

Quick Reference Guide

Overview

The *Dealer Express Service* (DES) account management program allows you to view your credit relationship and perform a variety of credit management transactions online. From DES, you can:

- Pay off a Floorplan vehicle
- Floor new or used vehicles
- View and download a Floorplan inventory
- Perform stock number maintenance
- Make an advance or pay down a revolving line of credit

General Information

- Cut-off time for submitting Add Units is 4:00 pm Eastern, Central, Mountain, and Pacific Time.
- Cut-off time for all other transactions is 5:00 pm Pacific Time.
- Check your Transaction Batch screen before the end of each business day to ensure you have processed all transactions.
- If you are logged into the *Commercial Electronic Office*® (CEO®) portal, but the system is inactive for 10 minutes, the system will automatically log you out and you will be returned to the log-in page.
- If the system times out (10 minutes of inactivity), all Add Units in the transaction batch will be saved until processed, or until 5:00 pm Pacific Time. All Add Units received by 4:00 pm in the Eastern, Central, Mountain and Pacific time zones will be processed that day. All other transactions will be saved until processed or until 5:00 pm Pacific Time.
- All transactions not processed by 5:00 pm Pacific Time will be purged.
- Your CEO password expires every 60 days. You will be prompted to change your password upon login.

Access Dealer Express Service

1. Open the CEO portal at <https://wellsoffice.wellsfargo.com>.

The log in screen displays.

2. Enter your **Company ID**, **User ID**, and **Password**, and select **Sign On**.

The CEO main page displays.

3. Under **My Services**, select **Credit Management**.

A new Credit Management window opens, displaying Dealer Wholesale Accounts.

4. To launch *Dealer Express Service*, select an underlined account number in the Account Number column.

Account Summary

The Account Summary screen displays all the accounts associated with your dealer group, defined when you signed up for the service. To access your accounts from the Account Summary screen:

1. From the Credit Management Loan Summary screen select an underlined account number.

The Account Summary screen displays a table with all the accounts associated with your dealer group.

Note: There are other links throughout the system allowing you to access the Account Summary screen.

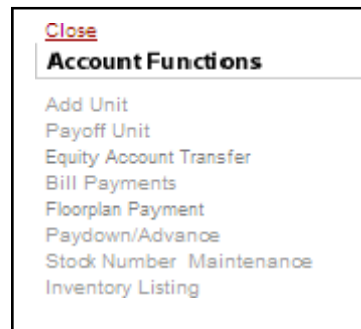
2. To choose a specific account, choose **Select** in the far left column.

Once selected, the active account changes to the word **Current**. The account is now active and you can begin working with this account. To switch accounts, choose **Select** for another account.

Note: If there is a negative account balance, a message displays above the text *Select an account to work with*.

Account Functions

Depending on your level of access, the Account Functions menu displays once an account number is selected.



Add Unit

You can add up to eight units at a time to a Floorplan. All Add Units received by 4:00 pm in the Eastern, Central, Mountain, and Pacific time zones will be processed that day.

1. From the Account Functions menu, select **Add Unit**. The Add Unit screen displays.
2. Enter a valid **VIN#**.

Note: If the VIN is valid, the Year, Make, and Model fields will automatically fill.

Add Unit, cont.

3. Enter the **Year, Make, Model Mileage, Cost, and Amount** (Stock# is optional) if these fields did not automatically fill.
 - **Make, Model, and Mileage** fields allow a limited number of characters for data entry. The Make field allows eight characters, the Model field allows 12 characters, and the Mileage field allows six characters.
 - The **Cost and Amount** values associated with the unit must be entered with no special characters (\$ or commas).
 - The Mileage value associated with the unit must be entered with no special characters or commas.
4. Next, you have several options:
 - a) Select **Submit/Stay Here** to submit the transaction to the batch and add other units from this screen.
 - b) Select **Submit/Batch** to submit the transaction and view the Transaction Batch.
 - c) Select **Save**.
(Information is saved until the transactions are submitted to the Transaction Batch and processed or until 5:00 pm Pacific Time. All Add Units received by 4:00 pm in the Eastern, Central, Mountain, and Pacific time zones will be processed that day.)
 - d) Select **Clear** to remove all data.

All Add Units must be released from the transaction batch before they can be processed. If a transaction is not released from the batch, it is not processed.

After selecting Submit/Batch (b), the Transaction Batch screen displays.

5. Verify the information is correct, and select **Process Batch**.

Note: Select **Save** to save the information and process the batch at a later time.

A confirmation message displays.

