RouteOne February 2017 Release 17.2 Enhancements

- **Credit Application System (CAS)**
  - New Adverse Action Notice (AAN) preference to Automatically Exclude Approvals
  - New warning message added when generating Compliance notices
  - New invoice policy

- **eContracting**
  - Ability to select the ancillary documents to be sent to finance sources
  - Ability to perform an App Switch after validation process
  - Improved DMS import logic for trade-in vehicle information
  - Enhanced validation message to include better clarification
  - Ability to access and view associated Decision History/Deal Summary within the Contract Package page

Remote Document Delivery enhancements include:
  - Ability to close the spinner without Cancelling Remote Document Delivery process
  - Change the timing of when the token message for Customer Access is sent
  - Add the dealership name to the Remote Document Delivery emails sent to customers

- **Canadian Enhancements**
  - New Electronic Document Storage tool SecureDocOne
  - New Decision Snapshot feature available on Customer Manager page
  - EasyRoute by ThinkCards

- **DSP Integrations & Finance Source Onboarding**
  - New Dealership System Provider integrations
  - Newly added finance sources and current list of eContracting finance sources

- **Dealer Training**
  - Free system training

All changes are US only unless otherwise noted
CAS: Automatically Exclude Approvals for AAN

Based on dealer feedback, we’ve enhanced the user experience by adding the option to ‘Automatically Exclude Approvals’ for Adverse Action Notice mailings to applicants who were approved for credit.

This feature allows you to automatically exclude Adverse Action Notice mailings to approved credit applicants, eliminating customer confusion and saving you money. Using this feature ensures notices will not be sent to applicants that were approved for credit within the past 30 days, based on social security number.

Your Dealer System Administrators (DSAs) may enable this feature within the ‘Preferences’ page under the Compliance Dashboard section, by selecting the ‘Automatically Exclude Approvals’ option.

Please note this feature is not available for cash or non-social security number deals. Dealers currently subscribed to Adverse Action Mailing Service packages C and All should not choose this option.

Need assistance? Your RouteOne Business Development Manager can assist you with your questions, or you can contact RouteOne Customer Support at 1-866-ROUTE-01 (option 4, then option 6) or customersupport@routeone.com.
CAS: Warning Message for Compliance Notices

We’ve enhanced the user experience to include a caution/warning message when generating new Adverse Action or Credit Score Disclosure Notices when credit bureau data is omitted.

You will now receive a warning notice if you try to generate an Adverse Action or Credit Score Disclosure notice for an applicant without credit bureau data. You will have the option to proceed with the notice or cancel.

Generating Adverse Action or Credit Score Disclosure

CAUTION
Since this application is not associated with a credit report, the Adverse Action Notice or Credit Score Disclosure Notice you are generating will not contain any Credit Bureau data. To better manage compliance, consider generating the notice from a credit report in RouteOne.

Are you sure you want to proceed?

Cancel  Generate Notice

Your Dealer System Administrators (DSAs) may disable this warning message within the ‘Preferences’ page under the AAN/CSDN section, by selecting the ‘Disable AAN/CSDN Warning’ option.

AAN/CSDN:
By default, users will see a warning message when they attempt to generate an Adverse Action Notice or a Credit Score Disclosure Notice without any Credit Bureau data applied to the notice. You can disable this warning by checking the box below.

☐ Disable AAN/CSDN Warning

Need assistance? Your RouteOne Business Development Manager can assist you with your questions, or you can contact RouteOne Customer Support at 1-866-ROUTE-01 (option 4, then option 6) or customersupport@routeone.com.
We are pleased to announce we’ve updated our invoice policy in efforts to support our dealer loyalty, and have eliminated the invoice processing fee for RouteOne’s online subscription products.

With RouteOne’s new invoice policy, you will no longer be charged invoice processing fees when ordering RouteOne subscription products online.

Need assistance? Your RouteOne Business Development Manager can assist you with your questions, or you can contact RouteOne Customer Support at 1-866-ROUTE-01 (option 4, then option 6) or customersupport@routeone.com.
eContracting & Remote Document Delivery: Enhancements

We strive to continuously improve our eContracting solution to provide the best solution for you. Today we’ve implemented the below eContracting and Remote Document Delivery maintenance and enhancements.

**eContracting enhancements include:**
- The ability to select the ancillary documents to be sent to finance sources
- The ability to perform an App Switch after validation process
- Improved DMS import logic for trade-in vehicle information
- Enhanced validation messages to include better clarification
- Ability to access and view the associated ‘Decision History/Deal Summary’ from the Contract Package page within the eContracting section

**Remote Document Delivery enhancements include:**
- Ability to ‘close’ spinner without cancelling the Remote Document Delivery process with the customer
- Change the timing of when the token message for Customer Access is sent to after the customer clicks ‘I Accept’
- Add the dealership name to the Remote Document Delivery email sent to customers

To learn more about Remote Document Delivery, visit [www.routeone.com](http://www.routeone.com) and watch our tutorial video.

Need assistance? Your RouteOne Business Development Manager can assist you with your questions, or you can contact RouteOne Customer Support at 1-866-ROUTE-01 (option 4, then option 6) or customersupport@routeone.com.
Canada: Electronic Document Storage - SecureDocOne

RouteOne’s SecureDocOne safely and securely stores documents electronically for easy retrieval at any time you choose.

