



## **Dealer Account Portal (DAP) Auto Guide**

## **Access to the Portal**

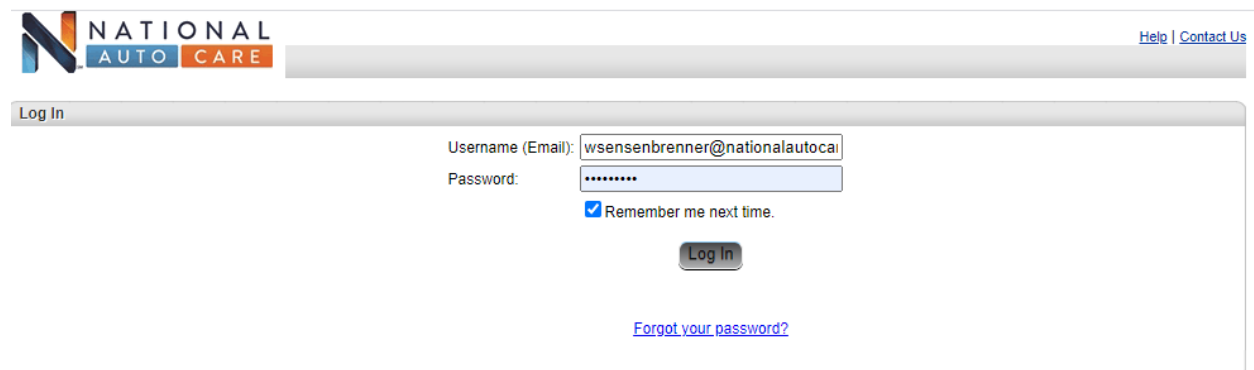
Please visit the following site and enter the username and password:

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.**



NATIONAL  
AUTO CARE

[Help](#) | [Contact Us](#)

Log In

Username (Email): wsensenbrenner@nationalautocal

Password: .....

☒ Remember me next time.

Log In

[Forgot your password?](#)

## **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.

**NATIONAL AUTO CARE**

Main Quote Contract Remittance Claims Reports **Settings**

Welcome Chasity D'Angelo [Help](#) [Contact Us](#) [Logout](#)

**F&I Markup**

VSC Add \$  OR %  Whichever is **Greater** [Exceptions](#)

GAP Add \$  OR %  Whichever is **Greater** [Exceptions](#)

[Save](#) [Cancel Changes](#)

**Retail Price Limits**

Product	Minimum	Maximum	
VSC	\$ <input type="text"/>	\$ <input type="text"/>	<a href="#">Exceptions</a>
GAP	\$ <input type="text"/>	\$ <input type="text"/>	<a href="#">Exceptions</a>

[Save](#) [Cancel Changes](#)

**Templates**

[Add](#)

**Preferred Lienholders**

There is no lienholder.

[Add](#)

**Sale Authority**

Date Range : (06-Apr-2022 to Current)

**F&I Manager/Sales Associates**

Active	First Name	Last Name	Recipient Id	Edit
<input checked="" type="checkbox"/>	fl.express	EL 5218		
<input checked="" type="checkbox"/>	jgilligan69@gmail.com	EL 21396		
<input checked="" type="checkbox"/>	todd@fandiconcepts.com	EL 20311		
<input type="checkbox"/>				

