



Dealer Account Portal (DAP) Guide

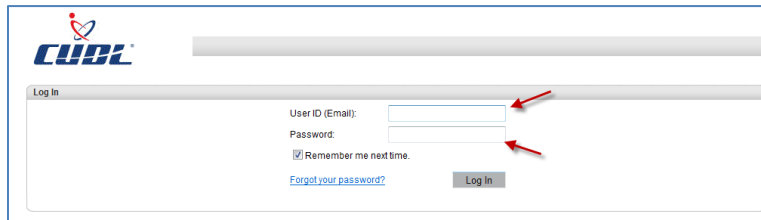
Access to the Portal

Please visit the following site and enter your user name and password www.cudlaftermarket.com.

User Name: _____

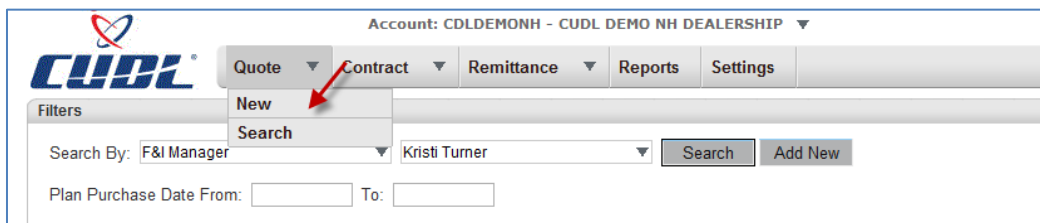
Password: _____

Note: First time users will be prompted to change the password provided by Family First Dealer Services. If you forget your password, please contact Family First Dealer Support Team at 1-855-333-9545, option 3. A representative will reset your password for you to be able to login to the DAP.

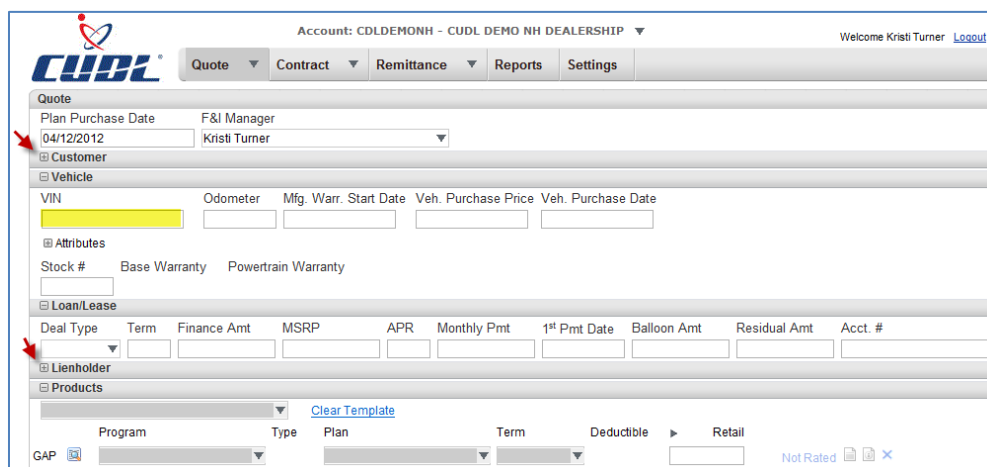


eContracting (aka Quote)

The Quote functionality is designed for the F&I office to be able to quote contracts and to submit and print GAP Waivers. In order to quote a GAP Waiver, you will need to click on Quote, then New to be able to enter a new GAP Waiver.



Once you click on New, the following page will appear. If you only need to obtain a quote for a product, the Customer and Lienholder information will not need to be completed. If you will be submitting the GAP Waiver, you will need to click on the + to expand Customer and Lienholder information as shown below.



You will need to proceed with entering all the information in the yellow highlighted fields to quote the Customer. If your Customer resides in a different state from your location, this will need to be updated. Otherwise, the state defaults to your state.

The screenshot shows the CUDL Quote form. The top navigation bar includes 'Quote', 'Contract', 'Remittance', 'Reports', and 'Settings'. The account is 'CDLDEMONH - CUDL DEMO NH DEALERSHIP' and the user is 'Kristi Turner'. The form is divided into sections: 'Quote', 'Customer', 'Vehicle', 'Loan/Lease', 'Lienholder', and 'Products'. Yellow highlights are placed on the 'Plan Purchase Date' (04/12/2012), 'F&I Manager' (Kristi Turner), 'First Name', 'MI', 'Last Name', 'Address', 'Address 2', 'City', 'State' (CO), 'Primary Phone', 'Secondary Phone', 'Email', 'Alternate Contact', 'Language' (English), 'VIN', 'Odometer', 'Mfg. Warr. Start Date', 'Veh. Purchase Price', 'Veh. Purchase Date', 'Deal Type', 'Term', 'Finance Amt', 'MSRP', 'APR', 'Monthly Pmt', '1st Pmt Date', 'Balloon Amt', 'Residual Amt', 'Acct. #', 'Lienholder Name', 'Address', 'Address 2', 'City', 'State', 'ZIP', 'Primary Phone', 'Email', 'Program', 'Type', 'Plan', 'Term', 'Deductible', and 'Retail'. Callouts indicate that the 'State' field defaults to the dealership's state and that the 'MSRP/NADA' field should be entered if unknown. A note states that the 'Retail' field must be configured for each plan prior to entering a contract.

