What is Remote Document Delivery?

- You will have the option to electronically deliver the Contract Package to your customers via a Document Delivery website, rather than printing them in the reviewing or printing steps of the eContracting process. The Remote Document Delivery process will send the credit application and the finance contract to the customer. Dealer uploaded files or forms, faxes, or any forms that a customer does not need to sign will not be sent to the customer.

Why don’t I see the Remote Document Delivery option for both the ‘Review’ and ‘Print’ steps?

- Remote Document Delivery process is enabled at a finance source level, so the Remote Document Delivery process can either be enabled at the ‘Review’ step and/or the ‘Print’ step. Depending on the finance source, you may be able to perform Remote Document Delivery during only one step, or possibly both steps.

Why don’t I have Remote Document Delivery as an option for all of my finance sources that I use for eContracting?

- Remote Document Delivery is enabled at a finance source level, so if you don’t see that option for either step, that specific finance source has not yet approved the use of Remote Document Delivery.

Can I close the ‘Spinner’ window without cancelling the Remote Document Delivery?

- Yes, you can close the ‘Spinner’ window without adversely affecting the customer’s access to the Remote Document Delivery. To close, click the ‘X’ in the upper right hand portion of the window.

What forms get sent to the customer in the Remote Document Delivery package?

- Any form that is something that customer would need to sign will be sent in the Remote Document Delivery package to the customer (i.e. credit application, finance contract, add-on product agreements, etc.).