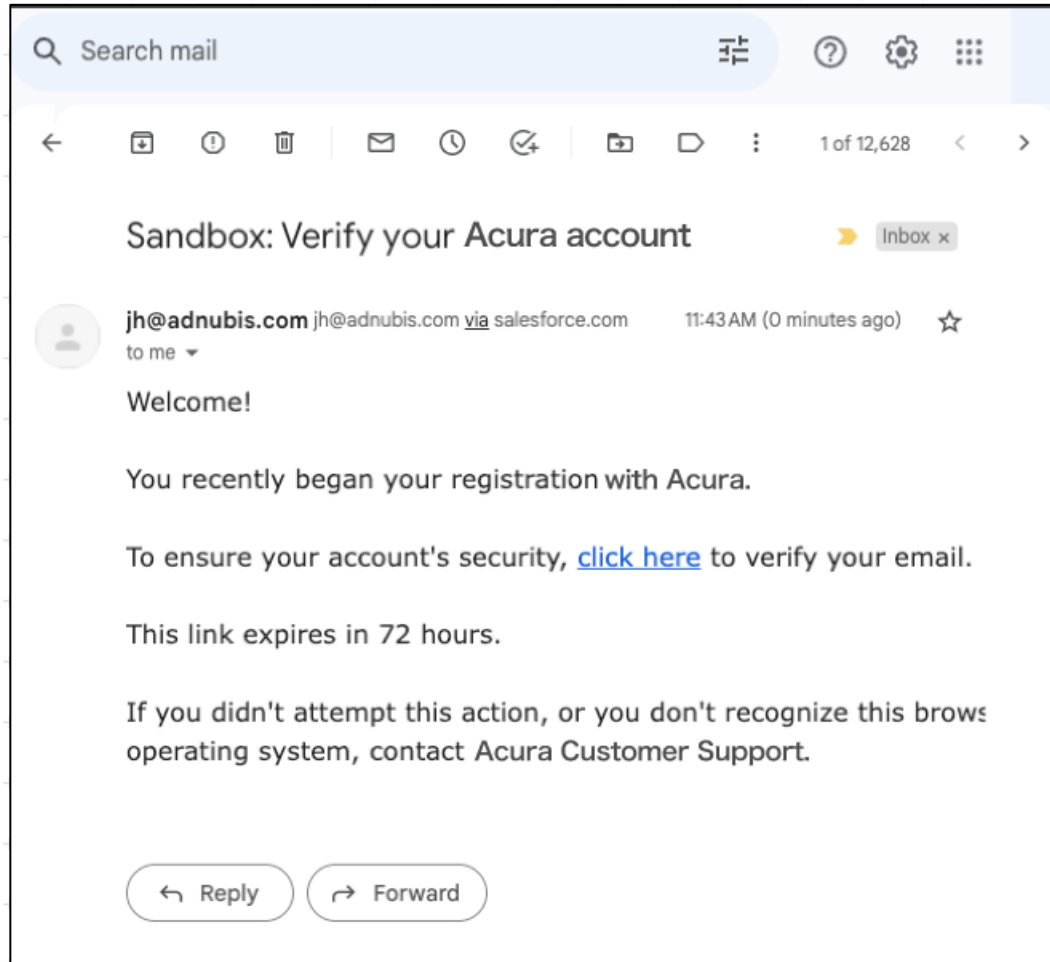
The screenshot shows the Acura Sign In page. At the top is the Acura logo with the tagline "PRECISION CRAFTED PERFORMANCE". Below it is the heading "SIGN IN". A sub-header reads: "One account. All access. Sign in to gain access to Acura and the Honda family of brands." followed by an information icon. There are two input fields: "Email Address*" and "Password*", both with red asterisks. The password field has a toggle icon. Below the fields is a red "SIGN IN" button. To the left of the button is a link "Forgot your password?" and to the right is a link "Create account". Below these are links for "Help" and "Back to Website". At the bottom, there are logos for Honda, Acura, HondaJet, Honda Power Equipment, and Honda Marine. The footer contains copyright information: "© 2023 American Honda Motor Co., Inc. Information contained herein applies to U.S." and a navigation arrow.

