This document provides RouteOne users frequently asked questions on RouteOne eContracting. The RouteOne system provides you the technology, tools, and support to help your dealership work efficiently and maximize your sales goals. Through RouteOne, your dealership will have access to a network of 1,300+ finance sources, and 125+ Dealership Service Providers.

Signature Pad FAQs

The signatures are not appearing on the contract.

- Some of the earlier Interlink ePad-Ink signature pads were shipped with the incorrect drivers. Perform the following steps:
  - Open Control Panel, then Add/Remove Programs
  - Remove any previous installations of Interlink or eOriginal programs.
    - i.e. Interlink ePad-Ink Support package 6.24 or 7.1
  - The drivers may be downloaded from RouteOne by:
    - Locate RouteOne Help in the upper right corner
    - Select eContracting Help from the dropdown
    - Download the Interlink ePad Setup file
  - Install the RouteOne drivers
  - Delete temporary Internet files
  - Navigate to the eContract and sign by using a new browser.

My Signature Pad is not working. What should I do?

If you are unable to click ‘Accept’ or ‘Resign’ on the signature pad, the issue can be eliminated by using one of the following steps:

- Disable all IE Add-ons (toolbars, etc.)
- In addition to the toolbar the following Add-ons are approved:

  - Reboot your computer.
Frequently Asked Questions

**eContracting**

**My Signature Pad is Not Activating. It displays, but a red ‘X’ appears in the Signature blocks.**
Active X control may not be able to run.

- See if a message is displaying in a yellow bar at the top or bottom of the browser warning you that an Active X control is trying to run.
- To resolve, allow the Active X control to run. (Right-click the error message and choose to allow Active X control to run.)
- If the eContract closes, re-open by clicking Contract Status from eContract Manager and proceed with eSignature process.

**Who do I contact for Topaz brand Signature Pad issues?**
- Please contact Topaz directly at 805.520.8286.

**Where do I order an eContracting Signature Pad?**
Your captive finance source must approve you as an eContracting dealership first. Signature Pads should be ordered through your finance source field representative.

- **Ford Credit Dealers:** [http://www.governorsolutions.com/epad/ford_gateway.html](http://www.governorsolutions.com/epad/ford_gateway.html), or 800.333.2600 Ext. 8992
- **All Other Dealers:**
  - Interlink USB Powered Interlink ePad: [http://store03.prostores.com/epadlink76883663](http://store03.prostores.com/epadlink76883663), or 800.520.3464
  - Topaz Signature Pads (Preferred Pad of Toyota): [http://www.ctimeprivatetestore.com/RouteOne/](http://www.ctimeprivatetestore.com/RouteOne/), or 800.423.8826
- SignatureGem™ LCD 4x5 T-LBK766SE-BH165 (Special pricing available for RouteOne Dealers)

**Do I need a Signature Pad when Signing with an iPad?**
- No, the iPad acts as another signature capturing device – a signature pad is NOT required. You can sign using your finger or a stylus pen on your eContracting Mobile Application.
  - To learn more about the eContracting Mobile application, [click here](#).

**I’m having trouble signing on the iPad.**
Ensure your ‘Pop up’ blocker for the browser is turned off.

- Check the internet connection connectivity.
- Confirm the Stylus being used is correct.

**Faxing FAQs**

**My Faxed ancillary (paper) documents have not appeared and no error has been received – what should I do?**
- If the ‘Distribute – Right now’ button was selected on the Contract Package page, then eContracting is in a status non-compatible with document faxing. At this point, the Finance Source will have to send a Contract Held status. This will put the contract into the correct status to receive faxes.
How does a dealer fax in supporting documentation on an eContracting in “Held” Status?

- When an eContract is in ‘Held’ status, dealers need to FIRST fax in the supporting documents, using the RouteOne fax coversheet, THEN click the ‘Distribute Addendum’ button.
- In other words they should NOT click the “Distribute Addendum” button then fax. By taking this action, it will distribute the contract (again) with no supporting documents attached to it.
- They must see the fax(es) in R1 prior to hitting the “Distribute Addendum” button.

I am using the correct coversheet but I get a fax back saying that the coversheet is not the first page or cannot be read – what should I do?

- If you are getting a fax back stating that "...the coversheet is not the first page or cannot be read...", even though the correct coversheet was used (and was the first page) and the contract is in the correct status to receive faxes, there are still two possible reasons for this behavior.
  - You are using the Decision Details Coversheet (see attachment) instead of the RouteOne eContracting Fax Coversheet. Some dealers have confused the Decision Details Coversheet for the fax coversheet because it has a barcode on it. In order to help distinguish the eC fax coversheet from the Decision Details coversheet, the RouteOne logo and the words "RouteOne eContracting Fax Coversheet" have been added to the top and bottom of the page. Make sure you are seeing those words on the coversheet.
    - Note: Credit decision cover sheet has 1 barcode and the eContracting cover sheet has 2.
  - RouteOne is now producing the coversheet as a PDF document rather than HTML. While this has streamlined the process (eliminating the extra mouse clicks) it has caused an issue for a small number of dealers. For some dealers the coversheet may be printing out with shading in the white areas of the
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barcode. This prevents the RouteOne fax vendor from being able to read the barcode and associate the faxed documents with the contract.

