Dealer Account Portal (DAP) Auto Guide

Access to the Portal

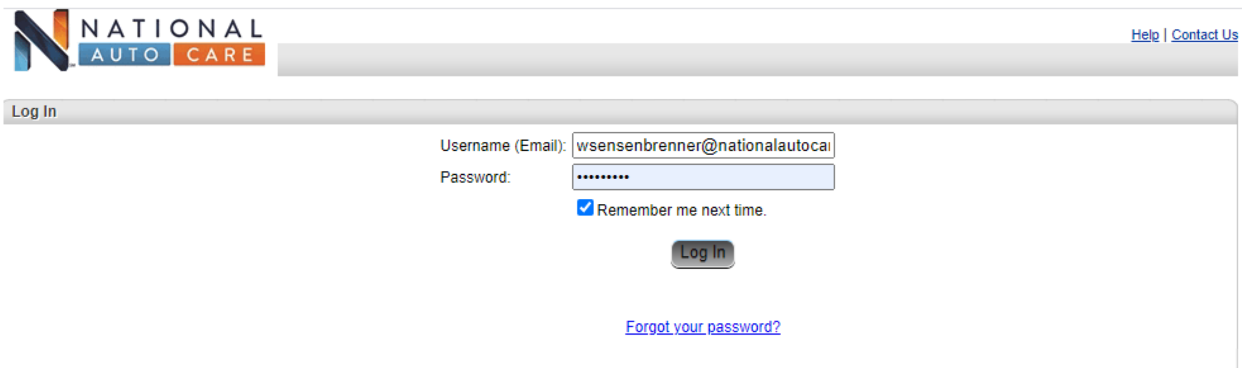
Please visit the following site and enter the username and password:

URL: https://www.scsautoexpress.com/scs.dap.ffds/

Username: ______________________________

Password: ______________________________

Note: First time users will be prompted to change the password provided by National Auto Care. For assistance with forgotten passwords, please contact the National Auto Care Support Team at 1-800-548-1875. A representative will reset the password for logging into the DAP. To remove the prompt to change a password after initial login, please contact the Support Team. Login information can be modified to not require a password change.

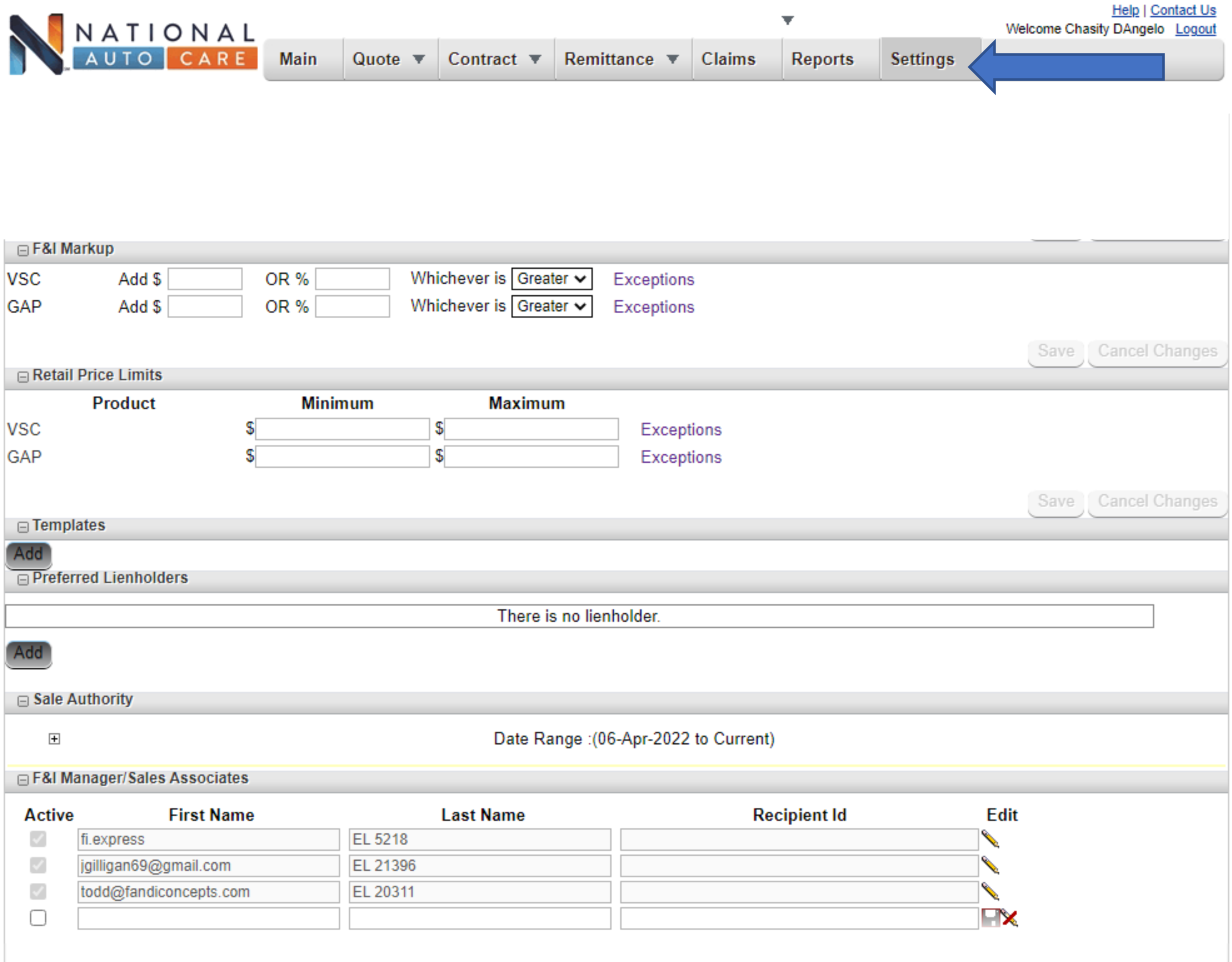


Browser Compatibility:

Supported browsers are Chrome, Safari, and Edge.

Settings

Upon your first login, you will want to start with settings. Setting will allow you to manage mark-ups, retail price minimums and maximums, lienholder preferences and F&I Manager/Sales Associates.



F&I Markup

Entering a dollar amount under the F&I Markup section by product will prepopulate the retail cost upon quoting a new deal. This is optional, but strongly recommended.

Retail Price Limits

Entering a Retail Price Limit minimum and maximum will allow you to have a set retail amount that will not go below or above the amounts entered. This is optional, not required.

Preferred Lienholders

Adding a preferred lienholder will bring that specific lender and address combination to the top of the list when you begin to select a lender from the quoting screen.

