

User Guide

Woodwest Ascent Admin

Alpha Release: [Login](#)

Release Date: 16-Oct-2025

Table of Contents

1 Features.....	1
1.1 Agents.....	1
1.1.1 Transaction tab in Agent Profile Page	1
1.1.2 Restructure Rate Sheets: Rules and Payees in Agents	2
1.1.4 Agent Dashboard	2
1.2 Dealers.....	10
1.2.1 Attach of Onboarding Emails as PDFs	10
1.2.1 Transaction tab in Dealer Profile Page	11
1.2.3 Restructure: Rules and Payees in Dealers	12
1.3.1 Remittance Register	16
1.3.1.1 Select Contract for Remittance in Remittance Register	16
1.3.1.2 Transaction Tab in Register Payment History.....	17
1.3 Payees.....	20
1.3.1 Transaction Tab	20
1.4 Lenders	20
1.4.1 Transaction Tab	20
1.5 Servicer	21
1.5.1 Transaction Tab	21
1.3 Contracts	21
1.3.1 Send Final Cancellation Report to Dealer.....	21
1.4.2 Set up Cancellation Rule	23
1.4.3 Statement Credit as Contract Cancellation Refund Type Option.....	25
1.4.4 Add Lender field in Contracts Page	26
1.4.5 Make Label Changes in Contract Cancellation Process	27
1.4.6 Manual Data extraction from the World Car PDF Document	31
1.4.7 Add Transaction tab in Edit Contracts Page	31
1.4.8 Automatically Record Contract Activation Date and Show Notification.....	32
1.4.9 Add Action for Contract Cancellation and Tab to Process Contract Cancellation	35
1.5 Claims	37
1.5.1 Transaction Tab in Edit Claim Page	37
1.5.2 Enhancements in GAP Claim Workflow.....	38

1.5.3 Enhance GAP Claim Processing for Validation and Line Status Updates	40
1.6 Reinsurance	42
1.6.1 Rule Engine Module.....	42
1.7 Commissions	49
1.7.1 Process Commission Page	49
1.7.2 Process Admin Fees Page	50
1.7.3 Process Reserve Funds	52
1.8 Payees.....	53
1.8.1 Add ACH Tab to Capture Payee Bank Details	53
1.9 Payments	56
1.9.1 QB (QuickBooks) Payment File Import for Claims	56
1.9.2 NACHA File Utility for File Generation for Sample Files	56
1.10 Generic	56
1.10.1 Data Filters Based on User Roles for Dealers and Agents	56
1.10.2 EOD Processing for Contract Transactions	56
1.11 Reports and Notifications.....	56
1.11.1 List of Voided or Inactive Cancellation Quotes Report	56
1.11.2 Generate Report Button on Reports Details Page	57
1.11.3 Report on ORIC-related Claims.....	59
1.11.4 Email Notification to Diversicare Dealers.....	59



User Guide



1 Features

1.1 Agents

1.1.1 Transaction tab in Agent Profile Page

As an **Agent**, you can now view all financial transactions directly from your profile. The newly added **Transactions** tab allows you to access detailed records of transactions related to your account.

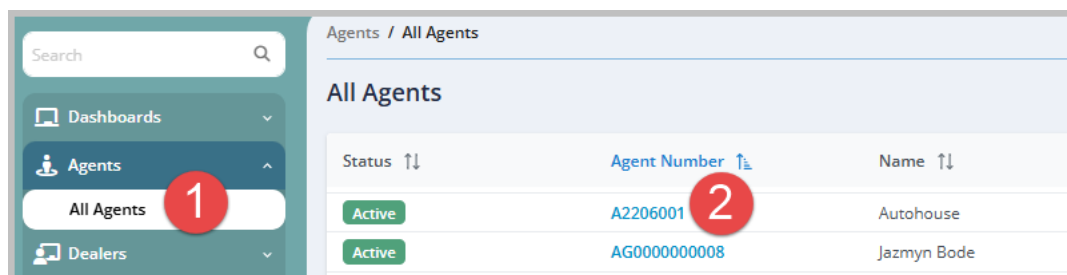
This tab provides visibility into different transaction types such as:

- **Commissions** – Payments earned from completed contracts.
- **Refunds** – Amounts credited back to the agent account.
- **Loans** – Any loan-related entries or adjustments linked to your profile.

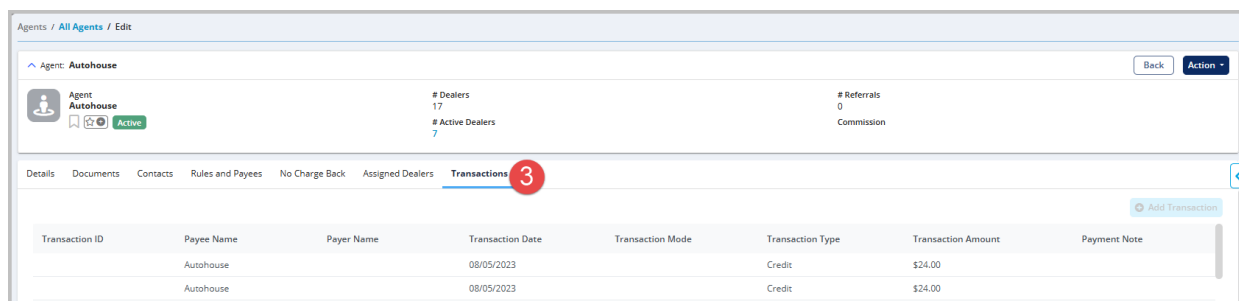
This enhancement enables agents to easily track and review their financial activity within the system, ensuring greater transparency and control over all transaction records.

How to access this feature:

1. Click the **Agents > All Agents** option. The **All-Agents** screen displays.



2. Select the specific agent. The Agent profile displays.



3. **Selecting the Transactions tab:** This **Transactions** tab allows you to access detailed records of transactions related to this agent account. It provides visibility into different transaction types such as Commissions, Refunds, and Loans.



User Guide

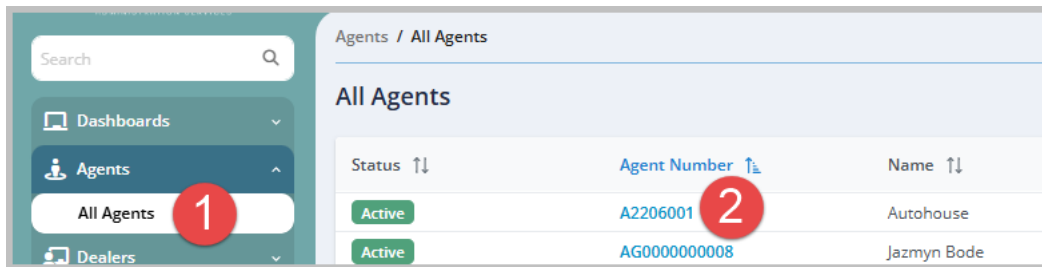


1.1.2 Restructure Rate Sheets: Rules and Payees in Agents

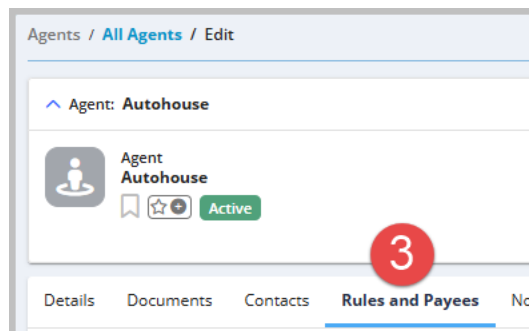
The Rate Sheet tab under Edit Agent page is renamed to 'Rules and Payees' tab. The updates include renaming the tab, introducing new sections, and restructuring Rate Sheet.

To assess these changes:

1. Click **Agents > All Agents** from the main navigation menu. The **All-Agents** screen displays.



2. Select the specific agent from the list. The **Edit Agent** page opens.



3. Click the **Rules and Payees** tab.

Note: For step-by-step guidance on adding rules and configuring payees, refer to the detailed procedure provided under the [Dealers > Rules and Payees section above](#), as both modules share identical functionality and user flow.

1.1.4 Agent Dashboard

The Agent Dashboard provides a centralized view of agent performance and activities. Through interactive widgets, you can track revenue generation, monitor dealer and product performance, and assess overall pipeline health. You can also create a dealer profile quickly from the dashboard and apply date filters to view the widgets between a particular range (only applicable to pipeline health).

Prerequisites:

1. Access to link: <https://alpha.app.waas.sdsaz.us/auth/login>
2. Agent Credentials
3. Access to Widgets in Agent Dashboard.

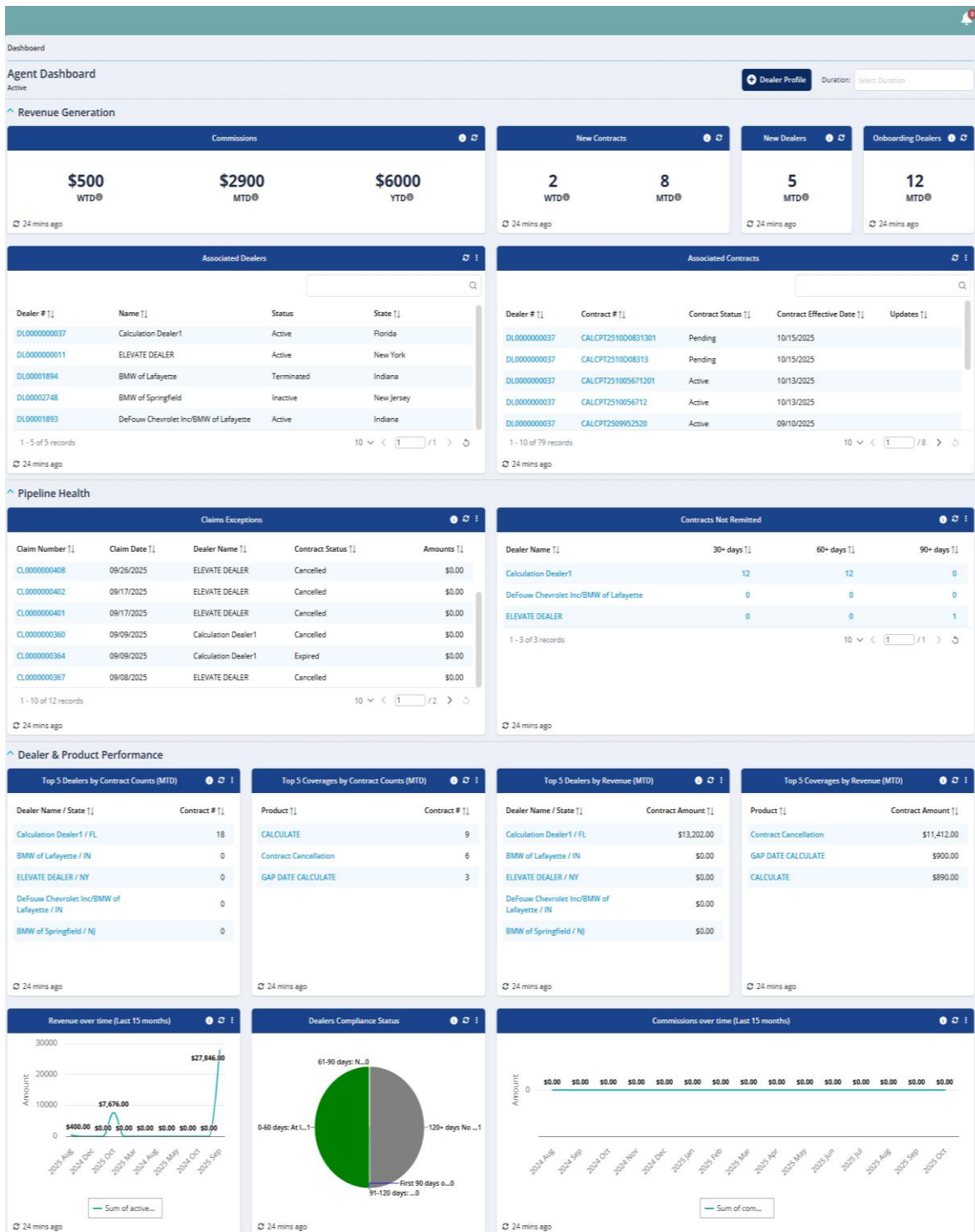


User Guide



How to access this feature:

1. **Login with Agent Credentials:** Open the link <https://alpha.app.waas.sdsaz.us/auth/login> and login with agent credentials. The Agent dashboard displays.



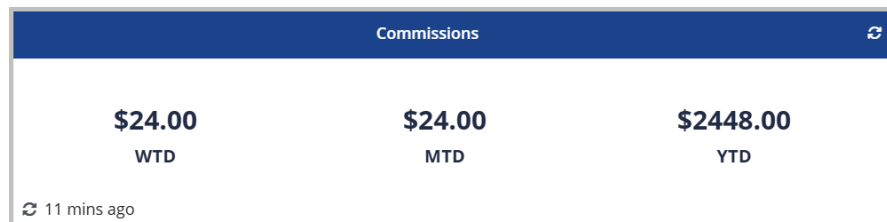


User Guide

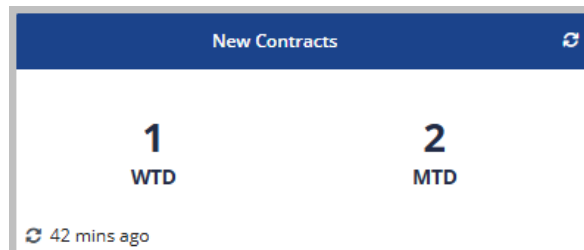


The Agent Dashboard comprises of following sections:

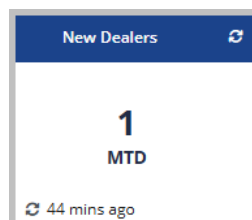
- A. Revenue Generation:** The Revenue Generation section of the Agent Dashboard provides agents with clear, real-time insights into their business performance through a set of focused widgets like Commissions, New Contracts, New Dealers, and Claims Pipeline. Together, these widgets provide a comprehensive picture of how effectively an agent is driving revenue, building relationships, and managing claims flow. This widget highlights the agent's earnings through commissions at multiple levels — week-to-date (WTD), month-to-date (MTD), and year-to-date (YTD)— allowing them to track progress against short-term and long-term goals.



