



CarNow

USER GUIDE

SEPTEMBER 2022

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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.

CarNow has integrated our soft pull, prequalification solution, QuickQualify, into their platform. This brief guide will walk you through the consumer's prequalification experience in CarNow, and how you can view lead credit data in the 700Dealer platform. If you have any questions, please feel free to reach out to our support desk at: (866) 273-3848 or email us at: support@700Credit.com.

Introduction to QuickQualify

QuickQualify is a soft pull prequalification solution which places a soft inquiry on the consumer's file, that does not require a consumer's SSN or DoB - only name and address required. For each consumer that fills out the prequalification form and gets preapproved, dealers receive:

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

You can use this information to put the consumer in the right vehicle with the right financing, right away!

QuickQualify Results

Result: Applicant Found **Score:** 618

Powered by EX: FICO AUTO V8

Consumer Information:

Name: Jane Doe	Email: jdoe@email.com
Address: 123 Main St, Farmington Hills, MI 48334	Phone: (999)-555-1234

Auto Summary:

Available Revolving Credit: \$1,459.00 Auto Inquiries last 30 days: 0

Auto Trade Line 1				
Interest Rate: 17.52765%	Original Amount: \$17,079.00	Original Terms: 73 Months	No of Late Payments: N/A	Monthly Payment \$382.00
Percent Paid: 81.12%	Estimated Payoff: \$3,224.00	Remaining Terms: 6 Months	Joint: NO	
Loan Type: Auto		Trade Status: Open	Trade Open Date: 11/19/2015	
Auto Trade Line 2				
Interest Rate: 4.66%	Original Amount: \$16,045.00	Original Terms: 61 Months	No of Late Payments: 0	Monthly Payment \$296.00
Percent Paid: 100%	Estimated Payoff: \$0.00	Remaining Terms: 0 Months	Joint: NO	
Loan Type: Auto		Trade Status: Closed	Trade Open Date: 07/21/2011	

Certificate Status:

Printed By: N/A PRINT NOW

Confirmed By: N/A

Credit Report Option

With our QuickQualify platform, dealers have the option of either getting the soft pull prequalification results as shown above, or you can opt to receive a full credit file from all three bureaus: **Equifax**, **TransUnion**, and **Experian**.

We **STRONGLY** suggest you set up your prequalification bureau to match the bureau and scorecard that matches your credit bureau used in your F&I Office.

Note: This report can only be used for information purposes and CANNOT be used to fund the deal.

Credit Report

JANE AARDEN **DOB:** 11/01/1950 **Date:** 05/02/20

2 MAPLE CT **SSN:** 000-00-1234 **In File:** 09/08/20

WESTPORT, MA, 02790 **Reported:** 03/14/20

Subscriber: FDC
Sub Code: CS0001208G

PREVIOUS ADDRESSES:

Name	City	State	ZIP
5 SILVER RDG	WINDHAM	ME	04062
11 HIGH DAM RD	WAREHAM	MA	02517

EMPLOYMENT:

EMPLOYER X 02/15/10

700Credit Auto Summary

Total Bal	Month Pay	Total Auto	Open Auto	30	60	90
(\$)	(\$)					
Trades:						
Account Name	Status	Orig Amt	Orig AMT	Monthly Pay	Mos Rip	Payment Pattern
TD BANK N.A	Paid or paying as agreed	09/26/2015	\$14,074	\$282	00 27	1111111111111111
0748M001	Open		\$1,224	-	00 00	00 111111111111
0112NSHKNIA	Paid or paying as agreed	10/08/2009	\$0	\$301	46	11111111111111
0743199	Closed		\$1992	-	00 00	00 111111111111
PNC V LEASNG	Paid or paying as agreed	03/26/2006	\$0	\$0	41	1X111111111111
0790001	Closed		\$1025	-	00 00	00 111111111111