### 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.

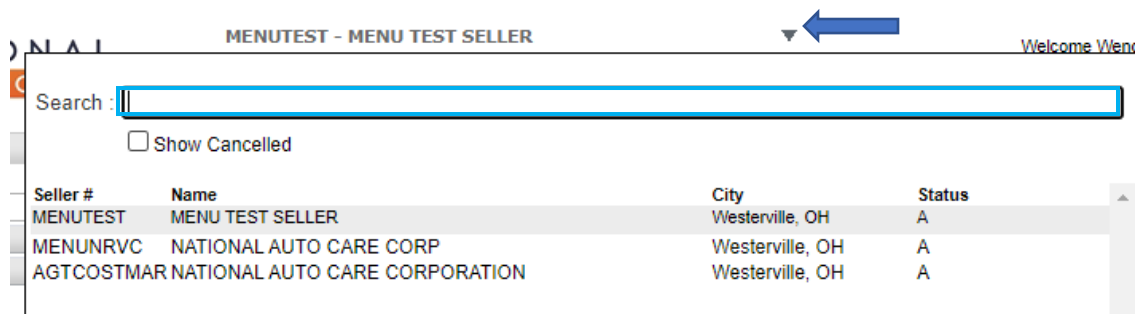
### F&I Manager/Sales Associates

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

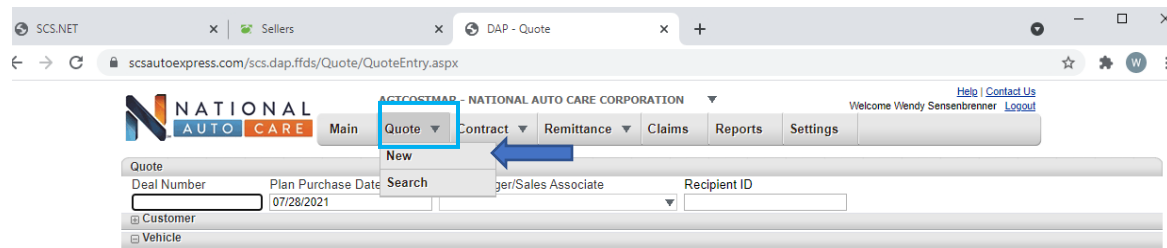
You will automatically log in under your account. If you have access to multiple locations, please select the appropriate location from the Account drop down, as shown below. Once the dropdown arrow is clicked, the list of accounts to which you have access will appear, and you will be able to select;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



The screenshot shows a web interface with a header "MENUTEST - MENU TEST SELLER" and a "Welcome Wendy" message. Below the header is a search bar with the text "Search:" and a "Show Cancelled" checkbox. A dropdown menu is open, displaying a list of accounts with columns for Seller #, Name, City, and Status.

Seller #	Name	City	Status
MENUTEST	MENU TEST SELLER	Westerville, OH	A
MENUNRVC	NATIONAL AUTO CARE CORP	Westerville, OH	A
AGTCOSTMAR	NATIONAL AUTO CARE CORPORATION	Westerville, OH	A

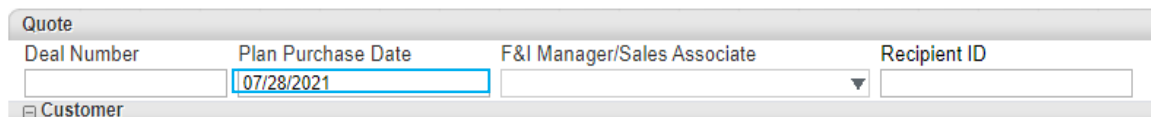
Once you are under the appropriate account, hover over the Quote tab and then click on "New" to enter in a new customer.



The screenshot shows the National Auto Care web interface. The top navigation bar includes "Main", "Quote", "Contract", "Remittance", "Claims", "Reports", and "Settings". The "Quote" tab is selected, and a dropdown menu is open showing the "New" button. Below the navigation bar, there is a form with fields for "Deal Number", "Plan Purchase Date" (07/28/2021), "Search", "F&I Manager/Sales Associate", and "Recipient ID".

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.



The screenshot shows the "Quote" form with the following fields: "Deal Number", "Plan Purchase Date" (07/28/2021), "F&I Manager/Sales Associate", and "Recipient ID". The "Plan Purchase Date" field is highlighted with a blue border.

\*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)

Vehicle (Truck/2022/GMC/YUKON/DENALI)

VIN	Odometer	Mfg. Warr. Start Date	Veh. Purchase Price	Veh. Purchase Date	Auto Code	Ownership
1GKS2DKL2NR271554	10	11/23/2022	\$25,000.00	11/23/2022	*	<input type="radio"/> New <input type="radio"/> Pre-Owned

Attributes (Truck/2022/GMC/YUKON/DENALI/Normal/Sport Utility Vehicle/8 Cylinders/Rear Wheel Drive w/4x4/378 CID / 6.2 L/Gas/6,001 - 10,000#/Full Size Utilit ...)