If the contract is ineligible, the Products section of the page will reflect Ineligible and/or a message below the program indicating the Financed Amount, Finance Term, and/or Deal Type might be required to get rates. Please verify these amounts were entered. Otherwise, if the contract information was entered correctly it doesn't meet the eligibility criteria for the product.

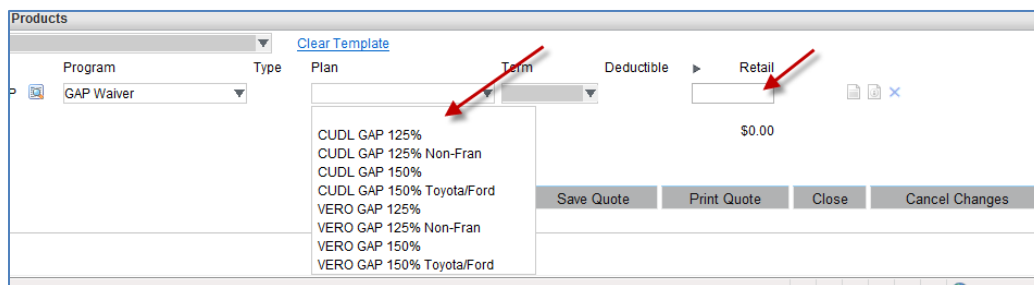
The screenshot shows the 'Products' section of the form. The 'VIN' is 1D7RB1GP6BS632024, 'Odometer' is 6,589, 'Mfg. Warr. Start Date' is blank, 'Veh. Purchase Price' is \$49,586.00, and 'Veh. Purchase Date' is blank. The 'Attributes' are (2011/DODGE/RAM 1500 QUAD/Fullsize Pickup/Normal/8 Cyl/Rear Wheel Drive/1/2 ton/Gas/6,001 - 10,000). The 'Stock #', 'Base Warranty', and 'Powertrain Warranty' are blank. The 'Loan/Lease' section shows 'Deal Type' as Loan, 'Term' as 60, 'Finance Amt' as \$56,565.00, 'MSRP' as \$52,365.00, 'APR' as 5.3%, 'Monthly Pmt' as \$568.00, '1st Pmt Date' as blank, 'Balloon Amt' as blank, 'Residual Amt' as blank, and 'Acct. #' as blank. The 'Lienholder' section is blank. The 'Products' section shows 'Program' as GAP, 'Type' as blank, 'Plan' as blank, 'Term' as blank, 'Deductible' as blank, and 'Retail' as blank. A red arrow points to the 'Ineligible' status, and another red arrow points to a message: 'Financed Amount, Finance Term, and/or Deal Type might be required to get rates.' The 'Retail' field is highlighted in yellow.

Rating the Contract

Once the required information has been entered, you will need to select the appropriate Plan for the coverage being provided to the customer as illustrated below. A list of available CUDL and VERO Plans will appear in the drop down box for the plans your dealership has signed up to offer your Customers. It is important to select the appropriate plan for the GAP Waiver that is being printed. Otherwise, the incorrect GAP Waiver can be printed and submitted.

The Retail amount is the Customer's Charge for the GAP Waiver. *The Retail amount that is populated may be updated from the base rate that has been setup for your dealership.*

If you are a Ford dealership **AND** Ford Motor Credit Funds the loan, please be sure to select the Plan that includes Toyota/Ford in the Plan description.

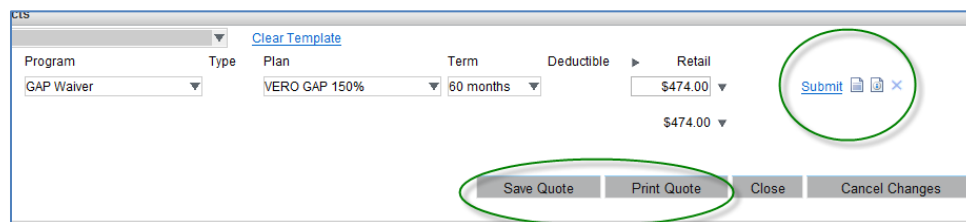


The screenshot shows the 'Products' window with the 'Program' set to 'GAP Waiver'. The 'Plan' dropdown menu is open, displaying a list of options: CUDL GAP 125%, CUDL GAP 125% Non-Fran, CUDL GAP 150%, CUDL GAP 150% Toyota/Ford, VERO GAP 125%, VERO GAP 125% Non-Fran, VERO GAP 150%, and VERO GAP 150% Toyota/Ford. A red arrow points to the 'Plan' dropdown. Another red arrow points to the 'Retail' field, which currently shows '\$0.00'. The 'Term' dropdown is set to '60 months'. The 'Deductible' field is empty. The 'Save Quote', 'Print Quote', 'Close', and 'Cancel Changes' buttons are visible at the bottom.

Submitting an Eligible eContract (aka Quote)

In order to submit and print the GAP Waiver, you will need to click on the Submit button. This will generate a PDF that can be printed for the Customer's signature.

