



- 1) Why don't my auto-draft payments match the amount billed on my statement?
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- 8) Why doesn't the payment amount I want to apply to a loan display in the Payment Amount field or the Shopping Cart?

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- 1) Why don't my auto-draft payments match the amount billed on my statement?

The **Actual Amount** debited to your account by the new system in June could be lower than the **Amount Due** shown on the May statement by the old system. This is because the new system only collects payments that are due on or before your auto-draft date (e.g., if the auto-draft day is the 10th of each month, all the payments due on or prior to June 10th will be debited). The remaining payments due in June (i.e., from June 11 – 30th) will be debited as part of the next auto-draft date on July 10th.

- 2) How do I know which loans my payments were applied to?

REVIEWS & REPORTS > PAYMENTS > Payment Application Detail Report

The **Payment Application Detail Report** provides details of where payments were applied. You may generate the report for any date range you choose, and have the option to produce it in an **Excel – Data Only** format, allowing you to sort by the various columns available in the report.

- 3) How do I find out which payments will be taken on my auto-draft date?

REVIEWS & REPORTS > PAYMENTS > Review Payment Forecast

The **Review Payment Forecast** screen provides the amounts due and the billing statements they will appear on. Using the **EXPORT** button, you can extract this information in an Excel friendly format and add the amounts that have a due date on or before your next auto-draft date to determine the payment amount on your next auto-draft date.

- 4) Which types of payments will I need to make or request in DAS?

You will need to request ad-hoc payments via DAS when:

- Vehicles are sold (via PAYMENTS > Submit Simple Payments)
- Leases are terminated early (via PAYMENTS > Submit Simple Payments)
- Automatic payments are to be repaid before or after the auto-draft date (via PAYMENTS > Submit Statement Payments)

FAQ – Dealer Access System

5) How can I enter my lease number in the system?

The system currently does not provide a **Lease Number** field. However, in order to allow you to capture this information in the new system, we suggest using the **Stock Number** field when entering new requests or managing existing loans from the **Manage Loans** screen.

This field is searchable from the **Payment** screen, and appears on most reporting. Leases converted from the old system have the lease number already entered in the **Invoice Number** field, which is also searchable from the payment screen.

6) How can I enter a lease loan request with non-standard repayment terms and schedules?

In the DAS system, you will only have the ability to submit standard term leases with a standard repayment schedule and depreciation rate (e.g., 1 year at 2.75%, 2 year at 2.00%, 3 year at 1.75%, etc.), with a final balloon payment added at the end of the term, as per the credit agreement. The Wholesale Auto Operations (WAO) team has the ability to customize lease terms and repayment schedules on a case-by-case basis. It is recommended that you fax the lease details with a note on the document “Submitted via DAS” if you would prefer to select “non-standard” terms and schedules.

7) Why am I not able to access the 2nd level menu items in the “Review and Reports” menu?

You may be using Internet Explorer v9 (IE9) in compatibility view mode. Turn off compatibility view mode by clicking the “ripped paper” icon shown in the screenshot below.

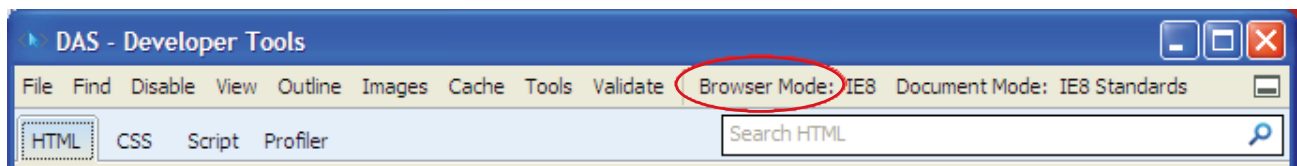


8) Why doesn't the payment amount I want to apply to a loan display in the Payment Amount field or the Shopping Cart?

The system is optimized for use with Internet Explorer v9 (IE9), Google Chrome and Mozilla Firefox browsers. If available, please use one of these browsers.

If you are using IE10 or higher, you can turn on Compatibility Mode to IE9 by following these steps:

1. Press **F12** to launch the **DAS-Developer Tools** window
2. On the menu bar, click **Browser Mode** menu, Select “**Internet Explorer 9**”. The page will refresh automatically in the background and should perform as expected.



3. Close the **DAS – Developer Tools** window.