F&I Product
Rating and Booking

User Guide

POWER

Retail Management System

Reynolds & Reynolds™

Setup and Registration

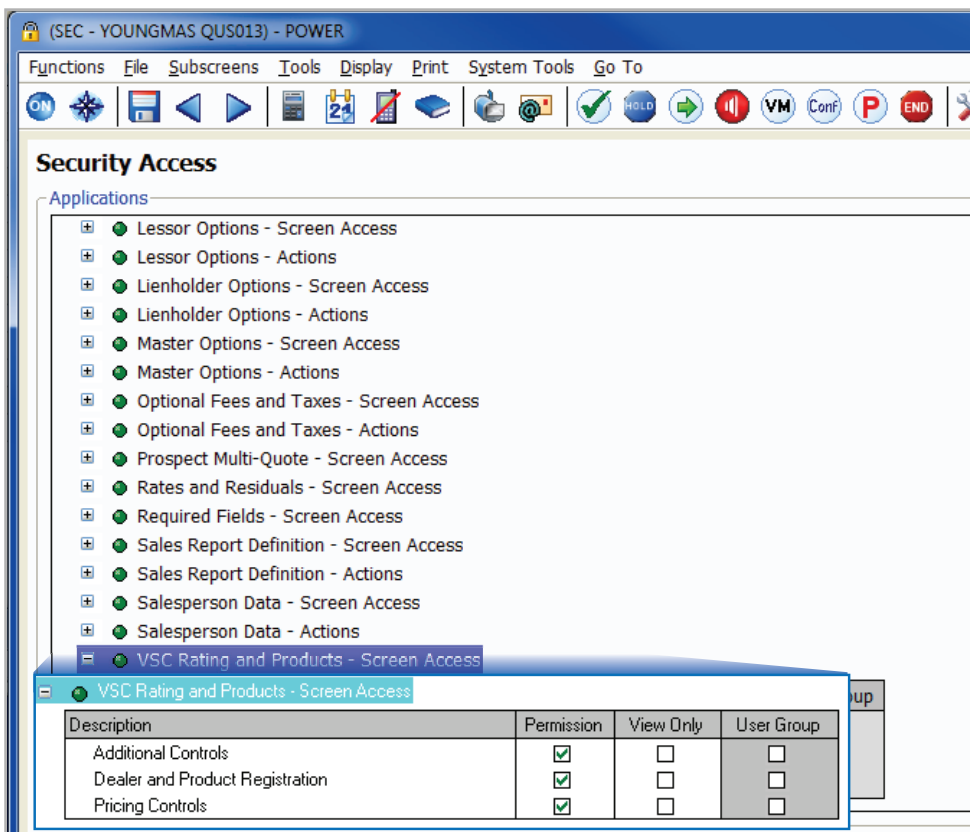## Rating and Booking

Reynolds and Reynolds' Product Rating and Booking is available for 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 Options to perform registration activities. This guide will outline how to set up security access for this.

Control Options – Finance and Insurance →VSC Rating and Product – Screen Access

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

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

Finance and Insurance → Screen Access
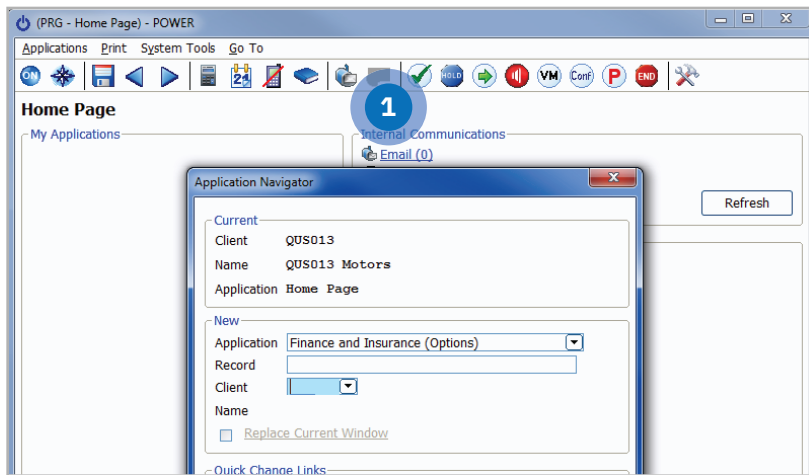
- ☑ VSC Rating and Product Display