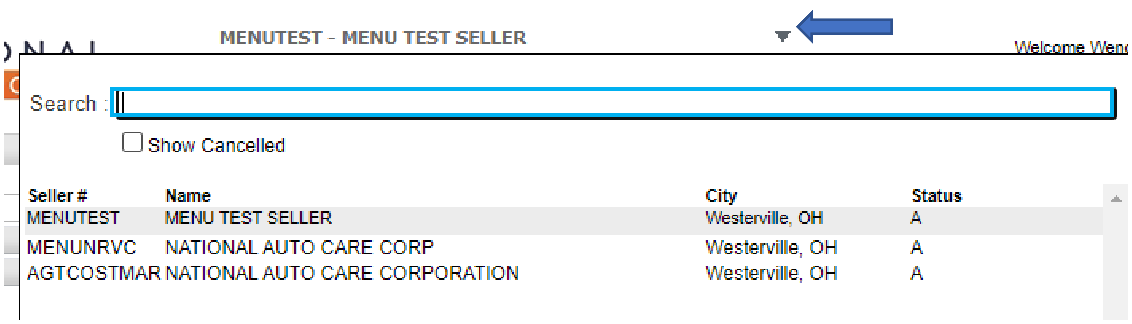
F&I Manager/Sales Associates

This will allow you to manage how your name and other F&I Manager/Sales Associates names are listed within the dropdown box on the quoting screen. You can add, edit and deactivate.

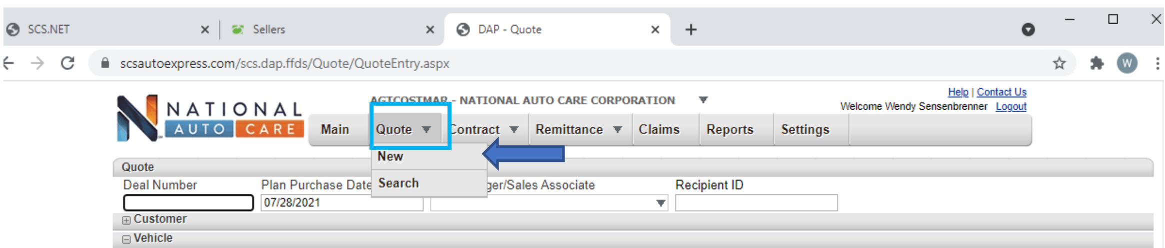
Once you have entered your setting, you can move forward to Quoting.

Quick Quoting

You will automatically log in under your account. If you have access to multiple locations, please select the appropriate location from the Account drop down, as shown below. Once the dropdown arrow is clicked, the list of accounts to which you have access will appear, and you will be able to select; or you can enter the name in the search bar. Once the account name appears, click the account for which you are issuing contracts.

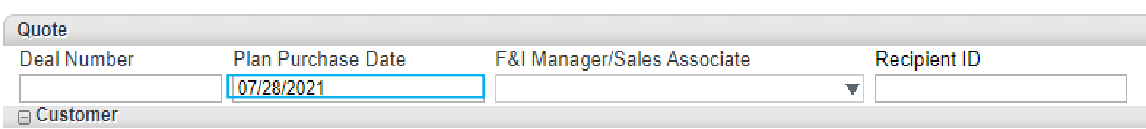


Once you are under the appropriate account, hover over the Quote tab and then click on “New” to enter in a new customer.



This will open the quoting page that will allow you to enter the customer, vehicle, lienholder and product information.

You will begin with the plan purchase date field. It will automatically default to the current date, but you can modify it.



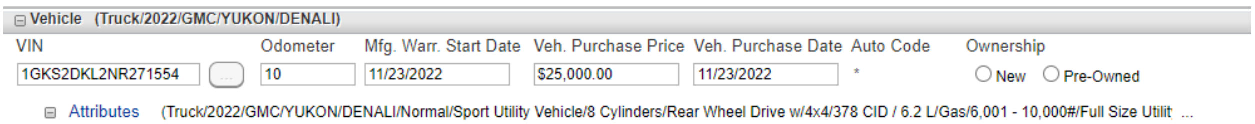
*Deal Number & Recipient ID is optional.

F&I Manager/Sales Associate will default to *your* name after you have entered your first contract.

Then you can move forward to the vehicle information to obtain a “Quick Quote.”

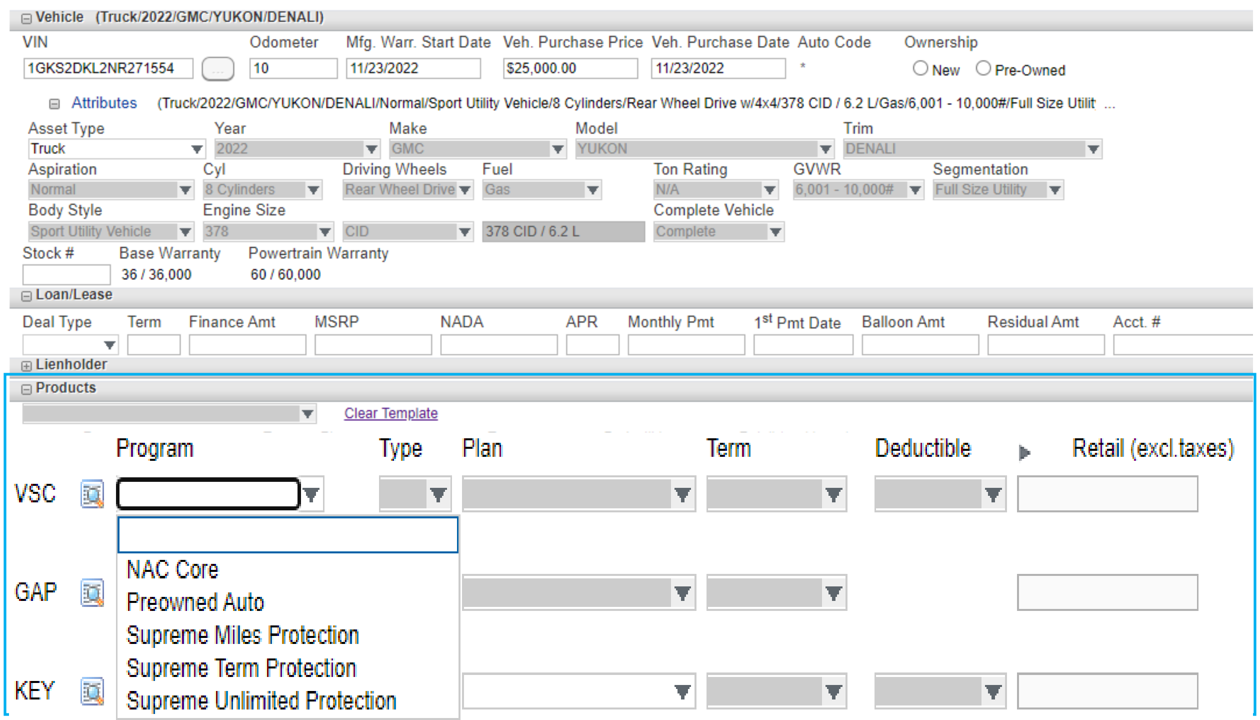
To obtain a quick quote, skip the customer information section and enter the Vehicle info.
You will enter:

- Full 17-digit VIN
- Vehicle odometer at the time of sale
- Mfg. Warranty Start Date (optional)
- Vehicle Purchase Price
- Vehicle Purchase Date (this is the date the vehicle was sold)



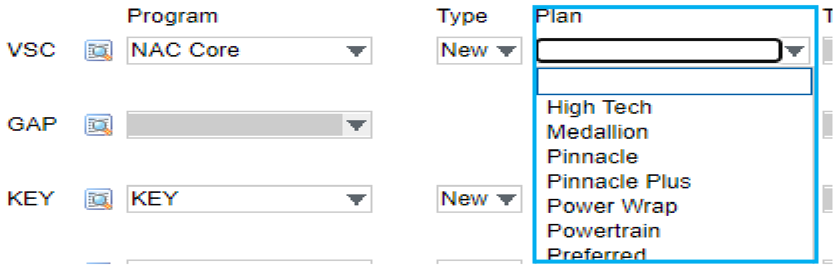
Once you fill in these fields and the VIN is decoded, the products and eligible vehicles will display. From there, enter your product selections.

