

## PortalPay Setup Questionnaire

INSTRUCTIONS: Please complete this form to provide Autostar the information required to set up your PortalPay account. When you are finished, save the form and e-mail it back to Autostar. Please note that to save this form, you must be using Adobe Reader version 7, 8, or 9.

**If you have questions, contact your sales consultant at (817) 377-2995.**

### Section I: Email Addresses

PortalPay emails your buyer when certain actions affect his or her account. For instance, when the buyer makes a payment or the buyer sets up a recurring payment, the buyer receives an email affirming this action. These messages are sent by PortalPay using one or more email addresses at the dealer/finance company.

Autostar recommends setting up one or more group-access email addresses for messages coming from the portal. Instead of emails coming from an individual at your dealership (such as mary@yourdealership.com) we recommend that you use a group email such as info@yourdealership.com and customerservice@yourdealership.com. Responsibility for reviewing for group emails can be given to more than one individual at the dealership.

PortalPay allows you to designate different email addresses for different types of email messages. The questions below ask you to designate an email address for specific situations. Depending upon the size and complexity of your operation, you may want to use one email address for all situations, or you may choose to create separate email addresses for distinct needs. Keep in mind that not only does PortalPay use these email addresses to send messages, PortalPay also sends a duplicate message to the email address that it was sent from. For instance, every time a customer makes a payment using PortalPay, an email will be sent to the customer from the email address you designate and an email will be sent to the originating email address. So, if you have payment-related emails sent to buyers from payments@yourdealership.com, that same email address will also be “copied” on the email, which means that the inbox of that email address will soon fill with payment-related emails.

Once you have created these email addresses and PortalPay is in operation, it will be important to designate individuals at your company to check the incoming emails daily.

a.	When a buyer's PortalPay <b>account is locked</b> , PortalPay will send and receive messages from this email address	
b.	When a buyer <b>registers</b> to use PortalPay, PortalPay will send and receive messages from this email address	
c.	When a buyer <b>makes a payment</b> , PortalPay will send and receive messages from this email address	
d.	When a buyer adds or changes a <b>recurring payment</b> , PortalPay will send and receive messages from this email address	
e.	When PortalPay <b>stops accepting payments</b> , PortalPay will send and receive messages from this email address	
f.	When the buyer's check is returned or credit card is declined, PortalPay will send and receive messages from this email address	

## Section II: Contact Details

1. Who is the person that will serve as the Dealer Administrator for your PortalPay system? The Dealer Admin, as this role is called, is the person who will set up additional dealer users on the site and who will have access to all functions in PortalPay.

<b>Dealer Admin Name</b>	
<b>Dealer Admin Autostar User ID</b>	
<b>Dealer Admin email address</b>	

2. What is the contact information of the primary contact person at your **dealership**?

<b>Primary Contact Name</b>	
<b>Primary Contact E-Mail Address</b>	
<b>Primary Phone</b>	
<b>Primary Fax</b>	

**Note:** The primary contact name and fax number are for Autostar use only. The primary phone number and email address will be seen by customers, so keep this in mind when providing this information.

3. What is the contact information of the secondary contact person at your **dealership**?

<b>Secondary Contact Name</b>	
<b>Secondary Contact E-Mail Address</b>	
<b>Secondary Phone</b>	
<b>Secondary Fax</b>	

**Note:** The secondary contact information is for Autostar use only. This information will not be seen by customers.

4. What is the physical address of the **dealership**?

<b>Street</b>	
<b>Department or Suite (if needed)</b>	
<b>City</b>	
<b>State</b>	
<b>Zip Code</b>	

5. Please provide contact information for each of your **companies** that will be registered to use PortalPay.

	<b>Company 1</b>	<b>Company 2</b>	<b>Company 3</b>
<b>Company Name</b>			
<b>Street</b>			
<b>Department or Suite (if needed)</b>			
<b>City</b>			
<b>State</b>			
<b>Zip Code</b>			
<b>Primary Contact Name</b>			
<b>Primary Contact E-Mail Address</b>			
<b>Primary Phone</b>			
<b>Primary Fax</b>			
<b>Secondary Contact Name</b>			
<b>Secondary Contact E-Mail Address</b>			
<b>Secondary Phone</b>			
<b>Secondary Fax</b>			

### Section III: Dealer Details

Your PortalPay system will display information about your dealership. This information helps your customers know you better and tells them how and when to contact your business.

1. What information would you like to appear in the **About Us** area of PortalPay?

**Tip:** Enter information about your business here. If you have multiple companies, be sure to include information about each company.

2. What information would you like to appear in the **Careers** area of PortalPay?

**Tip:** Enter information about career opportunities at your business. If you have multiple companies, be sure to include information about each company. You may leave this area empty if desired.

3. What information would you like to appear in the **Contact Us** area of PortalPay?

**Tip:** Enter the *days and times* that customers may contact your dealership. If you have multiple companies, be sure to include information about each company.

4. What information would you like to appear in the **Call Us/Fax Us** area of PortalPay?

**Tip:** This area includes information that allows customers to contact you with questions for your Customer Service, Account Information/Payoff Quote Line and Past Due Payment departments. Depending on your business, the contact information may be the same or different for these three business functions. If you have multiple companies, be sure to include information about each company.

	<b>Company 1</b>	<b>Company 2</b>	<b>Company 3</b>
<b>Company Name</b>			
<b>Customer Service Hours</b>			
<b>Customer Service Phone</b>			
<b>Customer Service Fax</b>			
<b>Account Information/Payoff Quote Line Hours</b>			
<b>Account Information/Payoff Quote Line Phone</b>			
<b>Account Information/Payoff Quote Line Fax</b>			
<b>Past Due Payments Hours</b>			
<b>Past Due Payments Phone</b>			
<b>Past Due Payments Fax</b>			

5. What address would you like to appear in the **Write Us** area of PortalPay?

**Tip:** Enter your mailing address for customer service-related questions. If you have multiple companies, be sure to include information about each company.

