



# USER GUIDE APRIL 2022

# **TABLE OF CONTENTS**

Introduction	3
Welcome	3
Credit Reports	3
Red Flag	3
Out of Wallet Questions	3
Risk-Based Pricing Notices	3
Adverse Action Letters	4
Pulling Credit in Motility	5
Pulling Credit in the CRM Module	5
Pulling Credit in the Deal Desking Module	8
Introduction to QuickScreen	13
Prescreen Results	14
Prescreen Response: Pass	14
Prescreen Response: Fail	15
Prescreen Response: Decline or No Hit	16
Firm Offer of Credit – Compliance Requirement	17
OpportunityAlerts!	17
Set-Up Process	18
Pulling Prescreens in Motility	19
Pulling Prescreens in the CRM Module	19
Pulling Prescreens in the Deal Desking Module	20
Introduction to 700Dealer.com	22
Viewing Your Leads	22
Compliance Dashboard	23
How You Benefit	23
Managing Users	24
Creating a New User	24
Viewing Invoices	25



#### **Welcome to 700Credit!**

700Credit is the leading provider of credit and compliance solutions for the automotive industry. Our products and services have evolved through the years, as we continually collect feedback from our clients around the country. Our singular focus on the automotive industry has allowed us to create solutions that are easy to use and best fit the needs of our dealer clients. Today we have over 14,500 direct dealer clients using our products and services across the US.

#### **Credit Reports**

We offer access to reports from the leading national credit companies, Experian, Equifax and TransUnion. Credit Reports contain information from credit grantors, courts, and collection agencies regarding the historical loans by the consumer. Credit Reports also include scores (FICO and Vantage), and public records such as judgments, liens, and bankruptcies. They also may include previous employers, addresses and other names used. All 700Credit clients receive their choice of report format, score, and ancillary products.

#### **Red Flag**

A Red Flag summary is provided with each report pulled, to alert you to information that appears to be genuine on the surface but may be questionable. These warning messages focus on high-risk applicants, social security numbers, driver's licenses, and addresses. Currently, there are more than 31 patterns for Red Flag alerts.

#### **Out of Wallet Questions**

Out of Wallet (OOW) questions are available for every applicant processed through the platform. When a Red Flag alert occurs, your dealership must validate the person's identity. OOW questions are available instantly, providing multiple choice questions that would be hard for an identity thief to answer. If the consumer answers most the questions correctly, their identity is verified, and the alert is automatically resolved, allowing you to proceed with the transaction.

#### **Risk-Based Pricing Notices**

Following the National Automobile Dealers Association (NADA) and National Independent Automobile Dealers Association (NIADA) recommendations, our solution uses the Exception Notice option, otherwise known as Model Form B-4 and Model Form B-5, for those instances where a score is not returned on the consumer.





#### **Adverse Action Letters**

We have developed a base solution that follows industry best practice (and the best liability protection) to help keep you in compliance with federal and state laws and regulations. Our services can be tailored to fit your dealership's interpretation of the law and internal policies.

Motility has integrated our credit, compliance and prescreen solution, QuickScreen, into their platform. This brief guide will walk you through how to pull credit, monitor your compliance and run a prescreen in the Motility platform. If you have any questions, please feel free to reach out to our support desk at (866) 273-3848 or email us at: <a href="mailto:support@700Credit.com">support@700Credit.com</a>.





## **Pulling Credit in Motility**

You can pull customer credit in both the **CRM and Deal Desking modules** in the Motility Software. This section of the user guide will cover how to pull credit in the **CRM module**.

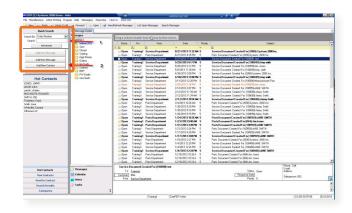
### **Pulling Credit in the CRM Module**

To open the CRM, simply click on the "CRM" button in the left-hand navigation bar found in the "Main Menu" screen.



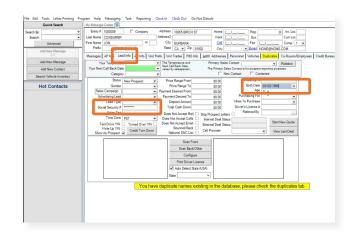
To pull credit through the CRM module, a customer must first be defined.

