



Dealer Account Portal (DAP) Guide

Rev 9/2014

Access to the Portal

Please visit the following site and enter your user name and password:

URL: dap.nationalautocare.com.

User Name: _____

Password: _____

Note: First time users will be prompted to change the password provided by National Auto Care. If you forget your password, please contact National Auto Care 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. If you also do not want to be prompted to change password after you initially login, please contact the Support Team. Your login can be modified to not require you to change password.

Browser Compatibility:

Browsers supported are as follows: Firefox, Internet Explorer 7, Internet Explorer 8, Internet Explorer 9, Internet Explorer 10, Internet Explorer 11, Chrome, Safari, and Mozilla.

New Remittance

In order for the user to be able to start a new Remittance, they will first need to enter all new contracts. You will need to click on the **Contract** tab, and then select Entry as displayed in Figure 1 below.

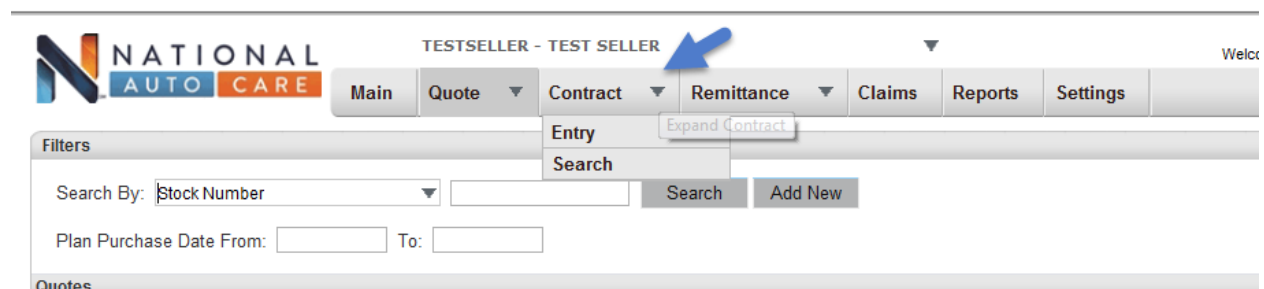


Figure 1

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.

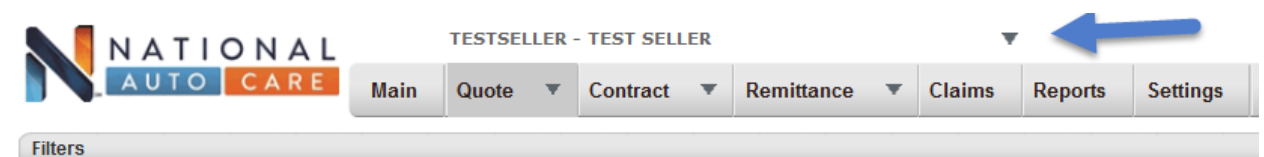


Figure 2

TESTSELLER - TEST SELLER

Search :

Show Ca

List of Accounts would be displayed below

| Seller # | Name | City | Status |
|----------|------|------|--------|
|----------|------|------|--------|

Figure 3

Contract Entry

The Contract Entry page is designed for the seller's office clerk to enter and submit sold contracts. The user will have to enter a contract number, it will **NOT** be auto generated. Once you have navigated to the **Contract Entry** Page, Figure 4 below will appear.

All of the **highlighted** fields are required to submit a contract. For Deal Products, select the appropriate Product(s) for the Customer. *If they purchased GAP and TIP be sure to select both GAP and TIP.*

Contract Entry

Plan Purchase Date: 09/04/2012 Deal Type: Loan Deal Products: GAP EWT TIP F&I Manager:

Customer

First Name: MI: Last Name: Title:

Address: Address 2: City: State: FL 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 |
|---------|----------------------|----------------------|----------------------|----------------------|------------|-----------|----------------------|---------|
| TIP | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | Not Rated | <input type="text"/> | |

Save Save & New Close

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 National Auto Care Support at 1-855-333-9545, option 3, or support@nationalautocare.com.