Step 10: Register for New Account

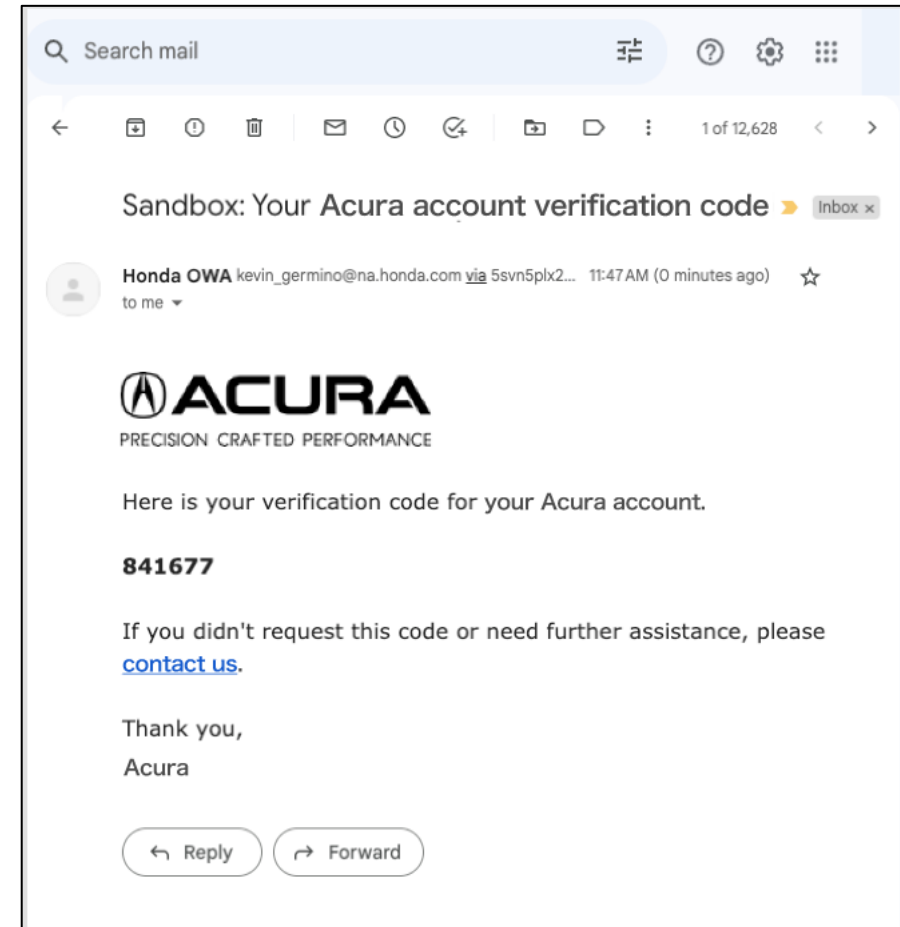


The screenshot shows the Acura Register for Access page. At the top is the Acura logo with the tagline "PRECISION CRAFTED PERFORMANCE". Below it is the heading "REGISTER FOR ACCESS". A sub-header reads: "Create an account once to access all Acura and Honda websites and apps." followed by an information icon. Below this is a link: "If you already have an account [click here](#) to log in." The main heading for this section is "Step 1: Register". There are four input fields: "First Name*", "Last Name*", "Email Address*", and "+1 Phone*", all with red asterisks. Below these are two password fields: "Create Password*" and "Confirm Password*", both with red asterisks and toggle icons. Below the password fields are three checkboxes: "Enable Multi-Factor Authentication." with an information icon, "I have read and accept the [Terms and Conditions](#).", and "I have read and accept the [MFA Terms and Conditions](#)". The last checkbox has a navigation arrow.