- (1) Search the already-existing customer name in the "Quick Search" box
- (2) Create a new customer/contact by clicking on the "Add New Contact" button.



If creating a new user or deal, and have clicked the "Add New Contact" button, a form will appear prompting you to fill in the consumer's information.

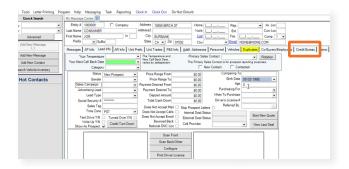
Before you are able to pull any credit information on a consumer, you must click the "Lead Info" tab, and enter in the consumer's SSN and DoB.







Once you have filled the customer's information into the CRM screen you can then click on the "Credit Bureau" tab found in the upper navigation bar, to the right of the "Lead Info" tab in the previous step.



You may now select which Credit Bureau you wish to run by clicking on the "Pull Experian/Equifax/ TransUnion" buttons found at the bottom of the screen.

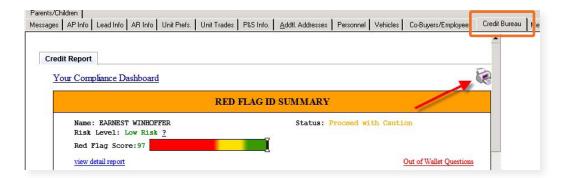
Note: You must be signed up with those bureaus through 700 Credit in order for the pull to work.



After a credit pull has been done, the results will be stored in our system for up to 90 days and can be recalled by clicking on the "View Only: Experian, Equifax and TransUnion" buttons.



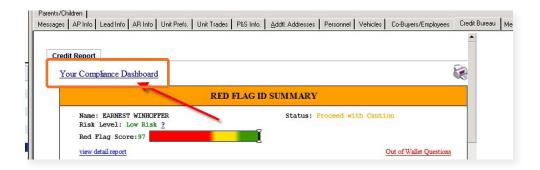
When you have a credit pull onscreen in the "Credit Bureau" tab, you can print the credit report by clicking on the Print icon found at the top right of the screen.





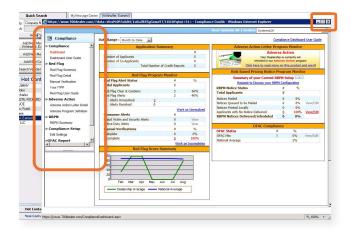


If you wish to pull up 700Credit's Compliance Dashboard screen, simply click on the "Your Compliance Dashboard" link found in the upper left hand portion of the credit report.



This will pop open the dash board and you will be able to move through the various screens using the navigation tree found on the left hand side of the window (circled).

Once you have finished looking at the consumer's credit information, you may exit the screen by clicking on any other tab in the CRM's top navigation bar or by exiting the CRM itself and clicking the X in the upperright corner.







## **Pulling Credit in the Deal Desking Module**

As previously stated, you can pull customer credit in both the **CRM and Deal Desking modules** in the Motility Software. This section of the user guide will cover how to pull credit in the **Deal Desking module**.

Begin by clicking on the "**Deal Desking**" button found in the main menu screen of Infinity.

Just like the CRM module, in order to pull credit, a customer/deal must first be defined.

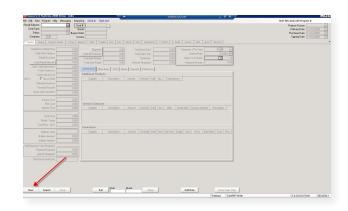


To pull up an existing deal, click on the "Recall Selector" dropdown found in the upper right corner of the Deal Desking system and select a deal from the list.



To create a new deal, click the "Start Deal" tab, circled in the above image.

Click the "New" button in the bottom right of the Deal Desking system.







A screen will then pop up and you first need to select a **Deal Preset** (1) and then key in the **Customer's Name** (2).

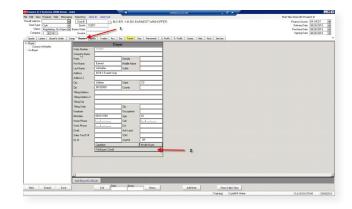
After keying in the customers name, if they already exist within the system you will see their name show up in the list, simply select the existing customer (3) and hit either Start New Deal or Start New Quote (4).