You will begin your selection process starting from the Program, then follow the selections fields going to the right (as shown in the screenshot below)



Some programs will default automatically if there are not multiple selections. If this occurs, you will need to select Plan, Term, Deductible (if applicable) and then enter the retail.

Once you have selected the program, it will guide you to the next field – *Plan* – as shown in the screenshot below. Note: Type field will automatically default to new/used.



You will continue from here and select the term, deductible and options if applicable.

When you click on the Options link next to retail, an Option Box will display and allow you to select which surcharges apply.

Select Options

Select	Options/Surcharges	Cost
☐	4-in Lift Kit	$225.00
☐	6-in Lift Kit	$275.00
☐	Commercial Use	$400.00
☐	Oversized/Undersized Tires	$125.00
☐	Snow Plow (New 0-1K Vehicles)	$250.00

Once you have selected your program, plan, term, deductible and options (if applicable), please enter the retail amount unless you have preset your markups. If you have preset your markups, this field will prepopulate for you according to those settings.

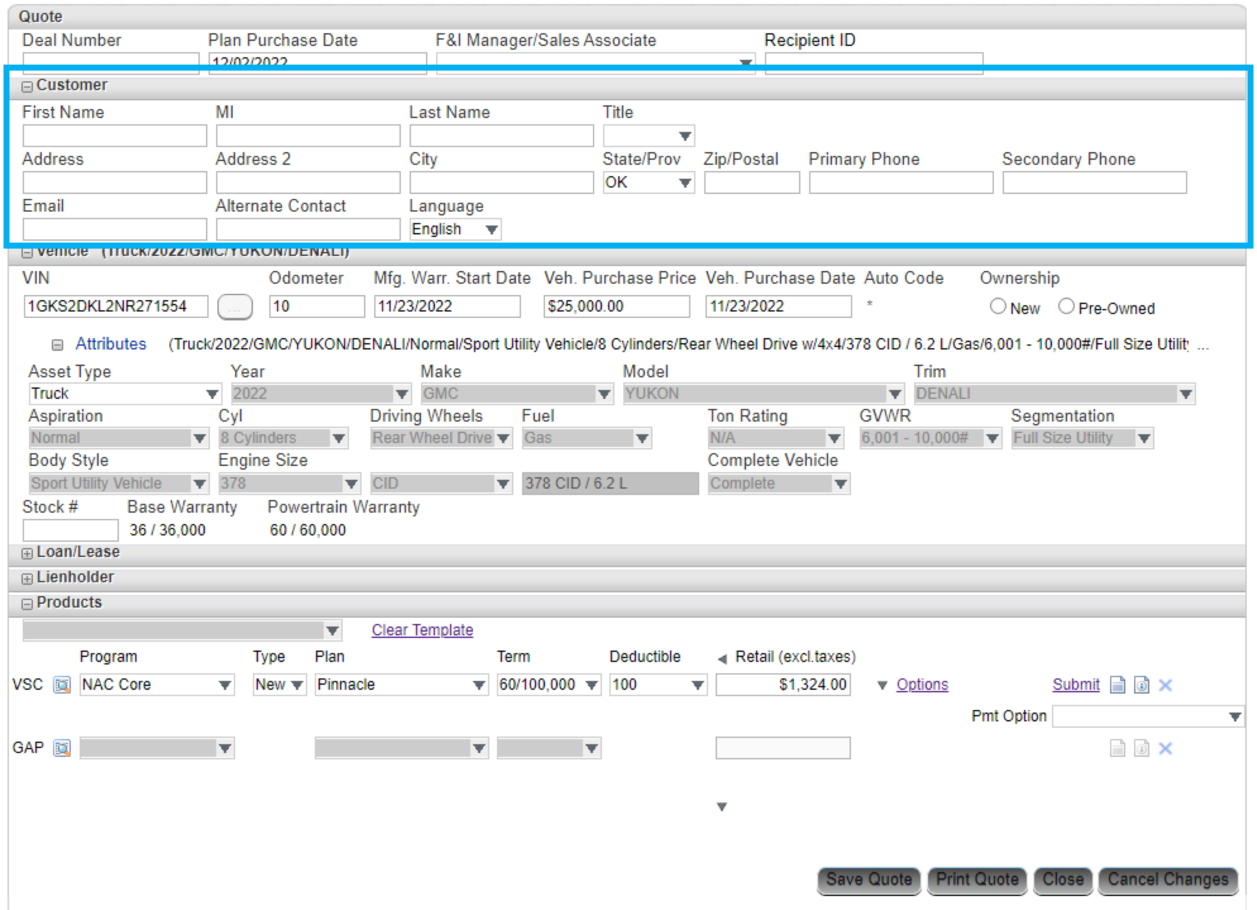
At this time, you have completed a quick quote.

To move forward with creating a contract, all customer, loan/lease and lienholder information will need to be entered. Please review the Contracting section in its entirety.

Contracting

Moving forward with contracting from your quick quote, you will begin at the top with Customer.

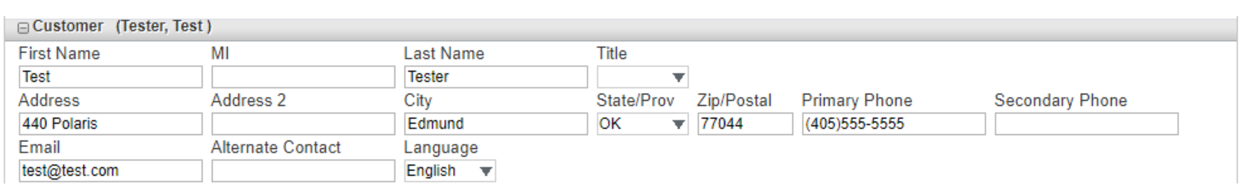
Customer Section



You will enter in the below fields.

- Customer's first and last name. Middle Initial and title are optional.
- Address, City, Zip – State will default to the state of the dealer. However, you can update as necessary
- Primary phone, secondary phone (optional)
- Email
- Alternate contact (optional)

Finished example of completing the Customer Section.



Loan/Lease Section

Next you will move the Loan/lease information section. Please note, although not required for all programs, products such as GAP or EWT will *not* allow you to make selections at the product section if the loan/lease section is incomplete (as shown below). It is a best practice to always complete this section.