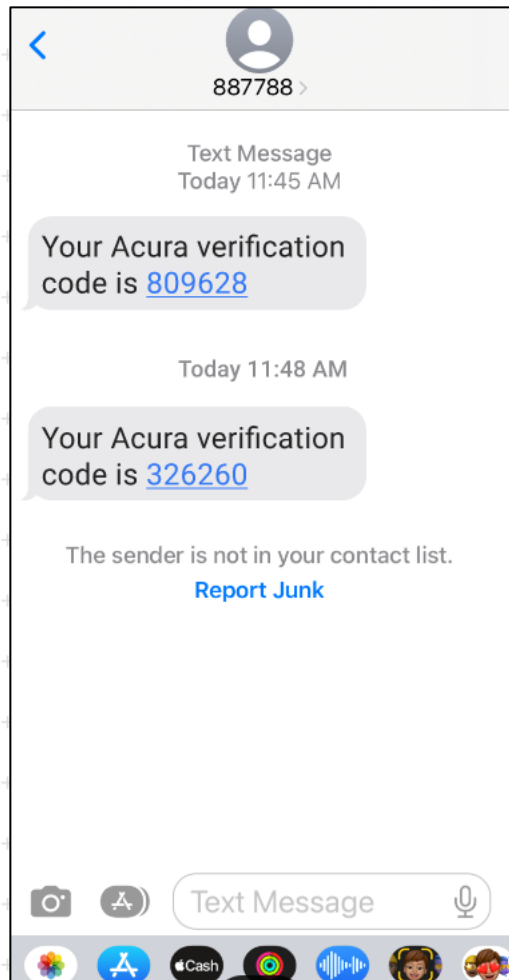
Step 11: Clients Need to Verify Email



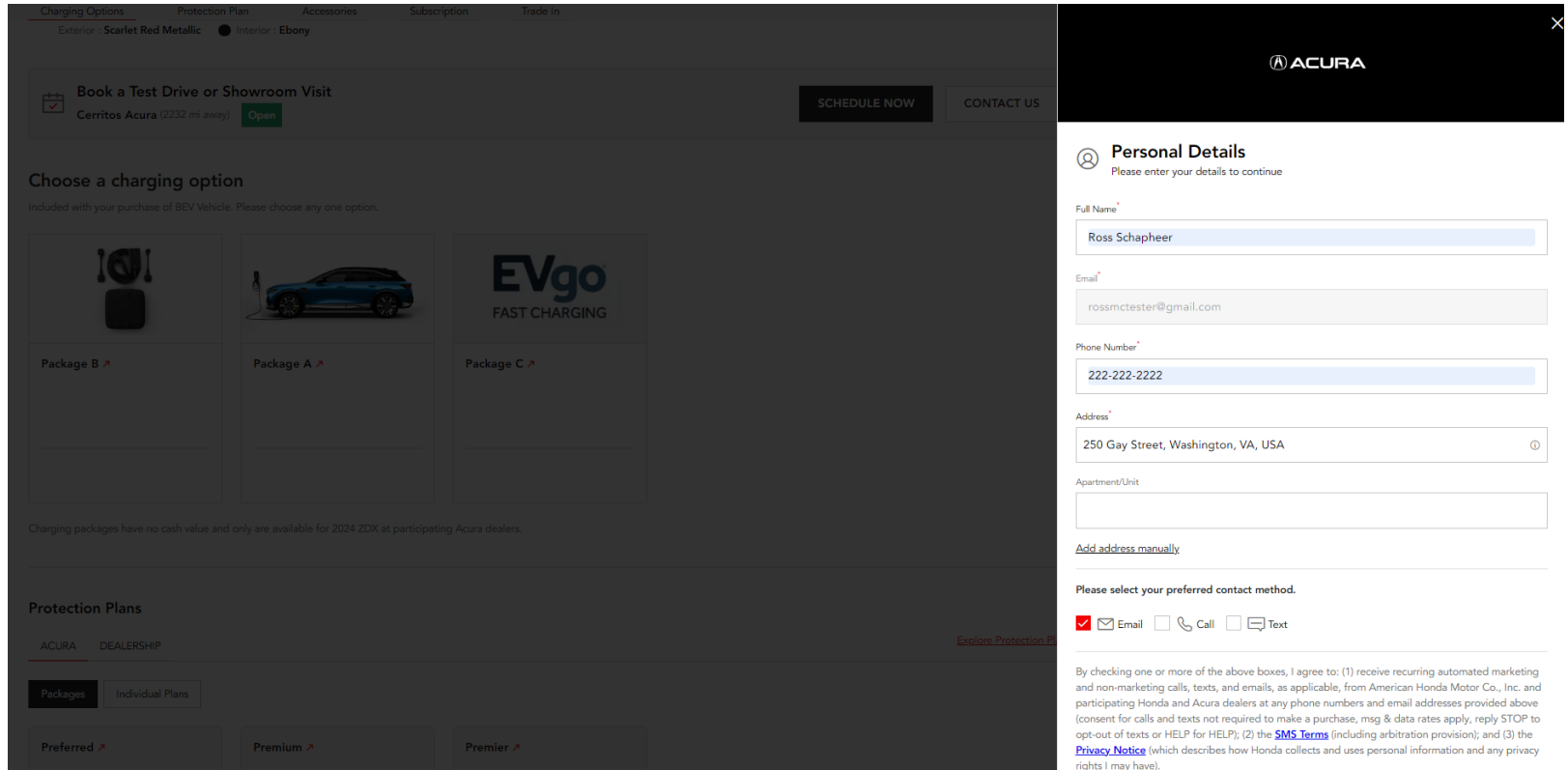
Step 12: Verification Code Requirement



Step 13: Verification SMS



Step 14: Contact Details (this creates a lead)