If the contract that is being entered is ineligible, you will not be able to select a plan. **You will need to verify that the information for MSRP, Term, and VIN were entered correctly to determine if the contract should be eligible based on the product eligibility criteria.**

After the correct information is entered above, the **Products** Tab will generate available Plan options for your dealership. You will need to enter the Contract # and select the appropriate Plan depending on the program provided to the Customer. For GAP and TIP Optional plans, the Retail cost to be entered below will need to be the Charge for contract. For TIP Blanket plans, the Retail Cost will be the amount displayed in Remit directly beside Retail.

| Product | Contract # | Program | Type Plan | Term | Deductible | Remit | Retail | Options |
|---------|----------------------|---------------------------|--------------------------|-----------|------------|----------|----------------------|---------|
| GAP | <input type="text"/> | GAP Waiver | GAP Ford/Toyota (150TFS) | 60 months | | \$309.00 | <input type="text"/> | |
| TIP | <input type="text"/> | Trade-In Protection (TIP) | TIP Optional 66% \$5,000 | 60 months | | \$230.00 | <input type="text"/> | |
| Total | | | | | | \$539.00 | \$0.00 | |

If multiple products were selected for the Customer, you will complete the information above for the product(s) selected.

Next, you will need to click **Save** for the contract to be available for processing a Remittance. If you have additional contracts to add, you will need to click on **Save & New**.

If you have entered all of the contracts, please proceed to the Creating Remittance section of this Manual.

Important Things to Remember for Correct Submission:

1. Be sure to include the PREFIX before the contact number. Example: **GC10000324**
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 stated on the contract, except for TIP Blanket Program this would be the amount referenced in Retail
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
6. TIP Applications that do not qualify for coverage will not be submitted through the DAP, including but not limited to, those Applications that exceed term limitations, MSRP, Hybrids or electric vehicles.
7. For TIP Applications, be sure to select the appropriate plan for New or Used vehicles.
8. TIP Applications are only for financed vehicles, the Deal Type cannot be for lease or balloon loans.
9. For Complete Protection program, the Contract Entry is under TW Product.

Creating Remittances

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

TESTSELLER - TEST SELLER

Help | Contact Us
Welcome Kristi Turner Logout

Main Quote Contract **Remittance** Claims Reports Settings

Create Remittance

Product: GAP KEY TIP Program: ALL Contract Count: 0

Lienholder: ANY Plan Purchase Date: ALL DATES Filter Total Remit: \$0.00

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.

Prior to **Creating** a remittance, be sure to filter the Remittance by Product. If your Dealership is signed up on multiple Products (i.e. GAP, TIP, etc.), the available Product(s) will display as illustrated above. This way you can select all of the contracts by Product to be able to remit to FFDS.

After selecting the Product, 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.

[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, JohDoe | 3N1BC1CP2CK271379 | 09/04/2012 | GWZ2656898 | TIP Optional 66% \$5,000 | 60 | BANK OF AMERICA | \$230.00 |
| <input type="checkbox"/> | Doe, Jane | 2HGFB5F5*C***** | 07/16/2012 | 65656565 | TIP Optional 66% \$5,000 | 60 | BANK OF AMERICA | \$230.00 |

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

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

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.

[Include This Page](#) [Exclude This Page](#) [Include All Pages](#) [Exclude All Pages](#)

Contracts

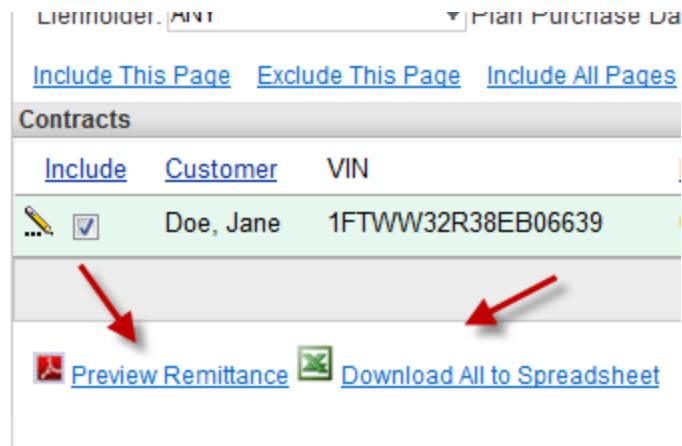
| Include | Customer | VIN | Purchase Date ↓ | Contract # | Plan Description | Term | Lienholder | Remit |
|-------------------------------------|-------------|-------------------|-----------------|----------------------------|--------------------------|------|-----------------|----------|
| <input checked="" type="checkbox"/> | Doe, JohDoe | 3N1BC1CP2CK271379 | 09/04/2012 | GWZ2656898 | TIP Optional 66% \$5,000 | 60 | BANK OF AMERICA | \$230.00 |
| <input checked="" type="checkbox"/> | Doe, Jane | 2HGFB5F5*C***** | 07/16/2012 | 65656565 | TIP Optional 66% \$5,000 | 60 | BANK OF AMERICA | \$230.00 |