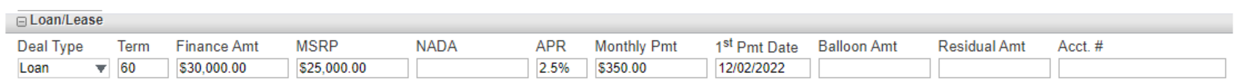
You will enter in the below fields:

- Select from the drop down in Deal Type: Loan/Lease/Balloon/Revolving credit *(Revolving credit is only available on powersports units.)*
- Finance Term
- Finance Amt
- MSRP (Enter in the NADA in the MSRP field if used – specifically related to GAP)
- APR percentage
- Monthly payment
- First payment date

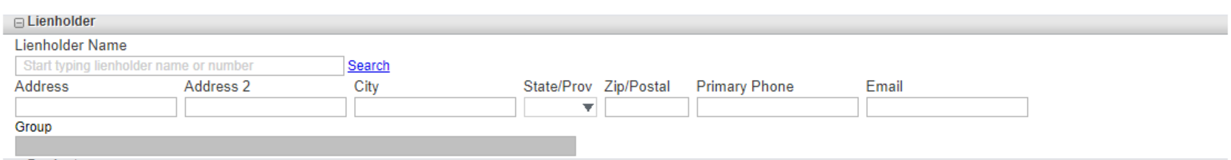
The following fields are optional and only to be entered if applicable:

- Balloon Amt
- Residual Amt
- Acct #

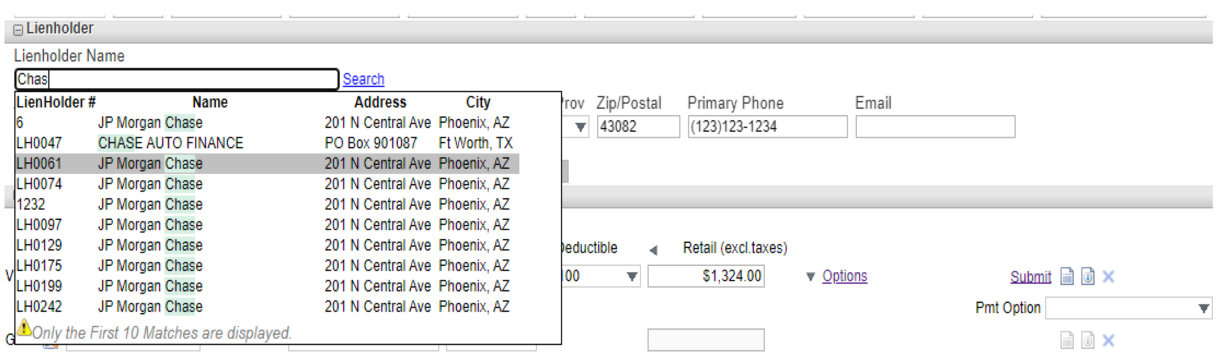
Finished example of completing the Customer Section.



Lienholder Section

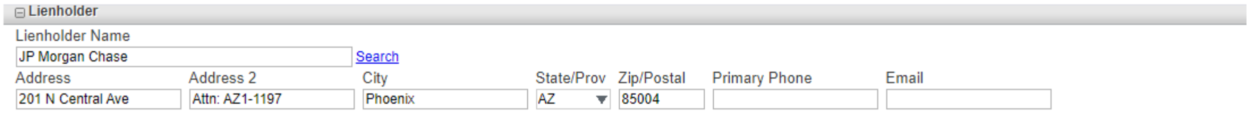


When you enter a few letters of the lienholder name, a drop-down of selection options will appear.



Once you make your selection, the remaining fields will populate with the address.

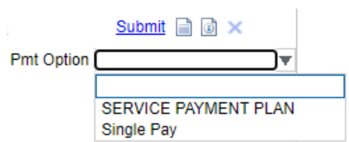
Finished example of completing the Liensholder Section.



Product Section

To finish the quick quote and generate a contract, there are a few selections left within the product section. These were not included in the quick quote section on page _.

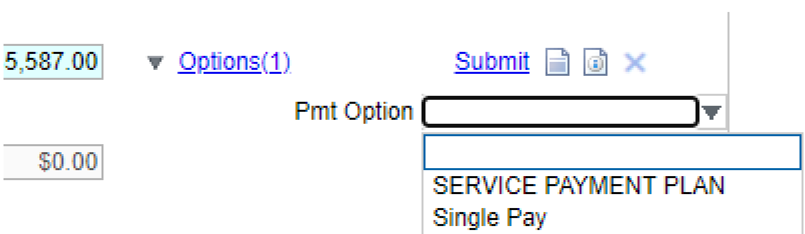
To complete the quote and generate a contract, you will need to select the Pmt Option. If you are signed up for SPP (Service Payment Plan) and want to use that option for payment, click on the drop-down labeled "PMT Option" and select Service Payment Plan (please move forward to the section regarding contracting through Service Payment Plan on page _). If not, you will select single pay.



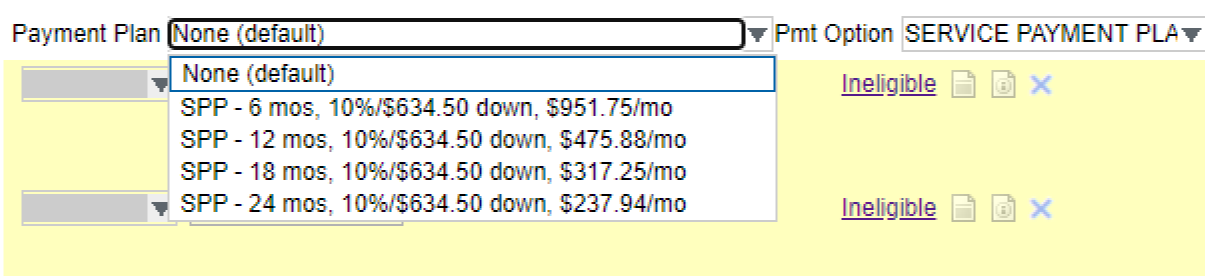
Service Payment Plan Section

When selecting Service Payment Plan option, please make sure to enter Service Payment Plan as the lienholder.

Then under Pmt Option, you will select Service Payment Plan from the drop-down.



The Payment plan drop-down will display for you to select the terms.



After you do this, submit it. A new window will display and remote you directly to SPP system to enter the consumer's credit card/payment information. Please see screenshot below.

secure.sppinc.net/open/contract_cmp.asp?dealer_code=BRV015117&account_no=DAP01101463&last_n

Service Payment Plan

Customer Information

First Name:	**Test**	**Last Name:**	**Test**
Account No:	**DAP01101463**		

Payment Information

First Payment Date	9/1/2021
Number of Payments:	24
Sales Tax (percent):	
Downpayment:	418.70
Payment Type	○ Dir Debit ◉ Credit Card
CC Type	VISA
CC #	4111111111118772
Exp Mo	January
Exp Yr	2024

Recalculate

Create

You will need to enter the credit card information for the consumer and then click on create. This will generate the SPP loan agreement.

