



Online Pre-Order Deposits Dealer FAQ:

1. How Do I Accept The Order When a Customer Places a Deposit Online?

When a customer selects you as their preferred dealer or enters a zip code that you are closest to, you will be notified through the Rollick Lead Management system. You simply have to accept the deposit on the Rollick deposit form via email, text message, or the Rollick Management Console (RMC). This is the same process that is currently used when a customer Requests a Quote. Reach out to dealerops@rollick.io or 1-888-204-8209 to ensure the order is being routed to the correct email address and/or phone number.

2. How Long Do I Have to Accept the Order?

If an order is left open for 24 hours, the concierge team will notify the customer and ask the customer if they would like to try to process the order through another dealer. If so it will be routed to the next closest dealer by zip code.

3. Why is there a 24-hour rule?

Customers are placing a large \$500 deposit and to ensure a great customer experience, they need to have their order confirmed as soon as possible. We have equipped the Rollick Lead Management system with a quick quote tool which allows you to pre-populate freight, set-up, etc., and confirm deposits with just a couple clicks on your phone or computer. You can also set up multiple employees to get deposit notifications.

We also have more general quote requests available, where consumers may want to request a quote online to speak to a dealer before placing their pre order deposit. For these quote requests, the routing rules do not change. You have three hours to respond to a quote request during normal business hours, Monday – Saturday, 9am – 4pm.

4. How Do I Set-Up Quick-Quote, add employees, or update my information with Rollick?

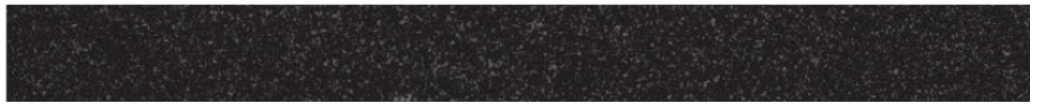
Rollick can be contacted at 1-888-204-8209 or dealerops@rollick.io to make these updates.

5. How Do I Place The Order with Arctic Cat After Receiving it From the Customer? We

have set up a direct connection between RMC and Cat Tracker that is new for this year! When a pre-order is submitted via the Arctic Cat website, that order will be shown in your RMC dashboard. By clicking on “order vehicle” under the More Info column, you’ll be able to see all of the snowmobiles that have been submitted under that one customer order. From there, you simply need to select the snowmobiles that you wish to order on your customer’s behalf, click the “I certify” button, then click “Place Order” – that’s it! The new direct connection between RMC and Cat Tracker allows for that order to be placed in Cat Tracker automatically. You can view all of your pre-orders in Cat Tracker under Snowmageddon tab.

6. How Long do I have to click “Place Order” for it to be entered into CAT Tracker

All orders should be entered ASAP but before May 7, 2021. We will be checking in regularly to ensure all pre-orders are entered into CAT Tracker in a timely fashion.



7. Will I Be Billed for The Unit in Cat Tracker?

Your Arctic Cat Account will create a debit for \$500 to acknowledge the portion of your order that has been paid via deposit, and a credit for the \$500 deposit. Both of these documents will be reflected on your account when the unit ships and your equipment invoice (less the deposit amount) is generated.

8. How do I know which pre-order in my RMC have been ordered and which ones haven't?

When you log into your RMC console, you'll see a "Status" column. If your "status" column says "Working", you have accepted the pre-order deposit, but you have NOT selected "Order Vehicle"; and therefore, the order has not been placed in Cat Tracker. If your "status" says "Ordered" and lists a PO Number, that means you have selected "Order Vehicle", and your order has been successfully confirmed in CAT Tracker.

9. What if someone configures a vehicle on the snowmobile builder with accessories? How do I order those accessories?

There are 2 possible outcomes here:

1. If a consumer adds a ship-with accessory kit, the accessory kit coupled with the unit is its own SKU – meaning those ship-with accessory kits will be ordered with the unit. See the "Snowmageddon Pre-Order" guide for reference images.
2. If a consumer adds other configured accessories, which are **not** a ship-with accessory kit, those cannot be ordered through the RMC/CAT Tracker process. Those must be ordered through our pre-season aftermarket booking program. The quote worksheet will include information on the accessories your consumer is interested in, so you know which accessories to order. PLUS, once Snowmageddon has ended, Arctic Cat will send you a full list of accessories your consumers added to their pre-order quote worksheets, so you can make sure you have enough on order. If you have any questions regarding this process, please contact your DSM, or reach out to dealerops@rollick.io

10. What If a Customer Comes to My Showroom/Event and Wants to Place a Deposit?

You can easily set-up a form that defaults to your dealership at <https://arcticcat.txtsv.com/set-default-dealer>. This will allow you to take deposits on your showroom floor as well as at events and other activations.