Step 15: Deposit Payment Details

 Cerritos Acura



 Welcome!
Start your journey

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Welcome aboard **Ross !**

Customise, protect, secure your 2024 ZDX A-Spec and collaborate with Cerritos Acura, all under one roof.

Secure your ZDX A-Spec with **\$250.00** deposit

You will receive an invitation to finalize your order once the vehicle is available at the dealership

Please select your preferred payment option for your payment

 Card

 Bank Account

Card Information

Name on Card *

Full name

Card Number *

0000 0000 0000 0000

Expiry *

MM/YY

CW/CVC *

123

Zip Code *

Zip code



2024 ZDX A-Spec

Stock #: 5-4WSKHNRSLRZ420025

VIN: 4WSKHNRSLRZ420025

MSRP: \$66,450.00

[Vehicle Details](#)

Cerritos Acura

18827 Studebaker Rd, Cerritos, CA 90703

(888) 321-6797



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Step 16: Confirmation

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Welcome aboard **Ross !**

Customise, protect, secure your 2024 ZDX A-Spec and collaborate with Cerritos Acura, all under one roof.

Your vehicle is reserved

Once the vehicle reaches dealership, we will share further steps with you.

Your dealer will provide a transaction receipt and copies of all of your signed contracts and disclosures at delivery.

Transaction ID: e74992f1-c654-4598-b7e7-9cf744b670a8

VEHICLE DETAILS

2024 ZDX A-Spec

Stock#: S-4W5KHNRL5RZ420025

VIN: 4W5KHNRL5RZ420025

MSRP: \$66,450.00

[Vehicle Details](#)

Cerritos Acura

18827 Studebaker Rd., Cerritos, CA 90703

(888) 321-6797

DONE

Step 17: Email Confirmation



Hi Christine,

Thank you for your order of 2024 Acura ZDX at {Dealer Name}.

Order Details

 2024 Acura ZDX

 Est. Delivery Date: 19-Jun-2024

 {Dealer Name}.

 Amount Paid: \$250



Please contact your dealership at {Phone Number} if you require any assistance. You can find the most up-to-date information by visiting your account or by downloading the [Acura EV App](#).


PRECISION CRAFTED PERFORMANCE

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All information contained herein applies to U.S. vehicles only.

Reference: T06193-AO6193



ADDITIONAL SUPPORT AND FAQs

Contents

- Getting technical support
- How to issue a refund
- Other FAQs



For additional support, you can use the following resources

Dealers with ongoing DSP Implementation

Reach out to your DSMs or your assigned Tekion BSA

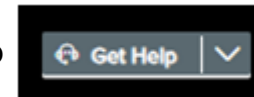
Dealers with complete DSP Implementation

DSP-enabled dealers will be invited to an optional, weekly DSP Dealer Support Webinars. Details will be provided via iN.

Phone Support: (833) 247-2240

E-mail Support: dsp@na.honda.com

Chat support is also available via the Get Help icon in the DSP



Braintree questions

E-mail Support: acura@paypal.com

Additional Support: <https://developer.paypal.com/braintree/help>

For ODSX implementation questions, implementation status and training

Contact your assigned Tekion Business Solutions Analyst

For general ODSX questions

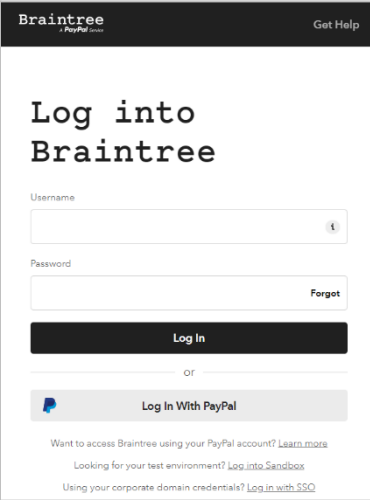
Go to Interactive Network (iN) → Sales → Digital Sales Platform (DSP) → Program Resources

How To Issue a Customer Order Refund

Some clients may decide to cancel their order, follow these steps to easily refund their deposit.