- B. New Contracts** – This widget captures the productivity of agents by displaying the total number of contracts secured in the current week and month through week-to-date (WTD), current month-to-date (MTD) figures respectively.



- C. New Dealers** – This widget reflects the expansion of the agent's network by showing how many dealers have been onboarded during the current month to date (MTD).





User Guide

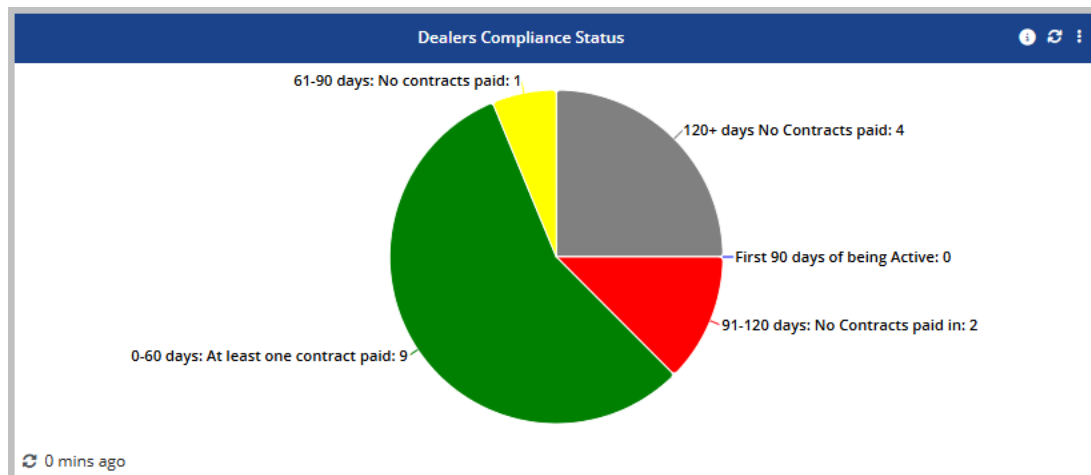


- D. **Dealer Compliance Status** – This widget provides a visual summary of dealers' compliance based on contract payment activity. It helps agents quickly identify dealers at risk and take timely action.

Dealers' compliance is displayed using color-coded indicators representing their activity over a rolling period from the last paid contract date:

- Green (0–60 days): Dealer is active and compliant — at least one contract has been paid.
- Yellow (61–90 days): No contracts have been paid; the cycle resets once a contract is paid.
- Red (91–120 days): No contracts have been paid within this period.
- Gray (120+ days): Dealer remains inactive — no contracts have been paid.
- Navy Blue: Dealers activated within the last 90 days.

Clicking into a compliance category opens a detailed view listing all dealers represented in that category.



Dealer & Product Performance

This section of the Agent Dashboard equips agents with insights into dealer and product trends that directly influence business outcomes.

- E. **Top 5 Dealers by Contract Counts (MTD)** - This widget lists down the top 5 dealers who have added new contracts on current month-to-date (MTD) basis. You can sort the columns in ascending and descending order.



User Guide

Top 5 Dealers by Contract Counts (MTD)	
Dealer Name / State ↑↓	Contract # ↑↓
Autohouse (EL) / AZ	50
Canyon State Auto Brokers / AZ	5
Finn Chevrolet Blythe, LLC (EL) / CA	4
Finn Ford Blythe, LLC (EL) / CA	3
Autohouse Phoenix, LLC (PN) / AZ	0
2 mins ago	

- F. **Top 5 Coverages by Contract Counts (MTD)** - This widget displays top 5 coverages in which new contracts have been created on current month-to-date (MTD) basis. Through this widget, you can know which coverages are getting traction. You can sort the columns in ascending and descending order.

Top 5 Coverages by Contract Counts (MTD)	
Product ↑↓	Contract # ↑↓
Limited Warranty System	23
Security Coding	12
MULTI-STATE GAP Addendum LIMITED/COMM SURC	7
VSC - PLATINUM	4
Appearance Interior & Exterior - New	3
3 mins ago	

- G. **Top 5 Dealers by Revenue (MTD)**: This widget lists out the top 5 dealers who are contributing the highest contract values on month-to-date (MTD) basis. You can sort the columns in ascending and descending order.



User Guide

Top 5 Dealers by Revenue (MTD)		 
Dealer Name / State ↑↓	Contract Amount ↑↓	
Autohouse (EL) / AZ	\$73,650.94	
Canyon State Auto Brokers / AZ	\$6,516.00	
Finn Ford Blythe, LLC (EL) / CA	\$1,862.00	
Finn Chevrolet Blythe, LLC (EL) / CA	\$1,589.00	
Autohouse Phoenix, LLC (PN) / AZ	\$0.00	
 3 mins ago		

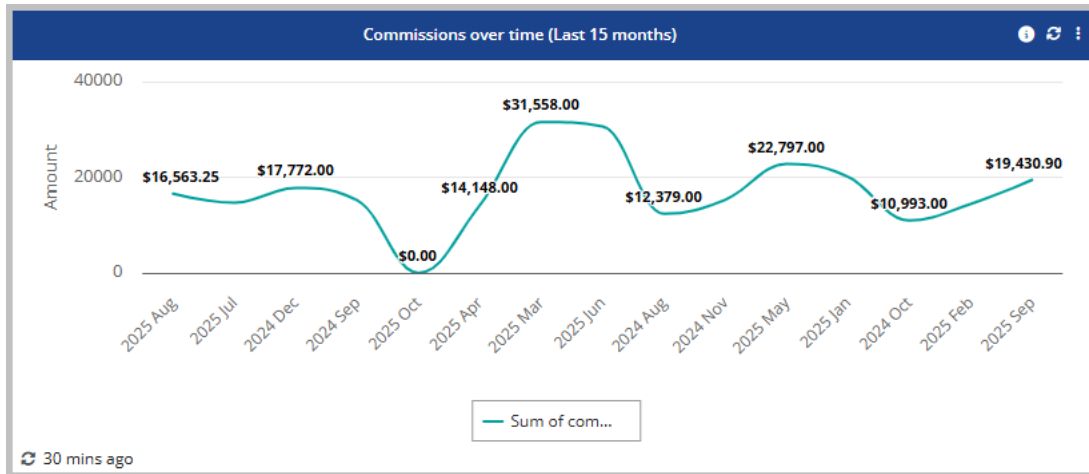
- H. **Top 5 Coverages by Revenue (MTD)** - This widget lists down top 5 coverages that are highest-earning product lines on month-to-date (MTD) basis. You can sort the columns in ascending and descending order.

Top 5 Coverages by Revenue (MTD)		 
Product ↑↓	Contract Amount ↑↓	
VSC - PLATINUM	\$20,491.00	
SEMI-SYN OIL Chg & 4-Whl TR (every 6 mos./7.5k)	\$10,750.00	
Security Coding	\$9,712.94	
Powertrain Plus	\$8,605.00	
MULTI-STATE GAP Addendum LIMITED/COMM SURC	\$7,500.00	
 18 mins ago		

- I. **Commission Over Time (Last 15 Months)** - This widget provides a line chart of **commissions earned by this agent** over the **past 15 months**, based on the sale dates of active contracts. It represents total earnings attributed to the agent, making it easy to monitor commission trends, analyze performance, understand earnings and compare performance across different time periods.



User Guide



Pipeline Health

This section displays various widgets that give an overview of contracts that are not remitted and claims exceptions.

- J. **Contracts Not Remitted** – This widget highlights dealers who have pending contract remittances, helping agents proactively manage financial compliance. It displays dealer names along with the count of unremitted contracts segmented by 30, 60, and 90-day thresholds. This breakdown allows agents to quickly identify which dealers are falling behind on remittance timelines and prioritize follow-ups based on the level of delay.

Contracts Not Remitted			
Dealer Name ↑↓	30+ days ↑↓	60+ days ↑↓	90+ days ↑↓
Autohouse (EL)	49	0	0
Finn Chevrolet Blythe, LLC (EL)	9	0	1
Finn Ford Blythe, LLC (EL)	7	6	0
Canyon State Auto Brokers	3	0	0
Finn CJDR Blythe, LLC (EL)	3	0	1
1 - 5 of 5 records			
10 < 1 > ↺			

32 mins ago

In **Contracts Not Remitted** widget of **Pipeline Health** section, click the count link under 30+ days, 60+ days, 90+ days column. The **Contract Not Remitted** window opens.



User Guide



Contract Not Remitted

Send demand letter to all contracts

Contract Number	↑↓	Contract Sale Date	↑↓	VIN	↑↓	Customer First Name	↑↓	Customer Last Name	↑↓	Status	↑↓	Cost	↑↓	Action
SEC1011723		09/09/2025		1HGCV1F44NA094899		ANDREW SCOTT		PETERSEN		Pending		\$681.00		
EW10349203		09/09/2025		7FARS5H59SE039984		SARAH JOY		STARMAN		Pending		\$4,995.00		
LW10191346		09/09/2025		1HGCV1F44NA094899		ANDREW SCOTT		PETERSEN		Pending		\$258.00		
SEC1011719		09/09/2025		7FARS5H59SE039984		SARAH JOY		STARMAN		Pending		\$459.00		
LW10191343		09/09/2025		7FARS5H59SE039984		SARAH JOY		STARMAN		Pending		\$258.00		

1 - 49 of 49 records

50 < 1 / 1 > ↺

Various columns like Contract number, Contract sale date, VIN, Customer first name, Customer last name, Cost, Status and Actions displays information related to contracts that are not remitted.

Click the **Send Demand Letter to All Contracts**  button to send demand letter to all the dealers associated with the contracts at single time and instantly.

Click the **Send Demand Letter**  icon under Actions column to send demand letter to respective dealer associated with the contract line item. A confirmation message displays once a letter is sent.

K. **Claims Exceptions** - This widget lists claims submitted under contracts that are having contract status as **cancelled, expired or voided**, along with their respective contract amounts. This gives agents the ability to track claim exceptions, prevent erroneous claim settlements, and address process gaps with dealers or customers.



User Guide

Claims Exceptions				
Claim Number ↑↓	Claim Date ↑↓	Dealer Name ↑↓	Contract Status ↑↓	Amounts ↑↓
CL0000001151	09/02/2025	Autohouse Phoenix, LLC (EL)	Voided	\$0.00
CL0000001150	09/02/2025	Autohouse Phoenix, LLC (EL)	Voided	\$0.00
CL0000000543	08/14/2025	Autohouse (EL)	Cancelled	\$0.00
CL10643591	08/08/2025	Autohouse Scottsdale (EL)	Cancelled	\$0.00
CL0000000308	08/06/2025	Autohouse (EL)	Voided	\$0.00
CL0000000204	08/04/2025	Autohouse Phoenix, LLC (EL)	Expired	\$0.00

1 - 10 of 191 records

10 < 1 / 20 > ↺

↻ 47 mins ago

L. Dealer Profile: An Agent can create a dealer profile directly by clicking on the **Dealer Profile**



button. Clicking this opens the dealer portal from where a dealer can be created.

M. Duration: The Agent Dashboard allows agents to filter performance data (only applicable to pipeline health) by selecting a custom date range from the Duration date field, giving agents the flexibility to analyse metrics over specific periods.

1.2 Dealers

1.2.1 Attach of Onboarding Emails as PDFs

Dealers can now maintain accurate onboarding records as they can find onboarding emails as PDFs as attachments in the **Documents** section of the dealer profile. Once a dealer entity is created after sending an email to designated email id, then the entire dealer onboarding emails are directly uploaded as PDF files in Documents section of the dealer's profile. It ensures that all relevant onboarding communication details are securely stored and easily accessible for future reference.

Prerequisites:

- You must have the designated dealer onboarding email address.
- The onboarding email must include the documents you want to store as attachments.
- The dealer entity must be created via the email onboarding process.

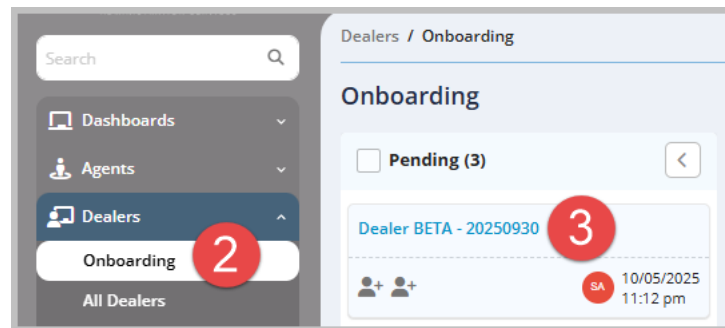
How to access this feature:



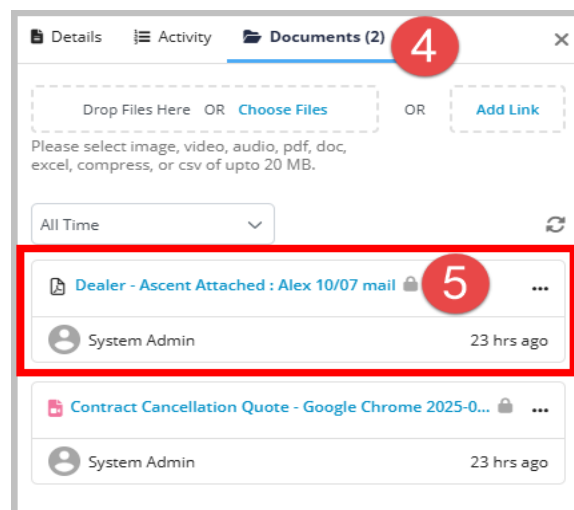
User Guide



1. **Send Onboarding Email:** Send the dealer onboarding email to the designated onboarding email address used to create dealer entities. Attach any documents you want stored in the dealer profile (e.g., PDFs, images, letters).
2. **Open Onboarding List:** Click the **Dealers > Onboarding** option.
3. The **Onboarding** page displays.