If you are not ready to submit the GAP Waiver, but would like to preview the contract for a price quote click on the icon beside Submit; or you may save the Quote by clicking on Save Quote.



The screenshot shows the 'Products' window with the 'Program' set to 'GAP Waiver'. The 'Plan' dropdown is set to 'VERO GAP 150%', the 'Term' dropdown is set to '60 months', and the 'Retail' field shows '\$474.00'. The 'Submit' button is circled in green. The 'Save Quote' and 'Print Quote' buttons are also circled in green. The 'Close' and 'Cancel Changes' buttons are visible at the bottom.

If you click on the Submit button, another window will appear with a PDF copy of the contract that was selected for you to print for the customer to sign. Please verify the information is correct before remitting. You will be able to print the GAP Waiver from any printer that has been installed for your workstation.

Sample Copy of GAP Waiver



DAP00000024

GAP WAIVER

Loan Date: 04/10/2012

Customer/Borrower Jeremy Doe		Dealer DEMO Dealership CU Direct	
Address 123 Rose Street		Address 123 GREEN STREET	
City, State, Zip Sacramento CA 34545	City, State, Zip SACRAMENTO CA 97123		
Make/Model/Model Year 2012 FORD EDGE LIMITED	VIN 2FMDK3KC4CBA62892		
		Term of GAP 60	Monthly Payment
Email	Maximum Term of GAP 84 Months		
Financial Institution/Assigned Lender BANK OF AMERICA		MSRP/NADA \$45,689.00	
Address 123 Jones Av		Amount Financed/Lease Cap Cost \$50,950.00	APR 5.5
City Jacksonville		State FL	Zip 32226
<input type="checkbox"/> Balloon <input type="checkbox"/> Lease <input checked="" type="checkbox"/> Loan		Mileage 123	
Maximum Eligibility Limit 150% MSRP/NADA	Maximum Limit of Liability \$50,000	Maximum Amount Financed/Lease Cap Cost \$100,000	

CHARGE FOR GAP WAIVER \$ 474.00

This GAP Waiver amends the Financing Contract and is between the Customer/Borrower (you or your) and the Dealer (we, us, or our). Although not required to do so, you elect to purchase this GAP Waiver for an additional charge which is shown above. You understand this GAP Waiver is not an insurance product and you may obtain similar protection from an alternate source. GAP does not take the place of insurance on the Collateral, nor does this GAP Waiver fulfill any requirements of any financial responsibility laws.

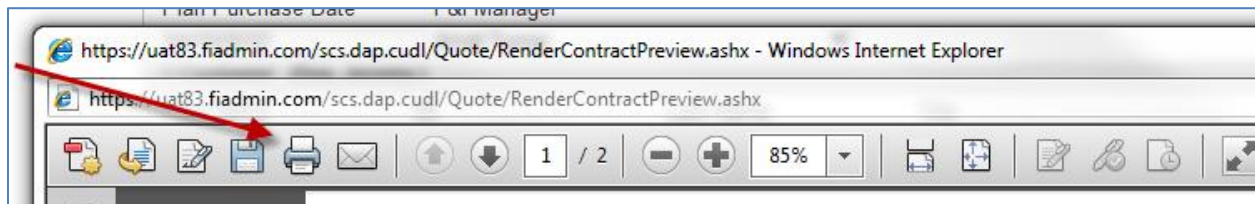
You agree to maintain automobile physical damage and collision coverage through your Primary Carrier for the full term of this GAP Waiver as required by the terms of the Financing Contract. COVERAGE OF THIS GAP WAIVER IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. A Payable Loss under this GAP Waiver may decrease over the term of your Financing Contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost. You should carefully read the front and back of this GAP Waiver for additional information on ELIGIBILITY, EXCLUSIONS, CONDITIONS, and MAXIMUM COVERAGE LIMITATIONS that may prevent you from receiving benefits under this GAP Waiver. In the event of a Constructive Total Loss to the Collateral, we agree to waive our rights against you for the amount due under a Payable Loss. In addition to the provisions of a Payable Loss, you will remain responsible for payment of any items stated under EXCLUSIONS, CONDITIONS, and MAXIMUM COVERAGE LIMITATIONS. You are responsible to the Financial Institution/Assigned Lender named above under the terms of the described Financing Contract for the amount resulting from a Constructive Total Loss of the Collateral caused by the theft of or physical damage to the Collateral.

YOUR RIGHT TO CANCEL: You have the unconditional right to cancel and terminate this optional GAP Waiver for a refund/credit of the unearned portion of the charge at any time. If canceled within 30 days of the GAP Waiver purchase, you will receive a full refund/credit of the GAP Waiver charge, provided no Constructive Total Loss has occurred. After 30 days, you will receive a refund/credit of the GAP Waiver charge calculated by the pro rata method or by the refund method as may be required by state or federal law, less a \$50.00 cancellation fee. We will refund/credit all charges to the Financial Institution/Assigned Lender, unless your Financing Contract has been paid in full; in that case, the unearned GAP Waiver charge will be refunded directly to you. To cancel the GAP Waiver and request a refund/credit, you must contact the Dealer in writing at the address shown above, unless otherwise required by state law. If you do not receive the refund/credit owed to you by the Dealer within 60 days of notice of cancellation/termination, you may choose to contact the GAP Administrator shown below to request assistance. By providing assistance to you, the Administrator does not assume any responsibility or liability for the Dealer's obligations under this GAP Waiver.