11. What If a Customer Comes to My Showroom/Event and Wants to Pay Cash?

We would encourage you to accept the customers cash/alternate payment and enter your business credit card information online.

12. What If I Want To Order Snowmageddon Units for Myself?

You can place an order just as a customer would, using a credit card. You should also speak to your Arctic Cat sales representative regarding in season unit opportunities.

13. My Customers are from All Over! Can They Choose to Have their Order Go To Me?

Yes! Just like quotes today, customers can select which dealer their quote goes to. They



can also select to have it go to their closest dealer, and they will be notified of who that is before the order is placed.

14. Can Customers Cancel Their Order?

Customers can cancel orders with their dealers until April 30, 2021. All orders must be cancelled with the dealer – not Arctic Cat. Dealers are responsible for reimbursing the \$500 deposit to the customer.

15. Can Dealers Cancel orders with Arctic Cat?

Dealers can cancel orders by May 7, 2021 with no penalties. As a note, before that time, if a customer wants to cancel their order with their dealer, the dealer can either choose to keep the unit and sell in-season or cancel the unit with Arctic Cat. If the dealer chooses to keep the unit on order, the \$500 charge and credit will remain unchanged. If Dealer chooses to cancel the order with Arctic Cat, the dealer will be reimbursed by cancellation of the \$500 charge and equipment order but the \$500 will be left as a credit on the account. Pre-order deposit cancellations from Arctic Cat will not be accepted after May 7, 2021.

16. What Will Invoices Look Like?

Dealer equipment invoice will reflect the full dealer price less the \$500 deposit charge. Any applicable taxes will be calculated both on the net equipment invoice and the \$500 deposit charge to reflect assessment on the full price of the unit.

17. Why is Arctic Cat Doing This?

Arctic Cat is providing an online ordering tool to help dealers better serve our customers, who are accustomed to being able to order almost any consumer good – including automobiles – online. Our ultimate goal is to generate additional sales for our dealers.

18. I had issues placing my pre-order deposits last year. How is this tool different and more improved?

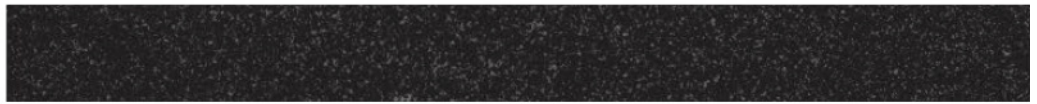
Last year, all dealers had to not only accept the deposit from the consumer in RMC, but then had to go to CAT Tracker, and re-enter all the same information plus the Transaction ID from the quote worksheet. NOW, that process is completely automated. Dealers simply have to click “Place Order” in RMC and the order will be placed into CAT Tracker. Dealers may go into CAT Tracker at any time and see all of their units.

19. What if a consumer orders a ship-with accessory kit for their snowmobile?

Because we have individual snowmobile SKUs for units with ship with kits, this works the same.

20. Why has the minimum In-Season Order value increased to \$500 to receive free freight benefits?

Due to an increase in freight costs from our material suppliers as well as outbound freight carriers, we needed to raise the minimum order amount to help assist with the increased costs. You have the flexibility to order off-road and snow parts and accessories to qualify for the \$500 free freight. Placing slightly larger orders for stock/restock reduces the overall freight cost and the number of small orders processes that may impact same day shipping goals.



21. With regard to the issues with back orders, how can I be sure my Snowmageddon aftermarket orders will arrive on time?

We have a hard stop date of May 4th for this pre-season program. We have a short window to collect the orders and provide this information to our procurement specialist. We are confident that we will be able to receive all booked parts and accessories and start shipping in September through late November

22. Can we order new service parts during this booking – for example, “new ADAPT clutches”?

No, unfortunately many of these new parts are still going through final testing and refinement. We will have a full list of products available to be ordered in August. This is a similar process that we had in past years.

23. How can I order Motorfist, Arctic Wear and Collectables?

You can contact:

- cs@arcticcatstore.com or (855) 489-8594 for Arctic Wear
- cs@motorfist.com or (855) 489-8596 for MOTORFIST

24. You talked about special, packaged discount deals on non-current garments. Can these deals be included in the pre-season program?

No, these deals are excluded from the pre-season program. These packaged deals will have their own special Discounts and Terms. Product is in stock in our Bucyrus facility and will ship out immediately.