4. **Select Dealer:** Click the specific dealer entity in the list. The dealer details display on the right-hand side.



5. **Open Documents Tab:** Click the **Documents** tab.
6. **View Onboarding Email and Attachments:** The dealer onboarding records (the received email and its attachments) are listed here along with any other documents uploaded via email. Click a document to open it.

1.2.1 Transaction tab in Dealer Profile Page

As a Dealer, you can now view all your financial activities directly from your profile through the newly added Transactions tab. This tab provides a comprehensive view of all transactions associated with your dealership, including:



User Guide

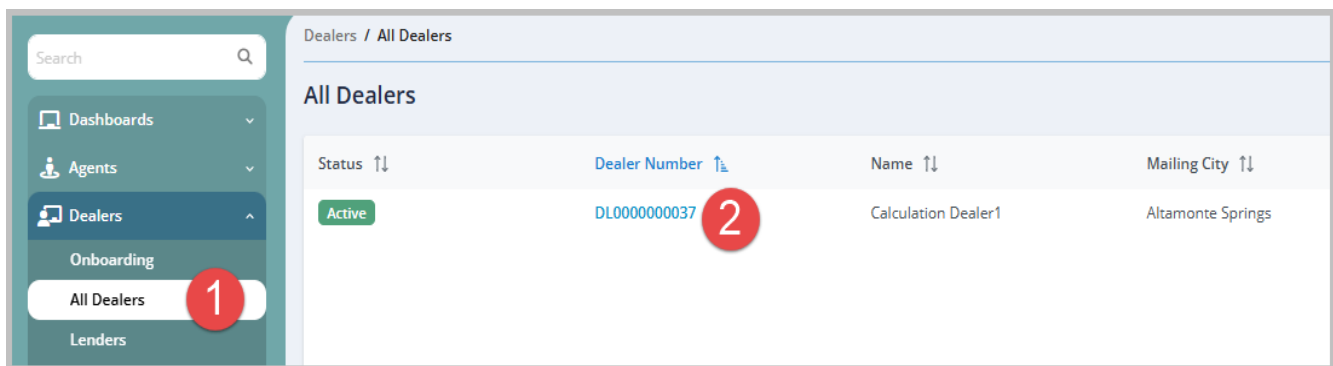


- **Remittances** – Payments made to or received from the system.
- **Contract-wise Commissions** – Commission amounts linked to specific contracts.
- **Cancellation Refunds** – Refund transactions related to cancelled contracts.

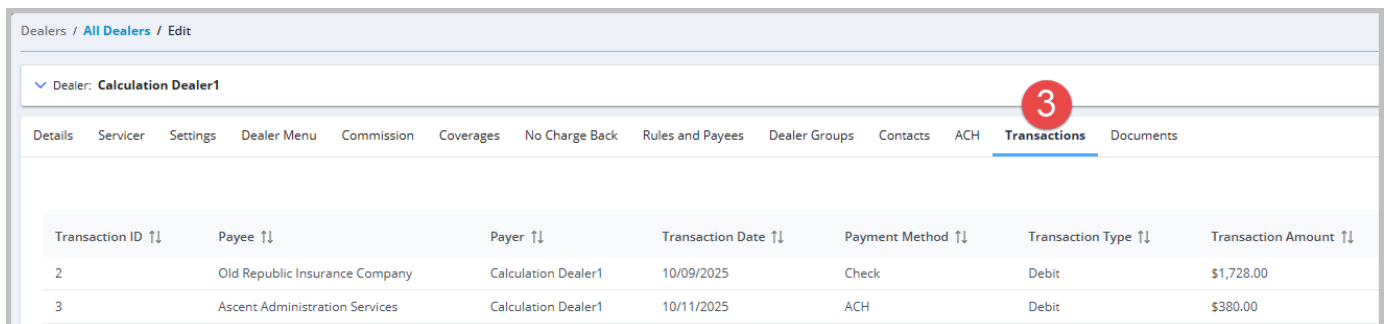
This enhancement ensures greater transparency and allows dealers to efficiently track, review, and reconcile all financial transactions from a single, centralized location within their profile.

How to access this feature:

1. Click the **Dealers > All Dealers** option.
2. The **All-Dealers** screen displays.



3. Select the specific dealer. The Dealer profile displays.



4. **Selecting the Transactions tab:** This tab provides a comprehensive view of all transactions associated with the dealership like Remittances, Contract-wise Commissions, and Cancellation Refunds.

1.2.3 Restructure: Rules and Payees in Dealers

The **Rate Sheet** tab under Edit Dealer page is renamed to 'Rules and Payees' tab. The updates include renaming the tab, introducing new sections, and refining existing functionalities to provide a more structured and intuitive experience for managing dealer rate-related information.

How to access this feature:

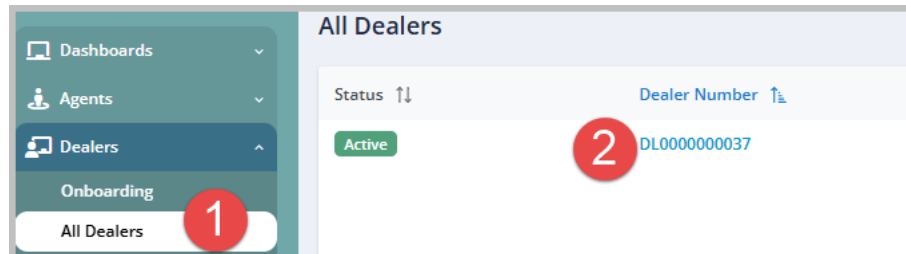


User Guide



1. **Navigate to Dealers Module:** Click the **Dealers > All Dealers** option from the main navigation menu.

The **All-Dealers** screen displays.



2. **Select a Dealer:** Click the specific dealer from the list. The **Dealer Details** page opens.

Eval Order	Brand	Product Type	Coverage Group	Rule	Suggested Retail	Start Date	End Date	Admin	Reserve	Commission	Dealer Markup	Total
1	Calculate	Calculate PT	Coverage group Calculate	Dealer Rate Sheet 1	\$180.00	09/03/2025	09/15/2025	\$80.00	\$40.00	\$30.00	\$30.00	\$180.00
2	Calculate	Calculate PT	Coverage group Calculate	5000 miles	\$90.00	09/08/2025	09/29/2025	\$10.00	\$50.00	\$20.00	\$10.00	\$90.00
3	Calculate	Calculate PT	Coverage group Calculate	Calculate Dealer Rate sheet	\$140.00	09/01/2025	10/31/2025	\$0.00	\$20.00	\$70.00	\$50.00	\$140.00
4	Calculate	Calculate PT	Coverage group Calculate	GAP DEALER RATE SHEET	\$370.00	09/02/2025	10/01/2025	\$40.00	\$220.00	\$110.00	\$0.00	\$370.00
5	Calculate	Calculate PT	Coverage group Calculate	Agent + Dealer Rate	\$150.00	10/02/2025	10/29/2025	\$0.00	\$50.00	\$50.00	\$50.00	\$150.00
6	Calculate	Calculate PT	Coverage group Calculate	Test Test	\$0.00	09/01/2025	09/23/2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Bucket Category	Bucket	Payee Name	Amount	Percentage	PCF	Action
Commission	Agent Commission	00-Ascent Administration Services	\$210.00		☐	

3. **Open the Rules and Payees Tab:** Click the **Rules and Payees** tab.

The **Rules** section displays details of existing rules through columns such as Brand, Product Type, Coverage Group, Rule, Suggested Retail, Start Date, End Date, Admin, Reserve, Commission, Dealer Markup, and Total.

Adding a Rule (Rate Sheet)

4. **Click Add Rule:** Click the **Add Rule** button to add a new rule. The **Add Rule** window displays.



User Guide



Add Rule

Name

Start Date

End Date

Brand

Product Type

Coverage Group

Coverage

Term Months/Odometer

All Terms

Admin	Rates	Reserves and Fees	Rates	Commission	Rates	Dealer Specific	Rates
Agent NCB Fee	\$0.00	Base Reserve	\$0.00	Agent Commission	\$0.00	Dealer Hard Pack	\$0.00
Base Admin	\$0.00	VIN Decoded Surcharge Reserve	\$0.00	Sub Agent Commission	\$0.00	Dealer Soft Pack	\$0.00
CLIP	\$0.00	NON VIN Surcharge Reserve	\$0.00	Referring Agent Commission	\$0.00	Dealer Fixed MU	\$0.00
Dealer NCB Fee	\$0.00	Additional Reserve	\$0.00				
Marketing Fee	\$0.00						
Supplier	\$0.00						
Claim Fund	\$0.00						
Incentive Bonus	\$0.00						
	\$0.00		\$0.00		\$0.00		\$0.00
Total:							\$0.00
Suggested Retail:							

Cancel

Save

5. Enter Rule Details:

- Name: Enter the name of the rule in the Name text box.
- Start Date / End Date: Select the applicable start and end dates for the rule.
- Brand: Select the brand from the Brand drop-down menu.
- Product Type: Select the product type from the Product Type drop-down.
- Coverage Group: Choose the coverage group from the Coverage Group drop-down.
- Coverage: Select the coverage from the Coverage drop-down.
- Coverage / Term Months: Choose the appropriate term or coverage from the Coverage/Term Months drop-down.

6. Enter Rate Details: In the respective bucket categories, enter rates under:

- Admin
- Reserve and Fees
- Commission
- Dealer Specific

7. Save the Rule:

Click the **Save** button.

The new rule is added successfully.

Configuring Payees

8. **Access the Payees Section:** The **Payees** section allows you to configure payees for each bucket category under specific **Brand–Product Type** combinations.



User Guide



9. **Select Brand and Product Type:** From the **Brand–Product Type** drop-down menu, select the desired combination.

Brand - Product Type

Tesla - Tesla PT

9

10

Configure Payee

10. **Click Configure Payee:** Click the **Configure Payee** button. The **Payee Configuration** window displays.

11. **Select Payee Details:**

- Bucket Category:** Select the category from the **Bucket Category** drop-down menu.
- Bucket:** Choose the specific bucket from the **Bucket** drop-down.
- Payee:** Select the payee to be configured from the drop-down menu.

12. **Payee Type:** Choose whether the configuration will be based on **Amount** or **Percentage**.

13. **Enter Payee Values:**

- If **Amount** is selected, enter the payment amount in the **Amount** field.
- If **Percentage** is selected, enter the percentage value to be assigned.

Add Payee

Bucket Category *

Select Bucket Category

11

Bucket *

Select Bucket

Payee *

Select Payee

12

Payee Type *

☒ Amount ☐ Percentage

13

Amount *

\$0.00

14

☐ PCF-Prior Cancellation Fees are assumed by this payee

Note: PCF will apply to all payees in this bucket

15

Cancel Save

14. **(Optional) Configure Cancellation Fees:** Select the checkbox **Prior Cancellation Fees are assumed by this payee**, if applicable.



User Guide



15. **Save Configuration:** Click the **Save** button to finalize the payee configuration.

The new payee setup is saved successfully and linked to the corresponding rule and bucket configuration.

1.3.1 Remittance Register

1.3.1.1 Select Contract for Remittance in Remittance Register

As a **Dealer**, you can now initiate contract payments more efficiently. When a payment is initiated for contract(s) from process register, the assigned **Adjustor** is automatically notified that the payment is being processed — ensuring better visibility and coordination between the Dealer and Adjustor teams.

This enhancement also simplifies the Dealer's payment workflow by removing the need to manually select a payee during the process. The **Payee** drop-down is no longer displayed for Dealers.

How to access this feature:

1. **Log in as Dealer:** Log in to the system using your Dealer credentials.
2. **Navigate to Remittance Register:** Click **Finance > Remittance Register** from the main navigation menu. The Process Register screen displays.

3. **Select Contract(s) for Payment:** From the list, select the contract(s) you want to make a payment for.

4. **Initiate Payment:** Click the **Pay** button. The payment screen displays.