RETAIL INSTALLMENT CONTRACT

Contract # DAP01101463

(Please Type or Print)

Purchaser of Agreement ("Purchaser")
TEST TEST
Name
440 POLARIS PKWY
Street Address
WESTERVILLE OH 43082
City/State Zip
(180) 054-8187
(AC) Phone Email Address

Dealer ("Dealer")
Test Account
Name Dealer Code agtcostm
Street Address
City/State
Zip AC P

Itemization of Amount Financed of $ 3,768.30

a) Cash Price (not including taxes on sale)	$ 4,187.00
b) Taxes on sale	$ 0.00
c) Cash Price (a+b)	$ 4,187.00
d) Down Payment (minimum 10%)	$ 418.70
e) Amount Paid on your account (Amount Financed) (c-d)	$ 3,768.30

Amount paid to others on your behalf:

Dealer makes the following disclosures:

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of $ 418.70
0%	$0.00	$ 3,768.30	$ 3,768.30	$ 4,187.00

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments are Due
24	157.01	Monthly starting 9/1/21

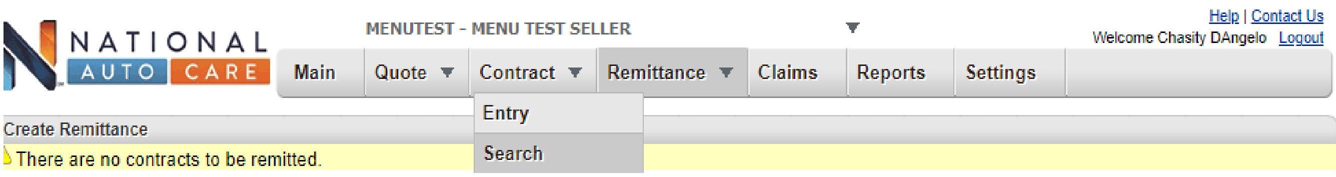
Please provide a copy to the consumer and retain a copy for your records.

Important notice: Please remember to run the credit card for the down payment or collect a check/cash as that is part of your dealership profit.

SPP would only be available for VSC. If you are generating multiple product forms, you will need to change the lienholder when moving forward with printing the consumer agreement for the remaining products.

Voiding

To void a contract, hover over the Contract tab and click on search.

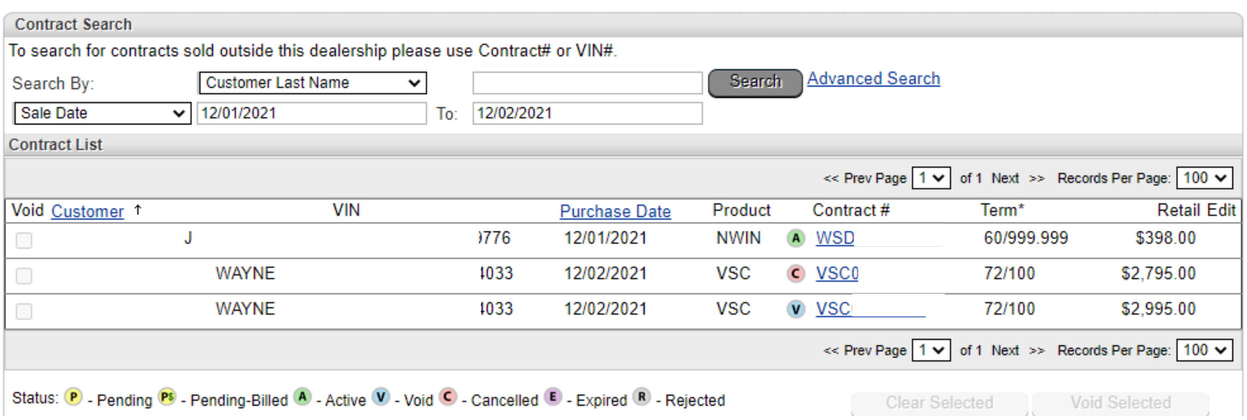


Find the customer by one of the search options.

You will be able to void customers that have a status of *P* for pending. A customer that is in an *A* status for Active will need to be cancelled. Please refer to the cancellation section.

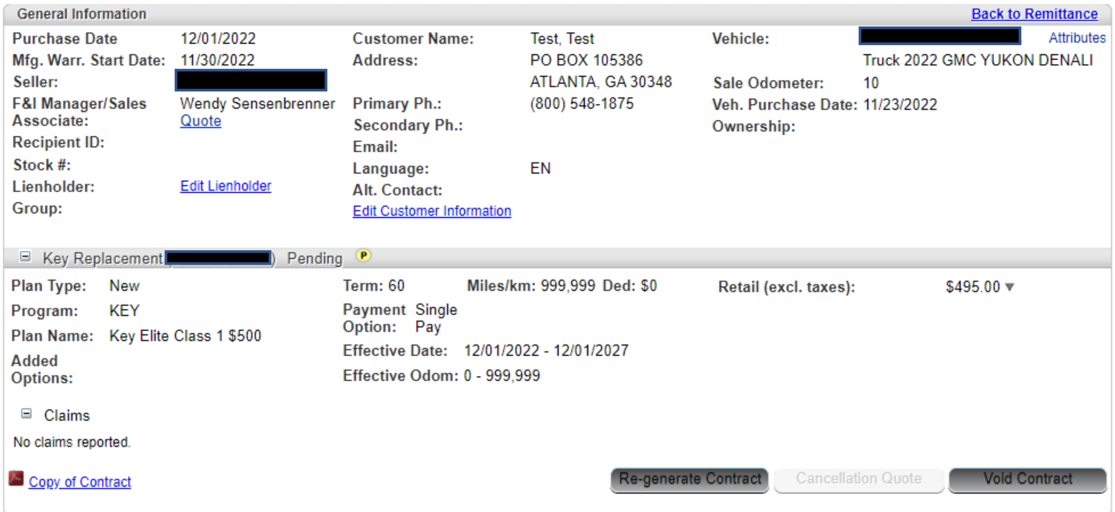
You can search by the following fields:

- Status
- Product
- F&I Manager/Sales Associate
- Contract#
- VIN (Full or last 8)
- Customer first name
- Customer last name
- City/State/or Zip
- Deal number and Stock number can be used as well but only if these fields are being populated at the contracting stage.



Once you have found the customer you wish to void, click on the contract number.

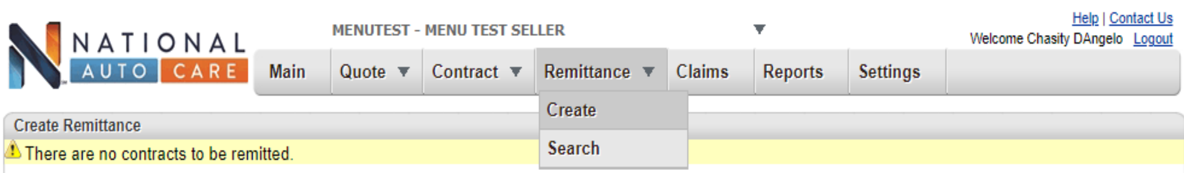
You will be directed to the contract details screen. From here, you can void the contract by clicking on the Void Contract button.