Score Summary

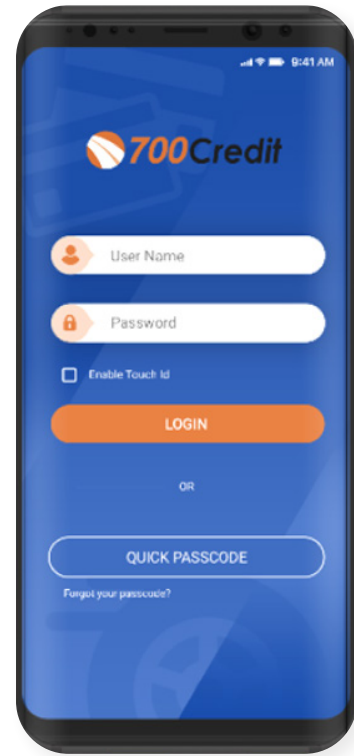
Score Card	Score	Code	Score Factor Description
FICO Risk V2	700	22	serious delinquency, derogatory public record or collection filed
		13	time since delinquency is too recent or unknown
		16	number of accounts with delinquency
		34	amount owed on delinquent accounts
National Risk Model	502	19	average age of accounts
		35	delinquency on bank installment loans
		01	too few accounts now current
		08	presence of non-satisfactory ratings on accounts or lack of open accounts
Bankruptcy	925	K	ratio of bank revolving balances to credit limits or lack of bank revolving account information
		C	presence of derogatory accounts
		H	recently active or lack of bank, retail or finance accounts
		B	presence of delinquent accounts

QuickMobile App

The 700Credit Mobile Dealer App is specifically designed for our dealers to manage their soft pull leads generated by the QuickQualify solution from a single, secure platform.

From this simple interface you can:

- Receive alerts when consumers complete the QuickQualify web form
- Optimize your interactions with applicants through text and mobile dialing
- View a list of all applicants and immediately click on any applicant to view the live credit score and credit file information
- Set filters to view leads from a specific period of time
- Dealers can forward the QuickQualify URL via text or email for consumers to complete from their devices.



The 700Credit QuickMobile Dealer App is available for both mobile phone (iOS & Android) and tablet formats. It is offered at no charge and can be downloaded from the Apple and Android App Stores by searching for "700Credit" or by scanning the QR Code to the right. Please contact our support team if assistance is required: (866) 273-3848.

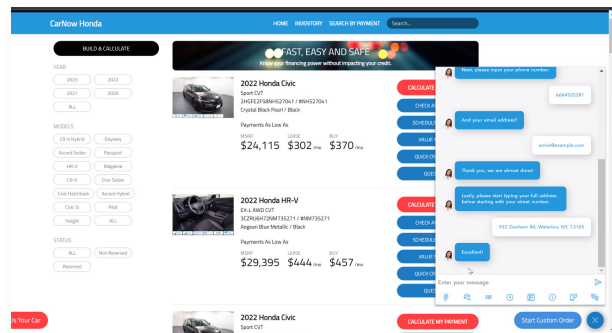


Consumer Experience

There are two places in which a CarNow user can get prequalified on a dealer website: **(1)** within the chat platform, and **(2)** within the digital retailing process. These next 2 sections will individually cover the consumer’s experience in getting prequalified through both processes.

Consumer Experience: *Chat Platform*

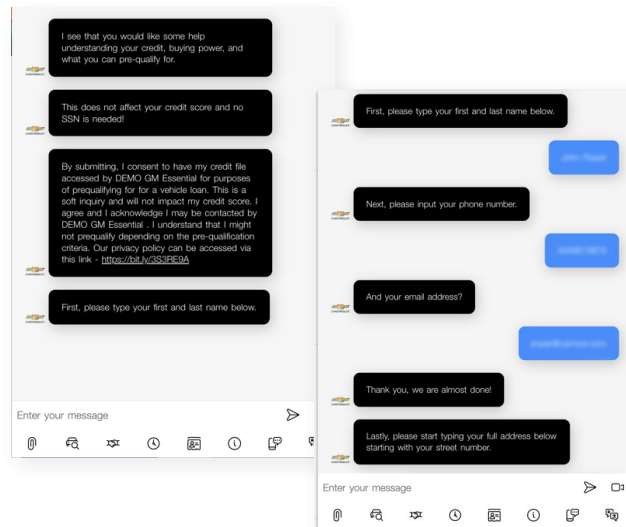
In the chat interface, the consumer is greeted with an automated chat workflow that takes them through an experience to see their score.



