F&I Product Rating and Booking

User Guide

ERA®

Retail Management System

Reynolds & Reynolds™

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Setup and Registration

Rating and Booking

Reynolds and Reynolds' F&I Product Rating and Booking is available for ERA-IGNITE, F&I Menus, and the docuPAD® System The product rating feature gives you the ability to access your providers' pricing for service contracts, aftermarket products, and GAP products in real time. The product booking feature gives you the ability to transmit contract details to providers and receive completed F&I forms in return.

This guide will cover how to register your dealership and your aftermarket providers. It will take you through the specifications for the rating and booking features so you can customize them to fit your process. This will also show you how to rate and book your F&I products in a few simple steps.

You will need to have access to Finance and Insurance Specs to perform registration activities. This guide will outline how to set up security access for this.

Finance and Insurance (Specs) → VSC Rating and Product – Screen Access

- ☑ Dealer and Product Registration
- ☑ Pricing Controls
- ☑ Additional Controls

To rate and book products you will need the following access:

F&I/Desking → Actions
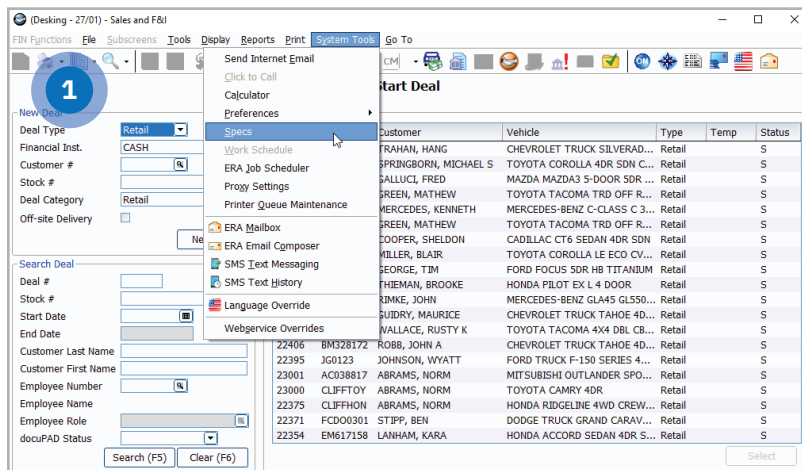
PRB: Book/Void Contracts