Finance and Insurance → Actions

- ☑ Book/Void PEN Contracts
- ☑ Obtain VSC Rating
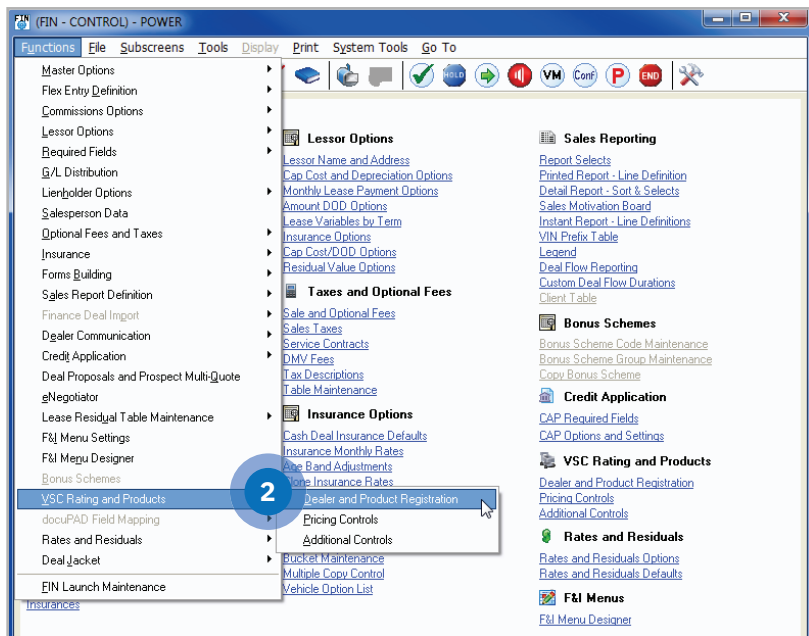- ☑ VSC Original Rating Cost (optional)

docuPAD Management → Screen Access

- ☑ VSC Rating and Products Display
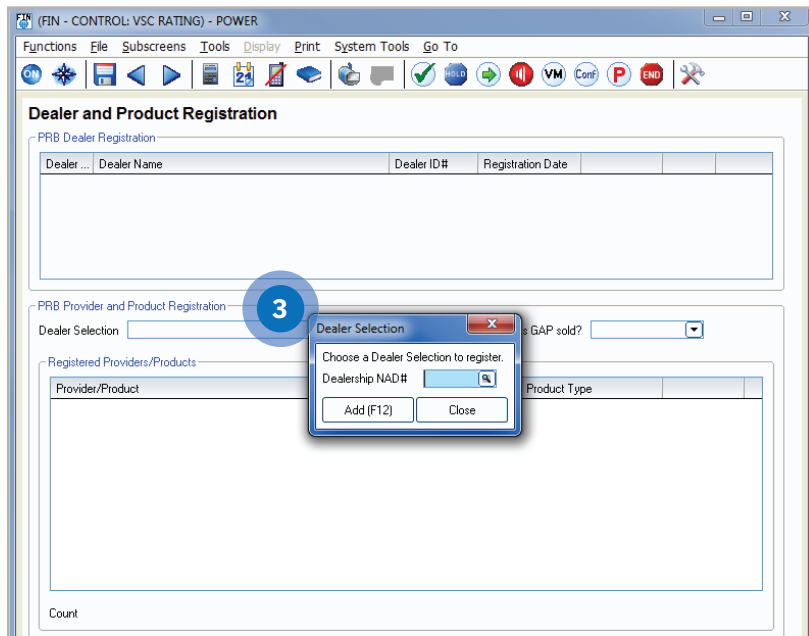
Step 1: Register your dealership

1 From the POWER Home Page, click the **Application Navigator Icon** → Select **Finance and Insurance (Options)** → **Open (F12)**
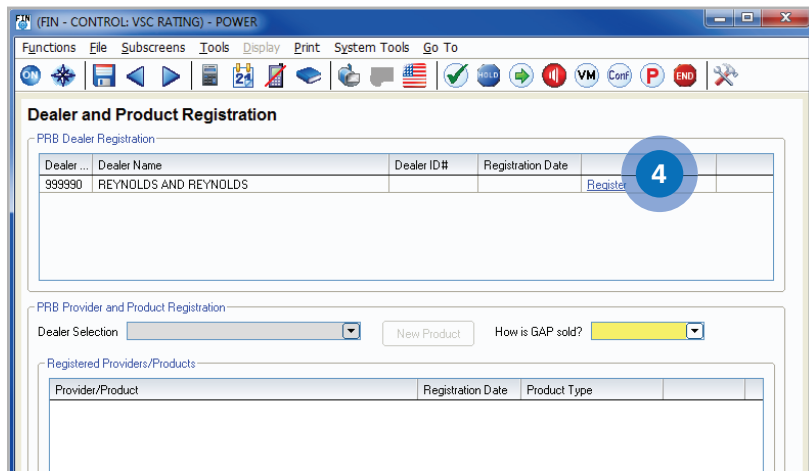

2 From the Finance and Insurance (Options) screen click **Functions** → **VSC Rating and Products** → **Dealer and Product Registration.**

Step 2: Register providers and products

3 Enter the **Dealership NAD#** you are registering your products for.

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

Step 2: Register providers and products

5 Use the down arrow next to **How is GAP Sold?** to choose the item used for selling GAP. Click **New Product**.

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

7 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)**.