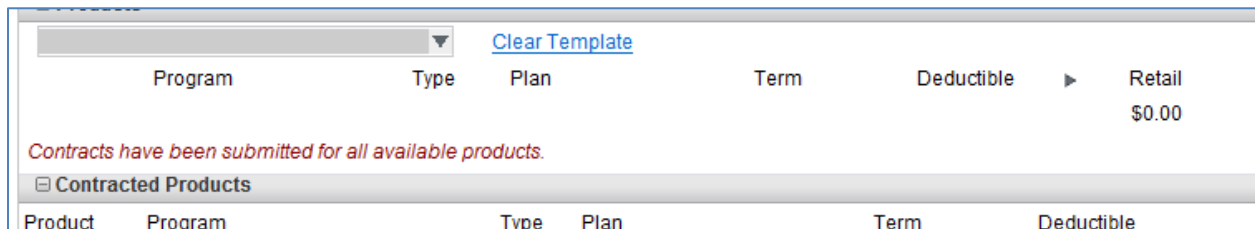
TERMINATION OF GAP WAIVER: This GAP Waiver will automatically terminate on the earliest date that any of the following events occurs: 1) the original date your Financing Contract is scheduled to terminate; 2) in the event of a Constructive Total Loss or theft of the covered Collateral; 3) expiration of any redemption period following the repossession or surrender of the covered Collateral; 4) upon payment in full of the Financing Contract; or 5) the date the Financing Contract is prepaid or the Financing Contract is Refinanced. In the event the GAP Waiver terminates pursuant to items 1 and 2, no refund shall be available, and all amounts paid by you for this GAP Waiver shall be retained in full by us. If the GAP Waiver terminates pursuant to items 3, 4, or 5, a pro rata

After verifying the GAP Waiver for accuracy, please proceed with printing the contract. You will use the navigation bar at the top of the PDF to print and/or save the contract. *You should print three copies of the GAP Waiver for the Customer, Dealer and Lender. The GAP Administrator, FFDS, will not need a copy of the GAP Waiver.*

Note: The contract is saved in the Dealer Account Portal for future reference.



A message will appear on the contract screen that states “Contracts have been submitted for all available products”.



On a weekly or monthly basis, the business office will need to remit the contracts that have been submitted via eContracting/Quote. Please proceed to the **Create Remittance** section of this manual to obtain instructions on how to remit the GAP Waivers that have been submitted via eContracting/Quote to FFDS, as well as the total amount to be remitted.

Remittance Process

In order to start the remittance process, you will first need to create a new GAP Waiver. The Contract Entry page is designed for the seller’s office clerk to enter and submit sold GAP Waivers. You will need to click on Contract then Entry as displayed in Figure 1 below.

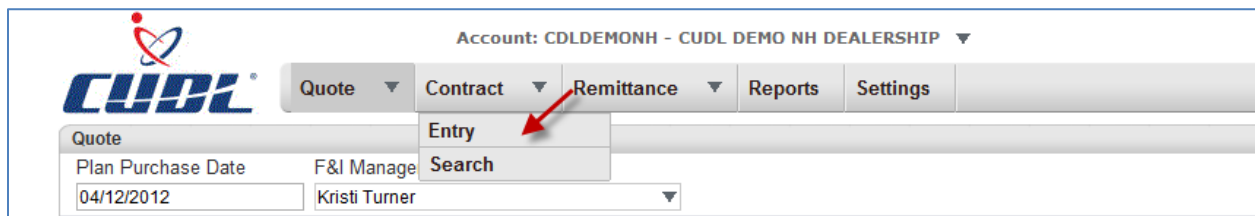


Figure 1

If the user remits business for **multiple** locations, please be sure to select the appropriate location from the **Account** drop down as indicated in Figure 2 and 3 below. There will also be a Search bar for you to be able to locate the appropriate location.

Account: CDLDEMONH - CUDL DEMO NH DEALERSHIP

Quote Contract Remittance Reports Settings

Quote Entry Search

Plan Purchase Date 04/12/2012 F&I Manager Kristi Turner

Figure 2

Account: CDL310022 - CAPO MOTORS/ORANGE COAST CJOR

Search: [] Switch to different seller account

☐ Show Cancelled

Seller #	Name	City	Status
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Figure 3

Contract Entry

Once you have navigated to the **Contract Entry** Page, Figure 4, on the next page, will appear.

In the event that you do not have the Vehicle Purchase Price, the MSRP may be utilized in this field. Also, the user will have to enter a contract number, it will **NOT** be auto generated. You can locate the contract number on the top right hand corner of the GAP Waiver.

All of the **highlighted** fields are required to submit a contract.