SecureDocOne is designed to efficiently and securely store your most critical information! SecureDocOne helps you safely and securely store documents electronically for easy retrieval at any time. Upload and archive (save) documents as often as you want. Each document stored provides a complete history, along with an audit trail that displays any modifications or edits made along the way. Add notes to documents or print hard copies at any time. Access any document for the length of your subscription easily within your everyday RouteOne workflow. And because we provide the ability to modify user permissions, you manage user access within your dealership. SecureDocOne provides a comprehensive storage solution that will efficiently and effectively store your data.

**RouteOne’s SecureDocOne:**

- Keeps critical data safe and secure: compliance paperwork, Personal Information, aftermarket data, credit reports, along with documents generated outside of RouteOne such as vehicle, government, service/parts, aftermarket
- Provides access to reference documents easily within the RouteOne platform for a streamlined workflow
- Generates a complete history of each document stored along with an audit trail that displays any edits made along the way
- Easily prints stored documents whenever you need them
- Upload and archive electronic contracts, lease and ancillary documents
- Manages document access with the flexibility to modify user permissions

**SUBSCRIBE TODAY. IT’S SIMPLE.**

Your Dealer System Administrator (DSA) can subscribe to SecureDocOne in the Other Services tab of the RouteOne system. If you have any further questions, reach out to your RouteOne Business Development Manager, or call 877.556.0003.
Canada: New Decision Snapshot Feature

In efforts to continually enhance your experience and improve usability within the RouteOne system, we’ve released new system enhancements to include a Decision Snapshot with customer’s deal details to the Customer Manager page.

You may now easily access, view and compare a customer’s deal details within one location on the Customer Manager page within the RouteOne system. Simply click on the new ‘Camera’ icon to view the decision details.

Need assistance? For additional information on the RouteOne system, contact your local RouteOne Business Development Manager, or call 877.556.0003 or visit www.routeone.com.
Canada: THINKCARDS EasyRoute Integration

Our integration with THINKCARDS EasyRoute helps you capture applicant data more accurately and efficiently. Canadian dealers may use the ThinkCards app to scan a customer’s driver’s license and prepopulate a credit application with the information collected – the customer’s name, DOB, and data needed to use the license as a form of ID.

When you scan using the ThinkCards app, you create a lead in RouteOne that you may then merge with a credit application from your DMS, or you may continue completing the credit application that was created from the scan.

Need assistance? For additional information on the RouteOne system, contact your local RouteOne Business Development Manager, or call 877.556.0003 or visit www.routeone.com.
Integration & Onboarding: New DSP and Finance Source Partners

RouteOne is excited to announce the availability of the following Dealer System Providers and finance sources on the RouteOne platform. Also available is the current list of finance sources supporting RouteOne eContracting.

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<tr>
<th>New DSP Integrations</th>
<th>New Finance Sources</th>
<th>eContracting Finance Sources</th>
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<tr>
<td>AutoFI, AutoGravity, Comsoft, Darwin Automotive, Dealer Corp Solutions, Dealer Socket Canada, Drive Motors, Dynsys (<em>Process Pro</em>), Gogo Car, Prazo, Reynolds &amp; Reynolds Shift, TagRail, ThinkCards, TRED, Vroom</td>
<td>Acceptance Loan Company APPONE, Advantage One Credit Union, American Lending Finance, American Southwest Credit Union, Arlington Community Federal Credit Union, AutoFi, Barton Creek Auto Credit, Capital Auto Financial, Carey Poverello FCU, CFS of South Florida, First Choice Capital, First Class American Credit Union, Greater El Paso Credit Union, Heritage Auto Finance, Horizon Federal Credit Union, Magnolia Federal Credit Union, Members 1st Community Credit Union, North County Credit Union, Options Capital Finance, OU Federal Credit Union, Southern Hills Acceptance, Sterling Heights Community FCU, Strike Acceptance, US Acceptance, LLC, Vermillion FCU</td>
<td>1st Community Credit Union, Ally Financial, AmeriCredit, Bank of America, Capital One Auto Finance, Chief Financial Credit Union, Chrysler Capital, Fifth Third Bank, Ford Credit / Lincoln Financial, GM Financial, Honor Credit Union, Regions Financial Corporation, San Antonio Credit Union, Santander, Space Coast Credit Union, SunTrust, TD Auto, Texas Dow Employees Credit Union, Toyota and Lexus Financial Services, UP State Credit Union, Westlake Financial</td>
</tr>
</tbody>
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RouteOne offers more than 140 dealer system providers to choose from.

Contact your local RouteOne Business Development Manager for more information, or call 866.768.8301 (option 4, then option 6), or [www.routeone.com/finance-sources](http://www.routeone.com/finance-sources) for a complete list of available finance sources.
Training: Free Dealer Training

Training on the **RouteOne platform** is held every Tuesday from 11:00 am – 12:00 pm (Eastern)

http://www.routeone.com/support-and-training

Detailed **eContracting** training is held every Thursday from 1:30 pm – 2:30 pm (Eastern)

http://www.routeone.com/support-and-training

**Finance Source** focused eContracting training is available for TFS/LFS, FMCC, SETF, and GM Financial dealers.

To view session details and to register for any of our trainings, click the ‘Training’ tab within the ‘News / Info’ page or click [here](http://www.routeone.com/support-and-training).

Your RouteOne Business Development Manager can also assist you with your questions, or you can contact RouteOne Customer Support at 1-866-ROUTE-01 (option 4, then option 6) or customersupport@routeone.com.
RouteOne Service Desk/Customer Support

1.866.768.8301
Monday – Friday: 6:00 am – Midnight (Eastern)
Saturday: 9:00 am – 9:00 pm (Eastern)
Email: r1support@routeone.com