

## Frequently Asked Questions

### GENERAL SUPPORT

**Q: Are there any reference manuals or tutorials for the ONWise platform?**

**A:** Yes, role-specific user reference guides are available. These are emailed to each authorized ONWise user when their credentials are initially set up. They can also be found by clicking the “Help” link in the top, right corner of any ONWise webpage.

**Q: Who do I contact if I have questions? How do I get trained on the use of ONWise?**

**A:** Contact Wise F&I’s Client Services department by calling 800-849-9559 to obtain assistance or to schedule a training demonstration via the web.

**Q: Are a username and password required to use ONWise? What are the password requirements?**

**A:** Yes, user credentials are issued to each individual as requested in writing during the ONWise sign-up process. Passwords are case sensitive, must be at least 8 characters, and must include at least one number.

**Q: What if I forgot my login password?**

**A:** Click the “Forgot your password” link on the login screen. You will be emailed a new temporary password.

**Q: What is the procedure to add or remove authorized users?**

**A:** Authorized users can only be added or deleted via written authorization such as an email to ClientServices@WiseFandI.com from a member of the dealership’s management team.

**Q: Can rate mark-ups and retail price limits be configured by the dealer?**

**A:** Yes, mark-ups and price limits can be configured by dealer management, with the correct access role, under the Settings tab within ONWise. Contact Wise F&I’s Client Services department by calling 800-849-9559 for additional assistance.

**Q: What DMS and menu systems are ONWise integrated with?**

**A:** ONWise is integrated with most of the major DMS and menu systems, and we continue to add to this list. To obtain the current list of certified integration partners contact Wise F&I’s Client Services department by calling 800-849-9559.

**Q: How do I go about adding the lenders (lienholders) that our dealership uses?**

**A:** More than 4,000 lenders have already been pre-configured in ONWise. From the New Quote screen, under the Lienholder section, key in the first four letters of the lender that you are looking for—a list of similar lenders will appear. Search for the correct name/address combination and click to select. You can also use the ‘Advanced Search’ link to the right of the Lienholder name field to quickly look up a lender. As a last resort, if you are unable to find the correct lender, you may key in the name and address information of the lender you intend to use.

**Q: What reports are available through ONWise?**

**A:** Currently, the only report available through ONWise is the monthly Billing Statement. This is a statement of the dealer’s account, as of the close of the previous month and indicates remittance for that month and any remaining balance due.

**Q: Are there any system or internet browser requirements for using ONWise?**

**A:** The following browsers are currently supported for use with ONWise: IE7, IE8, IE9, IE10, IE11, Firefox, Safari and Chrome. All ONWise users should consider adding the URL as a trusted site and also turning off any pop-off blockers.

### CONTRACT INFORMATION / STATUS

**Q: How can I look up the status or general information for a contract?**

**A:** By clicking on Contract > Search, you may search (or filter) for a particular contract.

**Contract Status:** Within the Contract List, the status of each contract is indicated by a small circular icon located between the Product and Contract # columns. By hovering your mouse over the icon, the full status name will appear.

**Contract Information:** Click on the Contract # link to view the General Information screen for the selected contract.

**Q: How can you edit data that was previously entered incorrectly on a contract?**

**A:** If the quote has not yet been finalized by clicking Submit, you may edit the data in the open fields on the Quote screen. However, once the contract has been submitted, you have two options for editing the data: 1.) you may contact Wise F&I's Client Services department by calling 800-849-9559 in order to have a CSR make the edit; or 2.) you may void the contract (so long as it has not yet been remitted) and start over with a new contract.

**Q: Do contracts need to be signed by the customer or can we use e-signatures?**

**A:** At this time we require you to obtain a wet signature on a laser printed contract. A copy of the original signed contract should be retained in your deal jacket, but hard copies of the contracts do not need to be sent to the administrator.

**Q: Why do all of my GAP contracts list the vehicle as "New"?**

**A:** One set of GAP rates are configured as applicable to both New and Used vehicles. The New/Used field is not used for GAP rating, nor is it used to verify a contract at claim time.

**Q: Regarding a GAP contract, where can I add co-borrower information?**

**A:** ONWise only stores the primary customer on any F&I contract. In the case of a GAP contract, the primary borrower should be entered.

## REMITTANCE

**Q: How does the contract remittance process work? How often do we need to remit?**

**A:** Click Remittance > Create to remit contracts and prepare a remittance advice. Per the standard Dealer Agreement, you should remit contracts at least once per month and no later than the 15th of the following month. With eContracting, only the remittance form and check are required to be sent in.

**Q: Is ACH required in order to eContract via ONWise?**

**A:** No, ACH is not required; however, it is available for use upon request. Contact Wise F&I's Client Services department by calling 800-849-9559 to learn more.

**Q: Can I void a remitted contract?**

**A:** You are not able to void a contract after it has been remitted. Contact Wise F&I's Client Services at 800-849-9559 to void a remitted contract.

## CANCELLATIONS

**Q: Can I cancel a contract through ONWise?**

**A:** ONWise is configured so that some dealer roles have the right to obtain a Cancellation Quote on all cancellable contracts. To start a Cancellation Quote, search for the contract and click in the General Information screen; then click the 'Cancellation Quote' button at the lower right of that screen. Note: If you are trying to cancel a GAP contract that is already expired, ONWise will let you obtain a quote; however, the contract may not be able to be cancelled for some other reason including the presence of a claim on that contract. In all instances you will still need to submit the cancellation via fax to 636-600-4426 for final processing by Client Services personnel. You may contact Wise F&I's Client Services department by calling 800-849-9559 for additional assistance with any cancellation.

**Q: How can you determine whether a contract has been cancelled?**

**A:** Navigate to the Contract List screen (by clicking Contract > Search) and filter for a specific contract. You can quickly determine if the contract is cancelled by looking for the contract's status, which is indicated by a small circular icon located between the Product and Contract # columns. For a cancelled contract, this icon is a pink circle with "C" in the center.

**Q: How can you determine the effective date of the cancellation on a cancelled contract?**

**A:** Navigate to the General Information screen of a cancelled contract; then click on the Cancellation Quote button to view the effective date and other information related to the cancellation.

## ONWISE HELP IS HERE

Phone: 800-849-9559

Email: [ClientServices@WiseFandI.com](mailto:ClientServices@WiseFandI.com)

[www.ONWise.com](http://www.ONWise.com)