<b>Street</b>	
<b>Department or Suite (if needed)</b>	
<b>City</b>	
<b>State</b>	
<b>Zip Code</b>	

6. What is the address that buyers should use when sending payoff checks to you by **regular** mail?

<b>Street</b>	
<b>Department or Suite (if needed)</b>	
<b>City</b>	
<b>State</b>	
<b>Zip Code</b>	

7. What is the address that buyers should use when sending payoff checks to you by **overnight** mail?

<b>Street</b>	
<b>Department or Suite (if needed)</b>	
<b>City</b>	
<b>State</b>	
<b>Zip Code</b>	

## Section IV: Payment Specifics

**It's important that you contact Paytek as soon as possible to get set up for payment processing. You can reach Paytek at:**

(800) 353-9130  
[sales@payteksolutions.com](mailto:sales@payteksolutions.com)

Please answer the following questions about the payments you will accept on Autostar PortalPay.

1. What types of payments will you accept?

Checking account - ACH

Savings account - ACH

Credit Card

2. If accepting credit cards, which types will you accept?

MasterCard

Visa

American Express

Discover

Diners Club

3. If charging convenience fees, what amount will you charge? (Leave these fields empty if you are not charging convenience fees.)

**Tip:** If charging convenience fees, the same fee should be charged across all types of payment methods. Consult your legal advisor before charging convenience fees.

		<b>A Onetime Payment Fee Amount Of</b>	<b>A Maximum Administrative Fee Of</b>
a.	For Automated Clearing House (ACH) <b>Checking</b> payments, we want to charge	\$	\$
b.	For Automated Clearing House (ACH) <b>Savings</b> payments, we want to charge	\$	\$
c.	For a <b>Credit Card</b> payments, we want to charge	\$	\$

If you are charging convenience fees, you can charge them when payments are made on either the Dealer Portal or the Customer Portal or both.

- 3a. I want convenience fees to be charged when payments are made (check all that apply):

From the Dealer Portal

From the Customer Portal

I'm not charging convenience fees

4. Please answer these questions about payment configurations. These questions apply to all payments, both ACH and credit card.

a.	<p>What is the minimum payment percentage amount that you want to set up in the system?                  (Click <a href="#">here</a> to see Addendum I, which is an explanation of minimum payment percentages and how they work in PortalPay.)</p>	
b.	<p>At what time each day will you stop accepting payments from the retail side of PortalPay?                  (Payments made after this time will be considered the next's days work.)</p>	
c.	<p>Yes or no, do you want users on the dealer side of PortalPay to be able to accept payments after the cutoff time specified in the previous question?                  (Autostar recommends choosing "Yes," to allow your dealer users to take payments after the cutoff time.)</p>	<p style="text-align: center;">Yes</p> <p style="text-align: center;">No</p>
d.	<p>How many times can a customer's credit card be declined before PortalPay stops accepting credit cards from this customer? (This is known as the Suspend Count.)                  (You can designate a number here, for example 3 or 4, or you can choose to leave the Suspend Count blank, which means the system will continue accepting credit cards without limit from a particular customer.)</p>	
e.	<p>How many times can checks from a customer be returned before PortalPay stops accepting checks from this customer? (This is known as the Return Count.)                  (You can designate a number here, for example 3 or 4, or you can choose to leave the Return Count blank, which means the system will continue accepting checks without limit from a particular customer.)</p>	

5. What types of personal identifying information do you want PortalPay to verify when buyers register to use the portal? You must choose at least one type of personal identifying information, but you can also choose any two or all three.

Date of Birth

Drivers License

Last 4 Digits of Social Security Number

6. Please provide the following information if you are accepting ACH payments. *Provide this information for each company if your companies use different information.*

	Company 1	Company 2	Company 3
<b>Company Name</b>			
<b>What is the minimum ACH payment you will accept?</b> (The system requires a minimum of \$1.00.)	\$	\$	\$
<b>What is the maximum ACH payment you will accept?</b> (The maximum allowed by PortalPay is \$10,000.00.)	\$	\$	\$
<b>What bank code will you use for PortalPay?</b> (This is the bank code that PortalPay will use to post returned checks. This must be a bank code already set up in Autostar.)			

7. Please provide the following information if you are accepting credit card payments. *Provide this information for each company if your companies use different information.*

	Company 1	Company 2	Company 3
<b>Company Name</b>			
<b>What is the minimum credit card payment you will accept?</b> (The system requires a minimum of \$1.00.)	\$	\$	\$
<b>What is the maximum credit card payment you will accept?</b> (The maximum allowed by PortalPay is \$10,000.00.)	\$	\$	\$

### Addendum I - Minimum Amount %

PortalPay needs to know the minimum percentage amount that you will accept from your buyer.

PortalPay calculates the minimum amount due by multiplying the minimum percentage amount by the amount due (past due amount) and by the next payment due amount. The lesser of the two amounts is the minimum amount to pay.

The table below shows examples of how the minimum amount to pay is affected by the minimum percentage amount, the amount due and the next amount.

**Note:** If you leave the minimum amount % blank, then PortalPay will accept any payment amount.

Min % Amt	Amount Due	Next Amt	Min Amt to Pay
100%	200	100	100
100%	50	100	50
100%	0	100	>0
100%	100	100	100
80%	200	100	80
20%	50	100	20
100%	100	0	>0 & < payoff -1