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)

Vehicle (Truck/2022/GMC/YUKON/DENALI)

VIN	Odometer	Mfg. Warr. Start Date	Veh. Purchase Price	Veh. Purchase Date	Auto Code	Ownership
1GKS2DKL2NR271554	10	11/23/2022	\$25,000.00	11/23/2022	*	<input type="radio"/> New <input type="radio"/> Pre-Owned

Attributes (Truck/2022/GMC/YUKON/DENALI/Normal/Sport Utility Vehicle/8 Cylinders/Rear Wheel Drive w/4x4/378 CID / 6.2 L/Gas/6,001 - 10,000#/Full Size Utilit ...)

Asset Type	Year	Make	Model	Trim
Truck	2022	GMC	YUKON	DENALI

Aspiration	Cyl	Driving Wheels	Fuel	Ton Rating	GVWR	Segmentation
Normal	8 Cylinders	Rear Wheel Drive	Gas	N/A	6,001 - 10,000#	Full Size Utility

Body Style	Engine Size	Complete Vehicle
Sport Utility Vehicle	378	Complete

Stock #	Base Warranty	Powertrain Warranty
	36 / 36,000	60 / 60,000

Loan/Lease

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

Lienholder

Products

	Program	Type	Plan	Term	Deductible	Retail (excl. taxes)
VSC	<div> <div></div> <div>NAC Core</div> <div>Preowned Auto</div> <div>Supreme Miles Protection</div> <div>Supreme Term Protection</div> <div>Supreme Unlimited Protection</div> </div>					
GAP						
KEY						

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.

VSC Program **NAC Core** ▼ Type **New** ▼ Plan **High Tech** ▼

GAP **Medallion** ▼

KEY **KEY** ▼ Type **New** ▼ Plan **Pinnacle Plus** ▼

Powertrain  
Preferred

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

Program **NAC Core** ▼ Type **New** ▼ Plan **Pinnacle** ▼ Term **60/60,000** ▼ Deductible **100** ▼ Retail (excl.taxes)  ▼ [Options\(1\)](#)

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
<input type="checkbox"/>	4-in Lift Kit	\$225.00
<input type="checkbox"/>	6-in Lift Kit	\$275.00
<input type="checkbox"/>	Commercial Use	\$400.00
<input type="checkbox"/>	Oversized/Undersized Tires	\$125.00
<input type="checkbox"/>	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

Quote							
Deal Number	Plan Purchase Date	F&I Manager/Sales Associate		Recipient ID			
	12/02/2022						
<b>Customer</b>							
First Name	MI	Last Name	Title				
Address	Address 2	City	State/Prov	Zip/Postal	Primary Phone	Secondary Phone	
			OK				
Email	Alternate Contact	Language					
		English					
<b>Vehicle (Truck/2022/GMC/YUKON/DENALI)</b>							
VIN	Odometer	Mfg. Warr. Start Date	Veh. Purchase Price	Veh. Purchase Date	Auto Code	Ownership	
1GKS2DKL2NR271554	10	11/23/2022	\$25,000.00	11/23/2022	*	<input type="radio"/> New <input type="radio"/> Pre-Owned	
<b>Attributes (Truck/2022/GMC/YUKON/DENALI/Normal/Sport Utility Vehicle/8 Cylinders/Rear Wheel Drive w/4x4/378 CID / 6.2 L/Gas/6,001 - 10,000#/Full Size Utilit...</b>							
Asset Type	Year	Make	Model	Trim			
Truck	2022	GMC	YUKON	DENALI			
Aspiration	Cyl	Driving Wheels	Fuel	Ton Rating	GVWR	Segmentation	
Normal	8 Cylinders	Rear Wheel Drive	Gas	N/A	6,001 - 10,000#	Full Size Utility	
Body Style	Engine Size	Complete Vehicle					
Sport Utility Vehicle	378	Complete					
Stock #	Base Warranty	Powertrain Warranty					
	36 / 36,000	60 / 60,000					
<b>Loan/Lease</b>							
<b>Lienholder</b>							
<b>Products</b>							
<a href="#">Clear Template</a>							
Program	Type	Plan	Term	Deductible	Retail (excl.taxes)		
VSC	NAC Core	New	Pinnacle	60/100,000	100	\$1,324.00	
					<a href="#">Options</a> <a href="#">Submit</a> <a href="#">Print</a> <a href="#">X</a>		
GAP					Pmt Option <a href="#">Print</a> <a href="#">X</a>		
<div>Save Quote Print Quote Close Cancel Changes</div>							

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.