Repeat steps 2 and 3 for each provider.

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.
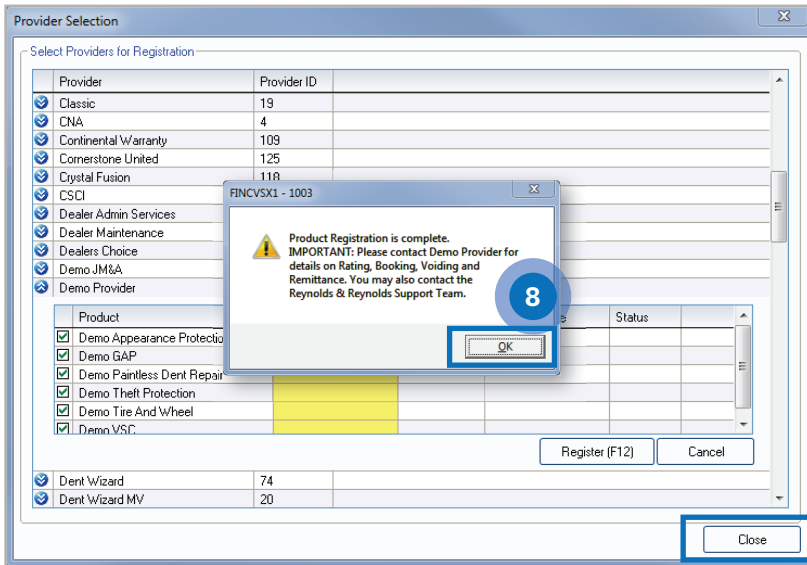
8 You will receive a Registration Complete pop up box; click **OK**. Then click **Close** in the bottom right corner of the Provider Selection screen.
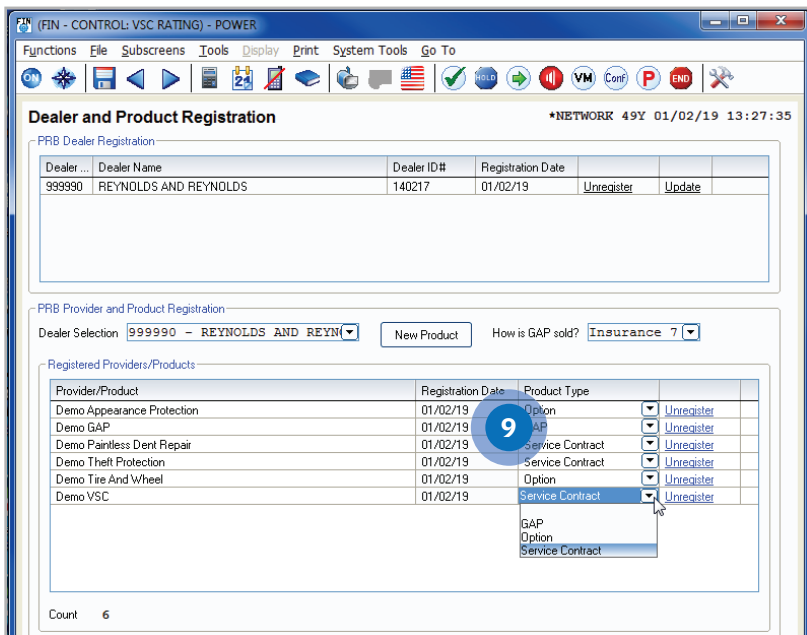

9 Select the Product Type by clicking on the drop down list next to each product that was registered. You can select GAP, Service Contract, or Option based on your process.

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.

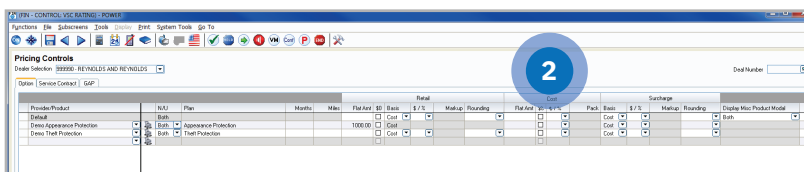You can also contact POWER Software Support at 888.999.6348 for specific details.

