

DSN EXCEPTION RESPONSE GUIDE

DSN Response

Common Registration Exception Examples

Suggested Comments (Use Provider Comments section of Form)

Dealer Name / Address Mismatch

- Dealer Name on the registration does not match the address provided.
- Dealer has a completely different address in your System.

Reference the Correct Dealer Name or the Correct Address.

Incorrect Dealer Code

- When the Dealer Code does not **exactly** match the Dealer Code the Dealer Code in your System.

Supply the Dealer's correct Dealer Code.

Inactive Dealer / Dealer Not Found

- Dealer Name or Dealer Code is not found in your System.
- Dealer no longer does business with you.

Check your System for a possible DBA using Dealer Code and Address.

Product Mismatch

- Names of registered Products do not match the names in your System.
- The Dealer is eligible to sell additional products than those registered.

- Have Agent contact Dealer if they can sell more products.
- If Product Name(s) don't match your System, contact your IT Team about how Product Names/Types are setup in PEN.

Dealer Not Approved for Integration

- Dealer is not enrolled to sell VSC.
- Dealer hasn't completed required paperwork.
- Agent declines the Dealer's setup.

- Include comments about why Dealer isn't approved.
- Have Agent contact Dealer to discuss what is needed for approval.

Other (Use Comments Field)

- Any other Dealer discrepancies you feel need to be addressed that are critical for a successful Dealer setup.

Explain the issue on the DSN so we can pass the information onto the Dealer System to follow up with the Dealer.