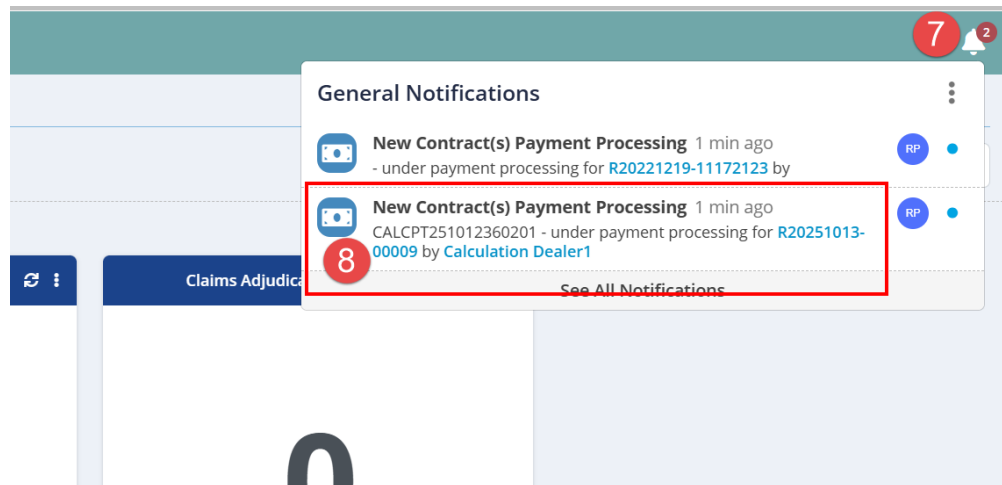


User Guide



#	Recipient	Transactions	Payment Method Information
1	Ascent Administration Services	2 \$400.00	Change

5. **Complete Payment:** Click the **Pay All** button to process the payment for all selected contracts. A **Payment Successful** confirmation message displays, indicating that the payment has been processed.
6. **Log in as Adjustor:** Log in to the system using **Adjustor** credentials.
7. **Check Notifications:** Click the **General Notifications** icon located in the top-right corner of the screen.



8. **Adjustor receives Payment Processing Notification:** A notification message is sent to Adjustor. **Contract #1, Contract #2, Contract #3** – under payment processing for **<Register #>** by **<Dealer Name>** This feature ensures that Adjustors are automatically notified whenever a Dealer initiates a payment, improving visibility and communication between teams.

1.3.1.2 Transaction Tab in Register Payment History

This tab shows all remittance transactions linked to the selected register and provides dealers and system users with improved visibility and control over remittance-related transactions.

- View all **remittance-related transactions** associated with a specific register, including those linked to one or multiple contracts.
- **Add new transactions** by clicking the **Add** button to enter bank details and save payment information directly within the register.



User Guide



How to access this feature:

1. Click the **Finance > Register Payment History** option. The **Register Payment History** screen displays.

Finance / Register Payment History

Register Payment History

Payer: DL0000000037 - Calculation Dealer1 **2** Product Type: All

Register Number	Created Date	Payee Name	Product Type	Payer Name	Payer #	Check #	Ref #	Amount
R20251011-00001	10/11/2025	Ascent Administration Services	CPT	Calculation Dealer1	DL0000000037	2323232		\$860.00
R20251010-00001	10/10/2025	Ascent Administration Services	CPT	Calculation Dealer1	DL0000000037			\$1110.00
R20251009-00002	10/09/2025	Old Republic Insurance Company	CPT	Calculation Dealer1	DL0000000037	123456		\$1728.00

2. **Open Payer Selector:** Click the **Payer** drop-down menu. The **Select Payer** window displays.

Select Payer

Payer Type: Dealer **3**

Search:

Status	Payer Number	Payer Name	City	State	Type
Active	DL00000408	Autohouse Phoenix, LLC (EL) 4	PEORIA	Arizona	Dealers

3. **Select Payer Type:** From the **Payer Type** drop-down menu, choose the payer type (for example: Dealer, Agent, Lender).
4. **Choose Payer:** Select the desired payer from the list. The system displays all registers associated with the selected payer in the registers list.

Register Payment History

Register Number	Created Date
R20251013-00014 5	10/13/2025

5. **Open a Register:** Click the specific register you want to review. The register information displays.

Finance / Register Payment History / Edit

Register: R20251010-00001

Register: R20251010-00001 **6** # Contracts: 3 # Claims: 0

Details Contracts Transactions **7**

Add Transaction

#	Transaction ID	Date	Payment Method	Amount
1	1234	10/09/2025	ACH	\$ 1000.00
2	5678	10/09/2025	ACH	\$ 110.00
3		10/10/2025	ACH	\$ 0.00
Total				\$ 1110.00



User Guide



6. **Open Transactions Tab:** Click the **Transactions** tab.

The system lists all transactions associated with the selected register. Each transaction entry displays the following details:

- Transaction ID
- Date
- Payment Method
- Amount

7. **Add a New Transaction:** Click the **Add Transaction** button. The **Add Transaction** window displays.

8. **Select Payment Method:** From the **Payment Method** drop-down menu, select the appropriate payment method (e.g., ACH, Card, Check).

9. **Enter Process Date:** Select the **Process Date** from the date field.

10. **Enter Payment Amount:** Enter the payment amount in the **Payment Amount** text box.

11. **Review Disabled Fields:** By default, the following fields are disabled: **Reference #**, **Bank Name**, **Name on Account**, **Routing #**.

12. **Toggle Account Number (Optional):** If you need to change the account number, click the eye icon to toggle visibility of the account number. Once visible, you can edit the **Account #** field.

13. **Special Handling for Check Payments:** If **Check** is selected as the Payment Method, additional fields become available and required. Enter details in fields such as:

14. **Bank Name**

15. **Check Number**

16. **Check Date**

17. **Check Received Date**

18. **Save the Transaction:** Click the **Save** button to save the transaction.



User Guide



19. The new transaction is saved and appears in the **Transactions** list for the register. The system displays a confirmation message on successful save, or validation errors if required fields are missing or invalid.

1.3 Payees

1.3.1 Transaction Tab

As an Ascent Team member, you can now view all Payee related transactions directly from Payee profile through the newly added Transactions tab. This tab provides a comprehensive view of all transactions by Payee including contract wise commissions, cancellation refunds.

How to access this feature:

1. Navigate to Finance Menu > **Payee** option.
2. The All-Payee screen displays.
3. Go to Transaction Tab

Finance / Payees / Edit

Payee: CLG Automotive LLC

Payee
CLG Automotive LLC
Active

Details ACH **Transactions**

Search

Transaction ID ↑↓	Contract # ↑↓	Transaction Date ↑↓	Transaction Mode ↑↓	Transaction Type ↑↓	Bucket Name ↑↓	Transaction Amount ↑↓	Pay
	GAP510224044	10/10/2025		Credit		\$122.78	
	PT10360213	10/10/2025		Debit		\$67.00	
	PT10360213	10/10/2025		Debit		\$10.00	
	PN10352535	10/10/2025		Debit		\$300.00	
	PN10353565	10/10/2025		Debit		\$300.00	

1.4 Lenders

1.4.1 Transaction Tab

As a Lender, you can now view all Lender related transactions directly from Lender profile through the newly added Transactions tab. This tab provides a comprehensive view of all transactions associated where Lender is associated as the Payee.

How to access this feature:

4. Click the **Dealers > Lender** option.
5. The All-Lender screen displays.
6. Go to Transaction Tab



User Guide



Dealers / **Lenders** / Edit

^ Lender: **First Credit Union** Back Action ▾

 Lender
First Credit Union
  **Active**

Details **Transactions**

Search  + Add Transaction

Transaction ID ↑↓	Payee Name ↑↓	Payer Name ↑↓	Transaction Date ↑↓	Transaction Mode ↑↓	Transaction Type ↑↓	Transaction Amount ↑↓	Payment Note ↑↓
No records found							

1.5 Servicer

1.5.1 Transaction Tab

As a Servicer, you can now view all service-related transactions directly from servicer profile through the newly added Transactions tab. This tab provides a comprehensive view of all claims related transactions associated the respective Servicer.

How to access this feature:

1. Click the **Claims > Servicer** option.
2. The All-Servicer screen displays.
3. Go to Transaction Tab

1.3 Contracts

1.3.1 Send Final Cancellation Report to Dealer

A **Final Cancellation Report** option is available under Actions menu of a specific contract. This ensures that the dealer receives all relevant cancellation details in a structured email format.

How to Access the Feature:

1. Click the **Contracts > Contracts** option. The Contract screen displays.
2. Open the specific contract.
3. Click the **Actions** menu on top right.



User Guide



Contracts / Contracts / Edit

Contract: MBZMZ12508123470

Contract MBZMZ12508123470 Active

Effective Date 08/26/2025
Expiry Date 08/26/2026
Expiry Odometer 24,000
Suggested Retail \$202.00

VIN WDBUF70J74A123470
Year 2004
Make Name Mercedes-Benz
Vehicle Age Type New

Dealer Name DL00000434 - zColorado Test Dealer
Agent [REDACTED]
Coverage Name MBZ PT1 6 - MBZ PT1 6 deductible
Product Type MZ1 - MBZ PT1
Term 12/12000 1250

Customer Name Rihan Kite
Customer Phone [REDACTED]
Customer Email [REDACTED]
Customer State NY - New York

Finance Type [REDACTED]
Finance Amount \$0.00
F&I Manager [REDACTED]

3 Back Action +

4 Add Claim
Send Final Cancellation Report
Send Contract Cancellation Rejection

4. **Sending the Final Cancellation Report:** Click the **Send Final Cancellation Report** option to send the final Cancellation report to the registered email address of dealer. The **Preview** window displays. The details of the final cancellation report for the referenced contract are listed

Preview

To: carl4@yopmail.com

Subject: Final Cancellation Report - MBZMZ12508123470 Approved to Pay

Please find below the details of the final cancellation report for the referenced contract.

Contract Number	Customer Name	Cancellation Reason	VIN	Refund Amount	Refund Status	Cancellation Effective Date
MBZMZ12508123470	Rihan Kite	Customer Request	WDBUF70J74A123470	\$0.00	Approved to Pay	09/28/2025

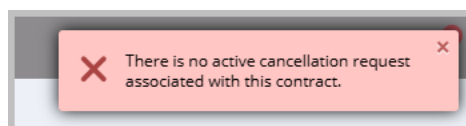
If you have any questions or need further assistance, please feel free to contact Hgreathouse@ascentadmin.com

Notes:

5

6 Send Email

5. **Enter any Notes:** if required, you can enter any notes in the **Notes** text area.
6. **Send Email:** Once the final refund amount is determined, an email will be sent to the respective user with the details of the refund. This will happen once the contract cancellation is in the Approved to Pay stage.
7. If there is no cancellation request than validation message: "There is no active cancellation request associated with this contract" displays.





User Guide

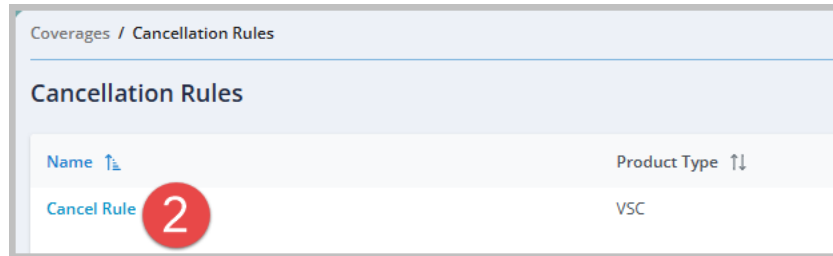


1.4.2 Set up Cancellation Rule

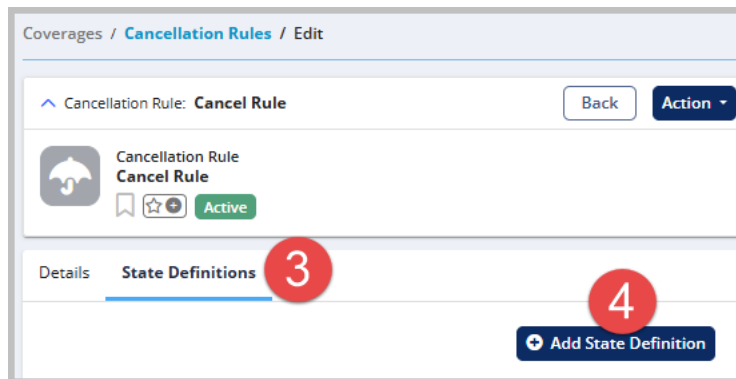
An **All-State** option is now available in **Update State Definition** popup window that allows you to apply rules across all states.

How to access this feature:

1. Click the **Coverages > Cancellation Rules** option. The **Cancellation Rules** screen displays.



2. Select the specific cancellation rule. The rule opens on a new screen.



3. Click the **State Definitions** tab.
4. Click the **Add State Definitions** option. The **Add State Definition** window displays.



User Guide

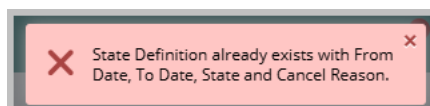


The screenshot shows the 'Update State Definition' form with the following fields and callouts:

- 5**: From Date (10/08/2025)
- 6**: To Date (10/11/2025)
- 7**: Country (United States)
- 8**: All States (checked)
- 9**: Cancel Reason (Default on Loan)
- 10**: Allowed Methods (Flat Cancel)
- 11**: Save button

Other fields include: State (Select State), Within # of days (1 to 9999), Default Method (Flat Cancel), Allow Full Refund if no Paid Claims, Waive Fee if no Paid Claims, Customer Fee (Lesser, \$ 0, 0 % of Retail), Seller Fee (Greater, \$ 0, 0 % of Dealer Remit), Deduct Paid Claims, Credit Cancellation FEE as Statement Adjustment to Payee associated with the following bucket (Select Bucket), and Cancellation Instructions.

5. **Selecting the From date:** Select from date from **Date** field.
6. **Selecting the To date:** Select to date from **To Date** field.
7. **Selecting the country:** Select country from **Country** drop down menu.
8. **Selecting the All-State option:** An All State option allows you to apply rules across all states.
9. **Selecting the cancel reason:** Select the cancellation reason from the **Cancel Reason** drop down menu.
10. **Selecting the cancellation method:** Select the appropriate cancellation method from the **Allowed Methods** drop down menu.
11. Click the **Save** button.
12. The state definition gets saved.
13. **Adding a new state definition:** Click the **Add State Definition** button.
14. If you again try to add new state definition using same values or date range, then a validation message displays as below.





