

## Digital Contracting Choice Lenders' Frequently Asked Questions

**Q:** What exactly does Digital Contracting Choice mean?

**A:** Digital Contracting Choice is another way lenders may accept digital contracts and corresponding ancillary documents (including trailing documents) from dealers in real time through Dealertrack. Because no LOS integration is required, it's a lower-cost and fast-track opportunity for lenders who are looking to gain digital efficiency quickly. This provides a new option for lenders to show up digitally so their dealers can use digital contracting to finalize and submit the contract and funding documents –front-end validation ensures all signatures are captured and all fields complete and correct — all within the dealer's workflow/process.

**Q:** What are the benefits of Digital Contracting Choice for Lenders?

**A:** When a lender is activated for Digital Contracting Choice, you now appear as a digital contracting partner for your dealer, and in turn, this allows you to receive cleaner and more complete contracts as well as all ancillary documents in real time. All submitted funding packages neatly reside within Dealertrack (under Deal Status) - where lenders may print, save to PDF, export and begin their funding review/approval process. Because lenders pick up their standard review process once they retrieve their funding documents, there is minimal set up and training, so funders are up and running once onboarding is complete. Should the dealer miss a required document, they simply use enhanced tools like POS capture and Local File Upload to add those documents to the existing funding package — there is no need for the dealer to fax or email trailing docs any longer. The lender receives email notification when a new deal or trailing doc has been submitted — and the funding documents for each deal is neatly packaged and organized on Dealertrack for easy retrieval.

**Q:** Does Digital Contracting Choice turn my funding process digital?

**A:** The solution enables your digital contracting dealers to submit cleaner and more accurate contract packages to you electronically — and enables you to retrieve them in real time. This removes the typical manual errors that cause re-contracting and the reliance on physical contract deliveries that have you waiting to start your review process. Digital Contracting Choice does not affect lenders' funding due diligence and funding processes – the solution allows each lender to continue following the process they have in place today.

**Q:** What does Digital Contracting Choice include?

- Retail transactions
- LAW 553 Contracts — Arb and/or Non-Arb (no custom contracts)
- Front-end validations - ensures required fields are entered (e.g., no missed signature fields), alpha-numeric digits are entered properly, and the math on the contract works (e.g., Truth in Lending (TIL) approval amount = amount financed). It does not accommodate lender customizations.  
Electronically generated forms (contract, credit application, notice to co-signer, odometer reading)

- ReadySign - enabling dealers to upload a document and add any necessary electronic signature fields, turning the document into a signable form that is then included within the overall document signing ceremony.
- Remote Signing – allows dealers to initiate and consummate a safe and secure document signing ceremony remotely with buyers
- Point-of-sale capture of ancillary documents - enables dealers with the ability to take pictures using their mobile device (e.g. driver's license) for streamlining contract package completion and delivery.
- Local file upload of ancillary documents - enables scanning of ancillary documents to streamline the contract package delivery for additional documents needed in the funding package.

**Q:** What contract validations come with Digital Contracting Choice?

**A:** Digital Contracting Choice provides front-end validations to ensure required fields are entered (e.g., no missed signatures), alpha-numeric digits are entered properly, and the math on the contract works – Truth in Lending (TIL), approval amount = amount financed. Lender customizations are not supported.

**Q:** What if I don't accept the LAW 553 Contract form in all states?

**A:** Digital Contracting Choice only supports the LAW 553 Arb and/or Non-Arb contract. Lenders must be able to receive either of these contracts to utilize Digital Contracting Choice. Dealertrack does not support the LAW EA (Assignment) contracts; however, dealers can upload the assignment ancillary form to include in the submitted funding package.

**Q:** I use a custom contract, how can Digital Contracting Choice support this?

**A:** Currently, Digital Contracting Choice does not support custom contracts — only the LAW 553 Arb and Non-Arb contract forms. Lenders must be able to receive either of these contracts to take advantage of this solution.

**Q:** How much does Digital Contracting Choice cost?

**A:** Lenders and dealers pay a transaction fee per Digital Contracting Choice contract submitted/received when using the solution. Furthermore, Dealertrack does not charge any additional fees for any trailing documents — there is only a single, flat transaction fee per contract package/deal submission.

**Q:** How can I sign up to participate in Digital Contracting Choice?

**A:** In the last year especially, Dealertrack has experienced a significant increase in lenders looking to adopt digital contracting; if our Digital Contracting Solution Expert has not already reached out to you regarding Digital Contracting Choice, email [PartnerIntegrationServiceDesk@dealertrack.com](mailto:PartnerIntegrationServiceDesk@dealertrack.com) or call 866.868.5900. A member of our Partner Support team will be happy to address your interest.

