
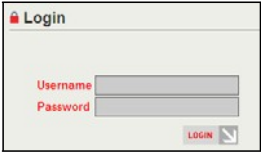



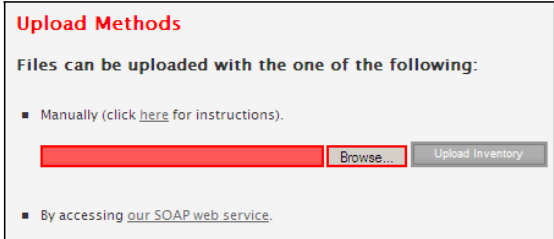





New Dealer Extranet

The purpose of this job aid is to provide dealers with the enhanced features of the New Dealer Extranet. These features include the ability for dealers to **COMPLETE DEALER UPLOADS, VIEW UPLOADED INVENTORY, SUBMIT AN APPLICATION, and VIEW AN APPLICATION.**

Accessing the Dealer Extranet	
Use the following procedure to access the Dealer Extranet:	
Step	Action
1	Access the Dealer Extranet on the Santander website or by clicking on the following link: http://www.dealer.santanderconsumerusa.com
2	Select Dealer Login from the DEALERS tab. 
3	Login as usual by entering the Login ID and Password and click the LOGIN button. 
4	A Legal Acknowledgement will be displayed. Read the acknowledgement and click Accept .
5	For dealers, the main login screen will appear next. ASMs/ISMs will automatically be routed to the User Management screen. From this screen, users can: <ul style="list-style-type: none"> • Upload Inventory • View Inventory • Submit an Application • View an Application 

Dealer Inventory Upload	
The dealership will have the option to add their inventory to the New Dealer Extranet. This will allow the user submitting an application to choose a vehicle from the dealership's inventory and attach it electronic ally.	
Use the following procedure to ADD/UPLOAD INVENTORY :	
Step	Action
1	Select the INVENTORY UPLOAD tab from the main login screen. 
2	The Inventory Upload screen will appear. Here, users will be instructed on the types of files that can be uploaded and examples of each type. 
3	Follow the instructions on the screen to upload the desired file. Files can be uploaded using a manual upload or a web service upload. 
4	Click the Upload Inventory button once your file has been uploaded.
	The new inventory has now been added and is available to view.


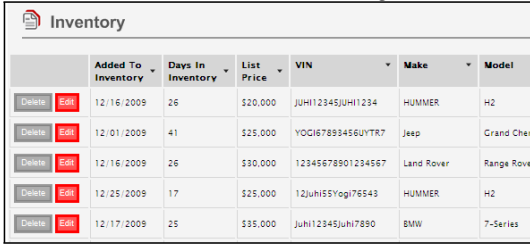



New Dealer Extranet

Viewing Inventory



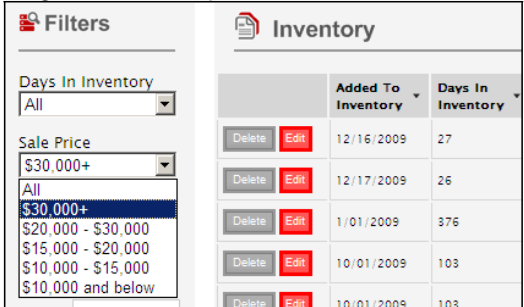

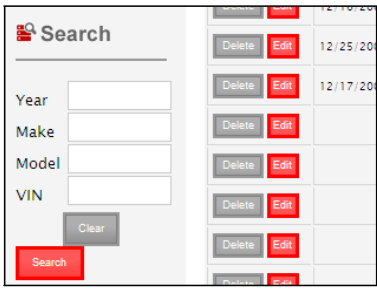

Dealerships can **VIEW** and **SEARCH** inventory.

Use the following procedure to **VIEW INVENTORY**:

Step	Action
1	Select the VIEW INVENTORY tab from the main login screen or from the Quick Links menu on the left-hand side of the screen. 
2	The main screen will appear. This page will list the following: <ul style="list-style-type: none"> When the vehicle was added to inventory The number of days in inventory List price VIN Make, Model, Year, and Mileage 
	The user will now be able to view all vehicles in inventory.