User Guide



1.4.3 Statement Credit as Contract Cancellation Refund Type Option

A **Statement Credit** option is available as contract cancellation refund type option under the contract cancellation process for dealers at the time of cancellation refund stage. This option provides you with specific refund option when cancelling contracts and allows you to proceed without providing ACH details.

Prerequisites:

- Access to link: <https://alpha.app.waas.sdsaz.us/order-cancellation/details>
- Contract #
- VIN#
- Customer Last Name
- Dealer Name

How to access this feature:

1. Open the link <https://alpha.app.waas.sdsaz.us/order-cancellation/details>
2. Enter various details and proceed through the contract cancellation stages till you reach the cancellation refund stage.
3. **Selecting the statement credit option:** Select the **Statement Credit** option as it provides you with specific refund option when cancelling contracts and allows you to proceed without providing ACH details.



User Guide



Contract Cancellation

Back

ACH or Statement Credit *

☐ ACH

☒ Statement Credit 3

Locate A Contract

Cancellation Details

Cancellation Quote

Cancellation Documents

Cancellation Refund

Cancellation Confirmation

Cancellation Conclusion

Previous Next

1.4.4 Add Lender field in Contracts Page

A new **Lender** field is now available in the **Filter** options on the Contracts page. You can select a lender from the drop-down menu to filter and view all contracts associated with that lender. This enhancement makes it easier to quickly locate contracts linked to a specific lender.

How to access this feature:

1. Click the **Contracts > Contracts** option. The **Contracts** screen displays.
2. Click the **Filter** icon. The **Filters** menu displays.



User Guide



The screenshot shows a 'Filters' dialog box with a search bar at the top. Below the search bar are several filter categories: 'Recent Activity' (set to 'All Time'), 'Product Type' (set to 'Select Product Type'), 'Expiration Date' (set to 'Select Date Range'), 'Activation Date' (set to 'Select Date Range'), 'Dealers' (set to 'Select Dealer'), 'Agents' (set to 'Select Agent'), 'Lenders' (set to 'Select Lender'), and 'Status' (set to 'Select Status'). At the bottom right, there are 'Reset' and 'Apply' buttons. Red callout circles with numbers are placed over the 'Lenders' dropdown menu (labeled 3), the top right corner of the dialog (labeled 2), and the 'Apply' button (labeled 4).

3. **Select the lender:** Click the **Lenders** drop down menu to select the specific lender.
4. Click the **Apply** button. All the contracts linked to the specific selected lender displays.

1.4.5 Make Label Changes in Contract Cancellation Process

The changes below have been made to the contract cancellation process:

1. **Label Update:** The label “**Cancellation Date**” has been changed to “**Cancel Effective Date**” in the contract cancellation process for greater clarity.
2. **Input Logic Update:** When Contract Number is selected, you are no longer required to enter the customer’s last name in **Customer Last Name** field, and the field is not displayed. Only if “VIN” is chosen then you must enter the customer’s last name. This logic applies when cancelling contracts from both the portal and the app.
3. **Reordered and Updated Cancellation Reason List**

The list of cancellation reasons available in the **Cancellation Reason** drop-down menu has been reordered for better usability. Additionally, a new reason — **Duplicate Contract** — has been added to the list.

Updated list of cancellation reasons:

- Customer Request
- Repossession
- Total Loss
- Loan Payoff



User Guide



- Vehicle Sold
- Vehicle Trade-In
- Vehicle Stolen
- Default on Loan
- Issued in Error
- Duplicate Contract (*newly added*)
- Deal Unwound
- Contract Rewritten

4. Preview Watermark on Quote Report A **Preview** watermark now appears on quote reports downloaded by lenders or dealers before the contract is finalized. This watermark will remain present on the report until the contract is cancelled. This helps clearly identify that the report is a preliminary version and not a finalized cancellation record.

The quote disclaimer text that appears in the quote report pdf is updated as shown below.

Contract Information		Refund Information	
Retail Purchase Price:	\$480.00	Refund %:	83.325%
Dealer Remitted Amount:	\$470.00	Base Refund:	\$399.95
Dealer Profit:	\$10.00	Cancel Fee:	(\$50.00)
		Claim Paid:	\$0.00
		Ascent Refund:	\$341.62
		Dealer Refund:	\$8.33
		Net Customer Refund:	\$349.95

Quote Disclaimer

This cancellation quote is based on the criteria you selected and is subject to change upon full review of the cancellation request.

The quote is valid for 7 days from the date of generation - until 10/16/2025.

Final refund and fees may vary depending on policy terms, usage, and regulatory guidelines.

If you would like to cancel the contract, please contact the dealer for help.

How to view this change:

1. Open the contract cancellation portal link given to you. The Locate a Contract screen displays.



User Guide



Contract Cancellation Quote

- Locate a Contract
- Cancellation details
- Cancellation Quote

Ascent
ADMINISTRATION SERVICES

Locate a Contract

PIN *
.....

Customer Last Name *
devries

Choose to enter VIN or Contract Number details *

☐ VIN

☐ Contract Number

VIN *
Please enter Last 6 Digits or full VIN

2. **Entering a unique PIN:** Enter the unique pin that the lender has in **PIN** text box.
3. **Selecting the Contract Number:** Select the **Contract Number** option.
4. The **Customer Last Name** field disappears.

Locate a Contract

PIN *
.....

Contract Number *
DC10027442

Choose to enter VIN or Contract Number details *

☐ VIN

☒ Contract Number

5. **Entering the Contract Number:** Enter the Contract Number in **Contract Number** field.
6. Click the **Next** button.
7. **Entering the contract cancellation date:** Enter the contract cancellation date in the **Cancel Effective Date** field.

Cancellation details

Contracts *

☒ PNCVSC2509V09987 (VSC12/12000)

Cancel Effective Date *
10-09-2025

Current Odometer Reading *
12001

Cancellation Reason *

Duplicate Contract

Vehicle Stolen

Default on Loan

Issued in Error

Duplicate Contract

Deal Unwound

Contract Rewritten



User Guide



8. **Select the contract cancellation reason:** Click the **Cancellation Reason** drop-down menu. The updated and reordered list of cancellation reasons displays, including the new **Duplicate Contract** option.
9. Enter the current odometer reading in the **Current Odometer Reading** text box.
10. Click the **Next** button.

The **Cancellation Summary** quote report displays.

A **Preview** watermark appears on quote reports downloaded by lenders or dealers before the contract is finalized.

Cancellation Quote

^ PNCVSC2509V09987

Cancellation Summary
Date Processed: 10/09/2025

Dealer Number:	DL0000000019	State:	NY
Dealer Name:	Rose Mary	VIN:	SAJWJ0EF9EBV09987
Lienholder Name:	Arizona Financial Credit Union	Contract Sale Date:	09/18/2025
Contract Number:	PNCVSC2509V09987	Contract Cancel Date:	10/09/2025
Customer:	John Lam	Cancellation Odometer:	12,001
		Cancel Reason:	Customer Request

Contract Information		Refund Information	
Retail Purchase Price:	\$480.00	Refund %:	83.325%
Dealer Remitted Amount:	\$470.00	Base Refund:	\$399.95
Dealer Profit:	\$10.00	Cancel Fee:	(\$50.00)
		Claim Paid:	\$0.00
		Ascent Refund:	\$341.62
		Dealer Refund:	\$8.33

Contract Information		Refund Information	
Retail Purchase Price:	\$480.00	Refund %:	83.325%
Dealer Remitted Amount:	\$470.00	Base Refund:	\$399.95
Dealer Profit:	\$10.00	Cancel Fee:	(\$50.00)
		Claim Paid:	\$0.00
		Ascent Refund:	\$341.62
		Dealer Refund:	\$8.33
		Net Customer Refund:	\$349.95

Quote Disclaimer
This cancellation quote is based on the criteria you selected and is subject to change upon full review of the cancellation request.

The quote is valid for 7 days from the date of generation - until 10/16/2025.
Final refund and fees may vary depending on policy terms, usage, and regulatory guidelines.

If you would like to cancel the contract, please contact the dealer for help.



User Guide



1.4.6 Manual Data extraction from the World Car PDF Document

In this process, the team manually extracted data from World Car PDF contract files and recorded the information in the system.

1.4.7 Add Transaction tab in Edit Contracts Page

As an Ascent Team member (Contract Management Team), you can now view all financial activities associated with a specific contract directly from the **Transactions** tab available on the Edit Contract page.

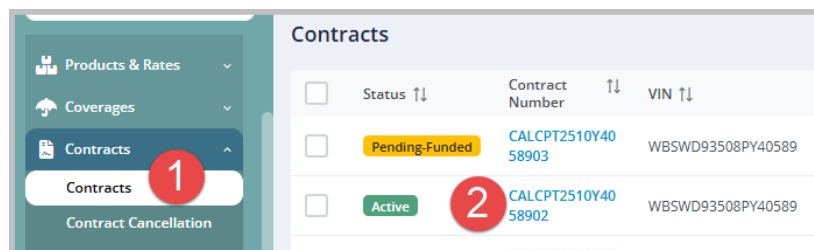
This tab provides a detailed view of all transaction records related to the selected contract, helping you track and verify financial movements efficiently.

It displays various types of transactions linked to the contract, such as:

- New Business (Virtual)
- Remittance from Dealer
- Payee wise Contract Commissions
- Cancellation Refund to Dealer
- Cancellation Refund Commission from Payees
- Payee wise Reinsurance Distribution for Reserve Buckets
- Claim Payments
- Statement Credit
- Earning Table

How to access this feature:

1. Click the **Contracts > Contracts** option. The **Contracts** screen displays.



2. Open the specific contract. The specific Contract displays.
3. **Selecting the Transactions tab:** This tab provides a detailed view of all transaction records related to the selected contract.



User Guide



Contracts / Contracts / Edit					
Contract: CALCPT2510Y4058902					
3					
Details	Coverage & Rates	Claims	Contract Cancellation	Transactions	Documents
Transaction # ↑↓	Transaction Name ↑↓	Transaction Date ↑↓	Payee Name ↑↓	Payer Name ↑↓	Pay
AI#4567	Payment	10/11/2025	Ascent Administration Services	Calculation Dealer1	ACH
N/A	New Business	10/11/2025	Ascent Administration Services	Calculation Dealer1	

1.4.8 Automatically Record Contract Activation Date and Show Notification

This enhancement ensures better tracking and visibility of contract activations by automatically updating the contract status and notifying the adjuster users when a payment is completed.

Feature Details:

- The system **automatically captures the Activation Date** when a register is remitted then contract is marked Paid and status updated to Active
- The **Activation Date** is displayed next to the **Contract Status** on the contract details page for easy reference.
- When a contract is **marked as Paid**, the system automatically updates its status to **Active**.
- Once the status is updated, a **notification** is sent to the **Adjustor** in the following format:
"Contract #<number> is Paid and status changed to Active."

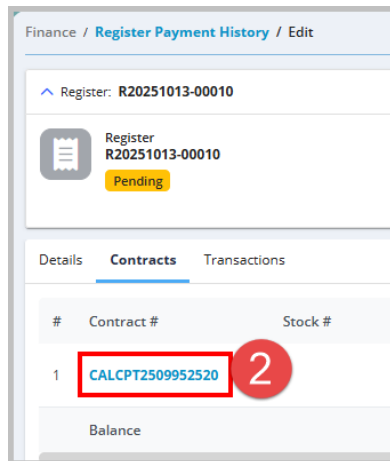
This automation eliminates the need for manual updates and ensures that Adjustors are promptly informed of contract activations in real time.

How to access this feature:

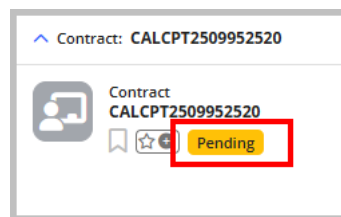
1. **View Pending Contract in Register History:** Under the **Payment Register History** section, locate the specific **Register Number**. The **Contracts** tab lists all contracts associated with that register. Identify the contract showing a **Pending** status.



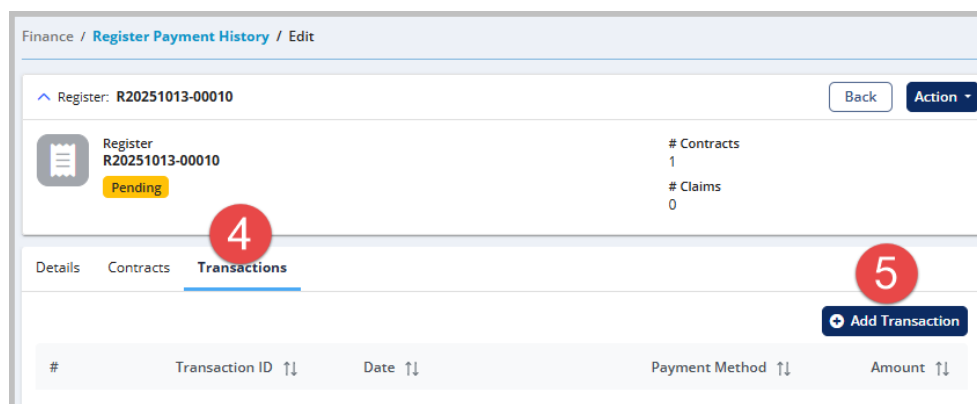
User Guide



2. **Open the Contract:** Click the specific contract to open its details. You can verify that the contract currently has a **Pending** status.



3. **Access Register Payment History:** Navigate to **Finance > Register Payment History** from the main navigation menu. Click the specific **Register** associated with the contract.
4. **Open the Transactions Tab:** On the Register Details page, click the **Transactions** tab to view all existing transactions.



5. **Add a New Transaction:** Click the **Add Transaction** button. The **Add Transaction** window displays.