Step 1: Click a Preset to start a new quote or deal.

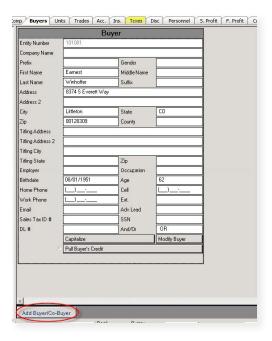
| Hem Dos | New Cook | Ner Marine | Out of State | RV Dut of D

Once the deal or quote has been created, click on the **Buyers tab** (1) to view/add the customer's information on the deal.

Once you have added all of the customer's information, including their SSN and DoB, you can click on **Pull Buyer's Credit (2)**.



If you wish to add a co-buyer to a deal, simply click on the "Add Buyer/Co-Buyer" button found at the bottom of the Buyers tab.

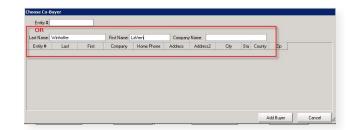






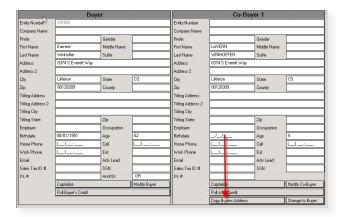
The "Choose Co-Buyer" screen will then pop up and you can then key in the co-buyer information into the box.

If the co-buyer already exists within the system you will see their name pop up in the list below. Once you have selected or keyed in the co-buyer information click on the "Add Buyer" button.



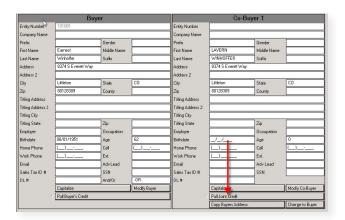
You may now key in the rest of the co-buyers information in the Co-Buyer 1 box.

If the buyer and co-buyer share the same address you can click on the "Copy Buyers Address" button found at the bottom of the Co-Buyer 1 box.



Once all of the customer information has been inputted you can then click on the "Pull Joint Credit" button to pull joint credit for both customers.

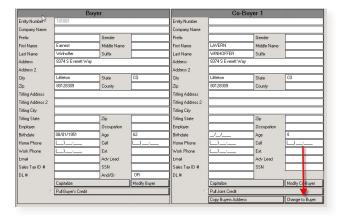
If there is more than one co-buyers on a deal you can click on the "Add Buyer/Co-Buyer" button found at the bottom of the Buyers tab and repeat the steps listed above.







If the co-buyer has better credit than the buyer, or if you wish to pull single credit on the co-buyer simply click on the "Change to Buyer" button found at the bottom of the Co-Buyer 1 box and the buyer and co-buyer will switch positions.





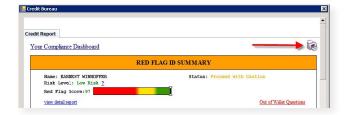
You may now select which credit bureau you wish to run by clicking on the Experian, Equifax or Transunion buttons found at the bottom of the screen.

Note: You must be signed up with those bureaus through 700 Credit in order for the pull to work.



Once you do a pull a credit bureau it will be stored in our system for up to 90 days and can be recalled by clicking on the "View Only" Experian, Equifax and Transunion buttons.

While in the credit report screen, you can print the credit report by clicking on the "Print" icon found at the top right of the screen.







If you wish to pull up 700Credit's Compliance Dash board screen, simply click on the "Your Compliance Dashboard" link found in the upper left-hand portion of the credit report.

Credit Report

Your Compliance Dashboard

RED FLAG ID SUMMARY

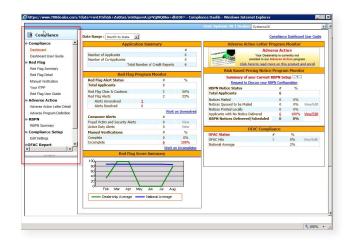
Name: EARREST WINEDFFER
Risk Lowel; Low Risk 2
Red Flag Score: 97
yiew detail report

Out of Willed Questions

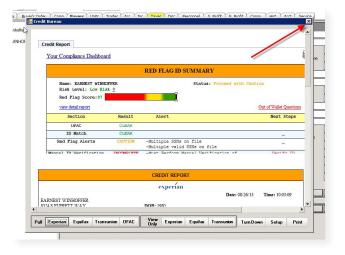
🔛 Credit Bureau

This will pop open the dash board and you will be able to move through the various screens using the navigation tree found on the left hand side of the window.