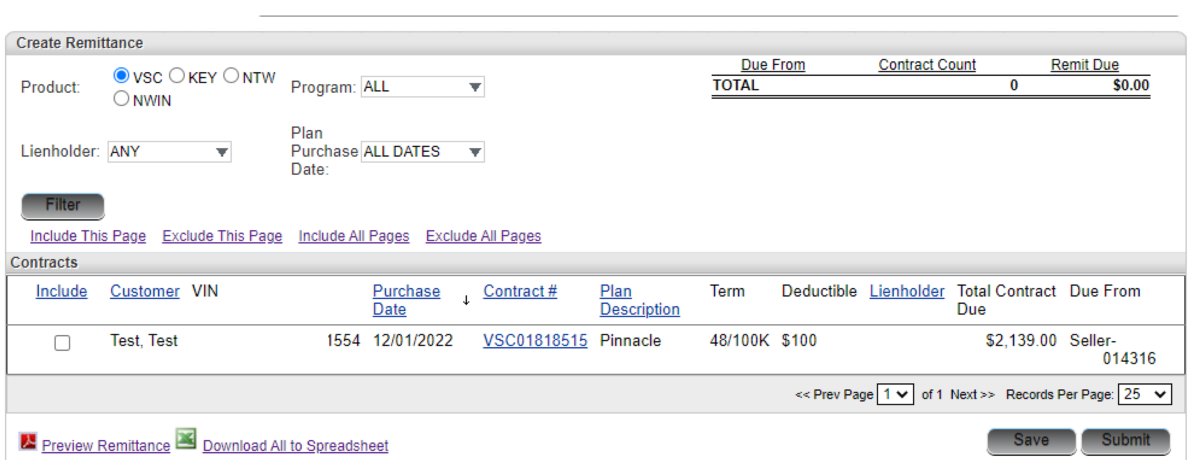
Once you click on the void contract button, it will process the void.

Remittance

To remit contracts, hover over the remittance tab and then click create.

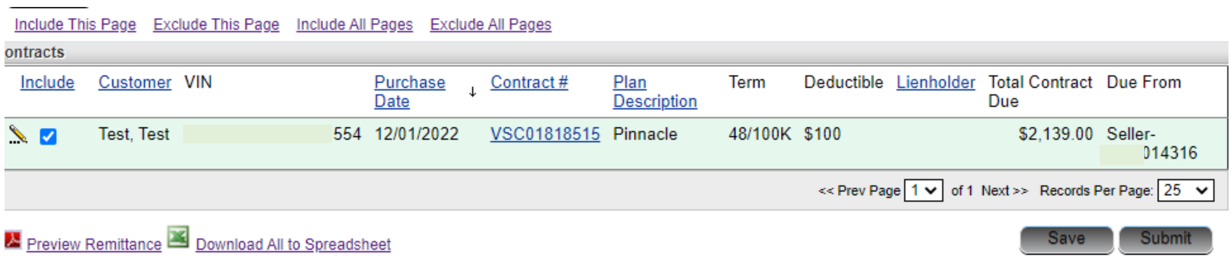


If you sell more than one product (VSC/GAP/etc), you must create a remit for each product. Each product for which your account is signed up will be listed here. If there are no contracts written for that product, it will not be listed.



Once you have selected the product, you will click on the product radio button next to the product name.

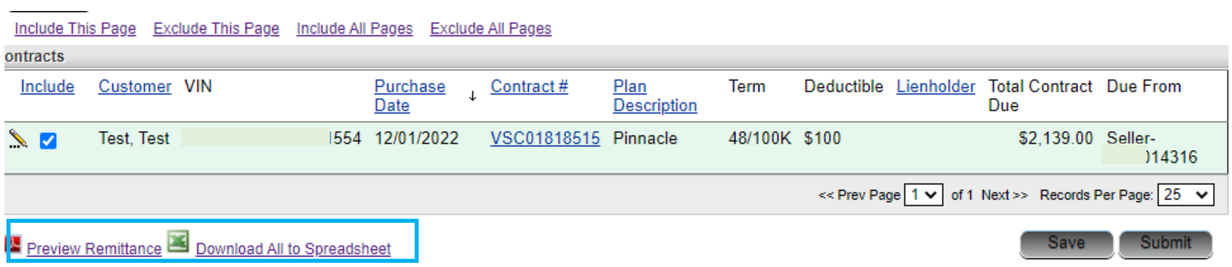
Then you will begin selecting the customers for which you are going to create a remit by clicking on the check box to the left of the customer name.



You can click on the links “Include this Page” or “Include all Pages” if you have multiple pages. Additionally, you can easily deselect or exlcude by clicking on “Exclude this Page” or “Exclude all Pages.”

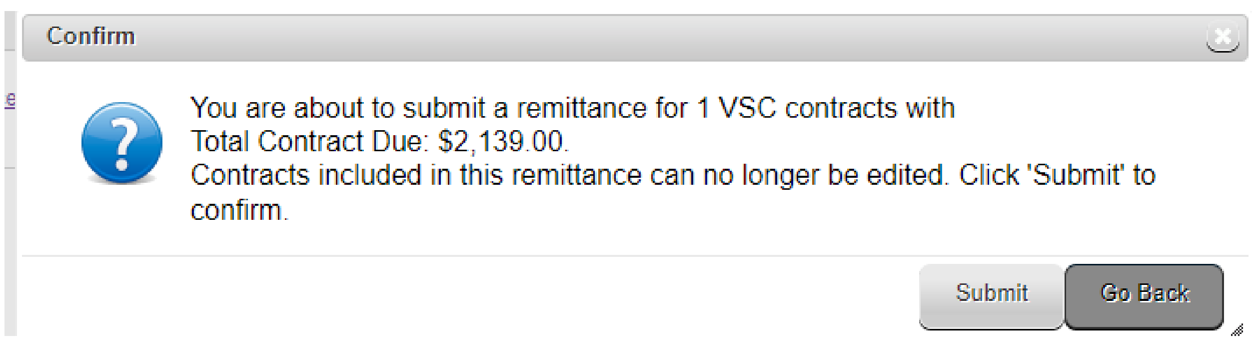
Once you are ready, click on the Save button.

This will allow you to save your selection and view a preview of the remittance based on your selection. You can also download the records to an excel spreadsheet.



Once you are ready to submit, click on the submit button.

A pop-up message will display as confirmation.



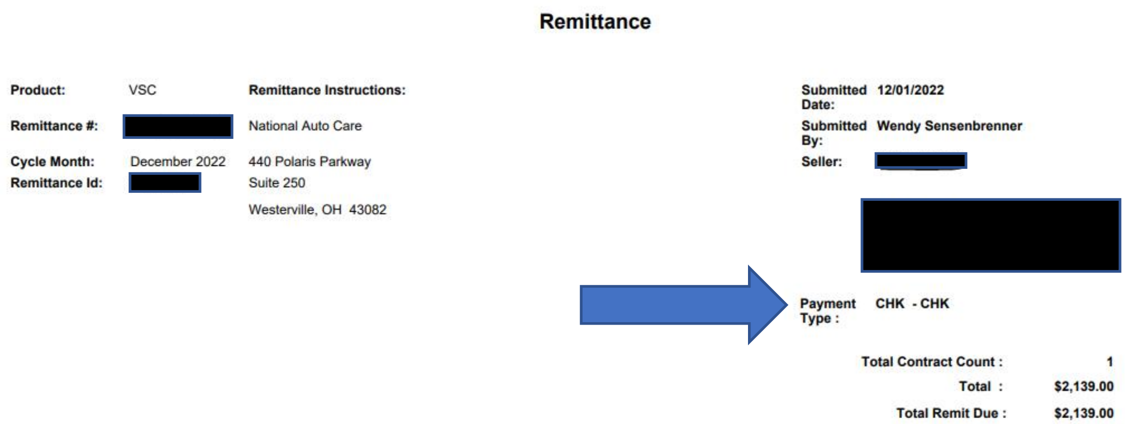
If you need to make corrections, you can select Go Back and it will take you back to the orignal remittance selection screen. Once you have pressed the Submit button, contract updates will not be allowed. For contract updates after this point, you will need to contact National Auto Care directly at 800-548-1875 or operations@nationalautocare.com

If you are set up for ACH, clicking Submit from this point will trigger the ACH payment. The ACH payment will be processed overnight.