Searching Inventory



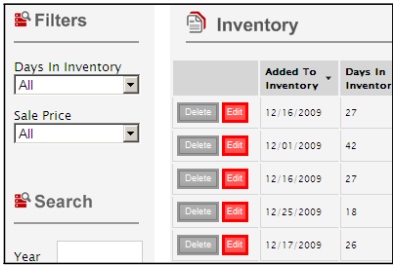
SEARCH INVENTORY (Continued)

Step	Action						
2	To search by Days In Inventory , select the desired time frame from the drop-down menu. 						
	The Days In Inventory menu searches for vehicles that were added to inventory within the last 20, 10, or 5 days. For example, if the user selects Last 20 Days , the screen will automatically update to reflect only vehicles that have been added in the last 20 days.						
3	To search by Sale Price , select the desired price range from the drop-down menu. 						
	For example, if the user selects \$30,000+ the screen will automatically update to reflect only vehicles that fall into the selected price range.						
4	To search for a particular vehicle, enter the vehicle's specific search criteria. Then, click the red Search button. 						
	<table border="1"> <thead> <tr> <th>IF...</th> <th>THEN...</th> </tr> </thead> <tbody> <tr> <td>A vehicle that meets the specific search criteria is in inventory</td> <td>The screen will automatically update with the vehicle information.</td> </tr> <tr> <td>The vehicle is not in inventory</td> <td>A message reading: 0 of 0 vehicles showing will appear.</td> </tr> </tbody> </table>	IF...	THEN...	A vehicle that meets the specific search criteria is in inventory	The screen will automatically update with the vehicle information.	The vehicle is not in inventory	A message reading: 0 of 0 vehicles showing will appear.
IF...	THEN...						
A vehicle that meets the specific search criteria is in inventory	The screen will automatically update with the vehicle information.						
The vehicle is not in inventory	A message reading: 0 of 0 vehicles showing will appear.						

Searching Inventory

Dealerships can also search their uploaded inventory. The **Inventory** screen has filters to make the search process easier. These filters allow a user to narrow their search options to locate a specific group of vehicles or even one particular vehicle.

Use the following procedure to **SEARCH INVENTORY**:

Step	Action
1	Select the VIEW INVENTORY tab from the main login screen. 
	The main screen will appear with the filters on the left. 


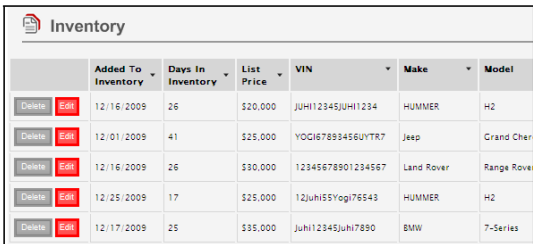


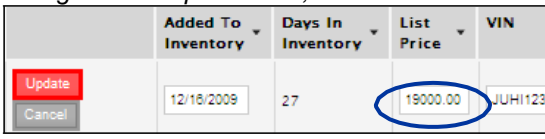

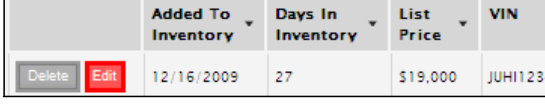


New Dealer Extranet

Editing Inventory Entries

Sometimes, it may be necessary for dealerships to edit entries that appear in inventory. For example, if the list price has changed, the user can edit the information for that particular vehicle.


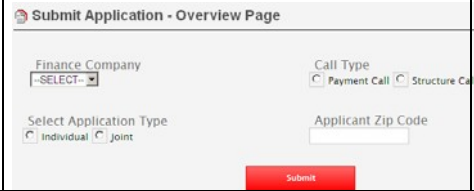

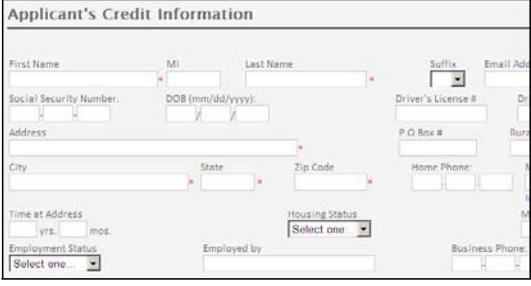




Use the following procedure to **EDIT INVENTORY**:

Step	Action
1	Select the VIEW INVENTORY tab from the main login screen. 
2	The main screen will appear. Select the red EDIT button. 
	Fields that can be edited will appear with white boxes. 
3	Click inside the white box to update the field with the correct information. <i>In our example, we've changed the list price to 19,000.</i> 
4	Click the red Update box.  The screen will automatically update to reflect the changes. The white box will no longer appear. 