Customer (Tester, Test)							
First Name	MI	Last Name	Title				
Test		Tester					
Address	Address 2	City	State/Prov	Zip/Postal	Primary Phone	Secondary Phone	
440 Polaris		Edmund	OK	77044	(405)555-5555		
Email	Alternate Contact	Language					
test@test.com		English					

## 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.*

Loan/Lease										
Deal Type	Term	Finance Amt	MSRP	NADA	APR	Monthly Pmt	1 <sup>st</sup> Pmt Date	Balloon Amt	Residual Amt	Acct. #
Loan	60	\$30,000.00	\$25,000.00		2.5%	\$350.00	12/02/2022			

## Lienholder Section

Lienholder						
Lienholder Name						
<input type="text" value="Start typing lienholder name or number"/> <a href="#">Search</a>						
Address	Address 2	City	State/Prov	Zip/Postal	Primary Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Group						
<input type="text"/>						

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

Lienholder						
Lienholder Name						
<input type="text" value="Chas"/> <a href="#">Search</a>						
LienHolder #	Name	Address	City	Prov	Zip/Postal	Primary Phone
6	JP Morgan Chase	201 N Central Ave	Phoenix, AZ		43082	((123)123-1234
LH0047	CHASE AUTO FINANCE	PO Box 901087	Ft Worth, TX			
LH0061	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
LH0074	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
1232	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
LH0097	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
LH0129	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
LH0175	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
LH0199	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			
LH0242	JP Morgan Chase	201 N Central Ave	Phoenix, AZ			

Only the First 10 Matches are displayed.

Retail (excl.taxes)	
deductible	\$1,324.00

[Options](#) [Submit](#) [Print](#) [Close](#)

Pmt Option

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

*Finished example of completing the Lienholder Section.*






Lienholder						
Lienholder Name						
JP Morgan Chase <a href="#">Search</a>						
Address	Address 2	City	State/Prov	Zip/Postal	Primary Phone	Email
201 N Central Ave	Attn: AZ1-1197	Phoenix	AZ	85004		

## 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.

[Submit](#)   




Pmt Option

- SERVICE PAYMENT PLAN
- 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.

5,587.00 [Options\(1\)](#) [Submit](#)   




Pmt Option




- SERVICE PAYMENT PLAN
- Single Pay

\$0.00

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

Payment Plan   Pmt Option

[Ineligible](#)   

[Ineligible](#)   

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.

## 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 Recalculate  
☒ Payment Type: ☐ Dir Debit ☒ Credit Card  
☒ CC Type: VISA ☒ CC #: 41111111111118772  
☒ Exp Mo: January ☒ Exp Yr: 2024  
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

City/State

43082

Zip

(180) 054-8187

(AC) Phone

Email Address

Dealer ("Dealer")

Test Account

Name

Dealer Code

agtcostm

Street Address

City/State

Zip

AC

P

Dealer makes the following disclosures:

**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:

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
0%	\$0.00	\$ 3,768.30	\$ 3,768.30	\$ <b>418.70</b> \$ <b>4,187.00</b>
Your payment schedule will be:				
Number of Payments	Amount of Payments	When Payments are Due		
24	157.01	Monthly starting <b>9/1/21</b>		

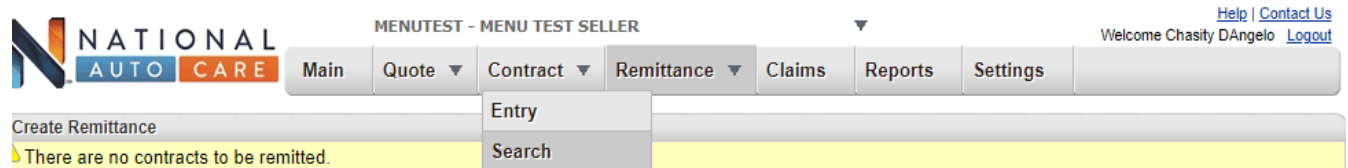
Please provide a copy to the consumer and retain a copy for your records.