If you are not set up for ACH, you will print the remittance report that generates and issue a check payment for the total amount due.

You will send a copy of the remittance and the check to the address indicated on the remittance form. If you are on ACH, we will not need a copy of the remittance.

Copy of Remitance Form



Remittance

Product:	VSC	**Remittance Instructions:**	**Submitted Date:**	**12/01/2022**
Remittance #:	[redacted]	National Auto Care	**Submitted By:**	**Wendy Sensenbrenner**
Cycle Month:	December 2022	440 Polaris Parkway	**Seller:**	[redacted]
Remittance Id:	[redacted]	Suite 250		
		Westerville, OH 43082		

[redacted]

Payment Type : **CHK - CHK**

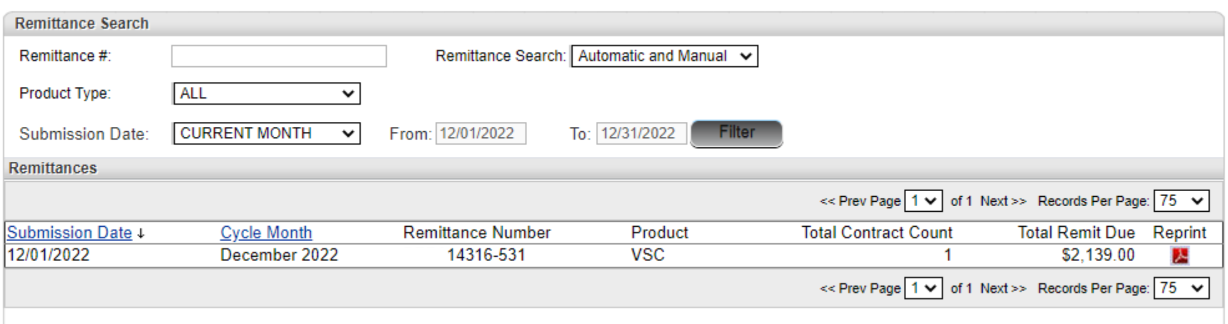
Total Contract Count : **1**

Total : **$2,139.00**

Total Remit Due : **$2,139.00**

You will follow the process note for each product type.

To find old remittances, select remittance and search. You can search by all dates, previous month, current month, or by using custom date ranges.



Remittance Search

Remittance #: Remittance Search: Automatic and Manual

Product Type: ALL

Submission Date: CURRENT MONTH From: 12/01/2022 To: 12/31/2022 Filter

Remittances

<< Prev Page 1 of 1 Next >> Records Per Page: 75

Submission Date ↓	Cycle Month	Remittance Number	Product	Total Contract Count	Total Remit Due	Reprint
12/01/2022	December 2022	14316-531	VSC	1	$2,139.00	

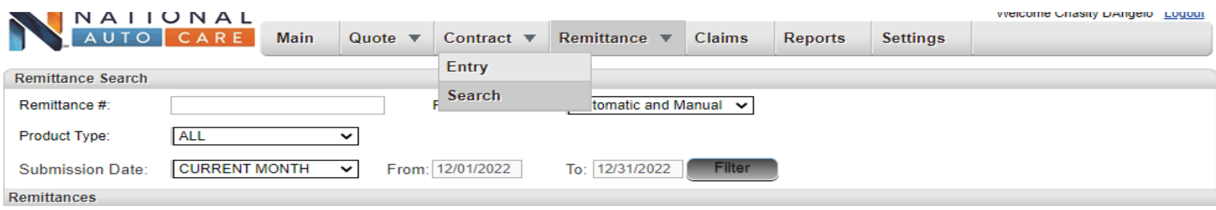
<< Prev Page 1 of 1 Next >> Records Per Page: 75

Once you have selected your search parameter, click on Filter. This will display all remittances.

From here, you can click on the PDF icon under the column labeled Reprint at any time.

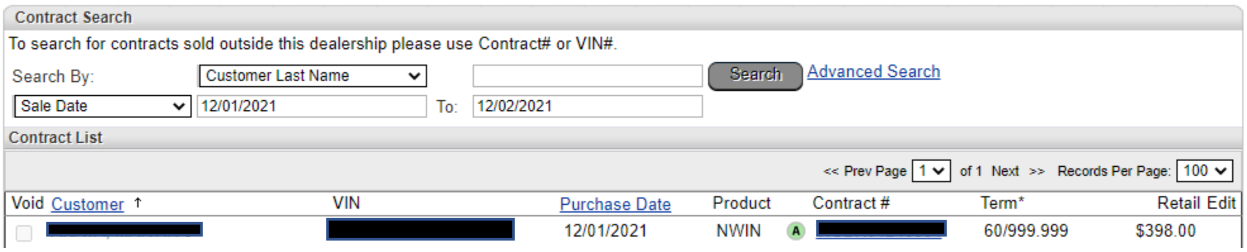
Cancellation

To cancel a contract, hover over the Contract tab and then click on search (View screenshot below)

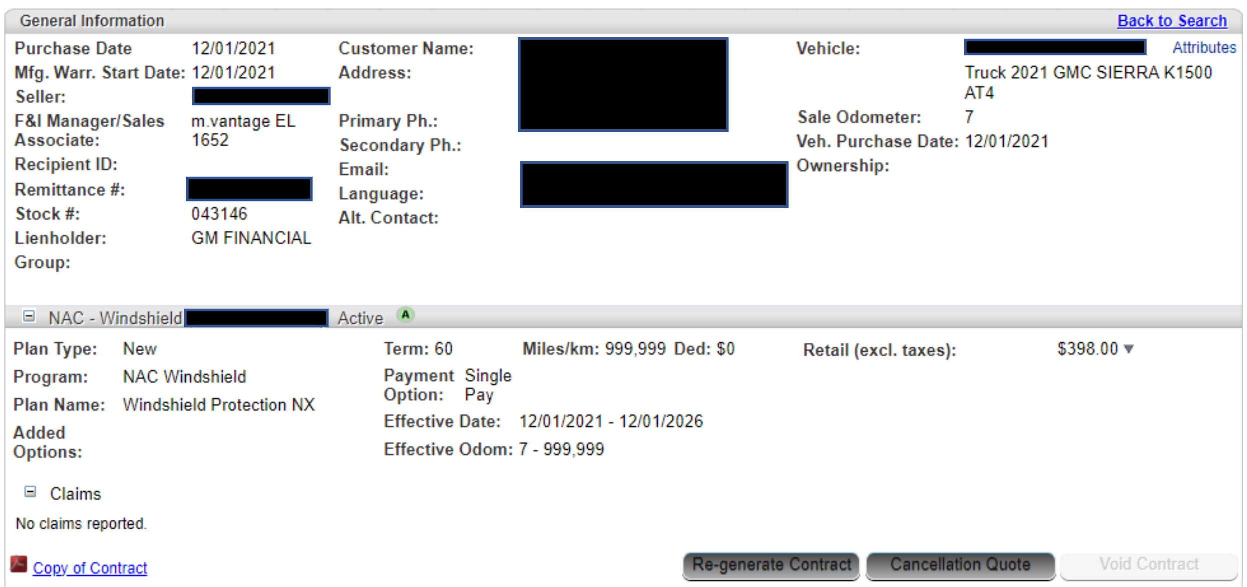


Search by the same options used to search for a customer to void.