Submitting an Application

Dealerships will have the capability of submitting applications through the New Dealer Extranet. Dealers can use a pre-filter option to select the type of application they want to submit.

Use the following procedure to **SUBMIT AN APPLICATION**:

Step	Action
1	Select the APP SUBMIT tab from the main login screen. 
2	The user will be routed to the Application Overview Page . Select the desired options from the drop-down menu and then press the red Submit button. 
	NOTE: If the user fails to enter the pre-filter information, an error message will prompt him/her to enter the correct data. Users will be unable to proceed to the next page without entering the required information. Users should carefully read any legal disclosures.
3	An application will appear. Complete the required fields (including the Legal Disclosure) and click the red Submit button. 
	The application will take approximately 30 seconds to process. Do not leave the page until the process is complete.
	An Applications screen will appear and the newly submitted applicant will be listed. <i>In this example, the new applicant is Jane Doe.</i> 
	The applicant's application is now ready to view. To follow these steps, see Viewing an Application on Page 4 of this job aid.



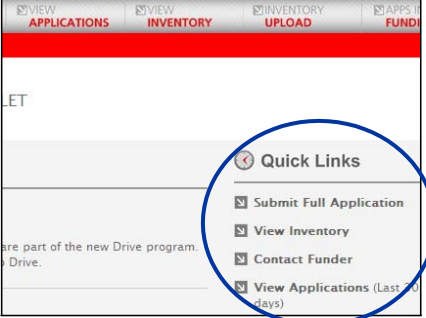





New Dealer Extranet

Viewing an Application

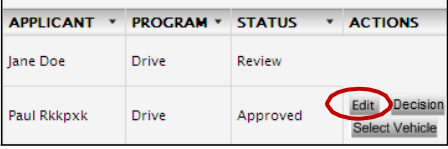

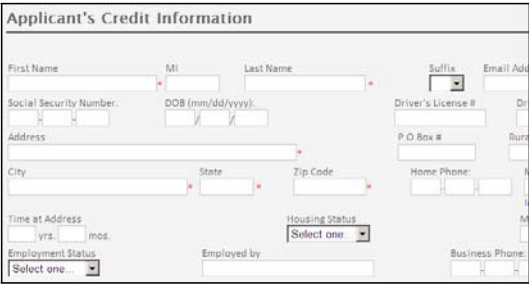

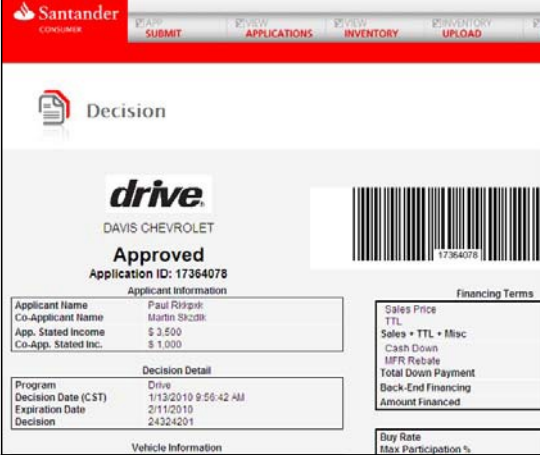

Once an application has been submitted, dealerships will have the ability to view the application through the New Dealer Extranet. Other functions include the ability to edit an application, view the status (or decision) of the application, and select a vehicle.