Payoff Unit

You can pay off a unit associated with a Floorplan using the DES system. To locate the unit, you can search by VIN, stock number, balance, or loan number. A blank search returns the entire inventory. All Floorplan payoffs received by 5:00 pm Pacific Time are processed the same business day.

1. From the Account Functions menu, select **Payoff Unit**.
The Unit Payoff Search screen displays.

2. Select VIN, Stock, Balance, or Loan Number from the **Search By** dropdown menu.

Note: If the Search for input field is left blank, the entire inventory displays.

3. Enter the appropriate search criteria in the **Search for** input field.

Note: If you are searching for more than one unit, enter the last six digits of each VIN separated by a space.

4. Select VIN, Stock, Year, Make, Model, Org Date, or Org Amount from the **Sort By** dropdown menu.
5. Select **Search**.

All units matching the search criteria display in a table in the Payoff Selected Unit(s) screen. If no search results display, broaden your search criteria and search again.

6. Select the box for the unit you want to pay off in the **Select** column.
7. Next, you have several options:
 - a) Select **Submit/Batch** to submit the transaction and go to the Transaction Batch screen.
 - b) Select **Submit/New Search** to submit the transaction and search for another unit.
 - c) Select **Save** to save the data you have entered.
(Information is saved until the transactions are submitted to the Transaction Batch and processed or until 5:00 pm Pacific Time.)
 - d) Select **Clear** to remove all data.

All unit payoffs must be released from the transaction batch before they can be processed. If a transaction is not released from the batch, it is not processed.

Equity Account Transfer

To transfer funds in or out of an equity account:

1. From the Account Functions menu, select **Equity Account Transfer**.

The Equity Transfer screen displays.

2. Enter the dollar value of the transfer, and select **Into** or **Out of**.

Note: The transfer value associated with the transaction must not include special characters (\$ or commas). The amount of your Equity Transfer cannot be greater than your Equity Cap.

3. Next, you have several options:
 - a) Select **Submit/Stay Here** to submit the transfer to the transaction batch and define another transfer.
 - b) Select **Submit/Batch** to submit the transfer and go to the Transaction Batch screen.
 - c) Select **Clear** to remove all data.

All equity account transfers must be released from the transaction batch before they can be processed. If a transaction is not released from the batch, it will not be processed.

Bill Payments

You can pay your bill for term and revolver line of credit accounts using DES.

1. From the Account Functions menu, select **Bill Payments**. **Note:** Pending payments display in the list box.

The Bill Payments screen displays.

2. Select the box in the **Select** column for the payment you want to make.
3. Next, you have several options:
 - a) Select **Submit/Stay Here** to pay the bill and stay on this screen.
 - b) Select **Submit/Batch** to pay your bill and go to the Transaction Batch screen.
 - c) Select **Clear** to remove all data.

All bill payment transactions must be released from the transaction batch before they can be processed. If a transaction is not released from the batch, it will not be processed.

Floorplan Payment

You can make your Floorplan payment using DES.

1. From the Account Functions menu, select **Floorplan Payment**.

Note: Pending payments display.

The Floorplan Payment screen displays.

2. Select the check box next to **Total** to pay the entire amount owed. Select the check box next to **Principal** or **Interest** if you want to pay only principal or interest.
3. Next, you have several options:
 - a) Select **Submit/Stay Here** to make a payment.
 - b) Select **Submit/Batch** to make the payment and go to the Transaction Batch screen.
 - c) Select **Clear** to remove all data.

You must satisfy any past due amount owed before you can process the current payment through DES. Once you submit the past due payment, the current amount due will be available to be paid. If you have any questions regarding paying the current amount due first, please contact your relationship manager.

If you select the Principal, Interest, Fees, and Total checkboxes, an error message displays. If you want to pay the total amount, select only the Total checkbox.

All Floorplan payment transactions must be released from the transaction batch before they can be processed. If a transaction is not released from the batch, it will not be processed.

Paydown/Advance

You can receive advances or make a paydown from a revolving line of credit account. Advances and paydowns received by 5:00 pm Pacific Time are processed the same business day.

1. From the Account Functions menu, select Paydown/Advance.

The **Revolving Line Paydown/Advance** screen displays with the amount that is available to be advanced or paid down.

2. Select the button next to **Paydown** or **Advance**.
3. In the **Revolving Line by** field, enter the dollar amount to be moved.

Note: Do not use special characters (\$ or commas) in this field.