Prior to providing the necessary information, the consumer will see a disclaimer with a link to the appropriate privacy policy for the dealership.

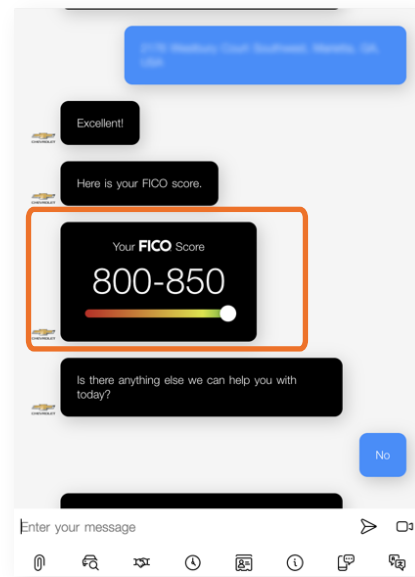
The consumer will then be asked to provide first and last name, phone number, email address, and home address.

Note: This process carries to the digital retail experience, if the dealer is subscribed.



After completing the short process, the score returned to the consumer will show a fixed range.

Consumers will fall into a traditional score range for “Excellent, Very Good, Good, Fair, Needs Work”.

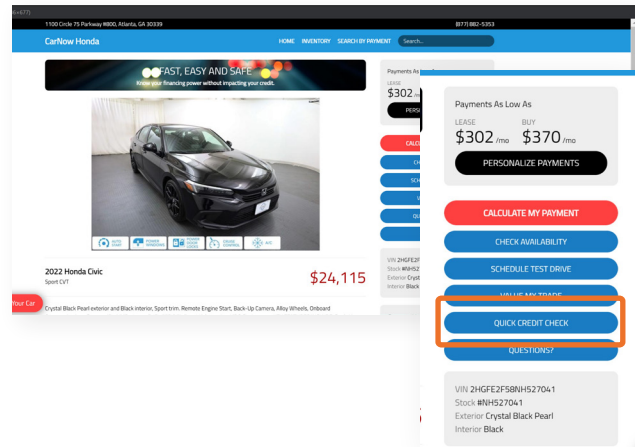


Consumer Experience: Digital Retailing

When the customer is going through the CarNow digital retail process on a dealer's website, they can leverage the QuickQualify product as a component of the process.

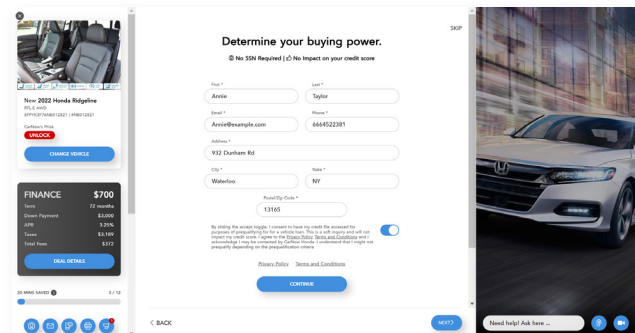
Upon locating the desired vehicle to be prequalified for, and opening the vehicles detail page, the consumer will locate the **"Quick Credit Check"** button.

Note: This button's label is customizable by the dealership, however 700Credit recognizes **"Get Prequalified"** as a best practice and urges dealers to use that verbiage.

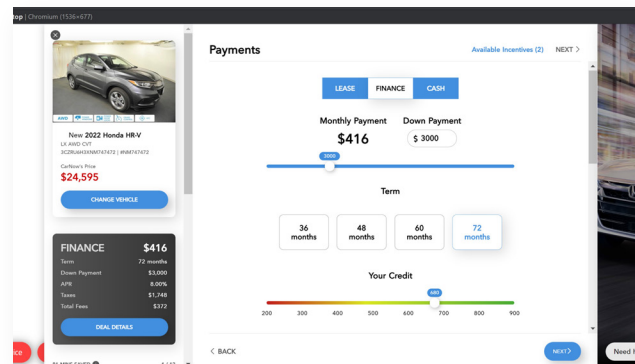


The prequalification form will appear for the user. They are instructed to complete the form by providing first and last name, phone number, email, and home address.