Account: CDLDEMONH - CUDL DEMO NH DEALERSHIP Welcome Kristi Turner Logout

Quote Contract Remittance Reports Settings

Contract Entry

Plan Purchase Date Deal Type Deal Products F&I Manager

[] Loan ☒ GAP []

Customer

First Name MI Last Name Title

Address Address 2 City State ZIP Primary Phone Secondary Phone

Email Alternate Contact Language

English

Vehicle

VIN Odometer Mfg. Warr. Start Date Veh. Purchase Price Veh. Purchase Date

Attributes

Stock # Base Warranty Powertrain Warranty

Loan/Lease

Term Finance Amt MSRP APR Monthly Pmt 1st Pmt Date Balloon Amt Residual Amt Acct. #

Lienholder

Lienholder Name

Address Address 2 City State ZIP Primary Phone Email

Products

Product	Contract #	Program	Type Plan	Term	Deductible	Remit	Retail	Options
GAP	[]	[]	[]	[]	[]	Not Rated	[]	

If unavailable MSRP may be inserted.

Figure 4

If you enter a VIN number that does not automatically populate the Attributes, please click on the plus sign directly beside Attributes to proceed with entering the information, or contact Family First Dealer Services Dealer Support Department at 1-855-333-9545, option 3, or support@ffds1.com.

After the correct information is entered above, the **Products** Tab will generate the Plan options that your dealership has signed up to offer to your Customers. You will need to select the appropriate Plan depending on the program provided to the Customer. The Retail cost to be entered below is the Charge for GAP Waiver referenced on the GAP Waiver. Once you select the Plan, the Term will automatically populate from the Term field entered in the above Loan/Lease information.

Products

Product	Contract #	Program	Type Plan	Term	Deductible	Remit	Retail	Options
GAP	GV2	GAP Waiver	<div>CUDL GAP 150% VERO GAP 150%</div>					

Enter the contract number on the top right hand corner.

Save Save & New Close

Next, you will need to click **Save** for the contract to be available to Create Remittance. If you have additional contracts to add, you will need to click on **Save & New**. After entering all the new GAP Waivers, you will need to proceed to creating a remittance.

Important Things to Remember for Correct GAP Submission:

1. Be sure to include the PREFIX before the contact number. Example: **GV20000324**
2. If your dealership is selling multiple products be sure to select the appropriate type plan.
3. The correct type plan must be selected in order for the Remit amount to correctly populate.
4. The retail amount is equal to the customer's charge for the GAP waiver.
5. GAP Waivers that do not qualify for coverage will not be able to be submitted through the DAP, including GAP Waivers that exceed the maximum term, MSRP, and Amount Financed.

Creating Remittances

The Business Office will proceed with creating a remittance for all the GAP Waivers that were either submitted via eContracting/Quotes or Contract Entry no later than the 15th of the following month, or if you prefer the remittance can be submitted weekly.

After logging on to the DAP, select the **Create** option under **Remittance**.

Account: CDLEMONH - CUDL DEMO NH DEALERSHIP

Welcome Kristi Turr

Quote Contract **Remittance** Reports Settings

Create Remittance

Product: ☒ GAP Program: Contract Count:
 Lienholder: ANY Plan Purchase Date: ALL DATES Total Remit:
 [Include This Page](#) [Exclude This Page](#) [Include All Pages](#) [Exclude All Pages](#)

Contracts

Include	Customer	VIN	Purchase Date	Contract #	Plan Description	Term	Lienholder
<input type="checkbox"/>	Joe, Sandy	1ZVBP8AMXC5275366	04/12/2012	DAP00000027	VERO GAP 150% Toyota/Ford	72	NISSAN MOTOR ACCEPTANCE CORP

<< Prev Page 1 of 1 Next >> Records Per Page:

[Preview Remittance](#) [Download All to Spreadsheet](#)

Once selected **Create**, you should be automatically directed to the screen displayed in **Figure 6** below. This page will display valid contracts ready for remittance. This will list all the contracts that have been entered for submission. There is a check box directly located beside each contract. You will need to select the contract, or use the selections available for Include this Page, Include All Pages, etc. on the page to select all contracts.

Note: Any of the fields listed under Contracts that are blue and underlined may be sorted by clicking on that field. This will allow you to sort the contracts by the Customer's last name, lienholder or contract #.

Create Remittance

Product: ☒ GAP Program: ALL Contract Count: 0
 Lienholder: ANY Plan Purchase Date: ALL DATES Total Remit: \$0.00
 [Include This Page](#) [Exclude This Page](#) [Include All Pages](#) [Exclude All Pages](#)

Contracts

Include	Customer	VIN	Purchase Date	Contract #	Plan Description	Term	Lienholder	Remit
<input type="checkbox"/>	Doe, John	1G1ZC5E07CF294964	03/01/2012	GV2	CUDL GAP 150%	60	BANK OF AMERICA	\$154.00

<< Prev Page 1 of 1 Next >> Records Per Page: 50

[Preview Remittance](#) [Download All to Spreadsheet](#)

Figure 6

If you are ready to submit your remittance, you will first select the contracts that you want to submit and then click the **Submit** button illustrated in **Figure 7** below.





