

FAQs

F&I Aftermarket Network transitioning under Dealertrack

Q: Why did Express Aftermarket (F&I Aftermarket Network) change its name and move under Dealertrack?

A: Cox Automotive has harmonized our brand to better reflect the company's unmatched connected suite of products and to provide customers with what they've been asking for – end-to-end solutions from one provider. As part of this work, Express Aftermarket is now be F&I Aftermarket Network under the Dealertrack brand. To learn more about Cox Automotive evolved brand from our CMO Ken Kraft, [click here](#).

Q: Will this change the way I do business?

A: No. Rest assured, the functionality you rely on will remain the same, your contract remains intact, and this transition will not affect your processes. You will simply notice the Dealertrack logo on the website and on your monthly invoices. Your day-to-day business operations and purchase orders will continue as usual.

Q: Is F&I Aftermarket Network going away?

A: No, F&I Aftermarket Network is not going away. The only change is on December 31, 2024 the F&I Aftermarket Network pre-login website (<https://www.fandiexpress.com/>) will be redirected to [Dealertrack](#). A new link has been added to the [Dealertrack website on the Aftermarket page](#) for users to log in. To access the login page directly, visit and bookmark <https://www.fandiexpress.com/webapp/>. Once logged into Aftermarket, your user experience will not change

Q: What is the support email for F&I Aftermarket Network going to be?

A: There is no new support email currently, please continue to use support@fandiexpress.com

Q: When did this change occur?

A: The name change occurred on October 1, 2024.

Q: What changes are being made to the F&I Aftermarket Network website?

A: On December 31, 2024 the F&I Aftermarket Network pre-login website (<https://www.fandiexpress.com/>) will be redirected to [Dealertrack](#). A new link has been added to the [Dealertrack website on the Aftermarket page](#) for users to log in. To access the login page directly, visit and bookmark <https://www.fandiexpress.com/webapp/>. Once logged into Aftermarket, your user experience will not change.

Q: Will my billing change?

A: No, billing will remain the same, no new purchase orders will be required. The only change you will see is in regard to the branding, with the shift to Dealertrack from F&I Express.

Q: Will my price change?

A: No, pricing will remain as is.

Q: Will my login change?

A: No. You can continue to login to use your same account information [here](#).

Q: What if I do not want to use Dealertrack for my ratings and contracting of aftermarket products?

A: Your day-to-day business operations will continue as they do today, with no change to your ratings and contracting products. You can continue to rate and contract aftermarket products directly [here](#).

Q: Will there be any other changes to the F&I Aftermarket Network product?

A: No there will not be any changes to the F&I Aftermarket Network product.

Q: Do I need to re-set up my dealers?

A: No, all your dealers will continue to have access to the F&I Aftermarket Network product. Dealer enrollment forms with the new branding name will be made available [here](#).

Q: I want to sign-up with a new dealer, what is the process?

A: The following information must be completed in its entirety to process the enrollment of a new dealership. Enrollment Form should be used to add new users to existing accounts:

- Completed Third Party Authorization and Agreement Forms
- Dealertrack Billing Agreement
- Must provide one of the following:
 - Copy of the Dealer License
 - W9
 - Business License

Q: Will the connections to the API continue working? Are we able to use the same connections our sellers are currently using?

A: Yes, you can continue using the same API connections that your sellers are currently using.

Q: Do we need to update any of the connections?

A: No, there is no need to update the existing connections.

Q: If we need to update the connections, who can provide us a list of the sellers enrolled that need to be updated?

A: If any updates to the connections are required in the future, the support team will send an informational newsletter with upcoming changes to the DSP API or Direct Platform.

Q: Do we need to sign up for anything new due to the transition to Dealertrack?

A: No, you do not need to sign up for anything new. The change is purely related to the location of the information and forms.

Q: Why did some stores receive a message about the transition/sunset of F&I Aftermarket Network?

A: On December 31, 2024 the F&I Aftermarket Network pre-login website (<https://www.fandiexpress.com/>) will be redirected to [Dealertrack](#). A new link has been added to the [Dealertrack website on the Aftermarket page](#) for users to log in. To access the login page directly, visit and bookmark <https://www.fandiexpress.com/webapp/>. Once logged into Aftermarket, your user experience will not change

Q: Do I need to fill out new forms to keep working with F&I Aftermarket Network?

A: You do not need to fill out new forms unless you need to do the following:

- change your DMS integration provider
- or set up a new store
- Forms should be used to add New Users when a site admin is unavailable to add New Users to the F&I Aftermarket Network Direct Platform

Q: Will this transition affect dealers who integrate with F&I Aftermarket Network through their Menu providers or DMS?

A: No, the transition to Dealertrack will not affect dealers who integrate with F&I Aftermarket Network through their Menu providers or DMS. The integration will continue to work as it currently does.

Q: How does this transition work?

A: The transition involves changing F&I Aftermarket Network pre-login website (<https://www.fandiexpress.com/>) will be redirected to [Dealertrack](#). There are no changes to the integration process with Menu providers or DMS. Dealers can continue to use the same connections without any disruption.