# Web Control OEM Clock Stoppers

Your OEM encourages you to respond to and communicate with new Internet leads submitted from your manufacturer and manufacturer-provided dealer websites as quickly as possible.

The "clock" on a new Internet lead starts when the lead is received in Web Control and is stopped when a user in Web Control responds, or notates a response, to the Prospect.

Each OEM will have different criteria for times in which dealers are expected to respond to new leads. Please refer to your OEM Rep for your required hours of operation in which new leads should be responded.

Below is a listing per OEM of accepted clock stopping actions within Web Control.

Please note: Auto Responses **DO NOT** stop the clock on new leads.

| | Audi | Ford | CDJR - Fiat | GM | Honda-Acura | Hyundai-Kia | Mazda | Mitsubishi | Nissan-Infiniti | Porsche | Subaru | Toyota-Lexus | Volkswagen | Volvo |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Manual Email Sent** | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Mobile Email Response** | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Phone Call Note** | Yes | Yes | Yes | Yes | Yes | Yes | **No** | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Mobile Phone Call Response** | Yes | Yes | Yes | Yes | Yes | Yes | **No** | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Meeting Note** | Yes | Yes | Yes | Yes | Yes | Yes | **No** | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| **Cell Phone Text Forwarding Response** | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |

**Action Legend**

*Manual Email Sent* - Sending an email through the Prospect Record within Web Control.

*Mobile Email Response* - Sending an email through the Prospect Record within the Web Control Mobile app.

*Phone Call Note* - Saving a Call note to a Prospect Record within Web Control.

*Mobile Phone Call Response* - using the Web Control Mobile application to call and notate phone call information.

*Meeting Note* - Saving a Meeting Note to a Prospect Record.

*Cell Phone Text Forwarding Response* - using the Cell Phone Text Forwarding functionality to email a response to a new lead.