PRB: Get Pricing

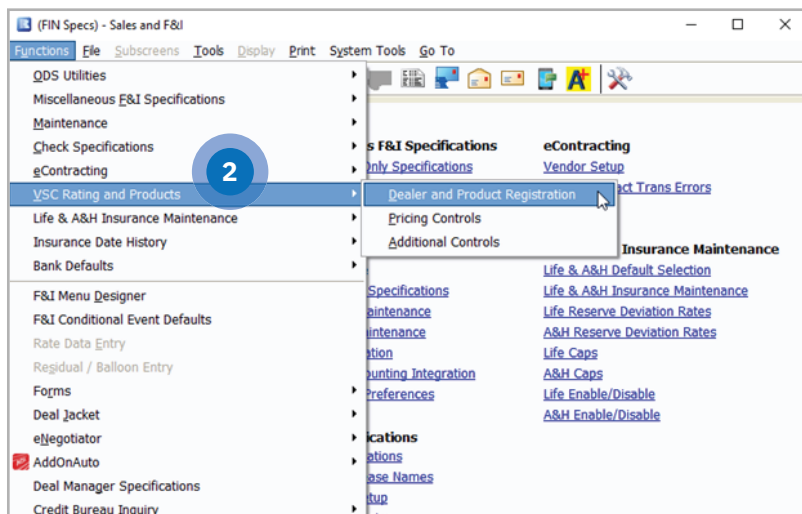F&I/Desking → Screen Access

- ☑ VSC Rating and Product Display

F&I/Desking → Aftersales – Fields

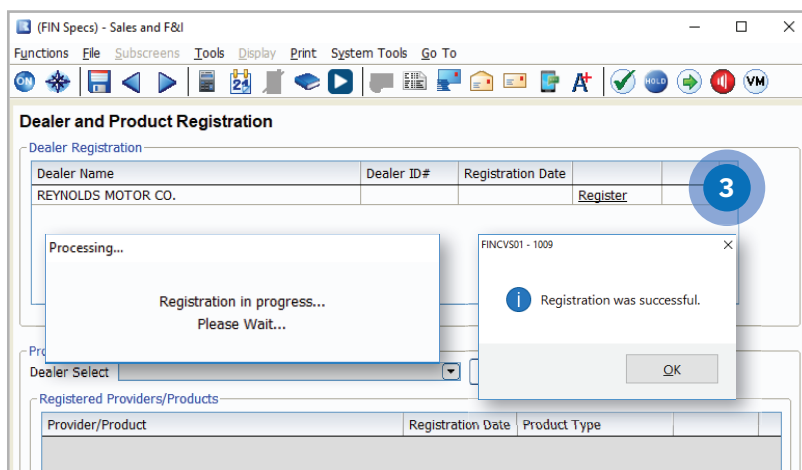- ☑ VSC Original Rating Cost (optional)

Step 1: Register your dealership

1 From the F&I/Desking main screen, click **System Tools** > **Specs**.

2 From the FIN Specs screen click **Functions** > **VSC Rating and Products** > **Dealer and Product Registration**.

3 Click **Register** next to the Dealer Name. When the system is finished processing, a success notification will pop up.

Note: Your Dealer ID# will be assigned when you register; no manual entry required.

Step 2: Register providers and products

1 Use the down arrow next to Dealer Select to select dealership name. Click **Register New Product**.

2 Click the double arrow on the left to choose products to register from providers with which your dealership has an existing relationship.


3 The products available for the provider will then display. Enter the Provider ID given to you by the provider next to the products you wish to register. Uncheck the boxes next to the products you do not want to register. Next, click **Register (F12)**.

Note: The Provider Dealer ID is issued by your provider. If the provider requires a product code or prefix override, they will supply that to you as well. If you do not know your ID, you will need to contact your provider or provider agent.
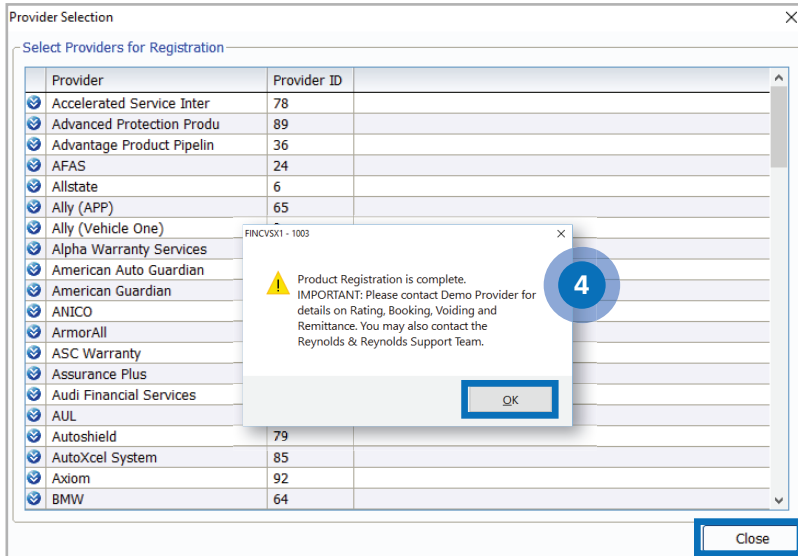
4 You will receive a Registration Complete pop up box; click **OK**. Then click **Close** in the bottom right corner of the Provider Selection screen.
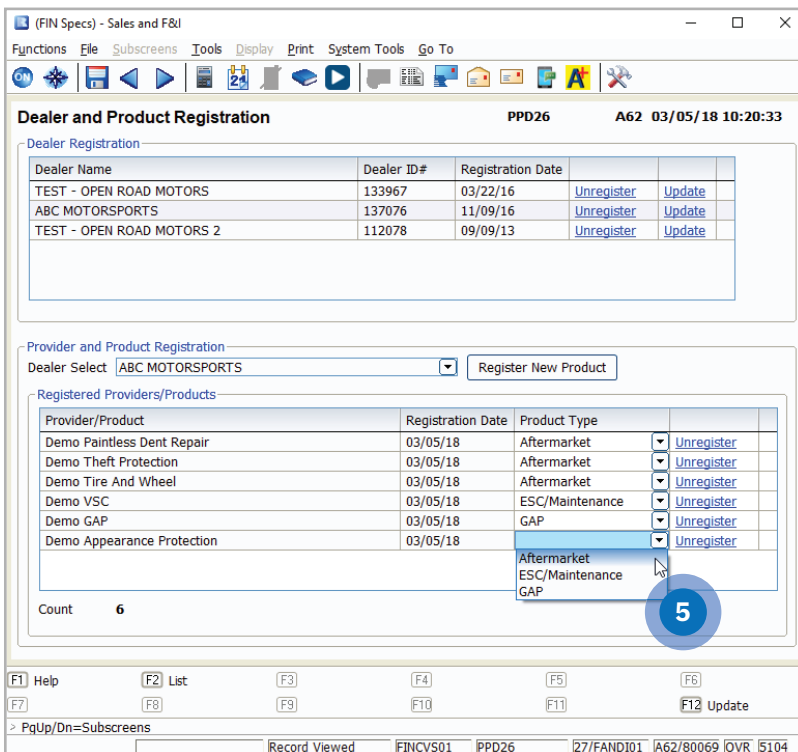