Use the following procedure to **VIEW AN APPLICATION**:

Step	Action
1	Select the VIEW APPLICATION tab from the main login screen. 
	TIP: Users can also view /submit applications by clicking on the Quick Links menu on the right side of the screen. 
2	The user will be routed to the Applications screen, where all of the dealership's applications will be listed. 
3	To view the applicant's approval status, locate the name of the customer and look in the STATUS column. It will say Approved, Declined, Review or Payment Call. 
	Functions of the ACTION column include: <ul style="list-style-type: none"> • Edit – Grayed out areas cannot be edited. • Decision – View the callback. • Select Vehicle – Add a vehicle from inventory.

Editing an Application

Use the following procedure to **EDIT AN APPLICATION**:

Step	Action
1	From the Applications screen, click the Edit button next to the name of the applicant who needs to be edited. 
2	The user will be routed to the Application Overview Page . Select the desired options from the drop down menu and then press the red Submit button. 
3	An application will appear. Edit the desired fields, check the boxes on the Legal Disclosure, and click the red Submit button. 
	The user will be routed to the Decision page that lists the applicant's details. The applicant's information has now been updated. 
	The user can also use this process to edit the terms/deal structure.


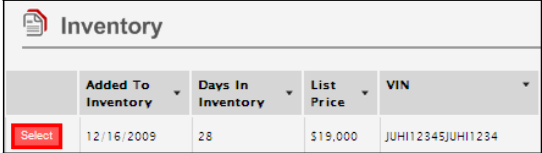
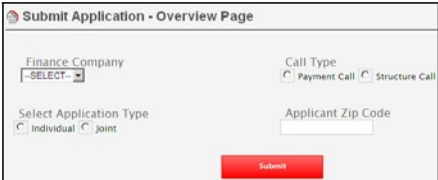
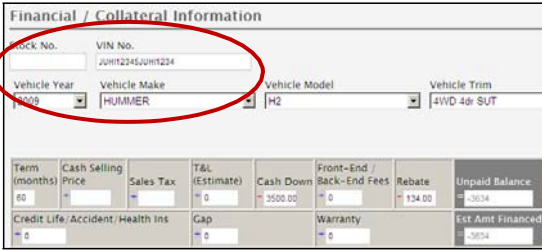


New Dealer Extranet

Selecting a Vehicle

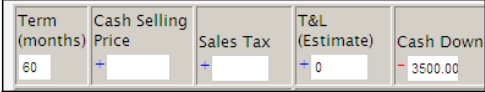

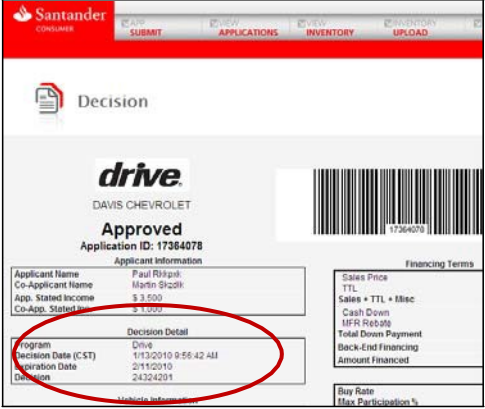

Users can also select a vehicle to be added to a specific application.

Use the following procedure to **SELECT A VEHICLE**:

Step	Action
1	<p>From the Applications screen, click the Select Vehicle button next to the applicant's name.</p> 
2	<p>The user will be routed to the Inventory screen. Click the red Select button next to the desired vehicle.</p> 
3	<p>The following screen will appear. Click the Save button.</p> <p>We need all information complete to assign this vehicle.</p> <p>VIN: <input type="text" value="JUHI12345JUHI1234"/></p> <p>Vehicle Year: <input type="text" value="2009"/></p> <p>Vehicle Make: <input type="text" value="HUMMER"/></p> <p>Vehicle Model: <input type="text" value="H2"/></p> <p>Vehicle Trim: <input type="text" value="4WD 4dr SUT"/></p> <p>Mileage: <input type="text" value="1900"/></p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>
4	<p>The user will be routed to the Application Overview Page. Select the desired options from the drop-down menu and then press the red Submit button.</p> 
5	<p>The customer's application will appear. Confirm the vehicle information.</p> 

Selecting a Vehicle

SELECT A VEHICLE (Continued)