Step 3: Set Product Integration Controls for pricing and profit information by product
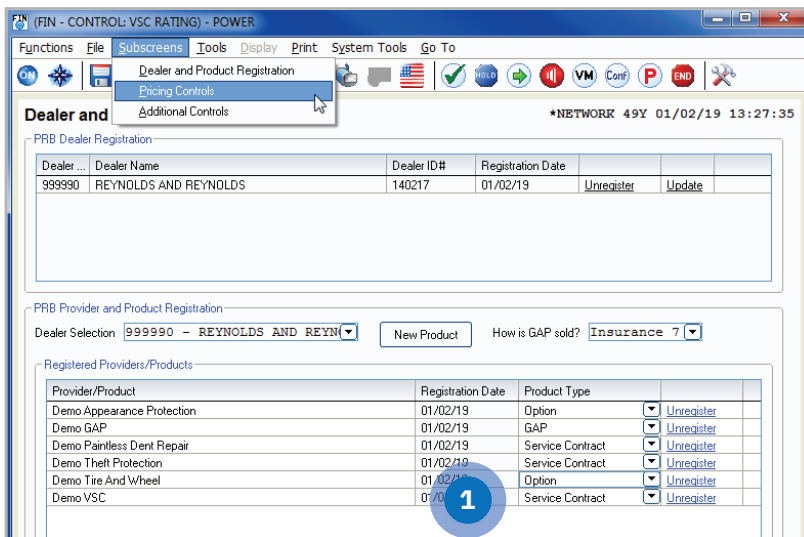
1 From the FIN - CONTROL: VSC RATING window click Subscreens → Pricing Controls

or

Functions → VSC Rating and Products → Pricing Controls.

2 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
  - Flat Amt
  - Cost vs. List Basis
  - Markup based on % or $
  - Rounding (ex. Next X.00 or Next X.99)
- Cost Pack
  - 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

③ FIN - CONTROL: VSC RATING screen, click Subscreens → Additional Controls

or

select Functions → VSC Rating and Products → Additional Controls

Preferred Product

- Select the default product you will see in the Product 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**'.

④ **F&I Menus**

- 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).
- 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.

Contact POWER Support to define your Providers in the docuPAD System. 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 Finance and Insurance

Step 1: You can rate products from the **Options, Insurance,** and **Service Contracts** subscreens by clicking on the corresponding icons on the deal worksheet. You can also 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 Pricing** button (on the Service Contract or Options window) or the **Shopping Cart** icon in the Get Pricing column 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 for which to obtain pricing. 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.

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 as necessary and click **OK (F12)**.

Step 5: Select a product and plan by clicking the plus sign which displays available policies within that plan then choose a policy by placing a check in the appropriate box and 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 and the details of the product are recorded on the Service Contracts, Options, and Insurances screens as appropriate.

Note: 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 rebook the product to reflect the changes.

Rating from F&I Menu Selling Presentations

F&I Menu Designer – Setups

Go to **Finance and Insurance (Options) → Functions → F&I Menu Designer**

Within a selected menu, double-click a product to open a 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 Editor is selected."

F&I Menu Presenter

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

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

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 Menu Selling window, where the package item can be added to the deal as usual.

Product Booking and Printing from Finance and Insurance

Once a product is added to a deal, you can book the contract from the F&I Forms window, accessed by selecting **Print → Forms**. On this window, simply select the product to book in the Product Booking and Reprint selection and **click Book Contract (F8).**

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 forms will 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.

You can also book contracts by selecting **Display** > **VSC Rating and Products Display**. 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 POWER FIN application.

Rating from docuPAD – Customize Deal Menu

Step 1: Go to Tools > Attach docuPAD Menu. When the docuPAD Menu Select screen opens, choose a menu and select OK. Within the Customize Deal Menu screen, click on **Select Coverage** for the product you wish to rate.

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 POWER software 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, XXX GAP must be shown in both places.

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 for the product you wish to rate 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 **Save to This Package** to save the product information and return to the Menu of Options screen, or select Reset to clear the rated product.

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.

Booking and Printing from docuPAD Deal Processes

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

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 and 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.

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

Contracts can also be booked by selecting Display > VSC Rating and Products. The VSC Rating and Products Display window displays a list of the rated products on the deal.

Voiding a Contract and Reprinting Forms

If a buyer changes their mind about a product, the contract can be voided 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.

For more information about how to rate and book your products in POWER, **select Go To > Online Documentation > Program News, and search 'Product Rating and Booking'**.

For additional support questions, call **888.999.6348**.

Retail
Management
System

Reynolds
&Reynolds™