You may exit the dashboard by clicking on the **X** found in the upper right hand corner of the dashboard screen.



Once you have finished looking at a credit pull for a customer, you may exit the credit bureau screen by clicking on **X** found in the upper right-hand portion of the screen.



If you have any questions regarding pulling credit or about the Motility software Solutions, please feel free to contact Tech Support at (407)358-2000, or send us a email by hitting the F1 key on your keyboard and selecting Email Tech Support.







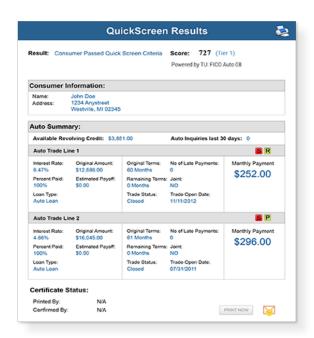
#### **Introduction to QuickScreen**

Welcome to 700Credit's **QuickScreen** credit soft pull solution. QuickScreen is integrated with your **Motility** platform, so it is easy to access and easy to pull. Since it is a soft pull solution, you only need a consumer's name and address to pull their credit score and auto summary, with no adverse effect on their credit score.

QuickScreen gives you visibility into your customer's credit profile before you work a deal, so you can work the right deal, right away, saving time and preventing a potentially uncomfortable situation for your customer. QuickScreen can also help you provide the customer with a payment estimate based on the car they are interested in. In addition, knowing the customer's current car payment enables your team to have more meaningful budget conversation with the client, potentially shortening the sales process, getting you to the finish line faster.

#### QuickScreen returns the following data to the user:

- FICO Score
- Available Revolving Credit
- Auto Inquiries last 30 days
- Summary of Auto Trade Lines Including:
  - Current Monthly Payment
  - Current Auto Loan Interest Rate
  - Remaining Balance/Payoff
  - Payment History
     Months Remaining on Auto
     Loans



#### QuickScreen can be used in several scenarios within your dealership:

- To qualify and prioritize inbound and internet leads
- To mine for opportunities within your CRM
- To prequalify in-store and service lane customers





#### **Prescreen Results**

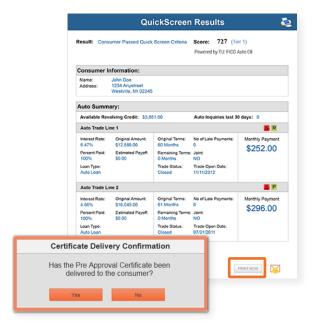
After clicking "Prescreen", there are four possible responses:

- Pass/Score Provided The applicant met the score cutoff selected by the dealer and the prescreen criteria of the bureau.
- Fail/No Score The applicant did not meet the cutoff score selected by the dealer.
- Decline The applicant did not meet 1 or more of the following: (The reason for the decline is not returned/identified for your review)
  - Credit score is below 500 automatic decline per credit bureau
     Minimum age of 21
  - No open bankruptcies
  - Minimum 1 satisfactory trade
  - 1 open credit trade line 36 months old or older
  - Applicant has opted out of prescreen credit offers
     (https://www.consumer.ftc.gov/articles/prescreened-credit-and-insurance-offers)
- No Hit The applicant could not be found.

## Prescreen Response: Pass

A new window will appear that displays the customer's credit score, credit tier, and any payoff information that is available on their credit history. You will be able to print a Pre-Selected Certificate by clicking on the "Print Now" button that is circled on the prescreen results image to the right.

The dealer/user must then click on "Yes" or "No" if the Pre-Approval Certificate has been delivered to the customer.







If for any reason, the dealer/user clicks "No", then 700Credit will automatically send this certificate to our Mail House and the certificate will be mailed to the applicant.

The dealer will be charged for this mailing.

**Please Note:** Any certificates printed within 700Dealer.com to the dealership's local printer will not be charged. The dealer can print to their local printer for free.