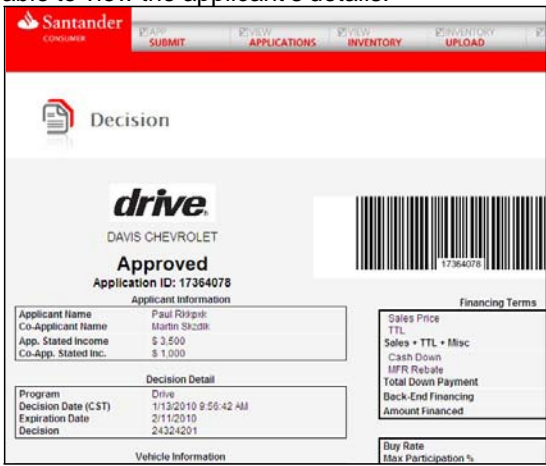
Step	Action
6	<p>Enter the Cash Selling Price and the Sales Tax.</p> 
7	<p>Place a check mark in the boxes under the Legal Disclosure and click the red Submit button.</p>
	<p>The user will be routed to Decision page and be able to view the applicant's updated details.</p> 
	<p>Users can use this same process to:</p> <ul style="list-style-type: none"> • Edit a vehicle after it has been added to the application • Edit the terms/deal structure



New Dealer Extranet


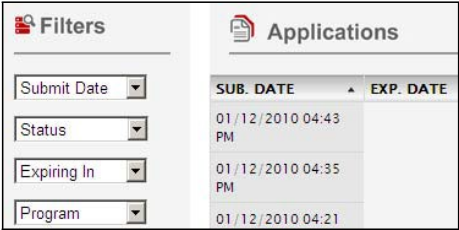
Decision (Viewing the Callback)

Use the following procedure to **VIEW THE CALLBACK**:

Step	Action
1	<p>From the Applications screen, click the Decision button next to the applicant's name.</p> 
	<p>The user will be routed to Decision page and be able to view the applicant's details.</p> 
	<p>From here, the user can now navigate to any desired tab in the User Management menu.</p>

Searching for a Specific Application


SEARCH FOR A SPECIFIC APPLICATION (Continued)

Step	Action						
	<p>The Applications screen has filters that allow a user to search applications by:</p> <ul style="list-style-type: none"> Customer Name Submit Date Status Expiration Program 						
3	<p>To search for a customer by name, type the name into the Filter by customer name box. Then click the arrow tab.</p> 						
	<table border="1"> <thead> <tr> <th>IF...</th> <th>THEN...</th> </tr> </thead> <tbody> <tr> <td>A customer name meets the specific search criteria</td> <td>The screen will automatically update with the customer's information.</td> </tr> <tr> <td>An application is not in the Dealer Extranet for that particular customer</td> <td>A message reading: 0 of 0 applicants showing will appear.</td> </tr> </tbody> </table>	IF...	THEN...	A customer name meets the specific search criteria	The screen will automatically update with the customer's information.	An application is not in the Dealer Extranet for that particular customer	A message reading: 0 of 0 applicants showing will appear.
IF...	THEN...						
A customer name meets the specific search criteria	The screen will automatically update with the customer's information.						
An application is not in the Dealer Extranet for that particular customer	A message reading: 0 of 0 applicants showing will appear.						
4	<p>To search using other filters, click on the desired drop-down menu and select the search criteria.</p> 						
	<ul style="list-style-type: none"> The Submit Date menu searches applications entered within the last 30, 15, 5 days. The Status menu searches Approved, Conditioned, Contract Return, Duplicate, Reviewed, Expired, and Declined applications. The Expiring In menu searches applications that will expire in 5, 10, 15, 20, 25, or 30 days. The Program menu searches by Drive, SAF, or both. 						
	<p>From here, the user can now navigate to any desired tab in the User Management menu.</p>						

Searching for a Specific Application

There may be times when a dealership wants to search for a specific application. Users can filter information to quickly locate a specific application.

Use the following procedure to **SEARCH FOR A SPECIFIC APPLICATION**:

Step	Action
1	<p>Select the VIEW APPLICATION tab from the main login screen.</p> 
2	<p>The user will be routed to the Applications screen, where all of the dealership's applications will be listed.</p> 