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

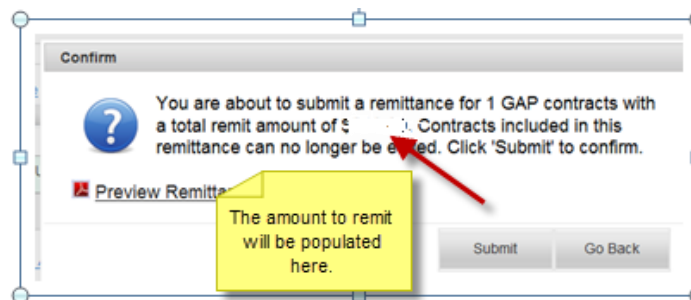
[Preview Remittance](#) [Download All to Spreadsheet](#) Save Submit

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.



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. Be sure to print and mail to Family First Dealer Services, LLC, along with payment.

Remittance

| | | |
|-------------------------------------|-----------------------------------|-----------------------------------|
| Product: GAP | Remittance Instructions: | Submitted Date: 09/19/2014 |
| Remittance #: TESTSELLER-008 | Family First Dealer Services, LLC | Submitted By: kturmer |
| Cycle Month: August, 2014 | 208 Ponte Vedra Park Drive | Seller: TESTSELLER |
| | Ponte Vedra Beach, FL 32082 | TEST SELLER |
| | | 234 TEST RD |
| | | INDEPENDENC |

Remittance Search

If you need to look up previously submitted **Remittances**, you will click on **Remittance**, then Search.

Remittance Search

Remittance #: Remittance Search: Automatic and manual

Create Search

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 below.

Remittance Search

Submission Date: ALL DATES Filter

| Remittances | Submission Date ↓ | Remittance Number | Product | Contract Count | Total Remit | Reprint |
|-------------|-------------------|-------------------|---------|----------------|-------------|---------|
| | 09/04/2012 | 778516-028 | TIP | 2 | \$460.00 | |
| | 08/08/2012 | 778516-027 | TIP | 1 | \$230.00 | |
| | 07/11/2012 | 778516-026 | GAP | 24 | \$7,416.00 | |

You will also be able to reprint the Remittance from this page by clicking on the PDF icon.

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 8 below.

Filters

To search for contracts sold outside this dealership please

Search By: Customer Last Name

Sale Date From: To

Contract List

Void Customer ↑

Jones, Merle

Status: - Pending

Customer Last Name

Customer First Name

City

State

Zip Code

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.

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

Filters

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

Search By: [Advanced Search](#)

Sale Date From: To:

Contract List

| Void | Customer ↑ | VIN | Purchase Date | Product | Contract # | Term* | Retail | Edit |
|--------------------------|----------------------------|-------------------|-------------------------------|---------|----------------------------|-------|----------|------|
| <input type="checkbox"/> | Doe, Jane | 1FTWW32R38EB06639 | 04/01/2012 | GAP | TB60000001 | 60 | \$699.00 | |
| <input type="checkbox"/> | Turner, John | 3GSCL33P98S669164 | 04/02/2012 | GAP | DT60000021 | 60 | \$500.00 | |

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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.

Effective Date: 01/10/2013 - 07/10/2018

Claims

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 | |

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. |

Quote Settings

The Quote functionality is designed for the F&I office to be able to quote contracts and to be able to submit and print contracts.

For first time users, the Base Markup and Retail Price Limits in Settings for the plans will need to be configured before you will be able to save or submit a Quote. Only authorized users at your dealership or FFDS will be able to have the access to configure the base retail amounts. Note: The Retail amount may be changed.

[-] Base Markup

| | | | | |
|-----|-----------------------------|---------------------------|---|----------------------------|
| GAP | Add \$ <input type="text"/> | OR % <input type="text"/> | Whichever is <input type="text" value="Greater"/> | Exceptions |
| EWT | Add \$ <input type="text"/> | OR % <input type="text"/> | Whichever is <input type="text" value="Greater"/> | Exceptions |
| TIP | Add \$ <input type="text"/> | OR % <input type="text"/> | Whichever is <input type="text" value="Greater"/> | Exceptions |