5 Select the Product Type by clicking on the drop down list next to each product that was registered. You can select Aftermarket, ESC/Maintenance, or GAP based on your processes.

IMPORTANT

It is imperative that you contact your provider(s) for important information regarding their specific rating, booking, voiding, and remittance processes after you have successfully completed the registration process. Some providers require additional steps to be taken in order to properly rate, book, void, and remit contracts.

You can also contact Reynolds at 800.767.0080 for specific details.

Step 3: Set Product Integration Controls for pricing and profit information by product
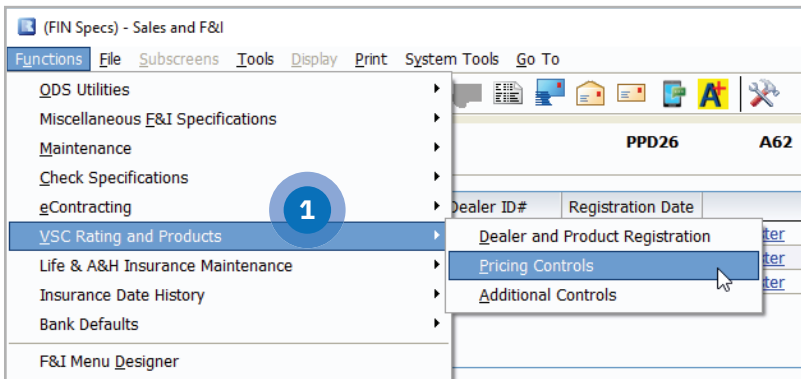
1 From the FIN Specs screen click **Functions** > **VSC Rating and Products** > **Pricing Controls.**
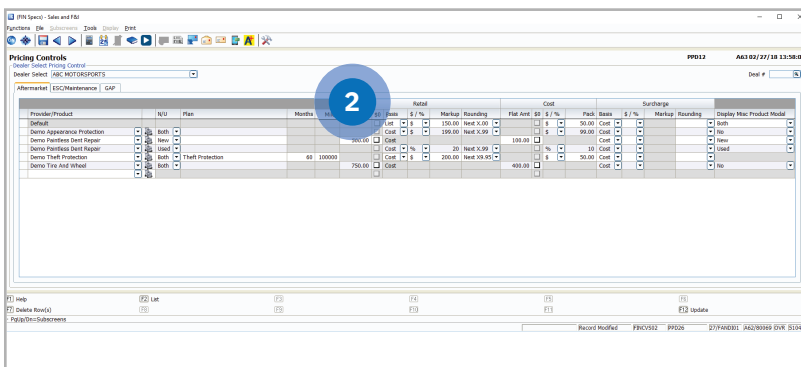
2 Define markup percentages or amounts by product type.

Dealer Select Pricing Controls

- Select the option of setting an overall default or itemizing per specific provider/product.
- It is possible to set certain parameters such as New/Used, Plan, Months, or Miles.
  - Note: Plan name has to be **exactly** as the rating would display
- Retail Price
  - Flat Amt
  - Cost vs. List Basis
  - Markup based on % or $
  - Rounding (ex. Next X.00 or Next X .99)
- Cost Pack % or $
  - Flat Amt
  - Pack $ or %
- Surcharge
  - Cost vs. List Basis
  - Markup based on % or $
  - Rounding
- Display Misc Product Modal
  - Display Product Modal only on new, used, or both (ex. Business Use, Warranty Remaining)
  - Do not display the modal at all by selecting No

Note: Pricing Control specifications are set for each Dealer Select and also by Aftermarket, ESC, Maintenance, and GAP.