4. Next, you have several options:
 - a) Select **Submit/Batch** to submit the transaction and go to the Transaction Batch screen.
 - b) Select **Submit/New Search** to submit the transaction and define another transaction.
 - c) Select **Clear** to remove all data.

All payments/advance transactions must be released from the transaction batch before they can be processed. If the transaction is not released from the batch, it will not be processed.

Stock Number Maintenance

You have the ability to assign a unique stock number to each unit in the Floorplan. You can specify a stock number when you initially add a unit to a Floorplan. If you leave the field blank, no stock number is assigned. You can add or change a stock number after you add a unit to a Floorplan. To change or add stock numbers to your Floorplan:

1. From the Account Functions menu, select **Stock Number Maintenance**.

The Stock Number Search screen displays.

2. Select VIN, Stock, or Loan Number from the **Search By** dropdown menu.
3. Enter any of the following types of information in the **Search for** field:
 - The last six digits of the VIN number
 - Part of the stock number
 - The complete stock number
 - The entire 17-digit loan number

Note: If you are searching for more than one unit, enter the last six digits of each VIN, separated by a space.

4. Select the **Sort By** dropdown list to sort results by VIN, Stock, Year, Make, Model, Org Date, or Org Amount.
5. Select **Search** to continue.

All units matching the search criteria display in a table in the Payoff Selected Unit(s) screen. If no search results display, broaden your search criteria and search again.
6. Select the box for the unit for which you want to add/change the stock number in the **Select** column.
7. In the **Stock #** field, enter the new stock number (up to seven digits).
8. Next, you have several options:
 - a) Select **Submit/Batch** to submit the transaction and go to the Transaction Batch screen.
 - b) Select **Submit/New Search** to submit the transaction and search for another unit.
 - c) Select **Save** to save the data. (Information will be saved until the transactions are submitted to the transaction batch and processed, or until 5:00 pm Pacific Time.)
 - d) Select **Clear** to remove all data.

All stock number changes must be released from the transaction batch before they can be processed. If a transaction is not released from the batch, it will not be processed.

Inventory Listing

The inventory listing associated with a Floorplan is available on DES. Information can be viewed online or downloaded to an Excel file.

Information is downloaded in Comma-Separated Values (CSV) file format. This is a common file format associated with Excel and compatible with many different programs.

Inventory Listing, cont.

View an inventory list

1. From the Loan Summary screen, select an underlined Floorplan account number.
2. From the Account Functions menu, select **Inventory Listing**.

The Inventory Listing screen displays. Sort the data by selecting on any of the column headings.

Download the inventory list

1. Select **Download List** at either the top or the bottom of the screen, then **Click Here** to begin the download process.
2. To directly view the file in CSV format, select **Open** in the File Download window.

A separate window opens with the inventory in CSV format.

3. Close the CSV file to return to the DES Inventory Listing Download screen.

Save the inventory list to your computer or to a disk

1. Select **Save** in the File Download window, and select **OK**.
2. Enter a file name and location.
 - The system defaults a file name for you (inventory.csv).
 - Rename the file if required. If you have downloaded other inventory lists, they will have the same file name and will be overwritten if you save the new inventory list in the same location.
3. Select **Save**.

A window displays that the download is complete.

4. Select **Close** to return to the Inventory Listing Download screen.

Print the inventory list

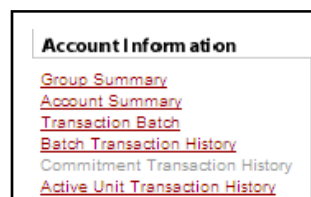
1. Select **Print Friendly Version**.

A window displays the inventory information arranged in a printable table view.

2. Select **Print**.
3. Select a printer location from the dialog box, and select **Print**.
4. When finished printing, select **Close Window**.

Account Information

Transaction batch



Account transactions performed in DES are collected on the Transaction Batch screen. The transaction batch is user-specific, which means you will only see transactions submitted under your user ID.

Transactions must be reviewed and released for processing at the end of each working session. If the system times out (10 minutes of inactivity), all transactions in the Transaction Batch are saved until processed, or until 5:00 pm Pacific Time. All Add Units received by 4:00 pm in the Eastern, Central, Mountain, and Pacific time zones will be processed that day.

The Transaction Batch screen displays transactions initiated by the user for all of the accounts within a dealer group. Each account has a separate table listing all transactions initiated during that session, along with the user name and the corresponding total for each transaction type.

From the Transaction Batch screen you can:

- Review your work
- Verify that you have not exceeded any account limits
- Remove transactions that are incorrect
- Edit unit add transactions that are incorrect
- Process the transactions

The Transaction Batch screen is the only place where you can remove transactions before they are processed.