Once completed, they will click the acceptance toggle, and finally **"Continue"**.



The customer will then land on the payments step in the digital retail process with their score falling into one of the tiered buckets, and pre-setting a rate/payment.

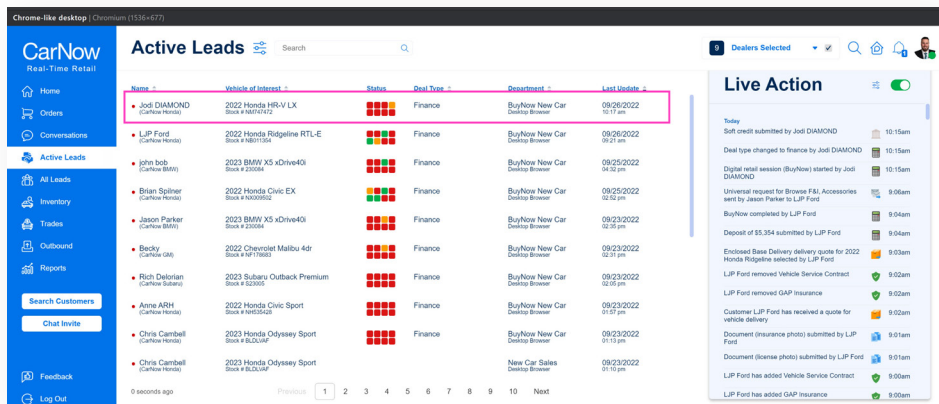


CarNow Dealer Portal

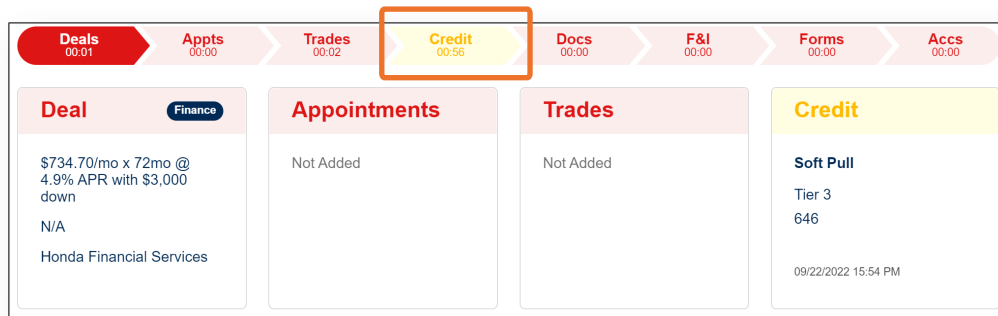
When a consumer submits the prequalification form through either of the experiences (chat platform vs. digital retailing process), appropriately permissioned dealer users can see results of that prequalification.

Viewing Your Prequalification Leads

After logging into the CarNow backend portal, select “Active Leads” in the side-bar menu options, and the user will be presented with a list of on-going deals currently in the system. Begin by locating a deal and opening its profile/details page.



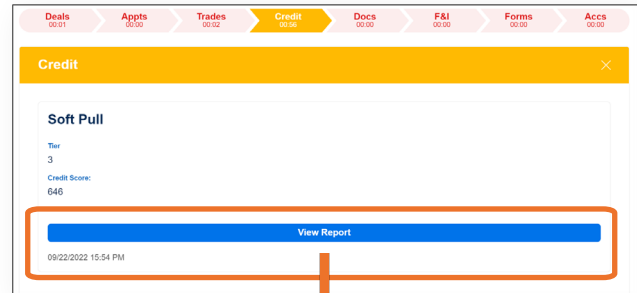
At the top of the deal's profile page, locate and select the “Credit” tile, as shown below.



From the credit profile, users are able to see what tier the consumer was placed into, as well as their credit score.