3 From FIN Specs screen, Click **Functions** > **VSC Rating and Products** > **Additional Controls**

Default Product

- For each dealer select, select the default product you will see in the Product and Rating Request screen for each group.

- By checking the Automatically Rate box, it will force the pricing to pull within the Product and Rating Request screen without having to manually click 'Get Pricing'.

F&I Menus Controls

- Override Markup Rules → If this is not selected, the Menus markup rules are used. If this is selected, then those rules are overridden. As an example, if Menus has a $200 markup limit, but the rated product is marked up $500, you will want to override the Menus markup limit by checking this box.

- Retail Price is the price before the Menus discount has been applied (if applicable).

- Sale Price is the price after the Menus discount has been applied (if applicable).

  Then choose Unbooked Aftermarket Product rules.

Unbooked Aftermarket Products Rules

- You can set what messages (if any) pop up when delivering or closing a deal
  - No message – Deal will Deliver or Close without message.
  - Warning message – Deal will inform associate they have unbooked products, but will allow them to finish the deal.
  - Error message – Deal will inform the associate they have unbooked products, and will not allow them to finish the deal.

4 From the FIN specs screen, select Aftermarket Product Maintenance found under ODS Utilities. Registered provider(s)/ product(s) can be selected to default for each individual aftermarket code when rating.

Now you are ready to rate and book your products.

Product Rating

Rating from a deal record in ERA-IGNITE or Desking

Step 1: You can rate products from the Aftermarket, Warranty, and GAP subscreens or by clicking on the corresponding icons in the deal worksheet, or access the window(s) in the Subscreens menu that corresponds to the product.

Note: VIN and Mileage are required to rate products.

Step 2: Click the **Get Product Pricing** button (on the Warranty or GAP Company window) or the **Shopping Cart** icon in the Get Pricing column (on the Aftermarkets window) to display the Product and Rating Request window, where product pricing can be retrieved.

Step 3: In the Provider/Product field, select the provider and product to obtain pricing for. Use the dropdown arrow in this field to display registered providers. Then click **Get Pricing (F5)** to rate the selected product and display plans and pricing.

 The **padlock** can be toggled on or off to display or hide cost and profit amounts. This option is available based on security access.

Note: If Automatically Rate was checked in the Additional Controls, the Get Pricing step would be skipped.

Step 4: If there are any surcharges that may apply, the Miscellaneous Product Options window will display. Select surcharges as necessary and click **OK (F12)**.

Step 5: You can turn the prompts on or off for the miscellaneous product option using the checkbox labeled 'Prompt Miscellaneous Product Options'. Also, if a price is established in a deal but rating will still be necessary for cost, check the box for 'Use Retail Price in Deal.' When the product is saved back to deal, the retail price will not be altered but the correct cost/plan information will reflect for booking purposes.

Note: If you choose to skip the Misc Product Options screen, selections can be missed that may result in improper ratings for certain providers/products.

Step 6: Select a product and plan by clicking the plus sign which displays available policies within that plan. Choose a policy by placing a check in the appropriate box and then choose a deductible. If any surcharges were returned, they will be listed in the surcharge box. Click Save Product (F12) to add the product to the deal. The deal record is automatically updated with the pricing information for the product. Details for the product are recorded on the Warranty, GAP Company, or Aftermarket window as appropriate.

Note: Changing certain details in the deal record, including but not limited to the vehicle information and deal date, may require you to re-rate or re-book the product to reflect the changes.

Rating from F&I Menus presentations

F&I Menu Designer-Setups

Go to Tools > F&I Menu Designer

Within a menu, double click a product to open Package Item Properties.

In Package Item Properties, you have the option to default a provider/ product for that particular package item in the menu. You also have the option to check the box to Automatically Rate when the Editor button is selected.

Step 1: Select a Menu package to rate by placing a checkmark in the appropriate box. Then click the **Editor** button next to a package item to enter the Editor window.

Note: To select the Editor button, the Allow Runtime Editing option must be checked in F&I Menu Designer > Package Item Settings.

Step 2: Click **Get Pricing (F5)** to display the Product and Rating Request window, where the products can be rated.