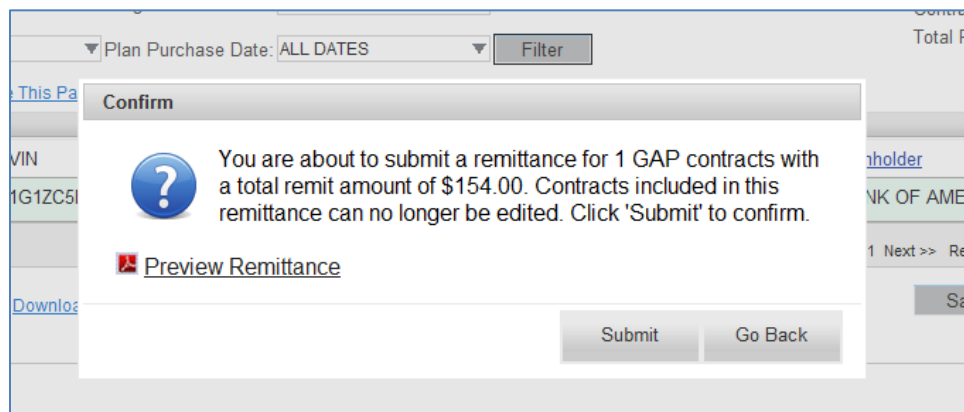
Contracts								
Include	Customer	VIN	Purchase Date ↓	Contract #	Plan Description	Term	Lienholder	Remit
<input type="checkbox"/>	Doe, John	1G1ZC5E07CF294964	03/01/2012	GV2	CUDL GAP 150%	60	BANK OF AMERICA	\$154.00
<< Prev Page 1 of 1 Next >> Records Per Page: 50								
 Preview Remittance  Download All to Spreadsheet Save Submit								

Figure 7

Also, you can also preview your remittance before it is permanently submitted by clicking on *Preview Remittance PDF* or *Download All to Spreadsheet* icons at the bottom of the page.

Contracts			
Include	Customer	VIN	Purchase Date
<input type="checkbox"/>	Doe, John	1G1ZC5E07CF294964	03/01/2012
 Preview Remittance  Download All to Spreadsheet			

Once you click on the **Submit** button, the following popup will appear indicating the number of contracts and amount to be remitted to Family First Dealer Services, LLC. Once you have validated the amount, you can click Submit. If you have changes, you can click Go Back to make changes. If you do Go Back, this will require that you resubmit the contracts.



Once you have submitted the contracts, a Remittance register will automatically display for your use as illustrated below. If you are not signed up on EFT, please be sure to print the Remittance Register to be mailed along with your payment to Family First Dealer Services (FFDS). If you are signed up on EFT, you will not need to send any paperwork to FFDS.

Product:	GAP	Please include this Remittance Report with your check, made payable to	Submitted Date:	03/27/2012
Remittance #:	CDL310022-001	FFDS	Submitted By:	Kturner
Cycle Month:	March, 2012		Seller:	CDL310022 CAPO MOTORS/ORANGE COAST CJOR 32881 CAMINO CAPISTRANO SAN JUAN CAPISTRANO, CA 92675
Thank you!			Contract Count:	1
			Total Remit:	\$164.00

Customer	VIN	Purchase Date	Contract #	Plan Description	Term	Deductible	Lienholder	Remit
Dow, John	1G1ZC5E07CF294964	03/01/2012	GV2	CUDL GAP 150%	60		BANK OF AMERICA	\$154.00

Remittance Search

If you need to look up previously submitted Remittances, you will click on Remittance, then Search. This will allow you to Reprint a Remittance Register.

Account: CDLDEMONH - CUDL DEMO NH DEALERSHIP

Welcome Kristi Turr

Quote Contract **Remittance** Reports Settings

Create Remittance

Create Expand Remittance

Search

Product: GAP Program: Contract Count: Total Remit:

Lienholder: ANY Plan Purchase Date: ALL DATES Filter

After you have selected Search, a page will appear that will provide all previously submitted Remittance. You can also search by a Submission Date using the Filters provided in Figure 8 below:

Remittance Search

Submission Date: CURRENT MONTH From: 03/01/2012 To: 03/31/2012 Filter

Submission Date	Cycle Month	Remittance Number	Product	Contract Count	Total Remit	Reprint
03/27/2012	March 2012	CDL310022-001	GAP	1	\$154.00	

<< Prev Page 1 of 1 Next >> Records Per Page: 50

Figure 8

Contract Search

If you need to look up a previously submitted contract to check the status, void the contract, or change information pertaining to that contract, you will click on Contract, then Search. There will be several filters to utilize to be able to locate a contract. Those filters are displayed below in Figure 9 below.

Filters

To search for contracts sold outside this dealership please use Contract # or VIN #.

Search By: Customer Last Name

Sale Date From: To:

Contract List

Void	Customer	Contract #
<input type="checkbox"/>	Jones, Merle	

Status: P - Pending

Figure 9

Once you have entered in your search criteria and clicked Search, a page will appear with a list of contracts that meet the search criteria. If you have not submitted the contract, you can also click on the Void button illustrated below to Void the contract. The Contract Status is the icon directly beside the Contract #. A legend is at the bottom of the screen that provides the descriptions of each Status.

Account: CDLEMONH - CUDL DEMO NH DEALERSHIP

Welcome Kristi Turner [Logout](#)

Quote Contract Remittance Reports Settings

Filters

To search for contracts sold outside this dealership please use Contract # or VIN #.