- Use the steps outlined below to change print settings:
- Click on the printer icon in the Fax Coversheet preview window.

- Click the Advanced button on the lower left of the printer dialog box
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- Ensure that the “Print as Image” box is checked and click OK

The faxed images are not appearing on the Contract Package page after being faxed to RouteOne, what should I do?

Check the following:

- The images may take up to 5 minutes to appear on the Contract Package page. Click the ‘Update Contract Package’ button every few minutes to refresh the page.
- If images still do not appear after 15 minutes, check your fax machine for a fax received from the RouteOne image vendor. They will send a response if they were unable to process your request.
- If more than 15 minutes has passed, contact the RouteOne help desk at 866.768.8301.

Credit App FAQs

I am clicking the Assign button, but nothing happens.

- When you want to assign and distribute but the app associated to the eContract is not Conditioned or Approved, there will be a Complete Credit App button in the Alerts and Instructions section of the Contract Package page.
- The Assign button will not be active until the app associated with the contract is Approved or Conditioned. You must go back to the credit app and submit it for a decision (or have the FS send a decision if it’s already been submitted). This can occur with Spot or DMS imported deals.
- For DMS imported deals, this usually occurs when multiple credit apps exist for the same customer. Usually only one is decisioned. If the eContract has been associated to an undecisioned credit app at the time of DMS import (selection is made on the Credit App Selection page), you will see the Complete Credit app button on the Contract Package page. If you have a decisioned credit app, but have associated an imported contract to an undecisioned app (see screen shot below), please contact the RouteOne Help Desk at 866-ROUTE-01.
Distribution FAQ

When I am receiving Distribution or Addendum Distribution Faults – What should I do?
If you receive a Distribution Fault, wait 5 or 10 minutes and then try to redistribute the contract. If you are still unable to distribute the contract, contact RouteOne Support 866.768.8301.

Contract Manager FAQ

What is the Contract Manager?
• The Contract Manager is used to access both paper contracts and electronic deals. The Contract Manager will display contract information for dealerships that are not using eContracting.

DMS FAQ

When is eContracting integrated with my DMS?
• RouteOne has integration with R&R for Retail on their ERA platform only. RouteOne has integration with ADP. Discussions to reach an agreement and high level designs are in process with RouteOne and R&R Power (formerly UCS). R&R Power is currently planned as a separate integration from R&R. RouteOne is in progress of integration with many other DMSs, and timing will vary for each. Contact your DMS representative for more information.

Signature FAQs

Can signatures be changed or modified after they are applied to the contract?
A partially or fully signed contract can be modified up until the contract is either Papered Out or assigned and distributed to the finance source. If the contract is modified, all signers will have to re-sign.

• Once the contract has been distributed and assigned, it can no longer be modified, except when:
  o The finance source cancels the original offering and a new contract must be created.
  o The finance source places the deal in rejected status.
• To make edits to the contract, navigate to the ‘Contract’ tab or click the ‘Go To Contract Worksheet’ button within the contract page.
• Click the ‘Edit contract’ button to remove existing signatures.
• Make your edits to the contract and complete the eContracting process (again). This distributes the new eContract to the finance source for funding.
  o NOTE: Users are able to edit existing eContracts and do not need to create a new eContract provided that the contract has not been assigned and distributed to the finance source or has not been Papered Out.

I am unable to view eSignatures on the Completed Copy of the eContract.
• Adobe Reader version 9.1 or higher is required to do this. Download the correct version from Adobe at http://get.adobe.com/reader/, or contact RouteOne Support at 866.768.8301.
Contract Generation FAQ
Can I create multiple contracts for a single credit application?

- No, eContracting only allows one contract per credit application.

Upload Scanned Documents FAQ
What image quality setting should I use on my scanner?
The scanner should be set at a resolution of 75dpi. This will ensure that scanned documents are both legible and of a small enough size that they do not exceed system restrictions. To check scanner settings:

- Go to the scanner, or multi-purpose printer.
- Click the ‘Scan’ button.
- Choose the ‘Settings’ option.
- Check for the appropriate resolution setting.
  - If assistance is still needed, contact the support line of the scanner manufacturer to learn how to change the setting.

Additional RouteOne training guides are available through the ‘News/Info’ tab within RouteOne. Dealers may also join complimentary RouteOne System Training Sessions from the ‘News/Info’ tab, or by clicking here. For additional information on the RouteOne system, contact RouteOne Support at 866.768.8301, email R1Support@routeone.com