Login to your Braintree account

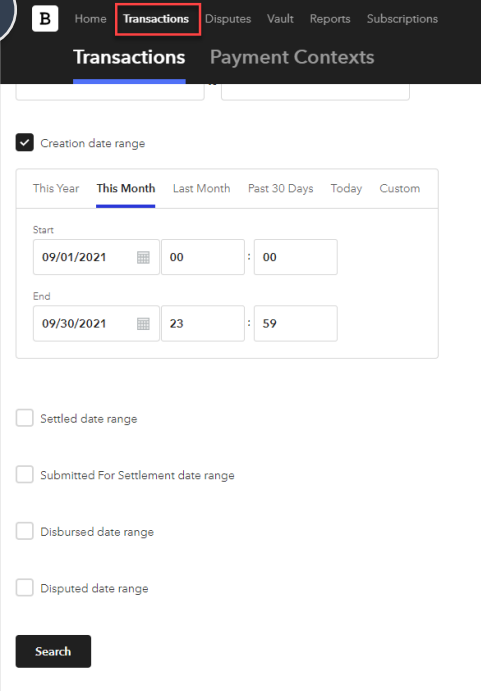
1



The screenshot shows the Braintree login page. It has a header with the Braintree logo and 'Get Help'. The main heading is 'Log into Braintree'. Below it are fields for 'Username' and 'Password', with a 'Forgot' link next to the password field. A 'Log In' button is at the bottom. There is also a 'Log In With PayPal' button and a note about using corporate domain credentials.

Run a transactions report to view the latest client payments received

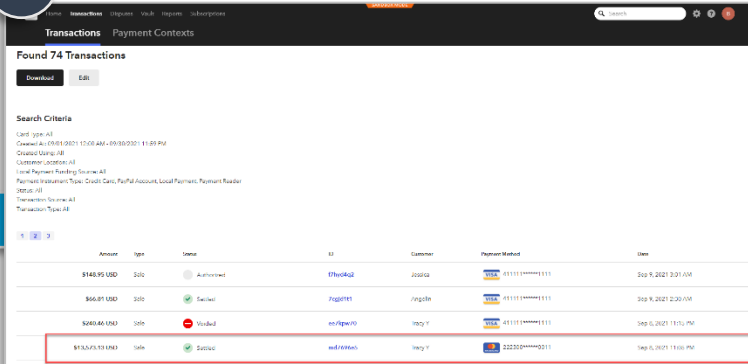
2



The screenshot shows the Braintree 'Transactions' page. The 'Transactions' tab is selected. Under 'Creation date range', 'This Month' is selected. The date range is from 09/01/2021 to 09/30/2021. There are checkboxes for 'Settled date range', 'Submitted For Settlement date range', 'Disbursed date range', and 'Disputed date range'. A 'Search' button is at the bottom.

Select the client transaction you want to refund

3



The screenshot shows a list of transactions. The first transaction is highlighted in red. It has an amount of \$148.95 USD, is settled, and has a transaction ID of ch51bdg5.

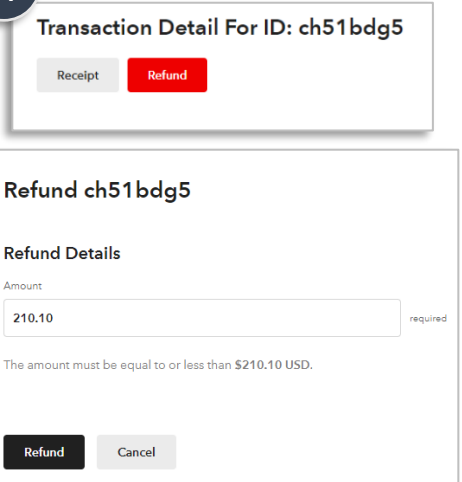
Amount	Type	Status	Card	Customer	Payment Method	Date
\$148.95 USD	Card	Settled	Visa	ch51bdg5	ch51bdg5	09/09/2021 2:31:05
\$66.81 USD	Card	Settled	Visa	ch51bdg5	ch51bdg5	09/09/2021 2:30:05
\$240.46 USD	Card	Settled	Visa	ch51bdg5	ch51bdg5	09/09/2021 11:10:10
\$150.00 USD	Card	Settled	Visa	ch51bdg5	ch51bdg5	09/09/2021 11:10:10

Important Notes:

- Check for client name, amount, and “settled” – you can only refund transactions if “settled.”
- If the client had to “re-settle” their deposit on Feb 8, there will be multiple transaction IDs. DSP & HELMS have the original one, not the new one with the new settlement.