Search By: Customer Last Name Search [Advanced Search](#)

Sale Date From: To:

Contract List

Void	Customer	VIN	Purchase Date	Product	Contract #	Term*	Retail	Edit
<input type="checkbox"/>	Joe, Sandy	1ZVP8AMXC5275366	04/12/2012	GAP	P DAP00000027	72	\$517.00	

<< Prev Page 1 of 1 Next >> Records Per Page: 25

Status: P - Pending P - Pending-Billed A - Active V - Void C - Cancelled E - Expired R - Rejected

[Clear Selected](#) [Void Selected](#)

Once you have located the contract, you can click on the Contract # to bring up the contract. At this time, you may be able to view or edit the contract. You will need to click on the Edit Customer Information to be able to edit the Contract.

General Information [Back to Search](#)

Purchase Date: 03/01/2012 Customer Name: Doe, John Vehicle: 1G1ZC5E07CF294964 [Attributes](#)

Mfg. Warr. Start Date: Address: 123 Main Street

Seller: CAPO MOTORS/ORANGE COAST CJOR Sale Odometer: 99

F&I Manager: Kristi Turner Veh. Purchase Date:

Remittance #: [CDL319022-001](#) Email:

Stock #: Language: EN

Deal Type: Loan Alt. Contact: [Edit Customer Information](#)

Lienholder: BANK OF AMERICA

Guaranteed Asset Protection (GV2) Pending

Plan Type: New Term: 60 APR: 5.50% Retail: \$699.00

Program: GAP Waiver First Payment Date: Monthly Payment: \$356.87

Plan Name: CUDL GAP 150% Balloon Amount: Residual Amount:

Added Options: Account Number: MSRP: \$23,564.00

Covered Components Payment Option: Single Pay

Effective Date: 03/01/2012 - 03/01/2017

If you update the contract, a popup will display to confirm the change.

Please contact Customer Service for assistance if a change to customer name is required.

Customer Name:

Doe, John

Address 1:

456 Main Street

Address 2:

City:

Sacramento

State/Province:

CA

ZIP:

97235

Primary Ph.:

(901) 235-6556

Secondary Ph.:

Language:

English

Email:

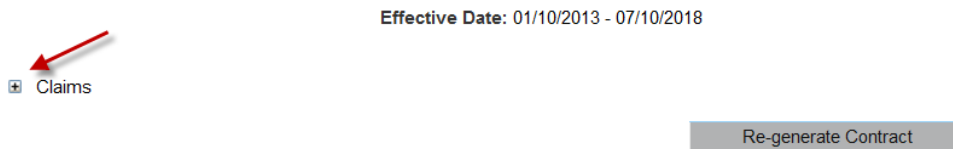
Alternate Contact:

Update

Do Not Update

Benefit Request (aka Claims)

If you would like to check on the status of a GAP Waiver Benefit Request, you will need to locate the Contract using the Contract Search guidelines above. Once you have located the contract, you can click on the Contract # to bring up the contract. At the bottom of the screen, there will be a plus sign beside the word Claims. You will need to click on the plus sign as indicated below.



After you click on the plus sign, the below information will be displayed. It provides the status of the Benefit Request, Claim # and Loss Date.

Claims						
Status	Claim#	RO#	Repair Center	Loss Date	Loss Odom	Description
Open	C000000296		Other	01/18/2013	99,999	
					Re-generate Contract	Cancellation Quote
						Void Contract

The following are the **Claim Status** descriptions:

Claim Status	Description
Open	This represents that the Benefit Request is pending documentation and/or processing.
Paid	The Benefit Request has been paid and check mailed to the Financial Institution/Assigned Lender.
Denied	This could represent that the Benefit Request was denied in accordance with the GAP Waiver terms, conditions, and/or exclusions, or that the calculation resulted in a no GAP.

Cancellation Quote

In order to process a Cancellation Quote, you will click on Contract, then Search. As displayed below, there are several ways to be able to search for a contract. After entering in your criteria, click on the Search button. You will only be able to process a Cancellation Quote if the Contract is in an **Active (A)** status.

Filters

To search for contracts sold outside this dealership please use Contract # or VIN #.

Search By: Customer Last Name

Sale Date From: To:

Contract List

Void	Customer	Contract #
<input type="checkbox"/>	Jones, Merle	

Status: P - Pending P Zip Code

After locating the contract that needs to be cancelled, click on the Contract # to proceed with obtaining a cancellation quote. **Note:** It is important to verify the customer information before proceeding with processing the cancellation quote.

Filters

To search for contracts sold outside this dealership please use Contract # or VIN #.

Search By: Status ALL Search [Advanced Search](#)

Sale Date From: To:

Contract List

Void	Customer	VIN	Purchase Date	Product	Contract #	Term*	Retail	Edit
------	----------	-----	---------------	---------	------------	-------	--------	------

Next, you will click on the Cancellation Quote button at the bottom of the General Information screen.

F&I Manager: John Doe Primary Ph.: (000) 000-0000 Veh. Purchase Date:

Remittance #: SDS000001-020 Secondary Ph.:

Stock #: 26313 Email:

Deal Type: Loan Language: EN

Lienholder: Alt. Contact:

☐ Guaranteed Asset Protection (GC10002533) Active A

Plan Type: New Term: 72 APR: 0.00% Retail: \$600.00

Program: GAP Waiver First Payment Date: Monthly Payment: \$638.68

Plan Name: GAP 150% Balloon Amount: Residual Amount:

Added Account Number: MSRP: \$37,400.00

Options: Payment Option: Single Pay

Covered Components Effective Date: 12/13/2011 - 12/13/2017

☐ Claims

Cancellation Quote

A screen will appear to enter in the following information: 1. Cancel Date; 2. Cancel Odometer; and 3. Cancel Reason. If you do not know the Cancel Odometer, enter 99999.

