



DIGITAL CONTRACTING CHOICE - MANUAL DECISION STATUS FEATURE ENHANCEMENT - FREQUENTLY ASKED QUESTIONS (FAQ)

SUMMARY

Beginning February 10, 2022, this new feature enhancement will be available to all Digital Contracting Choice Lenders within the Deal Status Lender Queue. **This feature enhancement has been developed for Lenders who do not currently support a 'Returned' and/or 'Pending' status today in their Loan Origination System (LOS).**

NEW Decision Statuses	Description
<i>Pending</i>	<p>When Lenders are requesting additional ancillary documents from Dealers.</p> <ul style="list-style-type: none">• If a Lenders LOS supports this decision status today, no change is required. Please continue to utilize the current established process.
<i>Returned</i>	<p>When Lenders require Dealers to edit the contract and/or are no longer purchasing the deal.</p> <ul style="list-style-type: none">• If a Lenders LOS supports this decision status today, no change is required. Please continue to utilize the current established process.

FAQS

1. What is the new Manual Decision Status feature enhancement?

Digital Contracting Choice now provides the capability to send a ‘Returned’ and/or ‘Pending’ decision status directly within Dealertrack. It has been developed specifically for lenders who cannot support this process today via their current LOS.

As a result of this new feature enhancement, Lenders who do not currently use their LOS to send these decision statuses back to Dealertrack can now utilize one or both decision statuses during the life cycle of the contracting process, making direct communication between the Lender and Dealer more seamless and efficient.

2. Will there be a price increase or surcharge for this feature/functionality?

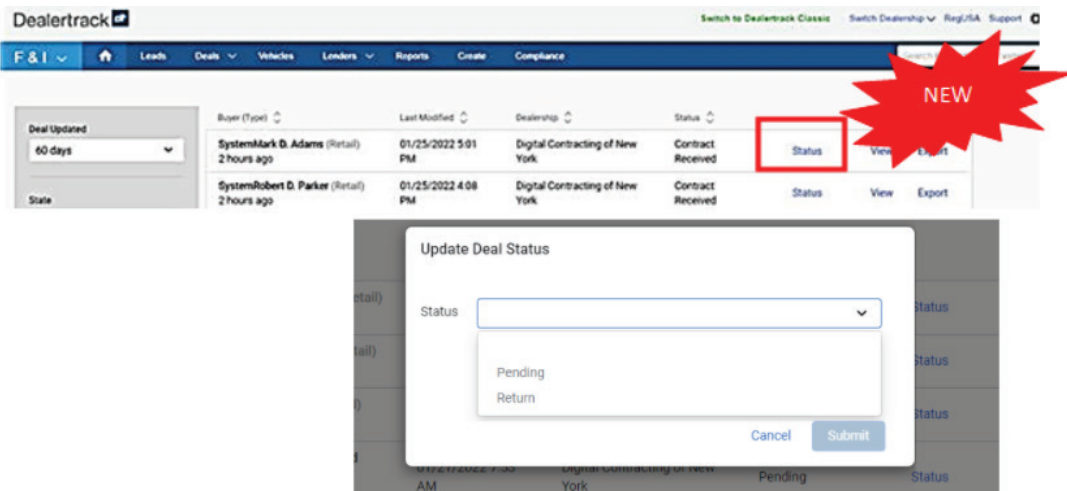
No, this is an enhancement to our platform, as part of our continual efforts to improve our solutions and services for our lender partners.

3. Do I have to use the new Manual Decision Status feature enhancement?

No. There is no change required for Lenders who currently support a ‘Returned’ and ‘Pending’ decision status directly within the LOS. This feature enhancement has been developed for Lenders who do not currently support a ‘Returned’ and/or ‘Pending’ status today in their LOS..

4. What does the new feature enhancement look like in the Digital Contracting Choice Lender Queue?

The Digital Contracting Choice Lender Queue now has a new ‘Status’ link available. Once clicked a pop-up will appear, displaying the ‘Pending’ and ‘Returned’ Decision Statuses.



5. **Can I use both the Manual Decision Status feature enhancement and my LOS to send these statuses?**

Technically, yes but it is **not** recommended. There is no process change required for Lenders who currently support a 'Returned' and 'Pending' decision status directly within the LOS. This feature enhancement has been developed for Lenders who do not currently support a 'Returned' and/or 'Pending' status today in their LOS.

Important Note: If a Lender who supports 'Returned' and 'Pending' decision statuses directly within their current LOS today choose to utilize these decision statuses directly within Dealertrack, these decision statuses will not be sent to or updated within the Lender's LOS. Consequently, statuses may be out of sync between the Dealertrack system and the Lender's LOS.

6. **What would happen if a Lender updated a decision status using the Lender's LOS and another decision status using the new Manual Decision Status Feature Enhancement directly in Dealertrack?**

If a decision status (ex: 'Pending') is sent from the Lender's LOS and then the new Manual Decision Status feature enhancement was used to update another decision status (ex: 'Returned') directly within Dealertrack, the status displayed to the dealer would be the 'Returned' status. The Lender's LOS would still display a status of 'Pending' and therefore be out of synch. Therefore, it is recommended if a Lender's LOS supports this decision status and is used today, the lender should continue to utilize their established process.

7. **Do Lenders still utilize their LOS to send other decision statuses to Dealertrack (Ex: Booked, Funded, etc.)?**

Yes. Irrespective of whether Lenders choose to utilize the new Manual Decision Status feature enhancement, all other decision statuses should still be managed directly by the Lenders LOS. 'Booked' and 'Funded' decision statuses will not be available decision status options in the new feature enhancement.

8. **If a Lender does not currently support a 'Returned' and/or 'Pending' decision status in their LOS, but would like to – what is the process to configure those decision statuses?**

Lenders should work directly with their current LOS providers to implement one or both of those decision statuses. Lenders can reach out to our Partner Integration team for support: partnerintegrationservicedesk@dealertrack.com.

9. **For Lenders who already support a 'Returned' and/or 'Pending' decision status via their LOS, does the decisioning process have to now change?**

If a Lender's LOS supports this decision status today, no change is required. Please continue to utilize the current established process.

10. **Is there a training video that shows how to use the new Manual Decision Status Feature Enhancement?**

Yes. You can watch this [short training video](#).