*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.

Contract Search

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

Search By:   [Advanced Search](#)

To:

Contract List

<< Prev Page 1 of 1 Next >> Records Per Page: 100

Void	Customer	VIN	Purchase Date	Product	Contract #	Term*	Retail	Edit
<input type="checkbox"/>	J	1776	12/01/2021	NWIN	<a href="#">WSD</a>	60/999.999	\$398.00	
<input type="checkbox"/>	WAYNE	1033	12/02/2021	VSC	<a href="#">VSC</a>	72/100	\$2,795.00	
<input type="checkbox"/>	WAYNE	1033	12/02/2021	VSC	<a href="#">VSC</a>	72/100	\$2,995.00	

<< Prev Page 1 of 1 Next >> Records Per Page: 100

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

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.

General Information [Back to Remittance](#)

Purchase Date: 12/01/2022 Customer Name: Test, Test Vehicle: XXXXXXXXXX [Attributes](#)  
Mfg. Warr. Start Date: 11/30/2022 Address: PO BOX 105386 Truck 2022 GMC YUKON DENALI  
Seller: XXXXXXXXXX ATLANTA, GA 30348  
F&I Manager/Sales Associate: Wendy Sensenbrenner Primary Ph.: (800) 548-1875 Sale Odometer: 10  
Recipient ID: Associate: [Quote](#) Secondary Ph.: Veh. Purchase Date: 11/23/2022  
Stock #: Email: Ownership:  
Lienholder: [Edit Lienholder](#) Language: EN  
Group: [Edit Customer Information](#) Alt. Contact:

Key Replacement XXXXXXXXXX Pending P

Plan Type: New Term: 60 Miles/km: 999,999 Ded: \$0 Retail (excl. taxes): \$495.00 ▼  
Program: KEY Payment: Single  
Plan Name: Key Elite Class 1 \$500 Option: Pay  
Added Effective Date: 12/01/2022 - 12/01/2027  
Options: Effective Odom: 0 - 999,999

Claims  
No claims reported.

[Copy of Contract](#) [Re-generate Contract](#) [Cancellation Quote](#) [Void Contract](#)

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.

NATIONAL AUTO CARE MENUTEST - MENU TEST SELLER [Help](#) | [Contact Us](#)  
Welcome Chasity D'Angelo [Logout](#)

Main Quote ▼ Contract ▼ Remittance ▼ Claims Reports Settings

Create Remittance

⚠ There are no contracts to be remitted.

Create  
Search

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.

Create Remittance

Product: ☒ VSC ☐ KEY ☐ NTW Program: ALL ▼  
☐ NWIN

Lienholder: ANY ▼ Plan Purchase Date: ALL DATES ▼

[Filter](#)

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

	Due From	Contract Count	Remit Due
TOTAL		0	\$0.00

Contracts

<a href="#">Include</a>	<a href="#">Customer</a>	VIN	<a href="#">Purchase Date</a>	<a href="#">Contract #</a>	<a href="#">Plan Description</a>	Term	Deductible	<a href="#">Lienholder</a>	Total Contract Due	Due From
<input type="checkbox"/>	Test, Test	1554	12/01/2022	<a href="#">VSC01818515</a>	Pinnacle	48/100K	\$100		\$2,139.00	Seller-014316

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

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

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.

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

<a href="#">Include</a>	<a href="#">Customer</a>	<a href="#">VIN</a>	<a href="#">Purchase Date</a>	<a href="#">Contract #</a>	<a href="#">Plan Description</a>	<a href="#">Term</a>	<a href="#">Deductible</a>	<a href="#">Lienholder</a>	<a href="#">Total Contract Due</a>	<a href="#">Due From</a>
<input checked="" type="checkbox"/>	Test, Test	554	12/01/2022	<a href="#">VSC01818515</a>	Pinnacle	48/100K	\$100		\$2,139.00	Seller-014316

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

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

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

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

<a href="#">Include</a>	<a href="#">Customer</a>	<a href="#">VIN</a>	<a href="#">Purchase Date</a>	<a href="#">Contract #</a>	<a href="#">Plan Description</a>	<a href="#">Term</a>	<a href="#">Deductible</a>	<a href="#">Lienholder</a>	<a href="#">Total Contract Due</a>	<a href="#">Due From</a>
<input checked="" type="checkbox"/>	Test, Test	554	12/01/2022	<a href="#">VSC01818515</a>	Pinnacle	48/100K	\$100		\$2,139.00	Seller-014316

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

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

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

A pop-up message will display as confirmation.