After entering the information, click on the Calculate button at the bottom of the page. In the Cancellation Rates section of the page, the Cancellation Refund Amount will be displayed for the total amount of the refund. The amount that will be refunded by the FFDS is the Net Refund from Admin.

From this page, you will also be able to save the cancellation quote, by clicking on the Save Quote button at the bottom of the page.

To print the cancellation quote, click on the printer icon on your tool bar. Please be sure to forward the Cancellation Request to FFDS to be able to process the cancellation. You can fax the request to 904-296-1523, or email to support@ffds1.com.

Claims (aka Benefit Request)

In order to search for the status of a Benefit Request, the user will need to click on Contract then Search. From this page, you will be able to utilize the Search criteria to locate the contract. Once you have located the contract, proceed on clicking on the Contract #.

The screenshot displays the CUDL (Contract User Data Link) system interface. At the top, the account is identified as 'CDLDEMONH - CUDL DEMO NH DEALERSHIP'. The user is logged in as 'Kristi Turner'. The main navigation bar includes tabs for 'Quote', 'Contract', 'Remittance', 'Reports', and 'Settings'. Below this, a 'Filters' section provides search options: 'Search By' (set to 'Customer Last Name'), 'Sale Date From', and 'To'. A red arrow points to the 'Search' button. The 'Contract List' table below shows a single entry for 'Joe, Sandy' with VIN '1ZVBP8AMXC5275366', purchase date '04/12/2012', product 'GAP', and contract number 'DAP00000027'. A red arrow points to the contract number. The table also shows 'Term*' as '72' and 'Retail' as '\$517.00'. At the bottom, a status legend indicates various contract statuses: Pending (P), Pending-Billed (PS), Active (A), Void (V), Cancelled (C), Expired (E), and Rejected (R). Buttons for 'Clear Selected' and 'Void Selected' are also present.

Void	Customer	VIN	Purchase Date	Product	Contract #	Term*	Retail	Edit
<input type="checkbox"/>	Joe, Sandy	1ZVBP8AMXC5275366	04/12/2012	GAP	P DAP00000027	72	\$517.00	

After clicking on the Contract #, the following page will appear for the contract selected. You will need to click on the + sign to obtain the status of a Benefit Request.

General Information				Back to Search	
Purchase Date	01/28/2012	Customer Name:	XXXXXXXX, XXXXXXXXXXXXX	Vehicle:	1FTNW21P34EB63472 Attributes
Mfg. Warr. Start Date:		Address:	XXXXX XXXXX XXX XX		2004 FORD F250 SUPER DUTY
Seller:	HUNTINGTON BEACH FORD		WINCHESTER, CA 92596	Sale Odometer:	33,302
F&I Manager:	Blake Macklin	Primary Ph.:	(000) 000-0000	Veh. Purchase Date:	
Remittance #:	CDL315188-001	Secondary Ph.:			
Stock #:		Email:			
Deal Type:	Loan	Language:	EN		
Lienholder:	PARTNERS FCU	Alt. Contact:			

Guaranteed Asset Protection (GV2B63472) Active A					
Plan Type:	New	Term:	84	APR:	6.99%
Program:	GAP Waiver	Amount Financed:	\$41,897.78	Retail:	\$350.00 ▼
Plan Name:	CUDL GAP 150% Toyota/Ford	First Payment Date:		Monthly Payment:	\$632.14
Added Options:		Residual Amount:		Balloon Amount:	
Covered Components		Account Number:		MSRP:	\$34,551.00
		Payment Option:	Single Pay		
		Effective Date:	01/28/2012 - 01/28/2019		


☒ Claims

Once you clicked on the + sign, the following page will appear that provides the Status, Claim # and Loss Date for the Benefit Request.

<input checked="" type="checkbox"/> Claims						
Status	Claim#	RO#	Repair Center	Loss Date	Loss Odom	Description
Paid	C000000059		Other	04/11/2012	2,365	

Reporting

On the first day of the month, your Billing Statement will be available on the DAP. You will need to click on Reports to bring up your Billing Statement. If the user processes multiple locations, you will need to locate the correct location prior to generating the report.

Account: CDLDEMONH - CUDL DEMO NH DEALERSHIP ▼					
	Quote ▼	Contract ▼	Remittance ▼	Reports	Settings
Filters					

Remitting Payment to the GAP Administrator, FFDS:

If you have not signed up on EFT, please forward the following to FFDS by the 15th of each month:

1. A copy of the Remittance Register printed from the DAP; and
2. Check for the amount reflected in the Remittance Register to the below listed address.

**Family First Dealer Services
Attn: Business Processing Department
208 Ponte Vedra Park Drive
Ponte Vedra Beach, FL 32082**

If you are signed up on EFT, please EFT payment to Family First Dealer Services by the 15th of each month.