Step 3: After selecting the desired product and plan on the Product and Rating Request window, press **Save Product (F12)** to close the window and automatically enter the amounts for the selected product on the Editor window.

Step 4: Click **OK** to save the package item and return to the F&I Menus window, where the package item has been updated.

Rating from docuPAD – Customize Deal Menu

Step 1: Go to FIN Functions > Attach docuPAD Menu. When the docuPAD Menu Select screen opens, choose **Menu** and click **OK**. Within the Customize Deal Menu screen, click on **Select Coverage** for the required product.

Step 2: Click **Get Pricing (F5)** to display the Product and Rating Request window, where the product can be rated.

Note: The system can be setup to default the provider/product as well as automatically rate when select coverage is selected. For assistance, please contact docuPAD support.

Step 3: After selecting the desired product and plan on the Product and Rating Request window, click **Save Product (F12)** to close the window and automatically enter the amounts for the selected product on the Coverage window.

Step 2: Click **Get Pricing (F5)** to display the Product and Rating Request window, where the product can be rated.

Note: The system can be setup to default the provider/product as well as automatically rate when select coverage is selected. For assistance, please contact docuPAD support.

Step 3: After selecting the desired product and plan on the Product and Rating Request window, click **Save Product (F12)** to close the window and automatically enter the amounts for the selected product on the Coverage window.

Note: It is very important to verify that the coverage shown in the Available Coverages matches with the plan selected under Product Rating and Booking Selected Coverage. For example, "Coverage2" was a change that no longer matches the VSC Gold.

Step 4: Select **Save to all options** or **Save to this option**.

Step 5: Once all applicable products have been rated, select **Ready for docuPAD (F8)**.

Note: The **icon will serve as an indicator that the pricing was obtained through Product Rating and Booking.**

Rating from docuPAD – Menu of Options

Step 1: Flip the workstation screen so that the **Edit** product buttons are available. Click on the **Edit** button to open the Product Editor Window.

Step 2: Select **Get Product Rating** to open the Product Rating Request modal.

Step 3: Click **Get Pricing** to rate the product.

Step 4: Choose the appropriate product plan name and coverage from the dropdown lists and click **Save Product**.

Step 5: Use either **Save to This Package** or **Save to All Packages** to save the product information and return to the Menu of Options screen.

Note: In the product editor window, Rated will display next to the coverage dropdown. The rating information displays in the bottom left of the window.

Product Booking and Printing

Once a product is added to a deal, you can book the contract from the F&I Forms window, accessed by selecting **Print > F&I Forms**. On this window, simply select the product to book in the Aftermarket Product Booking and Reprint section and click **Book Contract (F9)**.

You can also choose **Select Unbooked** to book all products simultaneously.

Once you select and Book Contract (F9) you will get an option to preview the form(s) on screen or print automatically.

A contract number assigned by the provider is automatically entered in the Contract # column and the status is changed to Booked.

Note: When "Sign on docuPAD" is checked, the PDF will load to the docuPAD workstation Forms & Documents screen where it can be signed electronically. If this is not selected, the completed contract will automatically display in a separate window to be printed and processed as usual.

If there is any missing information required to properly book a product, the Additional Fields screen will prompt you to enter the necessary info. This screen is meant to capture required info that may be missing, as specified by the provider, so forms will be filled out correctly. It also ensures that providers have all necessary info to properly service the customer.

Once booked, the completed contract form automatically displays in a separate window in .pdf format. Information for the buyer, vehicle, and product is automatically entered on the form. You can then print the form for the buyer to sign, and process it as usual. Repeat this step for each contract you wish to book.

You can also book contracts by selecting **Display > VSC Rating and Products**. The VSC Rating and Products Display window displays a list of the rated products on the deal.

Note: If the label "Rating Only" displays for the provider on this window, the product must be booked with the provider outside of the Sales and F&I application

Voiding a Contract and Reprinting Forms

If a buyer changes their mind about a product, you can easily void the contract directly from the VSC Rating and Products Display window by highlighting the product and clicking **Void Contract**.

Note: Contact providers directly for specific guidelines regarding voiding contracts.

You can reprint forms by highlighting the product and clicking **Reprint Contract**.

IMPORTANT

Remember to contact your provider(s) about their specific processes as some providers require additional steps to be taken in order to properly void contracts.

