

DEALERTRACK UNIFI® UPGRADE FAQs - LENDER DEAL QUEUE (CREDITCONNECTION®)

This document provides the answers to commonly asked questions regarding the CreditConnection Lender Deal Queue upgrade to Dealertrack uniFI®.

1. What is CreditConnection?

CreditConnection is Dealertrack's proprietary tool for lenders who operate without an LOS. Also referred to as your "Deal Queue". This enables you to receive and return decisions on credit applications from the dealers with whom you do business on Dealertrack.

Lenders utilizing CreditConnection receive real-time notification from Dealertrack that a credit application is pending their review; they log in to Dealertrack to review their deals and return a decision (approved, declined, countered), also in real-time.

2. Why is Dealertrack moving this tool/functionality from Classic to Dealertrack uniFI®?

All 22,000+ dealers on Dealertrack now operate exclusively on the new, upgraded Dealertrack uniFI® platform. Not only do we want our CreditConnection lender partners enjoying the same benefits of running on the latest hardware and software, but this upgrade also enables us to bring further enhancements to speeding and streamlining workflows across dealers and lenders.

3. Is there a fee for this upgrade and/or will my pricing increase because of this upgrade?

No, this upgrade is free of charge, and the per application cost will remain as noted in your current Dealertrack MSA.

4. Do I need to sign a new agreement and/or contract with Dealertrack?

No, your organization will not require a new agreement and/or contract for this upgrade. Your current MSA still applies.

5. Do I need to complete a new questionnaire for this upgrade?

No, your organization will not have to complete a new questionnaire for this upgrade to take place.

6. What effort is required on my part in order to upgrade? And how do I prepare for it?

The differences you will experience are primarily visual – prepare yourself for the change in look & feel by registering for a live demo/training [here](#) (there are several dates to choose from).

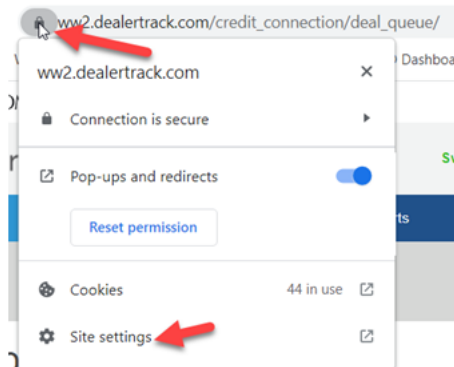
Additional tools to help you get comfortable and retain confidence in your credit app decisioning are available on this special [CreditConnection Upgrade webpage](#).

7. Are there differences in how I reach and work my Deal Queue as a result of this upgrade?

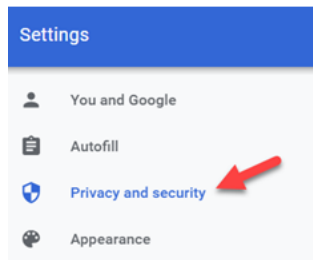
Your user experience between working your Deal Queue on our Classic platform vs Dealertrack uniFI® remains virtually the same, with the most noticeable difference being the visual layout of the screen.

- You'll notice comments are located in a designated dealer info area on the worksheet.
- You will also be able to collapse and expand the worksheet at will.
- Email alerts are now managed by the Administrator/LIO at each lending organization.
- Your login to Dealertrack will look different because you will immediately be in the uniFI platform; however, your login process and credentials remain the same.
- To ensure that you can generate and view the PDFs properly, (e.g., Adverse Action notices), enable pop-up blocker for ww2.dealertrack.com from your browser. The screenshots below show how to enable pop-ups in Google Chrome:

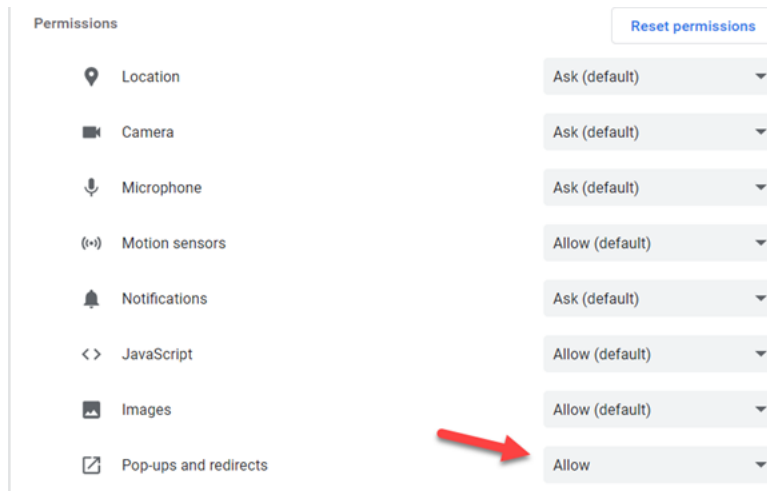
Site Settings:



Privacy and Security:



Popups and Redirects:



8. Can I still have access to the Classic Deal Queue after the upgrade?

Once your upgrade is complete, you will retain access to the deals started in your Classic Deal Queue until January 17, 2022. Once you are upgraded, all the new credit applications will appear in the uniFI Deal Queue.

To retrieve/complete credit application decisions in your Classic Deal Queue from now until January 17, 2022, click the **“Switch to Dealertrack Classic”** link on the uniFI screen to switch into Classic. Please note that these deals will no longer be accessible after January 17, 2022 — but the Classic link will remain for you to access your lender tools.

9. Will the tools I use today on the Classic platform also move to Dealertrack uniFI®?

For the near term, the tools you’ve been using will remain in the Classic environment and accessible by clicking the **“Switch to Dealertrack Classic”** once your upgrade to uniFI is complete.

10. I am used to submitting test applications from the Production environment in Classic - will I still be able to do so on the uniFI platform?

In the Classic environment, CreditConnection enabled you to submit a test application to yourself directly from a lender account. We have changed this functionality in the new uniFI environment.

If you would like to continue having the ability to submit test applications, we would add a test dealership that you can switch into for submitting a test application, then you would switch back to your lender account to decision the app. If you need this functionality, please let us know when we reach out with your upgrade date.

11. When I am upgraded to Dealertrack uniFI®, does my Dealer File process change?

No. Your LIO/Administrator will continue to utilize your POST account login and password to upload the Dealer File into the Dealertrack Classic portal as necessary. If

your organization's LIO/Administrator needs your POST account information, please contact our Production Support team.

12. **What happens if I experience production issues after the upgrade?**

For any production issues, please contact our Production Support team via email dt.support@dealertrack.com or call 866-868-5900, option 1.