User Guide



Add Transaction

Payment Method * ACH

Process Date * 10/13/2025

Payment Amount * \$400.00

Reference # 11111

Bank Name Bank Of USA

Routing # 123456789

Name on Account

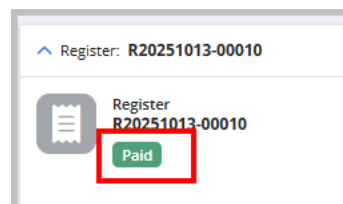
Account # **3456

Cancel Save

6. Enter Transaction Details:

- Select the **Payment Method** from the drop-down menu.
- Enter the **Process Date**.
- Enter the **Payment Amount**.
- Provide a **Reference Number**, if applicable.
- Click the **Save** button.

The transaction is saved successfully, and the status of the **Process Register** changes to **Paid**.



7. Verify Contract Status Update: Go back to the respective contract and **refresh** the page.

The contract status automatically changes to **Active**, and the **Activation Date** is recorded as the **Payment Date** from the register.



User Guide



Contracts / Contracts / Edit

Contract: CALCPT2509952520

	Contract CALCPT2509952520 Active	Effective Date 09/10/2025	VIN JN1CV6FE5BM952520	Dealer Name DL0000000037 - Calculation Dealer	Customer Name Hats Lam	Finan Cash
		Expiry Date 12/31/2100	Year 2011	Agent AG0000000011 - QA Agent	Customer Phone	Finan \$9,99
		Expiry Odometer 15,000	Make Name Infiniti	Coverage Name Calculate Coverage - Calculate Coverage	Customer Email hats@yopmail.com	F&I M
		Suggested Retail \$410.00	Vehicle Age Type New	Product Type CPT - Calculate PT	Customer State NY - New York	
				Term XXX/5000		

Details Coverage & Rates Claims Contract Cancellation Transactions Documents

Contract

Contract Number CALCPT2509952520	Sale Date * 09/10/2025	Sale Odometer * 10,000
Reference Number	Effective Date 09/10/2025	Effective Odometer 10,000
Status Active	Activation Date 10/13/2025	In-Service Date 09/10/2025

8. **Log in as Adjustor:** Log in to the system using **Adjustor** credentials.
9. **Check Notifications:** Click the **General Notifications** icon located in the top-right corner of the screen.

General Notifications

New Contract(s) Payment Processing 0 mins ago
CALCPT2510V0998702 - under payment processing for R20251013-00012 by Calculation Dealer1

A Contract is paid 6 mins ago
Contract #: CALCPT2509952520 is Paid and status changed to Active

10. **View Payment Notification:** A notification message displayed in the following format: **Contract #1** is Paid and status changed to Active. This process ensures that once a transaction is recorded, the contract's status updates automatically, and the Adjustor is immediately notified of the payment and activation.

1.4.9 Add Action for Contract Cancellation and Tab to Process Contract Cancellation

A new **"Cancel Contract"** action button is now available, allowing users to initiate the contract cancellation process directly from the **Contract Details** page.

Additionally, a **Contract Cancellation** tab has been added next to the **Claims** section. This tab provides a structured view of all cancellation-related information, organized into the following sections:

1. **Cancellation Summary (All Fields Editable):** This section allows users to view and update all key cancellation details, including:
 - Cancellation Effective Date



User Guide



- Cancellation Created Date
- Cancellation Odometer
- Cancellation Reason
- Refund from Ascent Administration
- Refund from Dealer
- Cancellation Refund Date
- Refund Method: ACH
- Refund Details (Read Only): Displays associated bank details
- Cancellation Comments: Displays of any notes or remarks added during the cancellation process

2. Cancellation Details

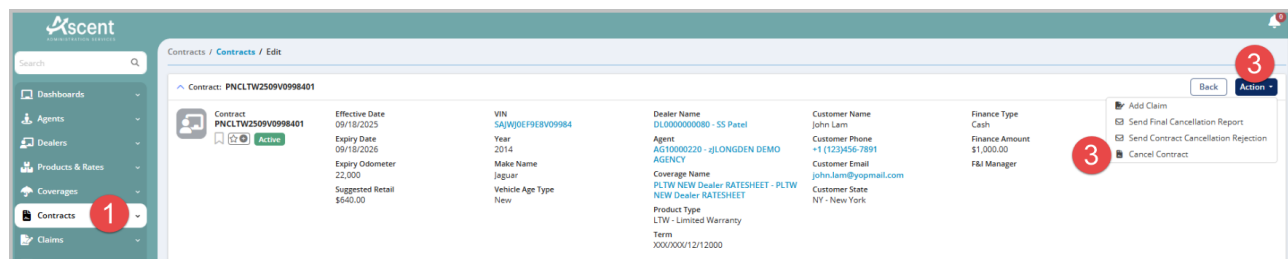
This section displays a detailed breakdown of the cancellation data, including contract-specific adjustments and refund values. Editable columns allow users to make necessary modifications before finalizing the cancellation.

3. Documents

This section lists all documents attached under the **Documents** tab that are related to the contract cancellation. Users can access and review supporting documentation directly from this tab.

How to access this feature:

1. **Navigate to Contracts:** Click the **Contracts > Contracts** option from the main navigation menu. The **Contracts** screen displays.
2. **Select a Contract:** Click the specific contract from the list. The **Edit Contract** screen displays.
3. **Initiate Cancellation:** Click the **Actions Menu** and select the **Cancel Contract** option. The **Contract Cancellation** process screen displays.



4. **Access Contract Cancellation Tab:** Click the **Contract Cancellation** tab to view and manage cancellation details. The sections are displayed as explained in introduction.
5. **View Related Documents:** Click the **Documents** tab to view any documents attached to the contract.



User Guide



Contracts / Contracts / Edit

Contract: PNCGAP2509V0999902

Back Action +

Details Coverage & Rates Claims **Contract Cancellation** Transactions Documents

Cancellation Summary

Cancellation Effective Date: MM/DD/YYYY Cancellation Created Date: MM/DD/YYYY

Cancellation Originator: Cancellation Reason: [Dropdown]

Refund Method:

Bank Name: Bank Account Name:

Bank Routing Number: Bank Account Number:

Bank City: Bank State:

Cancellation Details

	Original	Adjusted
Factor		100.0000%
Retail Cost		\$600.00
Retail Refund Rate		\$600.00
Cancellation Fee		\$0.00
Paid Claims Deduction		\$0.00
Retail Refund (w/out TAX)		\$0.00

1.5 Claims

1.5.1 Transaction Tab in Edit Claim Page

As an Ascent Team member (Claims AP Team), you can now access all financial transaction details directly from the Transactions tab available on the respective Edit Claims page.

This tab provides a comprehensive view of all transactions associated with a particular claim, allowing you to monitor and verify payment activities efficiently.

It displays various types of transactions, including:

- **Payments made by payees.**
- **Credits** applied to the claim.
- **Refunds** issued.

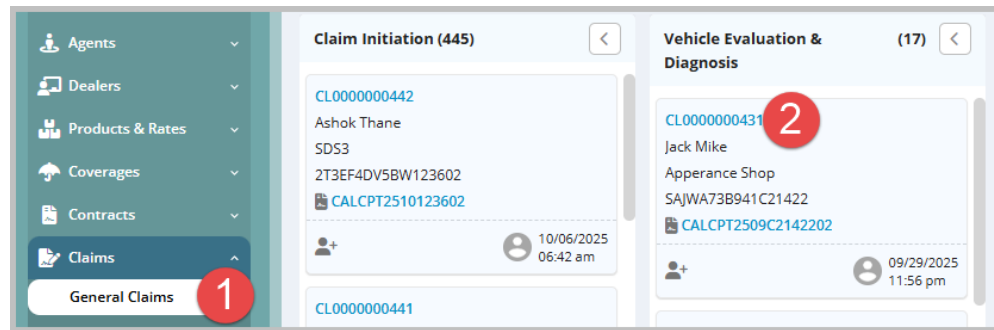
This enhancement improves transparency and helps the Claims AP Team effectively manage and reconcile all claim-related financial transactions within the system.

How to access this feature:

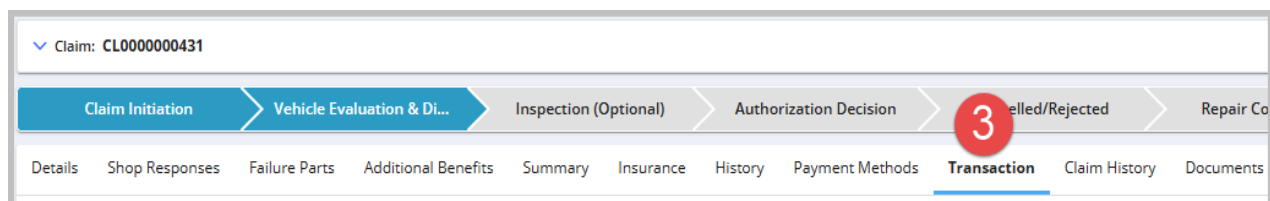
1. Click the **Claims > General Claims** option. The General Claims screen displays.



User Guide



2. Click the specific claim. The Edit Claims screen displays.



3. Click the **Transaction** tab. You can get a comprehensive view of all transactions associated with a particular claim, allowing you to monitor and verify payment activities efficiently.

1.5.2 Enhancements in GAP Claim Workflow

This enhancement improves the **GAP Claim workflow** by adding stronger **validations** and **automating line status transitions** during the **Approve to Pay** and **Paid/Complete** stages. These updates ensure data accuracy, prevent incomplete claim processing, and streamline claim closure.

Feature Details

1. Validations Before Moving to Paid/Complete Stage

When attempting to move a GAP claim to the **Paid/Complete** stage, the system performs a series of validation checks to ensure all required information is complete and accurate.

The following validation are applied:

Validation 1 – Missing Payment Method Check: If any claim is in **Approve to Pay** status without a configured **Case Payment Method**, the system displays:

“Claim cannot be marked as Paid/Complete. All line items under the Failure Parts must have both a payment method and a payment date (e.g., check date, issue date, or process date) assigned.”

2. Automated Line Status Updates During Claim Transition

The system automatically updates line-item statuses as the claim progresses through key stages:



User Guide



When GAP Claims transitions to Approve to Pay: For each line item currently in **Authorized** status:

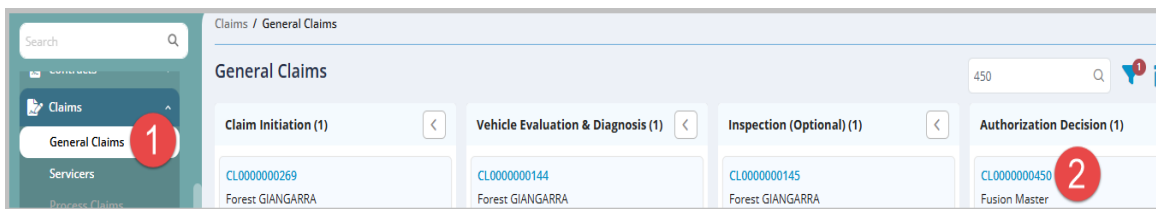
- Update status to **Approve to Pay**
- Set **ApprovedToPayDate** = current date/time
- Set **ApprovedToPayBy** = current user

When claim transitions to Paid/Complete: For each line item under the claim:

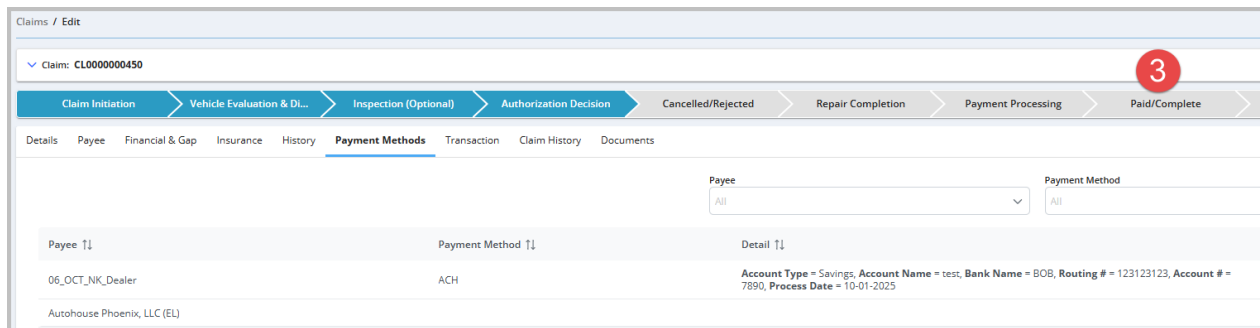
- Update status to **Paid**.
- Set **PaidDate** = *PaymentProcessedDate* from Payee Payment Method
- Set **PaidBy** = current user

How to access this feature:

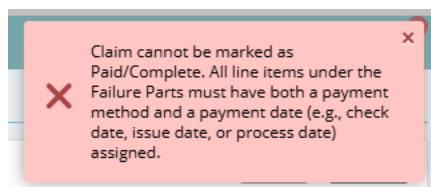
1. Click **Claims > General Claims** option. The **General Claims** screen displays.



2. Click the specific claim. The specific claim opens.



3. Click the **Paid/Complete** option to change the stage of claim to **Paid/Complete**. The following validation message displays.





User Guide



1.5.3 Enhance GAP Claim Processing for Validation and Line Status Updates

This enhancement introduces improved **Payee management and benefit allocation functionality** under the **Payee** tab for **GAP Claims**. The goal is to help you manage multiple payees efficiently while ensuring total payments do not exceed the available GAP benefit balance.

This feature enables you to allocate payments accurately, handle partial disbursements, and maintain control over remaining claim funds through automated balance calculations and system validations.