## Prescreen Response: Fail

If the Prescreen inquiry returns as a "Fail", the message will appear as:

In this case, no notice is required to be given to the consumer. In fact, the consumer doesn't have to know the process has taken place. Select "Continue" and the Applicant List is returned. The Applicant List will show all "Fail" returns as QS in RED, and the score/Tier will appear in parenthesis.



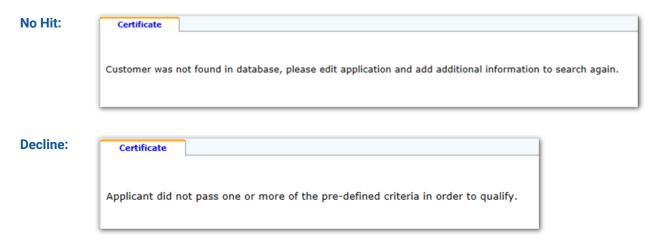




## Prescreen Response: Decline or No Hit

The other two possible return messages are "Decline" and "No Hit". A "No Hit" signifies that no data was found on that particular consumer and a "Decline" means that data was found, however, the consumer did not meet the minimum criteria set up in the Configuration Guide.

In either case, no score will be shown in parenthesis in the Application List.



Select "Continue" and the Applicant List is returned. The Applicant List will show all "No Hit" and "Decline" returns as QS in GRAY and a "D" will appear for a "Decline" and an "NH" will appear for "No Hit". The screenshot below is from our 700Dealer.com platform, which every dealer has access to.

If you do not have your credentials to log in to this platform, please call our support desk immediately: (866) 273-3848.







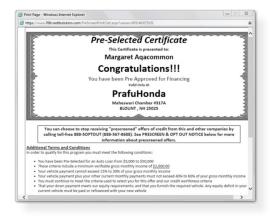
## **Firm Offer of Credit - Compliance Requirement**

Because a prescreen (QuickScreen) is performed without consumer consent, dealers are required by law to send a "Pre-Selected Certificate" and must be delivered to all consumers who "Pass" the prescreen inquiry AND the dealer must be able to prove the offer was delivered. The dealer has three options for certificate delivery. They can:

- Print the certificate at their local printer in the dealership and drop in the mail to the consumer
- Email the certificate to the consumer
- 700Credit can print and mail the Certificate on your behalf for \$1.05/letter.

Because we are the compliance experts in this industry, our system automatically monitors all prescreens that are run, and if the dealership does NOT print or email the certificate within 15 days of running, our system will automatically generate and mail the certificate to your customer. Dealers will be charged \$1.05/letter if this event occurs.

To the right is an example of our certificate template which will be customized to your store - and your clients.



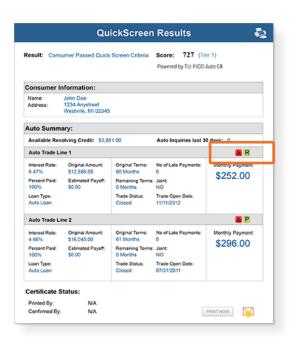
## **OpportunityAlerts!**

OpportunityAlerts! are graphic icons that alert the dealer to potential opportunities in the soft pull results based on the color of the alert:

Green/Yellow/Red.

A proprietary algorithm reads data from the QuickScreen results and presents the appropriate alerts accordingly. Alerts are available for the following data points:

- Credit Score (S)
- Interest Rate (R)
- Inquiries (I)
- Loan Term (T)
- Monthly Payment (A)
- Paid Percentage (P)







The **BENEFITS** of OpportunityAlerts! include:

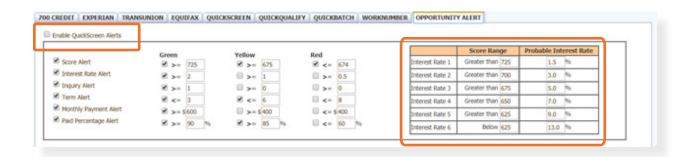
- Quickly identifies opportunities that exist in the QuickScreen results
- Makes the QuickScreen product easier to read and easier to use
- Helps the dealer to focus on the data that will help them work and close the best deal
- Adds value and complexity to our product that make it more difficult to compete against

#### **Set-Up Process**

To enable **OpportunityAlerts!**, navigate to the proper tab, as shown below, and check the "**Enable QuickScreen Alerts**" box (*circled*).