Build a Remittance Report

A Remittance Report can be built within the ERA-IGNITE Retail Management Intelligence (RMI) application. This report will show the contracts booked as well as the actual contract numbers. To build this report, complete the following steps.
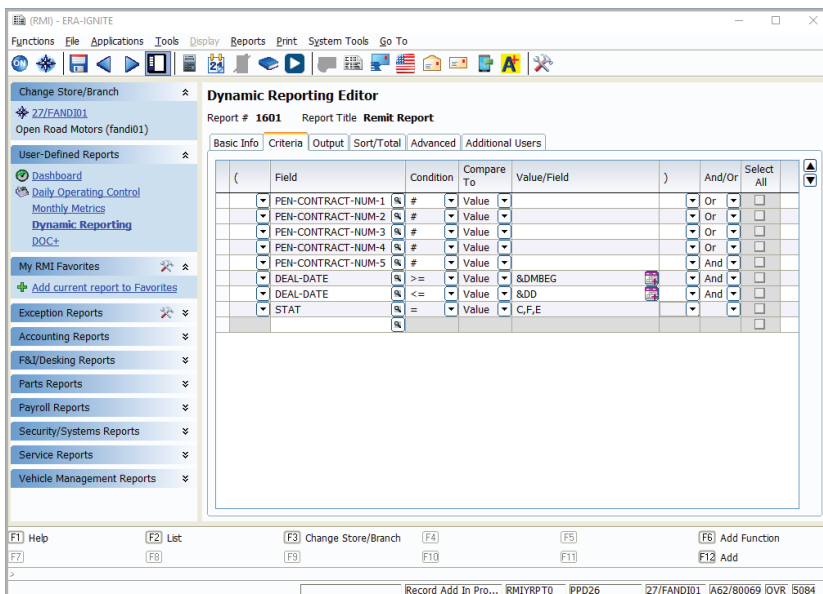
Step 1: Open the Retail Management Intelligence Application found under My Applications on the ERA-IGNITE homepage by simply clicking the ▦ icon found on your toolbar.
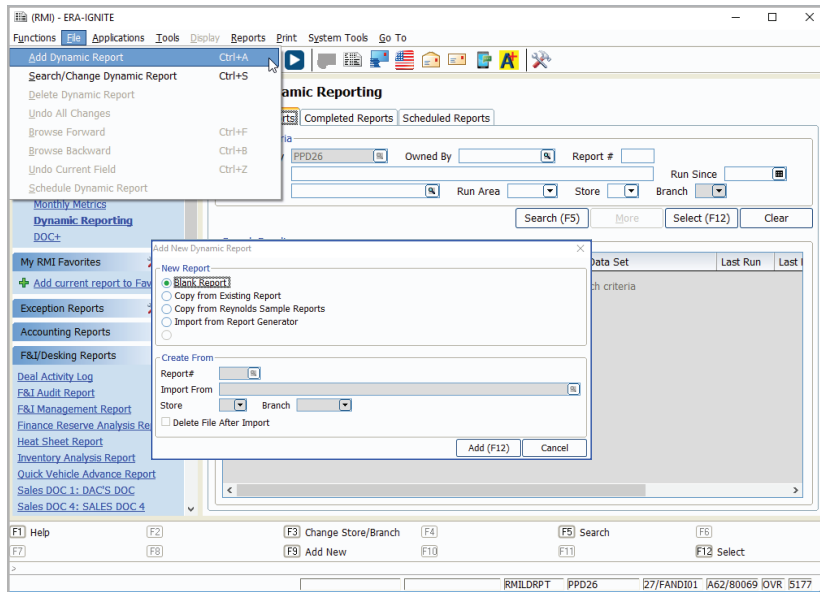
Step 2: Go to File > Add Dynamic Report. When the new screen appears, select **Blank Report** and then click **Add (F12)**.

Note: You will need to be in the F&I store and branch where the remittance report is required.

Step 3: Name the report "Remit Report" and name the Data Set as "FIMAST-FANDI

Step 4: Select the following Criteria.

Step 5: Select the following Output.

Note: You can add other columns you would like to pull, such as MAKE.

Step 6: Select the following Sort/Total.

Step 7: Save the report by selecting **Add (F12).**

Step 8: Run the Report by selecting **Run Report (F10).**

For assistance with report modification or information on how to rate and book your products, call **800.767.0080**.

To view a detailed list of integrated providers, please visit:

http://www.reyrey.com/rpp.

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