1. From the Account Information menu, select **Transaction Batch**.

The Transaction Batch screen displays.

- An alert message displays if there are no transactions in the batch.
- A table displays for each account in the dealer group.
- Pending transactions display directly under each account heading.
- All transactions are saved until the Transaction Batch is processed, or until 5:00 pm Pacific Time. All Add Units received by 4:00 pm in the Eastern, Central, Mountain, and Pacific time zones will be processed that day.

Remove a transaction from the batch

1. From the Transaction Batch screen, select **Remove** to the left of the transaction listing.

The transaction is removed and an updated Transaction Batch screen displays.

Edit a transaction in the batch

1. From the Transaction Batch screen, select **Edit** to the left of the transaction listing.

The Add Unit screen displays where you can edit the information.

Transaction batch, cont.

Process all transactions in the batch

1. Review all transactions in the batch for accuracy.
2. Select **Process Batch**.

A message displays indicating the transactions are being processed. Do not select any browser buttons or DES links during this process.

Batch transaction history

From the Batch Transaction History screen you can view your daily transactions that have been posted to the system. You are able to access up to 13 months of transaction history. This screen is user-specific, which means you will only see the transactions processed under your user ID.


If you do not see any transactions in this report, none have been posted to the account.

Important reminder: If any system issues arise, the batch transaction history provides the required documentation needed to confirm that your batch was successfully submitted.

View batch transaction history

1. From the Account Information menu, select **Batch Transaction History**.

The Batch Transaction History screen displays a report of all activity for that day. Information is sorted by transaction type and then by status (Approved, Pending, Rejected).

2. To view transactions from another date, select the calendar icon , select a date, and then select **Enter**.

Print information from the Batch Transaction History screen

1. From the Batch Transaction Screen, select **Print Friendly Version**.

A new window opens.

2. Select **Print** to open the printer dialog box.
3. When finished printing, select **Close Window**.

Batch transaction history–manager’s view screen

On this screen, you can view daily transactions that have been posted to the system by all users within the specific Dealer Group. You are able to access up to 13 months of transaction history. If you do not see any transactions in this report, none have been posted to the account.

Batch transaction history, cont.

View or print batch transaction history–manager’s view

1. Select **Batch Transaction History**.

A report showing all activity for that day displays.

2. The first level of information is sorted by user ID. Expand the list by selecting on a **user ID**.
3. The second level of information is sorted by transaction type. Expand the list by selecting on a **transaction type**.
4. The final level of information is transaction-specific details. Sort this information by selecting on any of the final level column headings.
5. Each Batch Transaction History–Manager’s View level may be printed.

Note: You do not need to select a specific account as this report contains all accounts in the group.

Commitment transaction history

You have the ability to view transactions associated with equity, revolver line of credit, and term accounts through the commitment transaction history function.

This function displays up to 13 months of historical information on transactions originated in DES and posted by Commercial Operations. Access to Commitment Transaction History is part of your default core function menu and is available upon new user setup.

The Commitment Transaction History link is located under Account Information and is enabled only when an Equity Term, or Revolver Line of Credit account type is selected from the Account Summary screen. The Commitment Transaction History link is not active for Floorplan accounts (i.e., New, Used, Fleet, Rental, Lease, etc.).

Search returns a variety of results depending on the type of account selected (Equity, Revolver or Term) and the search criteria and parameters used (transaction amount, begin or end date, etc.). All historical transaction details include the effective date of the transaction, the identity of the individual who originated the transaction (WFB in the user ID column denotes a Commercial Operations posting; otherwise the user ID of the processor is listed), the 17-digit account number of the loan selected, the transaction type, the loan’s previous balance and the ending balance. An account total and summary by transaction type appear at the end of the history detail table.

Print friendly version links are in the top right corner and at the footer of all the detail history search result tables. Information can also be downloaded onto an Excel spreadsheet by selecting Download List.

Commitment transaction history, cont.

Using the commitment transaction history functions for equity accounts

1. From the Account Information menu, select **Commitment Transaction History**.

The Commitment Transaction History screen displays.

2. Select **Equity Activity** from the **Transaction** dropdown menu, and then choose a sort criteria from the **Sort by** dropdown menu.

Note: By only using the dropdown options, leaving the other search criteria fields blank and selecting **Search**, DES returns all activity for the past 13 months.

3. To search for a specific transaction amount, enter the exact value in the **Transaction Amount** field and type a date range into the **Beginning Date** and **End Date** fields.