OpportunityAlerts! are triggered when the values returned from the QuickScreen hit the ranges that are defined in the "OpportunityAlerts!" tab in the Data Access menu in 700Dealer, as shown below. The values will be set at default ranges, however, once the dealer gets comfortable with alerts, they may want to customize the ranges to fit their specific store needs.

Below you will see the default values for Green, Yellow, and Red alerts. Dealers will need to fill out the box below, paying close attention to their score ranges and interests.







## **Pulling Prescreens in Motility**

You can pull a prescreen in both the CRM and Deal Desking modules found within the Infinity system.

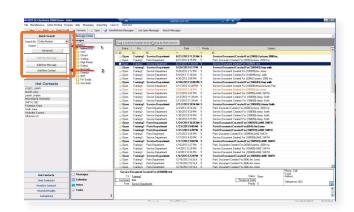
### **Pulling Prescreens in the CRM Module**

To open the CRM, simply click on the "CRM" button in the left-hand navigation bar found in the "Main Menu" screen.

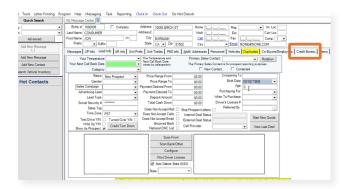


Locate the customer that you want to prescreen by searching their name in the "Quick Search" box.

If this is a new customer, refer back to page 5, the "Pulling Credit in the CRM Module" section, on how add a new customer or deal into the system..

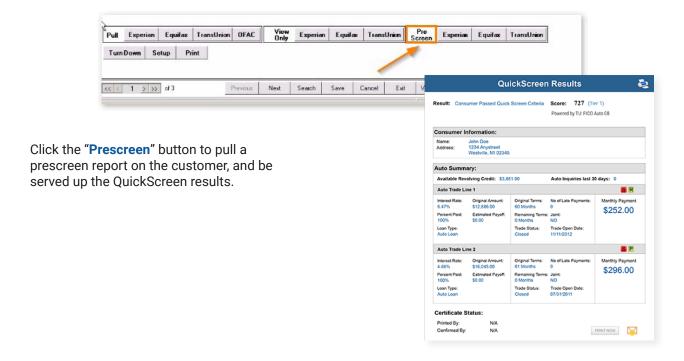


Once you have found the customer, and opened their profile, click on the "Credit Bureau" tab found in the upper navigation bar.









### **Pulling Prescreens in the Deal Desking Module**

Begin by clicking on the "**Deal Desking**" button found in the main menu screen of Infinity.



Click on the "Recall Selector" dropdown found in the upper right corner of the Deal Desking system and locate the customer that you want to pull a prescreen report on.

If this is a new customer, refer back to page 8, the "Pulling Credit in the Deal Desking Module" section, on how add a new customer or deal into the system..

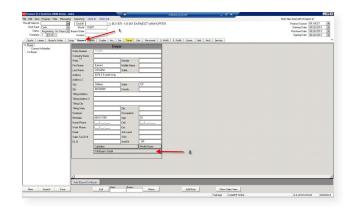


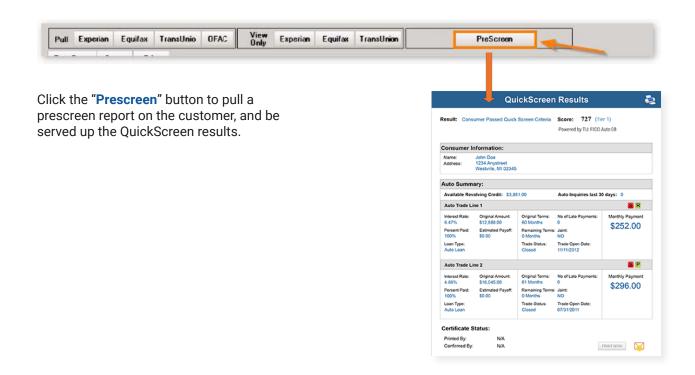




Once located and their information is pulled up, click on the **Buyers tab (1)**.

Here, you are able to edit any information on the consumer. At the bottom, click the **Pull Buyer's Credit (2)**.





**Note:** For more ways on how to view your previously pulled QuickScreen reports, please refer to the next section, "Introduction to 700Dealer" and its sub-section, "Viewing Your Leads" (page 22).