To view the credit report, select **“View Report”**, as circled to the right.

The user will then be presented the 700Credit generated credit report.



Introduction to 700Dealer.com

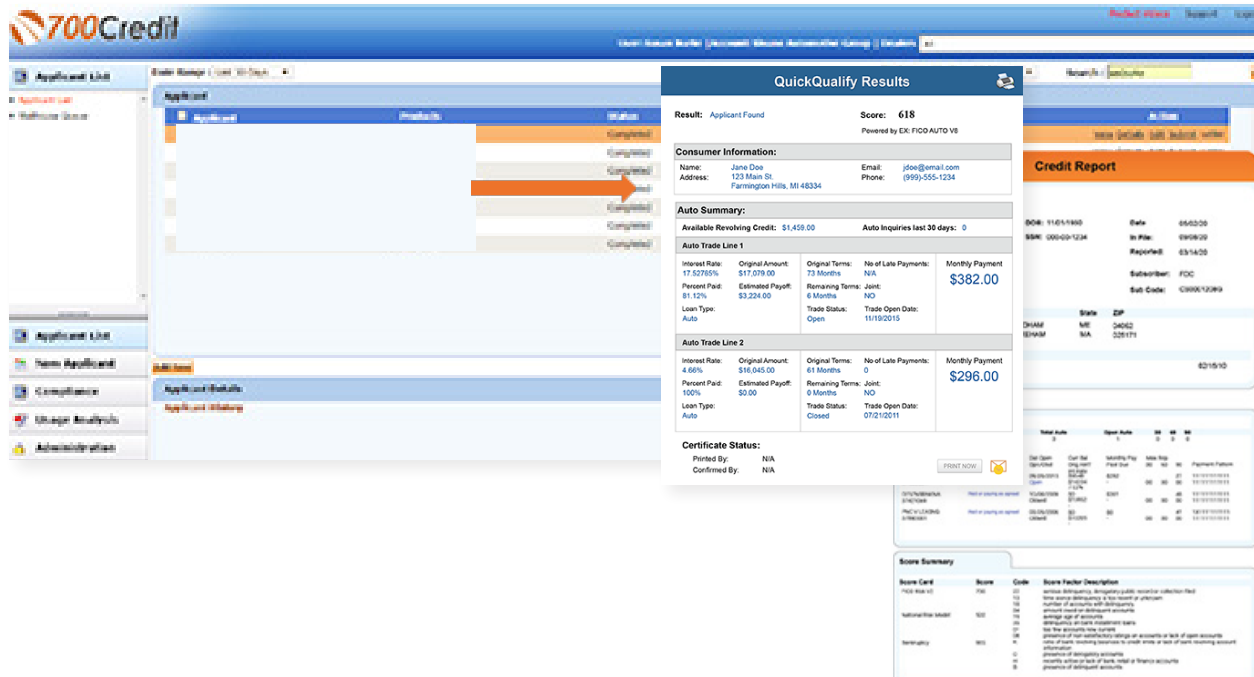
As a customer of 700Credit, you have access to your own personal credit portal at www.700Dealer.com. You should have received your username and password in a welcome email from 700Credit. If you did not receive this email, or have misplaced it, please send an email to: support@700credit.com or call: **(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 QuickQualify, prequalification results and full credit report, as shown below.



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.

UserID	Name	User Level	User Type	Status	Dealer	City	State	Action
cartercountydgcudl	CU DL Interface	Dealer User	Gateway User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
cartercountydqdc	Elend Solutions Interface	Dealer User	Gateway User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
cartercountydcpq	ElendSolutionsPQ Interface	Dealer User	Gateway User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
cartercountyyucudl	CU DL Interface	Dealer User	Gateway User	Active	Carter County Hyundai	Ardmore	OK	Edit Delete Copy
cartercountyyudc	Elend Solutions Interface	Dealer User	Gateway User	Active	Carter County Hyundai	Ardmore	OK	Edit Delete Copy
cchundaiccpq	ElendSolutionsPQ Interface	Dealer User	Gateway User	Active	Carter County Hyundai	Ardmore	OK	Edit Delete Copy
fchavez	Frank Chavez	Dealer Admin	ODE User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
keystonechevyudl	CU DL Interface	Dealer User	Gateway User	Active	Keystone Chevrolet	Sand Springs	OK	Edit Delete Copy
keystonechevydc	Drive Centric Interface	Dealer User	Gateway User	Active	Keystone Chevrolet	Sand Springs	OK	Edit Delete Copy
keystonegbg	Gubagoo Interface	Dealer User	Gateway User	Active	Keystone Chevrolet	Sand Springs	OK	Edit Delete Copy