Confirm

You are about to submit a remittance for 1 VSC contracts with  
Total Contract Due: \$2,139.00.  
Contracts included in this remittance can no longer be edited. Click 'Submit' to confirm.

Submit Go Back

If you need to make corrections, you can select Go Back and it will take you back to the original 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](mailto: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 Remittance Form*

**Remittance**

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



**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** ▼

<a href="#">Submission Date</a> ↓	<a href="#">Cycle Month</a>	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)

**NATIONAL AUTO CARE** Main Quote Contract Remittance Claims Reports Settings welcome Crissy D'Angelo Logout

Remittance Search

Remittance #:

Product Type:

Submission Date:  From:  To:

Remittances

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.

Contract Search

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

Search By:   [Advanced Search](#)

Sale Date:  To:

Contract List

<< Prev Page 1 of 1 Next >> Records Per Page: 100

Void	Customer	VIN	Purchase Date	Product	Contract #	Term*	Retail	Edit
<input type="checkbox"/>	[REDACTED]	[REDACTED]	12/01/2021	NWIN	[REDACTED]	60/999.999	\$398.00	

You will be directed to the contract details page.

General Information [Back to Search](#)

Purchase Date: 12/01/2021 Customer Name: [REDACTED] Vehicle: [REDACTED] [Attributes](#)

Mfg. Warr. Start Date: 12/01/2021 Address: [REDACTED]

Seller: [REDACTED]

F&I Manager/Sales Associate: m.vantage EL 1652 Primary Ph.: [REDACTED] Sale Odometer: 7

Recipient ID: [REDACTED] Secondary Ph.: [REDACTED] Veh. Purchase Date: 12/01/2021

Remittance #: [REDACTED] Email: [REDACTED] Ownership: [REDACTED]

Stock #: 043146 Language: [REDACTED]

Lienholder: GM FINANCIAL Alt. Contact: [REDACTED]

Group: [REDACTED]

NAC - Windshield [REDACTED] Active ☒

Plan Type: New Term: 60 Miles/km: 999,999 Ded: \$0 Retail (excl. taxes): \$398.00

Program: NAC Windshield Payment: Single

Plan Name: Windshield Protection NX Option: Pay

Added Effective Date: 12/01/2021 - 12/01/2026

Options: Effective Odom: 7 - 999,999

Claims

No claims reported.

[Copy of Contract](#)

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

Contract #:

Sale Date:

11/01/2021

Customer:

Seller:

Lienholder:

JSC FEDERAL CREDIT UNION

Back To Contract

Cancellation Information

Cancel Date:

12/01/2022

Cancel Odometer:

100,210

Cancel Reason:

Customer Request

Cancellation Rates

Orig. Retail Cost:	\$2,241.00	FACTORS	
Orig. Net Cost:	\$1,907.00	Term (%):	78.368
Non Ref. fee (Customer):	\$0.00	Mileage (%):	97.182
Non Ref. Commission (Customer):	\$0.00	Cancel (%):	
Cancellation Fee:	(\$50.00)	Calc Method:	
Net Refund From Admin.:	\$1,444.48	Default Rule(TX)	
Refund From Seller:	\$261.75	Preowned Auto	
Cancellation Refund Amount:	\$1,706.23	Pro-rate time or miles	

Discard Changes

Calculate

Save Quote

Cancel Contract

Cancellation Report:

Print

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/lessor.

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](mailto:clientrelations@nationalautocare.com)

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

DAP12/2022



**Account/Seller Support**

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

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Phone: (800) 548-1875 Option 4  
Email: [clientrelations@nationalautocare.com](mailto: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

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Phone Number: (800) 526-8678  
Online Submission: [claims.nationalautocare.com](https://claims.nationalautocare.com)  
Claims Email: [claims@nationalautocare.com](mailto: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

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

Thank you for your business!