

CreditConnection® on Dealertrack uniFI® How to View and Provide Comments with Your Dealers

LENDER STEP BY STEP GUIDE

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COX AUTOMOTIVE

UNREAD COMMENTS INDICATOR

Red icon next to the applicant indicates unread comments from the dealer.

STEP 1

When a dealer sends a comment following initial application submission, Unread Comments key appears and a red icon appears next to the applicant.

STEP 2

Select the applicant's name to view the worksheet.



DEALER COMMENTS

STEP 3

View the Dealer Comments within the Dealer Information quadrant in the Worksheet.



DEALER COMMENTS

STEP 4

Once a standalone comment has been viewed by a lender user, the red icon that indicated it was unread now turns into a green icon that indicates it has been read.



Note: For setting permissions to receive alerts, please see the Navigating User Preferences and Permissions Step-by-Step Guide.

NEED HELP?

Contact our Lender Partner Support Teams

FOR HELP WITH:

- Password resets
- Permissions
- Digital Contracting Choice Group Email setup

Partner Integration Service Desk

Hours of Operation: M – F, 9:00 am – 6:00 pm ET

(866) 868-5900, Option 2

partnerintegrationservicedesk@dealertrack.com

FOR HELP WITH:

- Production questions/inquiries
- Dealertrack uniFl platform troubleshooting

Production Support

Hours of Operation: Available 24/7 (866) 868-5900, Option 1 dtsupport@dealertrack.com