**Q:** Does signing up for Digital Contracting Choice mean all my dealers can send me digital contracts?

**A:** Once your organization is activated for Digital Contracting Choice, your connected digital contracting dealers must also have a Digital Contracting Choice Dealer Agreement in place. Once they have signed an agreement to participate in Digital Contracting Choice, then they will see you as "Choice" enabled when they are ready to finalize the deal. Dealers can be directed [here to sign up](#).

**Q:** How long will it take to onboard with Digital Contracting Choice, and what is the process to onboard?

**A:** Implementation can be completed quickly, as fast as a week from the point of contract submission back to Dealertrack. Upon contract signing, the next step is completing an online activation form for easy any time/any day completion. Once you submit the form, your information is reviewed and begins working to activate your institution in connection with folks at your organization. Finalizing Dealertrack access and digital contracting choice activation includes a short training on the login and how to retrieve funding packages. With completion of training, you will receive an email confirming onboarding complete and access to receive digital contracts from your respective dealer partners activated with Digital Contracting.

**Q:** How is Digital Contracting Choice training handled?

**A:** Because your funding process remains the same, training your funders on digital receipt of the contract documents should require no more than a single ½ hour session. In fact, we've made it quite easy with an on-demand video training of both the dealer and the lender workflow. In our lender training video, we demonstrate how designated funders will receive email notification of contract submission and retrieve contracts.

**Q:** Does Digital Contracting Choice replace actual Digital Contracting for lenders?

**A:** No, Digital Contracting Choice is an alternative way for lenders to receive digital contracts from dealers, show up digital to their dealers for one contract process, while minimizing the change to their funding process.

**Q:** Once I've onboarded, how do my dealers know that I am available to receive their digital contract packages?

**A:** After you have been onboarded, Dealertrack will inform your dealer partners through platform messaging and email of your ability to receive digital contracts. We also encourage Digital Contracting Choice lenders to follow suit with their own communication activities and provide sample communications as well as product information/material handouts to support your efforts.

**Q:** With Digital Contracting Choice, can the dealer modify the deal after it has been electronically submitted?

**A:** No, once the dealer submits the contract digitally, it cannot be modified or altered. The dealer would have to recontract, just as they would if it were paper.

**Q:** How do I return a contract I received through Digital Contracting Choice back to my dealer?

**A:** Just as you do today for credit application decisions, your LOS would send a status to Dealertrack — in this case, a "returned" or "rejected" status.

**Q:** How will I receive missing forms or trailing documents through Digital Contracting Choice?

**A:** From your LOS, you would send a 'Pending Doc's status to Dealertrack, which the dealer would see on the contract status screen. This indicates to the dealer that he/she must upload and submit the missing documents. Once the dealer has submitted them, the deal record (funding package) in

Dealertrack is refreshed to include the newly submitted document(s), and you will receive email notification with link to retrieve them.

**Q:** Does Digital Contracting Choice enable me to communicate stipulations or missing required documents back to my dealers?

**A:** Dealertrack offers options to communicate stipulations or missing docs back to your dealers:

- You may send comments back to the dealer as part of the credit decision they view on Dealertrack.
- You may also send comments when sending a 'Pending Doc's status during the contract decisioning process – requesting trailing documents from dealers.
- Lenders can also utilize 'Structured Stips' functionality — with minor development work and testing to ensure the LOS can support — sending 'doc types' within their credit decision xml message to dealer.
  - For example, a lender sends an approval message to Dealertrack, and included within the lenders credit decision xml message is a doc type of 'proof of income'. Dealertrack reads that doc type and then creates a placeholder line item on the contract funding package page; indicating to the dealer that is a required form that needs to be uploaded and included in the overall funding package page.
  - To request adding this functionality for your credit decision communications, contact Partner Integration Support at (866) 868-5900, Option 2, or email [partnerintegrationservicedesk@dealertrack.com](mailto:partnerintegrationservicedesk@dealertrack.com).

**Q:** Does Digital Contracting Choice use an eVault?

**A:** No, lenders utilize their Digital Contracting Choice deal queue in Dealertrack to paper out or save (as a PDF) the authoritative copy of the contract (and the entire package, if desired), and then follow their current protocols for storing their funded contacts.

**Q:** How do I retrieve and verify the authoritative copy of the contract using Digital Contracting Choice?

**A:** Within the lender's deal queue on Dealertrack, funders with access privileges can click the export button and either print or "choose save as PDF" the entire funding package. The funding package will include a Certificate of Origin (validating that this is the one true authoritative copy of the contract), the actual authoritative copy of the contract, applicable ancillary documents, and an audit log.