Click the refund button and enter the refund amount

4



The screenshot shows the 'Transaction Detail For ID: ch51bdg5' page. There are 'Receipt' and 'Refund' buttons. The 'Refund' button is highlighted. Below it is a 'Refund ch51bdg5' section with a 'Refund Details' form. The form has an 'Amount' field with the value '210.10' and a 'required' label. Below the field is a note: 'The amount must be equal to or less than \$210.10 USD.' There are 'Refund' and 'Cancel' buttons at the bottom.

5

Send Confirmation email to user of the refund processed



Braintree questions

E-mail Support: acura@paypal.com

Additional Support: <https://developer.paypal.com/braintree/help>

Canceling an Order

Automatic refund is processed for new client orders. For reservation to client orders, refunds must be manually processed in Braintree.

CA Cerritos Acura

● Order Cancelled ⓘ

Order# C002194000912

OEM NA
Reservation
Id

Deposit\$1,000.00

Payment Success
Status

Order Jan 4 2024 6:16 PM
Creation
Date

Tags **New Client Order**

Estimated May 24 2024 5:00
Delivery Date PM

Braintree 15tcrwv3
e Id

Refund Success
Status

ACURA
Powered by
TEKION

Get Help

CA Cerritos Acura

Custom Order Cancelled Order is canceled. Please process refund with Braintree Id.

< ~~2024 Acura ZDX SH AWD Type S~~ LANE JOHN Deal - ● Order Cancelled ⓘ

OEM dn7yns5c
Reservation
Id

Deposit\$1,000.00

Payment Success
Status

Order Feb 26 2024 5:45
Creation AM
Date

Tags **Reservation**

Estimated Jun 12 2024 5:00
Delivery Date PM

Braintree -
e Id

Refund -
Status

What if they don't want the vehicle after it arrives? Would Acura help with a turn-down or dealer trade?

This can be reviewed on a case-by-case basis.

During the customer order, when does the lead get created?

The Customer Order Lead happens when the client submits their personal details/contact information, not after payment submission. This means that dealers can see who was thinking about an order but didn't put money down and connect with them; check DSP to see if they placed an order

I have a Trim and Color on-hand that matches a customer order, before their assigned vehicle arrived. Or, I have a unit on-hand that the client wants instead of waiting for their order. What do I do?

Customer orders that match an MTOC on-hand will automatically be linked to that vehicle.

How do we manage competition between in-store and in-person clients looking at similar vehicles?

We are supporting efficient selling with vehicles that are on the ground.

Once a client is looking at a vehicle online, it will be held for them for 30-60 minutes, until they submit their credit application, in which case there isn't a time limit.

For clients in person, we encourage dealers to check the DSP Dealer Portal to see if it is currently held for another client. If it's available, they should start a deal for a client who is very interested in a particular VIN. This will also hold that VIN for the client so it's not visible to others, again for 30-60 minutes up until they submit their credit application, in which case there isn't a time limit.

We will continue to monitor to understand what the right time periods are.

How does the dealer handle a change after VIN assigned?

Dealer cancels original order and creates a new one. The dealer should check existing inventory to see if the newly desired MTOC is available.

If a new customer order is needed, the dealer will need to get a new deposit.

Why can't a client cancel an order if they can modify?

We want the dealer to be able to help the client in this process. The dealer will need to refund the deposit.

Is a deposit no longer refundable at any point?

This is a dealer decision.

What if the client cancels a client order when the vehicle is almost here, do I keep it?

If the client cancels before the VIN has been assigned, the dealer does not receive the vehicle.

If the client cancels after the VIN has been assigned, the dealer will keep the vehicle. When a custom order is cancelled after the deal is booked, the system will automatically unbook the deal and release the VIN back to inventory (Stocked In/Available).

Does cancelling the order automatically refund the deposit?

Yes. You can do this via the is DSP Dealer Portal.