Note: For the amount, use the xxxxx.xx format; for dates, use the mm/dd/yyyy format.

4. Select **Search**.

The Account Total and the total transferred in and transferred out breakdown for the search results display at the bottom of the table.

Transactions processed by Wells Fargo will be identified with a WFB code in the User ID field. Transactions processed by the dealership will show the User ID of the processor.

Using the commitment transaction history function for revolver accounts

1. From the Account Information menu, select **Commitment Transaction History**.

The Commitment Transaction History screen displays.

2. Select either **Paydowns/Advances** or **Payments/Adjustments** from the **Transaction** dropdown menu, and then choose a sort criteria from the **Sort By** dropdown menu.

Note: By only using the dropdown menu options, leaving the other search criteria fields blank and selecting **Search**, DES returns all revolver activity for the past 13 months.

3. To search for a specific transaction amount, enter the exact value in the **Transaction Amount** dropdown menu, and select the date range in the **Beginning Date** and **End Date** fields.

Note: For the amount, use the xxxxx.xx format; for dates, use the mm/dd/yyyy format.

4. Select **Search**.

The Revolver Account activity screen displays a list of transactions that fit your query criteria.

Active unit transaction history

The Active Unit Transaction History function gives you the ability to view monetary transactions associated with any open and active loan/unit under Floorplan accounts (i.e. New, Used, Fleet, Rental, Lease, etc.). This function displays up to 13 months of historical loan-level information for transactions originated using DES, or posted by Commercial Operations. Access to the Active Unit Transaction History function is part of a user's default core function menu and is available upon new user setup.

The Active Unit Transaction History link is located under Account Information and is enabled only when a Floorplan account type is selected on the Account Summary screen. The Active Unit Transaction History function is not available for equity, term, or revolver line of credit accounts.

Depending on the search criteria used (VIN, Stock Number, Loan Number or Loan Amount), search returns single or multiples matches. The search returns unit matches and provides the unit(s) detail that includes the VIN, stock number, 17-digit loan number, year, make, model, original booking date, original flooring amount, and the current loan balance as of the previous business day.

Select a unit from the search results to see unit details such as the unit description and the unit history table, which includes the effective date of the transaction, the user ID of the individual who originated the transaction (WFB in the user ID column denotes a Commercial Operations posting; otherwise the user ID of the processor is listed), the balance prior to the transaction posting, the principal, interest and miscellaneous portion of the transaction applied to the loan, its combined total, and the ending balance.

Print friendly version links are in the top right corner and at the footer of all the detail history search result tables. Information can also be downloaded onto an Excel spreadsheet by selecting Download List.

1. From the Account Information menu, select **Active Unit Transaction History**.
2. The Active Unit Transaction History screen displays.
3. Select VIN, Stock Number, Loan Number or Amount from the **Search Option** dropdown menu.
4. Enter the search value in the **Search Criteria** field, and select **Search**.

Note: Formats for search option values are provided under the Search Criteria field (i.e., Last 6 of VIN, Whole Stock Number, Last 4 of Loan Number, etc.)

5. If no units are returned, broaden your search criteria and search again.

If matches are found, a Unit Matches screen displays.

6. Select the button in the **Select** column next to the unit you wish to view, and select **Continue**.

The Unit History screen displays a unit description section as well as the unit history activity.

Active unit transaction history, cont.

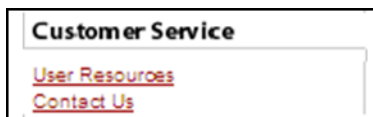
7. To search for a specific transaction amount, enter the transaction value in the **Search Criteria** field and enter dates in the **Beginning Date** and **End Date** fields. End Date defaults to the previous business day.
8. Select **Search**.

To perform another search, select **Active Transaction Unit History** under Account Information and repeat the search process.

Product Support

For any questions contact Dealer Services Support at either CLSEast@wellsfargo.com (Eastern time zone) or CLSWest@wellsfargo.com (for all other time zones).

User Resources



1. From the Customer Service menu, select **User Resources**. The User Resources screen displays.
2. From the User Resources screen, you can Select DES Customer Resource Site to access Dealer Express Service and Self Administration resources

Contact Us

From the Customer Service menu, select **Contact Us**. The Contact Us page displays.

Logging out

When finished, you should log out to end your *Dealer Express Service* session.

1. Select **Close** at the top right corner of your screen. The *CEO* portal home page displays.
2. Select **Sign Off** at the top right corner of your screen. The *CEO* log-in screen displays with a message confirming your sign off.