



Dealer 2Way Communication

COUNTEROFFER EXCHANGE

CU*ANSWERS SOFTWARE INTEGRATIONS

SUMMARY

The Counteroffer Exchange project is intended to enhance and extend the ability for lenders to communicate with dealers through our indirect channels. The integrations system will now support comments being posted to and from the dealer's management system during indirect lending operations. These messages will be relayed through a portal between the dealer and the CU, and an archive of the conversation will be stored in collateral comments for the application in question.

HOW DOES IT WORK

The overall design and workflow of the process is this:

1. Dealer submits a loan application
2. CU applies a counteroffer decision on the loan
3. Dealer can post comments to the CU through their management system
4. CU receives an email notification of new comments
5. Following a link in the notification email, the CU accesses the Counteroffer Exchange portal to reply to the message
6. Dealer receives message in their management interface
7. (3 through 6 repeat as necessary)
8. CU optionally applies an approve or decline decision to the application

While this is the intended workflow of the process, there are no technical limitations within the dealer's system (or our system) to enforce these steps to occur sequentially. For example, DealerTrack does not require the dealer to have received a decision in order to post a comment. At this time, they do however impose a 3 message maximum per application.

EMAIL NOTIFICATIONS

On the CU side of this process, the email notification is the trigger that begins the Counteroffer Exchange conversation. When the dealer submits a comment, the CU will receive a notification that contains a URL. This URL will take the user to the Counteroffer Exchange portal. Once there, the CU will be able to view the conversation and post back their comments if they wish.

An example of the email notification:



Tue 1/26/2016 6:14 AM

8a7d3f82ef024005aea66340ab0c0ff5@api-qa.cuanswers.com

Loan Application #31150 comment

To Adam Fiebig; Don Laffitte; Brenda Brown

Dealer has commented on loan application #31150:

To reply, please go to url <https://integrations-qa.cuanswers.com/messenger/indirect/reply/8a7d3f82ef024005aea66340ab0c0ff5>

THE PORTAL

After following the link provided in the email notification, the CU is taken to the Counteroffer Exchange portal. This is where they can view information about the deal, the conversation history, and submit a reply to the conversation. If there is a decision applied to the application, the decision will appear as a different color and provide the stipulations from the decision as part of the conversation.

To post a new comment, the user will type the message in the box and click Send. Assuming the new comment is successfully posted, they will receive a success message and the conversation history will be updated.

An example of the Counteroffer Exchange portal:

The screenshot displays the CU*ANSWERS Counteroffer Exchange portal. At the top left is the logo, a blue six-petaled flower. To its right is the text "CU*ANSWERS" in red, with "Counteroffer Exchange" in smaller red text below it. Below the logo is a table of deal and vehicle information:

Deal Information:	Vehicle Information:
Application ID: 31154	Vehicle Year: 2016
Application Date: 2016-01-26 15:08:37	Vehicle Make: ACURA
Requested Term: 48	Vehicle Model: ILX
Estimated Finance Amount: 34500	Vehicle Trim: 4DR SDN
Requested APR:	

Below the table is a conversation history with four entries, each with a timestamp and a role label:

- At 2016-01-26 15:11:15** **Application Counter Stipulations:**
Give us more money
- At 2016-01-26 15:12:03** **Dealer said:**
We don't have more money, but we do have a riding lawn mower?
- At 2016-01-26 15:13:42** **You said:**
We'll take that into consideration and decision shortly
- At 2016-01-26 15:22:10** **Application Approved Stipulations:**
Give us more money

At the bottom of the screen, there is a text input field with the placeholder text "You have 1000 characters left". Below the input field is a green "Send" button.

MESSAGE ARCHIVAL

During the Counteroffer Exchange conversation, each message that is exchanged is stored within the CU*Base system. These messages are archived in the collateral comments for the target application.

Account base	355555555	FAKE NAME		
Application #	31154		Item #	001
Loan category	06		Purpose	NEW AUTO
Loan amount	34,500.00		Security	CONSUMER SECURED

Comments

SUBMITTER: KIM ROSS; HOUSING PAYMENT: 200; REQUESTED TERM: 48 MONTHS; NEW CAR MILEAGE: 3; CASH SELLING PRICE: 35000; TTL ESTIMATE: 500; CASH DOWN: 2500; INVOICE AMOUNT: 30000; SALES TAX: 1500; UNPAID BALANCE: 34500; TRIM: 4DR SDN 2.4L ; COMMENTS: THIS IS A TEST LOAN
WE DON'T HAVE MORE MONEY, BUT WE DO HAVE A RIDING LAWN MOWER?
WE'LL TAKE THAT INTO CONSIDERATION AND DECISION SHORTLY