**Q:** Does the Digital Contracting Choice funding package audit log include IP addresses?

**A:** The audit log will include every action taken for the contract record and includes IP addresses.

**Q:** In Digital Contracting Choice, when would I use the 'Export' button vs the 'View' button?

**A:** We recommend the following use for these buttons:

- **View Button:** best suited to have the entire funding package presented in PDF view. This produces the 'Customer Completed' watermarked copy that the funding analyst should use to review and process due diligence activities. If there is a missing document, this is the

opportune time to trigger the trailing documents process and send a status notification back to the dealer.

- **Export Button:** The ideal time to click 'Export' is when the funding package analysis is complete and the package ready to be exported.

**Q:** If my email link navigates me to the Digital Contracting Choice Lender Portal view to view/export my current record, how do I get back to a view of all my deals?

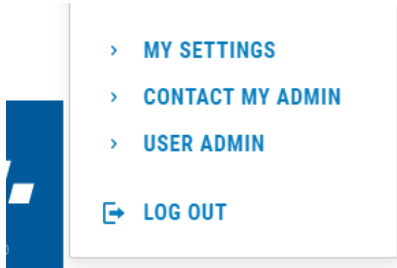
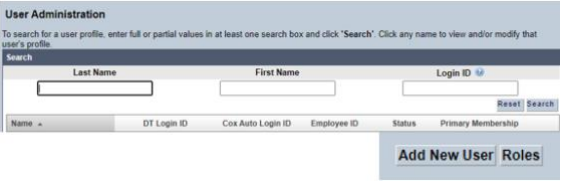
**A:** Clear the search field and click enter to see all deals in you queue.

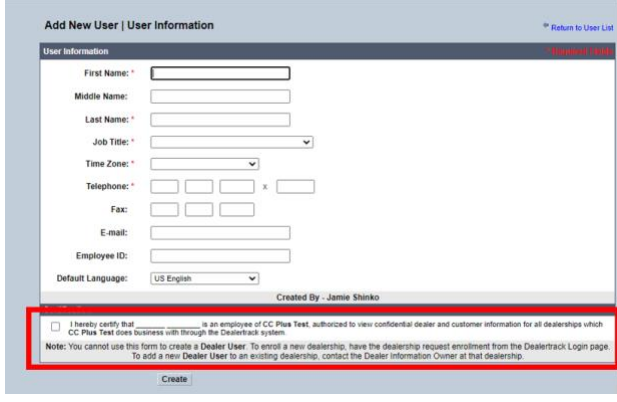
**Q:** Who in my organization would receive Digital Contracting Choice deal email notifications today, and how can I make changes?

**A:** If you set up a group email address at the time of activation, then all funders who are part of your group email address will be notified when a Digital Contracting Choice submission is in your deal queue. If you did not set up and provide a group email address at the time of activation, then the individual email addresses that were provided will receive the notifications.

**Q:** How can I make changes to who in my organization would receive Digital Contracting Choice deal email notifications?

**A:** See the simple steps below to make changes to those in your organization receiving deal email notifications:

<p><b>Step 1:</b> Choose the 'User Admin" tab under your Dealertrack Account Profile.</p> <p>Each Lender should select at least one individual to be the Information Officer (LIO) — the individual who has ability to add or remove additional contacts and email addresses.</p>	
<p><b>Step 2:</b> To add a new user, click the 'Add New User' button .</p>	
<p><b>Step 3:</b> Complete the fields as shown.</p>	

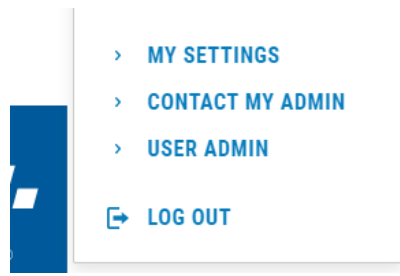
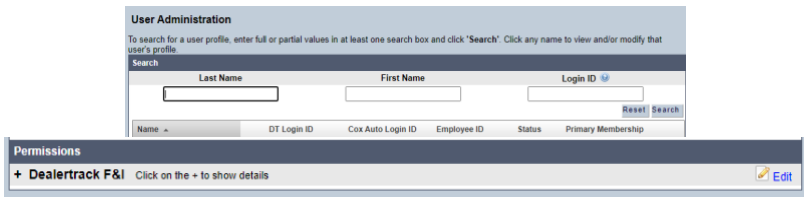

	
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**Q:** If I didn't set up a group email address for deal submission notifications at the time of Digital Contracting Choice activation, can I set that up at a later date?