#### Introduction to 700Dealer.com

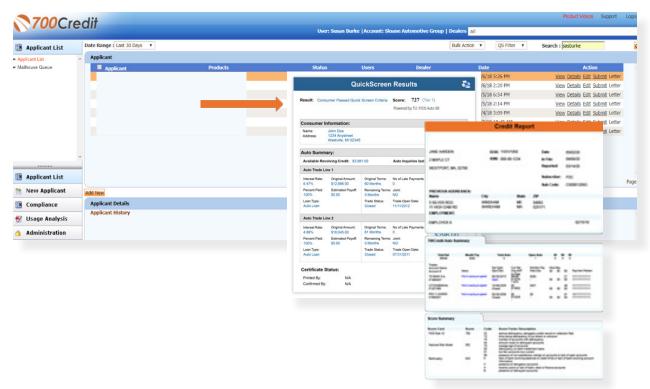
As a customer of 700Credit, you have access to your own personal credit portal at <a href="www.700Dealer">www.700Dealer</a>. com. You should have received your username and password in a welcome email from 700Credit. If you did not receive this email, or have misplaced it, please send an email to: <a href="support@700credit.com">support@700credit.com</a> or call: (886) 273-3848.



#### **Viewing Your Leads**

When you log in to 700Dealer.com, simply click on the **Applicant List** menu item in the left-hand column and you will see a list of all. You can select **Date Range** to view different timeframes.

By clicking on any name in the list, you can view their full credit report, red flag, and a link to their compliance dashboard. If a QuickScreen was run, you will see the QuickScreen results.







## **Compliance Dashboard**

Our Compliance Dashboard closely monitors your efforts to ensure compliance processes are being followed. Issues of concern are highlighted in red for quick identification. We support both single and multi-roof views, ensuring you have your finger on the pulse of every compliance aspect in your business.

Items supported on the dashboard include:

- Adverse Action Notices
- Risk-based Pricing Notices
- OFAC Search, Red Flag ID & Privacy Notices
- Out of Wallet Questions
- Our Compliance Dashboard also collects lead forms from our Credit Reporting and Soft-Pull products

#### **Lead Summaries for:**

- QuickQualify
- QuickApplication
- OuickScreen
- QuickScore
- QuickQualify Xpress

#### **How You Benefit**

- Ensure compliance processes are being followed
- Identify immediately when/where you are out of compliance
- Easily print audit reports
- Single and multi-point rooftop views







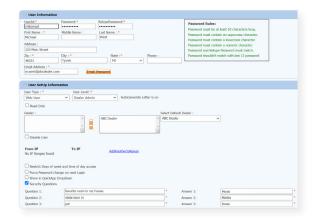
## **Managing Users**

You can add, edit or delete users who have access to your customer, credit and lead information through the following process:

- 1. Log in to 700Dealer.com
- 2. Click on the "Users" link in the left-hand navigation bar
- 3. To edit a user's credentials, click the "Edit" link on the right
- 4. To delete a user, click the "Delete" link on the right
- 5. To create a new user, click on the "Copy" link on the right.



When you click on "Edit", you will be brought to a screen where you can make changes to the information.



## **Creating a New User**

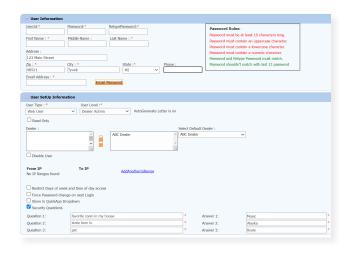






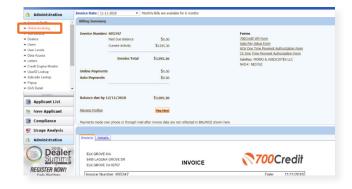
To create a new user, it is easiest to find a similar user id, and select the "Copy" action, as highlighted in the previous step.

You can then fill in the new user information and make any changes in the setup necessary.



## **Viewing Invoices**

Dealers can also view their monthly invoices online by selecting the "Online Invoicing" tab in the left-hand menu.



You should have been sent your <u>700Dealer.com</u> login credentials in one of our welcome emails to you. If you cannot locate your credentials or have any questions, you may send us an email or give us a call at the following: Support: (866) 273-3848 (Option 4) or <u>support@700Credit.com</u>.