[-] F&I Markup

| | | | | |
|-----|-----------------------------|---------------------------|---|----------------------------|
| GAP | Add \$ <input type="text"/> | OR % <input type="text"/> | Whichever is <input type="text" value="Greater"/> | Exceptions |
| EWT | Add \$ <input type="text"/> | OR % <input type="text"/> | Whichever is <input type="text" value="Greater"/> | Exceptions |
| TIP | Add \$ <input type="text"/> | OR % <input type="text"/> | Whichever is <input type="text" value="Greater"/> | Exceptions |

[-] Retail Price Limits

| Product | Minimum | Maximum | |
|---------|-------------------------|-------------------------|----------------------------|
| GAP | \$599.00 | \$699.00 | Exceptions |
| EWT | \$ <input type="text"/> | \$ <input type="text"/> | Exceptions |
| TIP | \$500.00 | \$599.00 | Exceptions |

[-] Templates

If there will be different markups for the different types of Plans for the Products, you can click on the Exceptions link. The following screen will appear to be able to enter the different amounts by Plan.

AMLY FIRST DEALER SERVICES Quote Contract Reimburse Claims Reports Settings

Base Markup TIP Exceptions

| Program | Plan Type | Plan | Base Markup |
|---------------------------|-----------|-------------------------------|---|
| Trade-In Protection (TIP) | New | TIP Optional 66% \$3,500 Used | Add \$ <input type="text"/> OR % <input type="text"/> Whichever is <input type="text" value="Greater"/> |
| Trade-In Protection (TIP) | New | TIP Optional 66% \$5,000 | Add \$ <input type="text"/> OR % <input type="text"/> Whichever is <input type="text" value="Greater"/> |

You will also setup your F&I Managers on the Settings tab. You will enter in the First Name and Last Name and then click on Active button. Once you have entered the information, the Save icon will display to Save the information.

[-] F&I Manager/Sales Associates

| | | | |
|-------------------------------------|------------------------------------|--------------------------------------|-------------|
| Active | First Name | Last Name | Edit |
| <input checked="" type="checkbox"/> | <input type="text" value="Blake"/> | <input type="text" value="Macklin"/> | |

Entering a New Quote

Once you have setup the Settings for the Dealership for all applicable Products, you can start entering Contract Quotes.

In order to **Quote** a new contract, you will need to click on **Quote**, then **New** to be able to enter a new contract.

The screenshot shows the National Auto Care software interface. At the top left is the logo for National Auto Care. To the right, the user is logged in as 'TESTSELLER - TEST SELLER'. Below this is a navigation menu with buttons for 'Main', 'Quote', 'Contract', and 'Remittance'. A blue arrow points to the 'Quote' button, which has a dropdown menu open showing 'New' and 'Search'. Below the navigation menu is a form titled 'Quote' with fields for 'Plan Purchase Date' (09/19/2014) and 'F&I Manager' (Kristi Turner). There is also a 'Customer' section with a plus sign icon.

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. Otherwise, all of the yellow highlighted fields must be entered. The green highlighted field is important to obtain for the TIP program.

The screenshot shows the 'Quote' form in the National Auto Care software. The form is divided into several sections: 'Quote', 'Customer', 'Vehicle', 'Loan/Lease', 'Lienholder', and 'Products'. The 'Quote' section has fields for 'Plan Purchase Date' (04/03/2012) and 'F&I Manager' (Kristi Turner). The 'Customer' section has fields for 'First Name', 'MI', 'Last Name', 'Title', 'Address', 'Address 2', 'City', 'State' (FL), 'ZIP', 'Primary Phone', 'Secondary Phone', 'Email', 'Alternate Contact', and 'Language' (English). The 'Vehicle' section has fields for 'VIN', 'Odometer', 'Mfg. Warr. Start Date', 'Veh. Purchase Price', and 'Veh. Purchase Date'. The 'Loan/Lease' section has fields for 'Deal Type', 'Term', 'Finance Amt', 'MSRP', 'APR', 'Monthly Pmt', '1st Pmt Date', 'Balloon Amt', 'Residual Amt', and 'Acct. #'. The 'Lienholder' section has fields for 'Lienholder Name', 'Address', 'Address 2', 'City', 'State', 'ZIP', 'Primary Phone', and 'Email'. The 'Products' section has fields for 'Program' (GAP), 'Type', 'Plan', 'Term', 'Deductible', and 'Retail'. A callout box with a speech bubble points to the 'Deal Type' field, stating 'Deal Type for TIP must be Loan.' The 'Deal Type' field is highlighted in green, while most other fields are highlighted in yellow.