Feature Behavior:

1. Initial Payee Addition:

- When a payee is added for the first time, the **Benefit Amount** automatically defaults to the **full GAP Payment value** (for example, Benefit Amount = *GAP Payment*).
- This ensures that the first payee is assigned the total available payment amount unless adjusted manually.

2. Partial Payments:

- If you edit the **Benefit Amount** to make a **partial payment**, the system automatically:
 - Calculates the **remaining balance** using the formula:
Previous Remaining Balance – New Benefit Amount which you entered at the time of adding a payee
 - Sets this **remaining balance** as the default **Benefit Amount** for the next payee.
- This ensures that the total GAP payout remains within the allowable payment limit.

3. Multiple Payees Management:

- The system allows users to **add multiple payees** until the **remaining balance reaches zero**.
- Once the total benefit amount has been fully distributed, and when you add a new payee then the system shows a validation message as below:

“Total benefit amount cannot be more than GAP payment”

How to Access This Feature

1. **Navigate to Claims Module:** Click **Claims > General Claims** from the main navigation menu. The **General Claims** screen displays.



User Guide

2. **Select a Claim:** From the list, select the specific claim you want to edit. The **Edit Claim** screen displays.

3. **Open the Payee Tab:** Click the **Payee** tab to view or manage payments associated with the claim.
4. **Add a New Payee:** Click the **Add Payee** button. The **Add Payee** window displays.

5. Enter Payee Details:

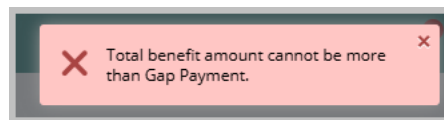
- Select appropriate values from the **Payee Type**, **Benefits**, and **Status** drop-down menus.
- If you are adding a payee for the first time, the **Benefit Amount** field automatically defaults on the **GAP Payment** value.



User Guide



6. **Save the Payee:** Click the **Save** button.
The new payee is added successfully.
7. **Additional Payees (If required):**
 - When adding multiple payees, the system automatically recalculates the **Benefit Amount** based on the remaining GAP balance as described in the feature behavior.
8. **Validation for Total Benefit Amount:**
 - Once the total benefit amount has been fully distributed, if you attempt to add another payee, the system displays the following validation message:
“Total benefit amount cannot be more than GAP payment.”



1.6 Reinsurance

1.6.1 Rule Engine Module

The Rule Engine module is introduced to manage and automate reinsurance configurations within the system. Using this module, the Ascent Administration Services team can define rules that determine how reinsurance operations are executed.

Within each rule, you can:

- Specify which coverages are applicable.
- Define the rate sheets to be used.
- Assign participation companies and their respective percentage of risk or share.

All payments under the reinsurance process are handled separately, with transactions processed through a dedicated bank account to ensure clear segregation and financial control.

How to access this feature:

1. **Open Rules:** Click **Risk Mgmt & Participation > Rules**. The **Rules** screen displays.
2. **Add a New Rule:** Click the **Add Rules**  icon. The **Add Rule** screen displays.



User Guide



Add Rule [Back]

Basic | Producer/Seller | Coverage | Rate Bucket | Allocation

Rule Identifier * 3
Demo Rule

Eligible From * 4 10/01/2025 Eligible To 10/31/2025

Notes
Demo Rule 5

Next → 6

3. **Enter Rule Identifier:** Under the **Basic** stage, enter the rule identifier (rule code) in the **Rule Identifier** field. This uniquely identifies the rule.
4. **Select Eligible Dates:** Select the **Eligible from** and **Eligible To** dates from the respective date fields to indicate the date range when the rule is applicable.
5. **Enter Notes:** Enter any descriptive information in the **Notes** field to document purpose or special instructions for the rule.
6. Click the **Next** button to continue to next step.

Add Rule [Back]

Producer/Seller | Basic | Coverage | Rate Bucket | Allocation

Type
☒ Agent ☐ Dealer Groups ☐ Dealer 7

Demo Agent 8

☐ All ☒ Selected 10

Available Dealers 9
Search by dealer number / name
DL00003981 - ABZ Motors
DL00003984 - Ace Auto Heus LLC
DL00003635 - ACES- Pl Collins
DL00003634 - ACES-Littleton
DL00002468 - ACT Finance
DL00003491 - Action Automotive
DL00002055 - Adams Auto Group
DL00003962 - Adrenaline Autohaus Inc
DL00003849 - Advanced Auto Creations
LS00003856 - Advanced Auto Creations (LS)
DL00002368 - AdventEdge Quality Cars
DL00003258 - Aeg Motorsports LLC
DL00003718 - Affordable Auto Enter

Selected Dealers 11
Search by dealer number / name

Next → 12

7. **Select Target Type:** From the **Type** drop-down, select one of the options from **Agent**, **Dealer Groups**, or **Dealers**. This determines how you will filter and choose the affected entities.
8. **Select the Agent, Dealer or Dealer Group from dropdown:** Depending on the type selected like Agent, Dealer or Dealer Group, you need to select the respective agent, dealer group from the drop



User Guide



down. If you select Agent, this drop-down populates all available agents. This drop-down disable if you have selected dealer as type.

9. **Populate Available Dealers:** After selecting an agent or dealer group, the system populates the **Available Dealers** section with dealers associated with that selection who have enrolled for the reinsurance.
10. **Choose Selection Mode:** Choose how you want to include dealers:
 - **All** — selects all dealers in the Available Dealers list.
 - **Selected** — allows you to pick specific dealers from the Available Dealers list.
11. **Move Dealers to Selected List:** Select one or more dealers in the **Available Dealers** section and click the > icon to move them to the **Selected Dealers** section.
 - To move all dealers in the **Available Dealers** section and click the >> icon to move them to the **Selected Dealers** section.
 - To remove a dealer from the selected list, choose the dealer in **Selected Dealers** and click the < icon to move it back to **Available Dealers**.
 - To remove all dealers from the selected list, choose the dealer in **Selected Dealers** and click the << icon to move it back to **Available Dealers**.
12. After completing dealer selections, click **Next** to proceed to the subsequent rule stages.

13. **Select Insurance Company:** From the **Insurance Company** drop-down menu, select the insurer that is part of the reinsurance process.



User Guide



14. **Choose Type:** In the **Type** section, select one of the following options: Brand, Brand & Product Type, Product Type or Coverage. This selection controls what values populate the drop-down in step 15 and the available coverage list in the Available Coverage section.
15. Understand drop-down population behavior:
 - **If Brand type option is selected:** The drop-down populates with available **Brand** values.
 - **If Brand & Product type option is selected:** The drop-down populates with combined **Brand + Product Type** values.
 - **If Coverage type option is selected:** The drop-down is disabled because you will work directly with Available Coverage section (see steps below).
16. Choose **All or Selected** mode: Under the coverage selection controls, choose either **All** or **Selected** to determine how coverages are selected:
 - **All:** All coverages for the chosen Brand / Brand & Product Type are selected automatically, and the selections are disabled (you cannot select individual coverages).
 - **Selected:** You can pick specific coverages from the **Available Coverages** list.
 - **Coverage (Type = Coverage):** When **Coverage** is chosen as the Type, both **All** and **Selected** options are disabled; you cannot toggle these modes because the rule targets coverage-level configuration directly.
17. **Select the Coverages:** Select one or more coverages in the **Available Coverages** section
18. **Move Coverages to Selected Coverages List:** Move click the > icon to move them to the **Selected Coverages** section.
 - To move all coverages in the **Available Coverages** section and click the >> icon to move them to the **Selected Coverages** section.
 - To remove a coverage from the selected list, choose the coverage in **Selected Coverages** and click the < icon to move it back to **Available Coverages** section.
 - To remove all coverages from the selected list, choose the coverages in **Selected Coverages** and click the << icon to move it back to **Available Coverages**.
19. **Proceed to next stage:** After configuring the coverage selections, click the **Next** button to continue to the subsequent rule stage.
20. **Open Rate Bucket Stage:** In this stage, you can assign rate buckets to account types for the selected coverages. This stage lets you map account to one or more Rate Buckets and provide an optional description for each mapping.



User Guide



- The page shows columns such as **Type**, **Buckets**, and **Description** which summarize each mapping.

21. **Add a New Mapping:** Click the **Add** button. The **Rate Buckets Mapping** window displays.

22. **Select Account Type:** From the **Type** drop-down menu, select the account type you want to map. The sub account types from Bank Activity tab in Participation Companies option displayed here.
23. **Choose Rate Buckets:** In the **Rate Buckets** control, select one or more rate buckets to map to the chosen account type. Selecting a rate bucket indicates that amount from a selected reserve bucket will go to the type of sub account selected. Only the reserve buckets from the rate sheets are displayed here.
24. **Save the Mapping:** Click the **Save** button.

The mapping is saved and the **Rate Buckets Mapping** window closes. The new mapping is displayed in the Rate Bucket list with columns **Type**, **Buckets**, and **Description**.

25. Edit Mapping

26. Click on the Pencil icon to Edit Mapping

27. A new window opens to Edit the existing Mapping. Follow the steps

28. **Open Allocation stage:** After completing Rate Bucket mappings, the **Allocation** stage displays.

In Allocation stage – once rate buckets are assigned to a type of account -- you can assign participation companies to each type so that you can manage the percentage sharing for each participation company. Each **Participation Company** is allocated a defined **percentage of**



User Guide



participation, determining its share of financial exposure, expense contribution, and revenue from the underlying business.

- The total percentage allocation across all participation companies must equal **100%**, ensuring full distribution of risk and return.

Example

Let's consider an example for better understanding:

- **Account Type:** Dealer
- **Rate Bucket:** GAP Insurance – Premium Category
- **Participation Companies:**
 1. **Company A – 60%**
 2. **Company B – 30%**
 3. **Company C – 10%**

In this case:

- **Company A** will handle **60%** of the claim expenses.
 - **Company B** will handle **30%**, and **Company C** will handle **10%** respectively.
- The grid shows columns such as **Type**, **Effective Date**, **Participation Company**, and **Share** (percentage).

Add Rule

Basic — Producer/Seller — Coverage — Rate Bucket — **Allocation**

28 Add

Type	Effective Date	Participation Company	Share
Trust	01/01/2025 - 12/31/2025	Company A	40.00%
		Company B	30.00%
		Company C	Remaining %
LTW Custody	01/01/2025 - 12/31/2025	Company D	30.00%
		Company E	60.00%
		Company F	Remaining %

1 - 2 of 2 records

50 < 1 / 1

37

Back Save

29. Add a new allocation mapping: Click the **Add** button. The **Rule Allocation** window displays.



User Guide



The screenshot shows the 'Rule Allocation' window. At the top, there is a 'Type' dropdown menu with a red circle 29 next to it. Below this is a section titled 'Configure Participation Companies' with a red circle 32 next to an 'Add' button. Inside this section, there is a table with two columns: 'Participation Company' and 'Share'. The first row has a dropdown menu for 'Participation Company' with a red circle 30 next to it, and a text input field for 'Share' with a red circle 31 next to it, showing '0.00%'. To the right of the 'Share' field is a checkbox labeled 'Remaining %' with a red circle 34 next to it. At the bottom right of the window are 'Cancel' and 'Save' buttons, with a red circle 35 next to the 'Save' button.

30. **Select Account Type:** From the **Type** drop-down, select the account type for which you want to configure participation shares.
31. **Select Participation Company:** From the **Select Participation Company** drop-down, choose the participation company to include in the allocation row.
32. **Enter Share Percentage:** In the **Share** field, enter the participation percentage for the selected company (for example, 25 for 25%).
33. **Add additional participation companies:** To include more companies, click the **Add** button inside the Rule Allocation window. A new row appears for another participation company.
34. Repeat Steps 30–31 to select the company and enter its share.
35. **Allot Remaining % automatically (Optional):** Click the **Remaining %** option to automatically assign the unallocated percentage to the last participation company row. The system calculates 100% minus the sum of already-entered shares and populates that remaining value into the last row's **Share** field. Ensure the total of all **Share** values equals 100% (or matches your organization's allowed total).
36. **Save the allocation mapping:** Click the **Save** button in the Rule Allocation window. The newly added allocation displays in the Allocation list with columns **Type**, **Effective Date**, **Participation Company**, and **Share**.
37. **Edit allocations (Optional):** To modify an allocation, click the **Edit** icon for that allocation row, update values, and click **Save**. To remove a mapping, use the delete action available.
38. **Save the rule:** After all allocations are configured, click the **Save** button on the rule creation screen to add the rule and persist all configured stages (Basic, Coverage, Rate Bucket, Allocation, etc.).
The rule is saved and listed in the Rules screen.



User Guide



1.7 Commissions

1.7.1 Process Commission Page

This feature allows you to view and manage commission items for contracts that are in **Active** status. It enables you to filter, select, and lock commission records for payment processing, ensuring proper tracking and financial control.

Commission List Display

- The system displays a **checklist-style list** of commission items.
- Each record includes key details such as:
 - Payee Number
 - Payee Name
 - Contract #
 - Contract Activation Date
 - Bucket Name
 - Amount
 - Payment Method

How to access this feature:

1. **Navigate to the Process Commissions Page:** Click **Finance > Process Commissions** from the main navigation menu. The **Process Commissions** screen displays.

Payee Number	Payee Name	Contract #	Contract Activation Date	Bucket Name	Amount	Payment Method
ASCE	00-Ascent Administration Services	PNCPR2510V09984	10/16/2025	Agent Commission	\$210.00	
ASCE	00-Ascent Administration Services	CALCPT2510D08313	10/16/2025	Agent Commission	\$210.00	
Total					\$420.00	

2. **Select Payee:** Choose the desired payee from the **Payee** drop-down menu. The system displays a list of commission items for contracts that are in **Active** status.