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

User Information

UserID: * Password: * RetypePassword: *

First Name: * Middle Name: Last Name: *

Address:

Zip: * City: * State: * Phone:

Email Address: * [Email Password](#)

Password Rules:
 Password must be at least 10 characters long.
 Password must contain an uppercase character.
 Password must contain a lowercase character.
 Password must contain a numeric character.
 Password and Retype Password must match.
 Password shouldn't match with last 13 password

User Setup Information

User Type: * User Level: * AutoGenerate Letter is on

Read Only

Dealer: Select Default Dealer:

Disable User

From IP: No IP Ranges found To IP: [AddAnotherIPRange](#)

Restrict Days of week and time of day access
 Force Password change on next Login
 Show in QuickApp Dropdown

Security Questions

Question 1: * Answer 1: *
 Question 2: * Answer 2: *
 Question 3: * Answer 3: *

Creating a New User

UserID	Name	UserLevel	UserType	Status	Dealer	City	State	Action
cartercountydqjcdl	CU DL Interface	Dealer User	Gateway User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
cartercountydqjdc	Elend Solutions Interface	Dealer User	Gateway User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
cartercountydcpq	ElendSolutionsPQ Interface	Dealer User	Gateway User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
cartercountyyhucdl	CU DL Interface	Dealer User	Gateway User	Active	Carter County Hyundai	Ardmore	OK	Edit Delete Copy
cartercountyyhucd	Elend Solutions Interface	Dealer User	Gateway User	Active	Carter County Hyundai	Ardmore	OK	Edit Delete Copy
cchyundaicpq	ElendSolutionsPQ Interface	Dealer User	Gateway User	Active	Carter County Hyundai	Ardmore	OK	Edit Delete Copy
fchavez	Frank Chavez	Dealer Admin	ODE User	Active	Carter County Dodge Chrysler Jeep	Ardmore	OK	Edit Delete Copy
keystonechevyucdl	CU DL Interface	Dealer User	Gateway User	Active	Keystone Chevrolet	Sand Springs	OK	Edit Delete Copy
keystonechevydc	Drive Centric Interface	Dealer User	Gateway User	Active	Keystone Chevrolet	Sand Springs	OK	Edit Delete Copy
keystonegbg	Gubagoo Interface	Dealer User	Gateway User	Active	Keystone Chevrolet	Sand Springs	OK	Edit Delete Copy

To create a new user, it is easiest to find a similar user id, and select the “Copy” action as highlighted above.

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

User Information

UserID: * Password: * RetypePassword: *

First Name: * Middle Name: Last Name: *

Address: 123 Main Street

Zip: * City: * State: * Phone: *

48521 Tyvek MI

Email Address: * [Email Password](#)

Password Rules:
 Password must be at least 10 characters long.
 Password must contain an uppercase character.
 Password must contain a lowercase character.
 Password must contain a numeric character.
 Password and Retype Password must match.
 Password shouldn't match with last 13 password.

User Setup Information

User Type: * User Level: *

Web User Dealer Admin AutoGenerate Letter is on

Read Only

Dealer: ABC Dealer Select Default Dealer: ABC Dealer

Disable User

From IP To IP [AddAnotherIpRange](#)

No IP Ranges found

Restrict Days of week and time of day access
 Force Password change on next Login
 Show in QuickApp Dropdown

Security Questions

Question 1: favorite room in my house Answer 1: Music
 Question 2: state born in Answer 2: Alaska
 Question 3: pet Answer 3: Rodeo