If the contract is ineligible, the **Products** section of the page will state that the vehicle is not eligible message below the program as illustrated below. This could also be because the amount entered in the Financed Amount, Finance Term, and/or Deal Type might be required to get rates and the information was not entered or was not entered correctly. Please verify these amounts were entered or entered correctly. Otherwise, if the contract information was entered correctly it doesn't meet the eligibility criteria for the product.

VEHICLE (2007/MERCEDES-BENZ/C230)

VIN: WDBRF52H27F930591 | Odometer: 235,650 | Mfg. Warr. Start Date: | Veh. Purchase Price: \$17,565.00 | Veh. Purchase Date: |

Attributes: (2007/MERCEDES-BENZ/C230/Middle Luxury (Car))/6 Cyl/Rear Wheel Drive/Gas

Stock #: | Base Warranty: | Powertrain Warranty: |

Loan/Lease

| Deal Type | Term | Finance Amt | MSRP | APR | Monthly Pmt | 1st Pmt Date | Balloon Amt | Residual Amt | Acct. # |
|-----------|------|-------------|-------------|------|-------------|--------------|-------------|--------------|---------|
| Loan | 60 | \$22,565.00 | \$16,565.00 | 5.5% | \$506.00 | | | | |

Lienholder

Lienholder Name: BANK OF AMERICA

Address: 123 Jones Av | Address 2: | City: Jacksonville | State: FL | ZIP: 32226 | Primary Phone: | Email: |

Products

| Program | Type | Plan | Term | Deductible | Retail | |
|--|---------------------------|-----------------------------|-----------|------------|----------|------------|
| GAP | GAP Waiver | GAP Ford/Toyota (150TFS) | 60 months | | \$699.00 | Submit |
| EWT | | | | | | Ineligible |
| <p>This vehicle is not eligible for any EWT plans.</p> | | | | | | |
| TIP | Trade-In Protection (TIP) | TIP Optional 66% \$3,500 Us | 60 months | | \$599.00 | Submit |

Note: All TIP Applications must be forwarded to FFDS. For TIP Applications that are ineligible for coverage, please also forward a copy of the TIP Application to FFDS for our records. For Complete Protection program, the Contract Entry is under TW Product.

Quotes will expire 30-days from the date they were saved in the DAP.

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 Plans by Program will appear in the drop down box for the dealership selected.

If your dealership is signed up on multiple Products (GAP, TIP, etc.), the available Products will be displayed to be able to enter the products for the Customer.

Note: At this time, if you are signed up on TIP Blanket and TIP Upsell plans you have to enter the TIP Blanket Application and TIP Upsell Application separately.

PRODUCTS

Clear Template

| Program | Type | Plan | Term | Deductible | Retail | |
|---------|---------------------------|-------------------------------|-----------|------------|------------|------------|
| GAP | GAP Waiver | GAP Ford/Toyota (150TFS) | 60 months | | \$699.00 | Submit |
| EWT | | | | | | Ineligible |
| TIP | Trade-In Protection (TIP) | TIP Optional 66% \$3,500 Us | 60 months | | \$599.00 | Submit |
| | | TIP Optional 66% \$3,500 Used | | | \$1,298.00 | |
| | | TIP Optional 66% \$5,000 | | | | |

Save Quote | Print Quote | Close | Cancel Changes

Submitting an Eligible Quote

In order to submit and print the contract, you will need to click on the Submit button. If you are not ready to submit and print, but would like to preview the contract click on the icon beside Submit; or you may save the Quote by clicking on Save Quote.

Term: 60 months
Deductible: [blank]
Retail: \$598.00

Buttons: Save Quote, Print Quote, Close, Cancel Changes

Submit button with PDF icon and close icon.

If you click on Submit, 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.

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

Clear Template

| Program | Type | Plan | Term | Deductible | Retail |
|---------|------|------|------|------------|--------|
| | | | | | \$0.00 |

Contracts have been submitted for all available products.

Contracted Products

| Product | Program | Type | Plan | Term | Deductible |
|---------|---------|------|------|------|------------|
|---------|---------|------|------|------|------------|

Note: The business office will need to proceed to the Remittance section of this manual to obtain instructions on how to remit the Quotes to FFDS, as well as the total amount to be remitted.

Mailing Remittances:

Please have remittances delivered to National Auto Care c/o Family First Dealer Services, LLC as indicated in the product Procedural Manual. Please be sure to make checks payable to the below:

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