Dealer Onboarding Best Practices:

Integrated eContracting From Planning to Follow Up

PEN Services has found that a Software System Setup implementation goes more smoothly and successfully when Providers, Agents, and Dealers take the time to prepare. This planning helps to make sure ALL parties (the Provider's System, the Dealer's Sfotware System, and the Dealer itself) are ready to GO LIVE.

Onboarding includes preparing for a new product registration or System Setup, the actual System implementation, AND following up on Integrated eContracting utilization with the Dealer.

PLANNING

BEFORE a Dealer's Implementation or "GO LIVE" Date

PROVIDER SYSTEM READINESS

The Dealer must be in business with the Provider

CONFIRM DEALER ACTIVATION

A Dealer must be setup & active in the Provider's System. If not, the Dealer won't be able to use Integrated eContracting even if they go through the Software System setup process.

- Business Readiness
- System (Portal) Readiness

PRODUCT PRICING

Since products & pricing should be configured in the Software System as they are in the Provider's System:

- **Print Portal screen shots** for products to be setup

DEALER READINESS

Is everyone at the Dealer prepared to "GO LIVE"?

KNOWING WHAT TO DO

It's important everyone at the Dealer understands how the new process works. Verifying that all parties are **prepared and trained** will help ensure full utilization of the integration.

1. People need to be ready
2. Systems need to be ready
3. Process needs to be followed correctly, by everyone

CONFIRM THAT ALL F&I TEAM MEMBERS:

- Have the necessary **Software installed**
- Are aware of the process change & how it effects them
- **Accounting** knows where to remit contracts & reconciles voids at month's end

IMPLEMENTATION

At the Dealer
DAY OF SYSTEM SETUP

DEALER SYSTEM READINESS

Before the Dealer contacts their System for setup, do they have all the necessary information?

NECESSARY INFORMATION

Prior to contacting a System for setup, the DEALER should:

- Complete a **Pre-Setup Checklist**
- Have their **Portal Pricing screen shots** on hand

CONTACT THE SYSTEM'S SUPPORT

Only a Dealer can setup products with their System and is initiated by contacting their **System's Support Center**. An exception is the Dealer led **Reynolds setup process**. Confirm:

- Authorized User knows to ask for help "***setting up products for Integrated eContracting***"
- System pricing configuration matches the Portal
- Product descriptions & collateral are loaded
- Rates & forms by running test deals

F&I TEAM MEMBERS

Does everyone know what they need to do?

ARE ALL F&I TEAM MEMBERS TRAINED?

Confirm each F&I Manager has the process down and that they know HOW and WHERE to void a contract. Dealers should contact their **System's Support Center** for training and help.

DON'T FORGET ABOUT ACCOUNTING!

Talk with everyone in Accounting to ensure they are aware of the process change and understand the remittance process.

Remind Accounting to approve contracts in their System and to reconcile voids at month's end.

FOLLOW UP

AFTER the "GO LIVE" Date
Contact the Dealer

WITHIN FIRST 10 DAYS AFTER SETUP

Checking in with a Dealer early helps increase utilization

ARE ANY PAPER CONTRACTS BEING SENT IN?

If yes, this indicates a breakdown in the process. Determine if:

- There is a **common thread** among mailed contracts: same product(s)? sold by a particular F&I Manager?
- All products were setup correctly
- Talk with F&I Managers not using Integrated eContracting
- Reinforce the benefits of the new, integrated process

To verify correct product setup & for training, Dealer's should call their **System's Support Center**.

ARE CONTRACTS BEING REMITTED FASTER?

If there's a significant delay between a contract sold and posted date, leverage your Product Provider to walk through the Remittance process with Accounting to improve their efficiency.

30 & 60 DAYS AFTER SETUP

Are Dealers eContracting products 100% of the time?

ARE SOME CONTRACTS STILL BEING CREATED OR PROCESSED MANUALLY THROUGH THE PORTAL?

Reach out to your Product Provider and request a report of total contracts vs. contracts through Integrated eContracting. A significant variance could be an indication of inconsistencies within the Dealer's selling process.

Follow-up with the F&I Managers to identify the issues or roadblocks causing these inconsistencies.

Have questions? Need more information? Email PEN Services at:
PENServices@PoviderExchangeNetwork.com