Once you have found the customer to cancel, click on the contract number.

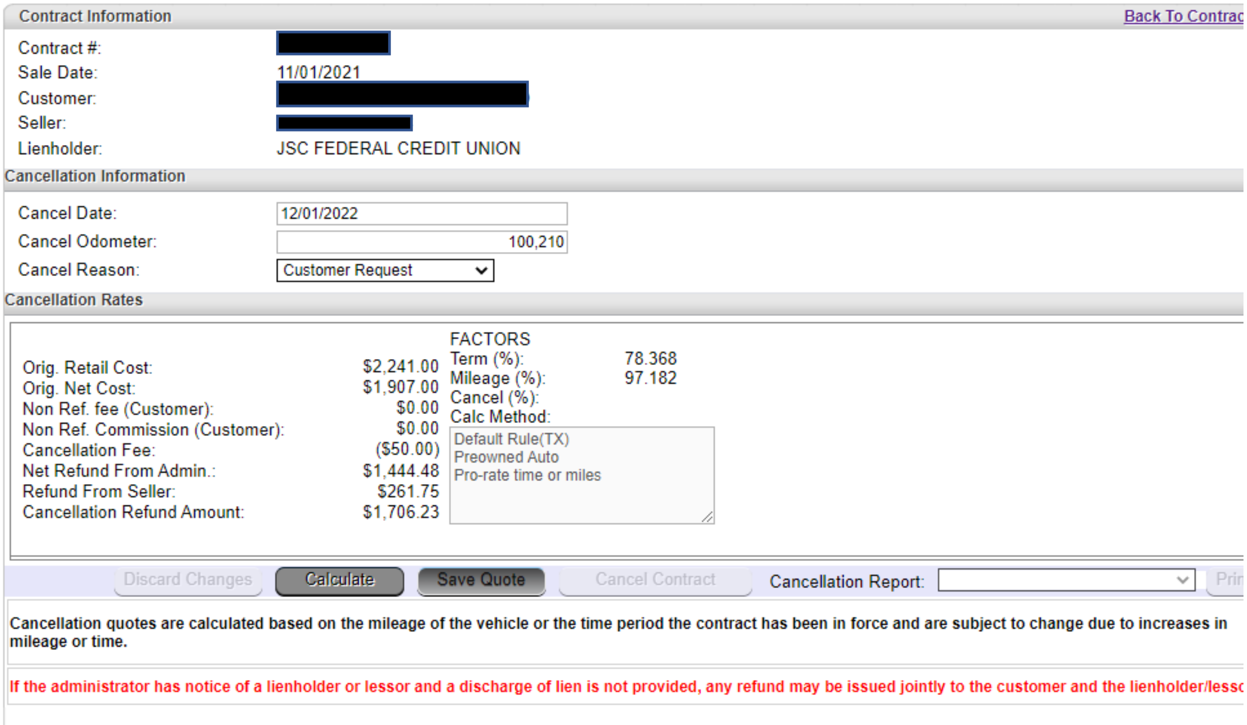


You will be directed to the contract details page.



Proceed to Cancellation Quote. A pop-up box will display and you will enter the cancel quote. These include the Cancel date, Cancel odometer, and reason for cancellation.

Once these fields are entered, you will click on calculate. This will generate the cancel refund quote.



Contract Information | Back To Contrac

Contract #:	[redacted]
Sale Date:	11/01/2021
Customer:	[redacted]
Seller:	[redacted]
Lienholder:	JSC FEDERAL CREDIT UNION

Cancellation Information

Cancel Date:	12/01/2022
Cancel Odometer:	100,210
Cancel Reason:	Customer Request

Cancellation Rates

Orig. Retail Cost:	$2,241.00
Orig. Net Cost:	$1,907.00
Non Ref. fee (Customer):	$0.00
Non Ref. Commission (Customer):	$0.00
Cancellation Fee:	($50.00)
Net Refund From Admin.:	$1,444.48
Refund From Seller:	$261.75
Cancellation Refund Amount:	$1,706.23

FACTORS

Term (%):	78.368
Mileage (%):	97.182
Cancel (%):	
Calc Method:	

Default Rule(TX)
Preowned Auto
Pro-rate time or miles

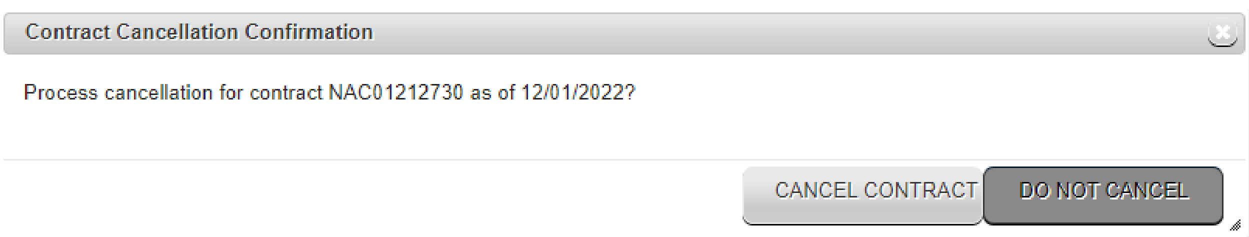
Discard Changes | Calculate | Save Quote | Cancel Contract | Cancellation Report: | Prir

Cancellation quotes are calculated based on the mileage of the vehicle or the time period the contract has been in force and are subject to change due to increases in mileage or time.

If the administrator has notice of a lienholder or lessor and a discharge of lien is not provided, any refund may be issued jointly to the customer and the lienholder/lessc

Please click on Save Quote. Once you have saved it, you can print it for your records or proceed with canceling the record.

A cancel contract button will display upon saving the cancel quote. If you are ready to cancel, please click on the Cancel Contract button.



Contract Cancellation Confirmation

Process cancellation for contract NAC01212730 as of 12/01/2022?

CANCEL CONTRACT | DO NOT CANCEL

Please be sure to retain all required documentation on the cancellation requests, including customer signature on cancel reason selection of "Customer Request."

Once you have pressed the cancel contract button, this will process the cancel refund for the customer. National Auto Care processes cancel refunds weekly via Check or ACH. For more information on receiving your cancellation refunds via ACH, please email clientrelations@nationalautocare.com

If you have any questions please refer to the key contact list below for assistance.

Account/Seller Support

General product training and inquiries, Online portal assistance, overall support

Phone:	(800) 548-1875 Option 4
Email:	**clientrelations@nationalautocare.com**
Hours of Operation:	Monday – Friday 8:00 am – 8:00 pm ET

Claims

All claim inquiries, new claim, existing claims, and claim payments

Phone Number:	(800) 526-8678
Online Submission:	claims.nationalautocare.com
Claims Email:	claims@nationalautocare.com
Hours of Operations*:*	*Monday – Friday 8:00 am – 8:00 pm ET* *Saturdays 9:00 am to 4:00 pm ET*

Cancellations

All inquiries related to cancellations & warranty transfers

Email Address:	cancellations@nationalautocare.com
Hours of Operation:	*Monday – Friday 8:00 am – 5:00 pm ET*

Thank you for your business!