**A:** It is highly recommended that you set up a group email at the time you are completing the online activation form. Should this not be possible, to set up at a later date, your LIO will need to request support from our Partner Integration team by calling (866) 868-5900, Option 2, or email [partnerintegrationservicedesk@dealertrack.com](mailto:partnerintegrationservicedesk@dealertrack.com)

**Q:** How does a Lender Information Officer (LIO) assign Digital Contracting Choice permissions to designated users?

**A:** The LIO follows these steps to grant a new user access the Digital Contracting Choice lender queue (to 'View' and 'Export' deals):

<p><b>Step 1:</b> Log into Dealertrack and select 'User Admin' to locate the user and click the name (it is a hyperlink).</p>	
<p><b>Step 2:</b> Find the 'Permissions' section of the page and click Edit (on the far-left corner).</p>	
<p><b>Step 3:</b> Locate the 'Digital Contracting' section and click the 'Digital Contracting Choice for Partners' box.</p>	

**Q:** If my funder has trouble logging in and/or reaching the contract documents, who at Dealertrack can help?

**A:** Your support contacts are as follows:

<p><b>For help with:</b></p> <ul style="list-style-type: none"> <li>• Password resets</li> <li>• Permissions</li> <li>• DCC Group Email setup</li> </ul>	<p><b>For help with:</b></p> <ul style="list-style-type: none"> <li>• Production questions/inquiries</li> <li>• Dealertrack uniFI platform troubleshooting</li> </ul>
<p><b>Partner Integration Service Desk</b> (866) 868-5900, Option 2 <a href="mailto:partnerintegrationservicedesk@dealertrack.com">partnerintegrationservicedesk@dealertrack.com</a></p> <p>Hours of Operation: M – F, 9:00 am – 6:00 pm ET</p>	<p><b>Production Support</b> (866) 868-5900, Option 1 <a href="mailto:dtsupport@dealertrack.com">dtsupport@dealertrack.com</a></p> <p>Hours of Operation: Available 24/7</p>

**Q:** What if I need other F&I support, who should I contact?

**A:** For additional F&I lender needs, you'll find the appropriate [Dealertrack support team and contact information here](#).

**Q:** What if I decide I no longer want to utilize/offer Digital Contracting Choice with my dealers, can I cancel?

**A:** Lenders who wish to cancel Digital Contracting Choice should email their request to [partnerintegrationservicedesk@dealertrack.com](mailto:partnerintegrationservicedesk@dealertrack.com) with the subject line "Deactivate Digital Contracting Choice". Deactivation may take up to 5-7 days. During this time, the lender will still be able to process current Digital Contracting Choice transactions.



## e-Signing Frequently Asked Questions

**Q:** What is “ReadySign”?

**A:** Ready Sign enables dealers to add and save signature fields to any deal document uploaded to create an eSignable form – ready to be signed in a single signing ceremony with the customer.

**Q: What is Assisted Remote Signing?**

**A:** Assisted Remote Signing allows dealers to guide their customers through electronically signing the contract documents via a safe & secure remote signing ceremony.

- Lenders must consent to enabling this functionality for their dealers to use when the digital signing ceremony between them and their customer will happen remotely.
- Lenders will choose to enable Assisted Remote Signing — selecting “yes” or “no” on both their Digital Contracting Choice agreement and their online activation form.
  - Note: if the lender response on the legal contract differs from the response provided on the online activation form, the legal contract selection will prevail.

**Q:** What additional steps do we take to confirm identity of the person eSigning, as opposed to wet signing?

**A:** We take fraud and compliance very seriously and are always working to deliver enhancements to our signing solution including items such as 2-factor authentication and remote verification. We recommend dealers implement responsible verification practices (same as paper process today) - verifying the identity of the customer (via credit application), etc. Furthermore, we caution dealers to be diligent and stay informed on industry best practices for mitigating fraud.

**Q:** What e-signing devices are supported — desktop, laptop or tablet?

**A:** Desktop, laptops, and tablets with a 9” screen or larger are all supported. Tethered signature pads and current cell phones are not supported e-signature supported devices.

**Q:** Can you share the legal language around dealers using electronic signatures?

**A:** *The Electronic Signatures in Global and National Commerce Act (E-Sign Act), 1 signed into law on June 30, 2000, provides a general rule of validity for electronic records and signatures for transactions in or affecting interstate or foreign commerce. The E-Sign Act allows the use of electronic records to satisfy any statute, regulation, or rule of law requiring that such information be provided in writing, if the consumer has affirmatively consented to such use and has not withdrawn such consent.* I can send you a link to the FDIC summary:

<https://www.fdic.gov/regulations/compliance/manual/10/x-3.1.pdf>

**Q:** Have there been issues with eSign, or any fraud issues?

**A:** Dealertrack has not encountered issues with eSign technology.