Payee Number	Payee Name	Contract #	Contract Activation Date	Bucket Name	Amount	Payment Method
☒ ASCE	00-Ascent Administration Services	PNCPR2510V09984	10/16/2025	Agent Commission	\$210.00	

3. **Select Commission Items:** From the list, select one or more commission items that you want to lock for processing.
4. **Initiate Locking Process:** Click the **Mark as Lock** button. The **Confirmation** screen displays.



User Guide

5. **Enter Lock Details:**
 - Select the **Lock Date** in the date field.
 - (Optional) Enter any relevant comments in the **Comments** text box.
6. **Save the Changes:** Click the **Save** button. The selected commission items are locked

1.7.2 Process Admin Fees Page

The **Process Admin Fees** feature allows you to view and lock process admin fees associated with contracts that are in **Active** status.

It enables you to filter, select, and lock commission records for payment processing, ensuring proper tracking and financial control.

Commission List Display

- The system displays a **checklist-style list** of admin fees items.
- Each record includes key details such as:
 - Payee Number
 - Payee Name
 - Contract #
 - Contract Activation Date
 - Bucket Name
 - Amount
 - Payment Method
- This enables you to review and identify which admin fees items need to be locked or processed.

How to access this feature:

1. **Navigate to the Process Admin Fees Page:** Click **Finance > Process Admin Fees** from the main navigation menu.
The **Process Admin Fees** screen displays.



User Guide



Payee Number	Payee Name	Contract #	Contract Activation Date	Bucket Name	Amount	Payment Method
PY00000640	Ascent CLM	CALCPT2510461042	10/16/2025	Claim Fund	\$80.00	
PY00000640	Ascent CLM	PNCPR2510V09984	10/16/2025	Base Admin	\$15.00	
Total					\$95.00	

2. **Select Payee:** Choose the desired payee from the **Payee** drop-down menu. The system displays a list of **Admin Fee** items associated with contracts that are in **Active** status.
3. **Select Admin Fee Items:** From the list, select one or more admin fee items that you want to lock for processing.

Payee Number	Payee Name	Contract #	Contract Activation Date	Bucket Name	Amount	Payment Method
☒ PY00000640	Ascent CLM	CALCPT2510461042	10/16/2025	Claim Fund	\$80.00	
☒ PY00000640	Ascent CLM	PNCPR2510V09984	10/16/2025	Base Admin	\$15.00	

4. **Initiate Locking Process:** Click the **Mark as Lock** button. The **Confirmation** window displays.

Lock Confirmation
Lock Date * 10/16/2025
Comments
Cancel Save

5. **Enter Lock Details:**
 - Select the **Lock Date** from the **Lock Date** field.
 - (Optional) Enter any relevant remarks in the **Comments** text box.
6. **Save the Changes:** Click the **Save** button.



User Guide



1.7.3 Process Reserve Funds

This feature allows you to view, lock, and manage reserve fund items for contracts that are in **Active** status. This functionality ensures proper control and allocation of reserve funds, helping maintain financial accuracy and readiness for payment processing.

Feature details

- **Payee Selection:**
You can select a specific payee from the **Payee** drop-down menu to filter the reserve fund items accordingly.
- **Reserve Funds List Display:** The system displays a **checklist-style** list of reserve fund items. Each item includes key details such as:
 - Payee Number
 - Payee Name
 - Contract #
 - Contract Activation Date
 - Bucket Name
 - Amount
 - Payment Method
- **Selection and Locking:** You can select one, multiple, or all reserve fund items for processing. Upon clicking **Mark as Lock**, a confirmation pop-up window display. Once confirmed the selected record will get locked

How to access this feature:

1. **Navigate to Process Reserve Funds:** Click **Finance > Process Reserve Funds** from the main navigation menu.

The **Process Reserve Funds** screen displays.

☐	Payee Number	Payee Name	Contract #	Contract Activation Date	Bucket Name	Amount	Payment Method
☐	ARI	Ascent Reinsurance Inc.	CALCPT2510461042	10/16/2025	VIN Decoded Surcharge Reserve	\$30.00	
☐	ARI	Ascent Reinsurance Inc.	CALCPT2510461042	10/16/2025	Base Reserve	\$38.00	
Total						\$68.00	

2. **Select Payee:** From the **Payee** drop-down menu, select the payee whose reserve items you want to process.



User Guide



The system displays the checklist-style list of reserve fund items for contracts that are in Active status.

3. Select Reserve Items:

Select one or more reserve fund items from the checklist.

Payee: ARI - Ascent Reinsurance Inc. Search **4** Mark as Lock

Total Selected Items: 2

☒	Payee Number	Payee Name	Contract #	Contract Activation Date	Bucket Name	Amount	Payment Method
3 ☒	ARI	Ascent Reinsurance Inc.	CALCPT25104610 42	10/16/2025	VIN Decoded Surcharge Reserve	\$30.00	
☒	ARI	Ascent Reinsurance Inc.	CALCPT25104610 42	10/16/2025	Base Reserve	\$38.00	

4. Initiate Locking:

Click the **Mark as Lock** button. The Lock Confirmation pop-up window displays.

Lock Confirmation

Lock Date * **5** 10/16/2025

Comments

Cancel **6** Save

5. Enter Lock Details:

- Select the lock date in the **Lock Date** field.
- (Optional) Enter comments in the **Comments** text box to document context or notes.

6. Confirm and Save:

Click the **Save** button in the pop-up to confirm the lock.

1.8 Payees

1.8.1 Add ACH Tab to Capture Payee Bank Details

This enhancement introduces additional fields and options to improve the accuracy and flexibility of payee payment configuration. The new settings allow you to record payment preferences, capture bank details, and define payment schedules more effectively within the Payee Details section.

Feature Details

1. ACH Tab

- A new ACH tab has been added to capture Payee bank details.



User Guide



- You can enter key banking information such as Routine Number, Bank Name, Bank Account Number, Bank City, State, Name on Account, Bank Account Nick Name to support ACH-based payments.
- This ensures all electronic payment details are securely stored and easily accessible for processing.

2. Payment Frequency Dropdown

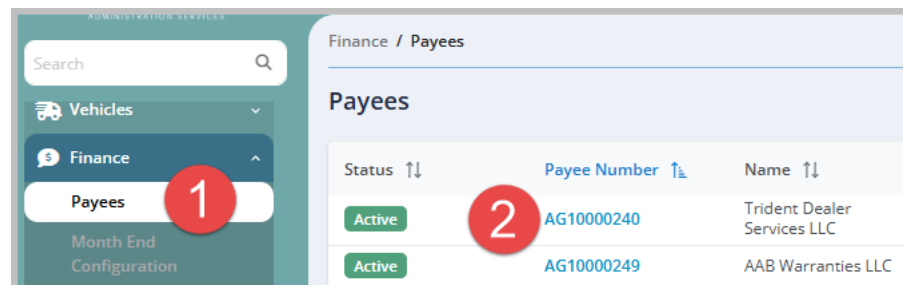
- A Payment Frequency drop-down field has been added under the Details tab.
- You can select how often payments should be processed for the payee.
- The available options include:
 - Default Billing Period
 - Every Week
 - Every Month
 - Every Quarter
- This feature allows flexible scheduling of payments based on the payee's preferred billing cycle.

3. Payment Method Field

- A new Payment Method has been added to define how payments are made to the payee.
- Users can select from the following available methods:
 - ACH
 - Check
 - Statement Credit
 - Card – Amex
 - Card – Visa
- This ensures all payment types are clearly defined and standardized for financial processing.

How to Access This Feature:

- 1. Navigate to Payees Section:** Click **Finance > Payee** from the main navigation menu. The **List of Payees** screen displays.





User Guide



2. Select a Payee:

From the list, select the specific payee you want to edit.

The **Edit Payee** screen displays.

Finance / Payees / Edit

Payee: Dzhamsheidi Berdiev

Details ACH

Payee Profile

Status *	Number
Active	5STAR100
Payee Type	FED TAX ID
Other	*****hhh
Payment Frequency	Payment Method

3. View Payment Settings: Under the **Details** tab, you can view and select options from the following drop-down menus:

- **Payment Frequency**
- **Payment Method**

4. Open ACH Tab: Click the **ACH** tab to access ACH payment configuration options.

5. Enter Banking Information: Under the **Payee Pay Method** section, enter the required bank details to enable ACH-based payments

Payee: Dzhamsheidi Berdiev

Details ACH

Payee Pay Method

Routing Number *	Bank Account Number *	Bank Name *
*****4561	*****5252	2123131331
Bank City *	State *	Name on Account *
1314311321	AK - Alaska	232
Bank Account Nick Name		

Save



1.9 Payments

1.9.1 QB (QuickBooks) Payment File Import for Claims

This feature allows you to import a sample QuickBooks (QB) Payment file into the system for processing purposes. The imported file should include multiple payment types to ensure all financial transaction categories are covered and validated during the import process.

The supported **payment types** include:

- **Claim Payments** – Payments issued for approved claims.

1.9.2 NACHA File Utility for File Generation for Sample Files

The **NACHA File Utility** allows NACHA-compliant payment files directly from the system. This functionality is designed to streamline the process of preparing and submitting **ACH (Automated Clearing House)** transactions for electronic payments.

1.10 Generic

1.10.1 Data Filters Based on User Roles for Dealers and Agents

A new data filtering mechanism has been implemented to ensure that Dealer and Agent type users can only access data relevant to their assigned roles. This enhancement strengthens data security and privacy for both Dealers and Agents, restricting visibility to their own and related records.

What Dealers and Agents can access: Dealer's and Agent's respective data including coverages, contracts, claims, Remittance Register, and Dashboard

1.10.2 EOD Processing for Contract Transactions

This process handles the end-of-day (EOD) execution for various financial transactions related to contracts. It includes processing for the following categories:

- Bucket Distribution for New Contracts
- Update Contract Paid Date when it gets paid
- Add distribution for Cancelled contract

1.11 Reports and Notifications

1.11.1 List of Voided or Inactive Cancellation Quotes Report

This report displays a list of all cancellation quotes that are either **voided** or **inactive**. It helps you track non-active cancellation quotes for review and recordkeeping purposes.

The report includes the following fields:



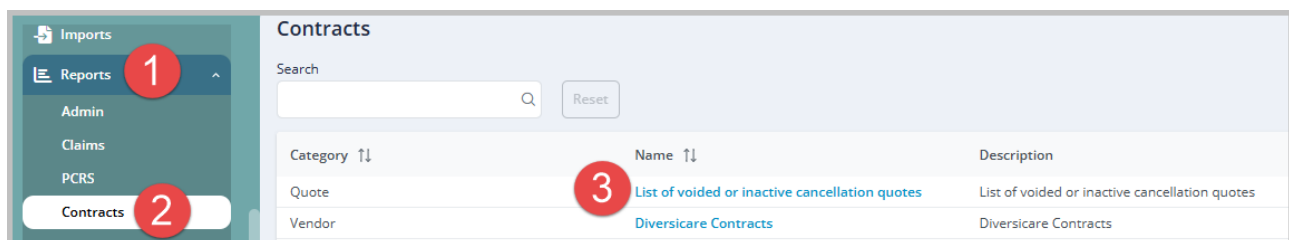
User Guide



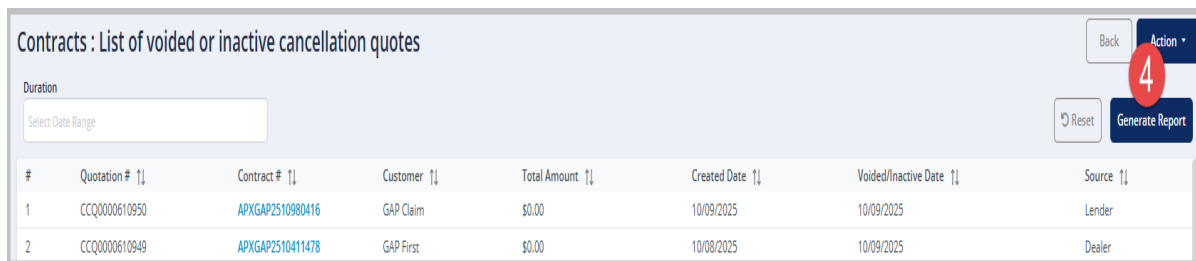
- Quotation #
- Contract #
- Customer Name
- Total Amount
- Created Date
- Voided/Inactive Date
- Source

How to access this report:

1. **Go to Reports:** Click the **Reports** option from the main navigation menu.
2. **Select Contracts Section:** Click the **Contracts** section under the Reports module.
3. **Choose Report Option:** Under the **Quote** category, click the **List of Voided and Inactive Cancellation Quotes** report option.



4. **Generate Report:** Click the **Generate Report** button to generate the report.



The system displays all cancellation quotes that are either voided or inactive along with their respective details.

Note: You can export report in excel or pdf format for further reference or analysis as needed.

1.11.2 Generate Report Button on Reports Details Page

A **Generate Report** button is now available on every Reports page that improves the report generation experience. Also, the system now supports setting default values for report filters to streamline report generation and improve usability.



User Guide



Behavior of default filters in Reports:

- If a default value is configured for a filter, it will automatically populate when the report loads.
- If no default value is configured for a drop-down filter, the first available option in the drop down is automatically selected.
- For **date range filters**, predefined default options such as **Last 7 Days**, **Today**, **Last Month**, and **This Month** are supported. If the default values are configured, then the controls are set accordingly on page load. If no default is configured, then fields are left blank.

Note: These enhancements ensure that users can generate reports more efficiently without repeatedly selecting the same filters, while still allowing manual changes when needed.

How to generate a report:

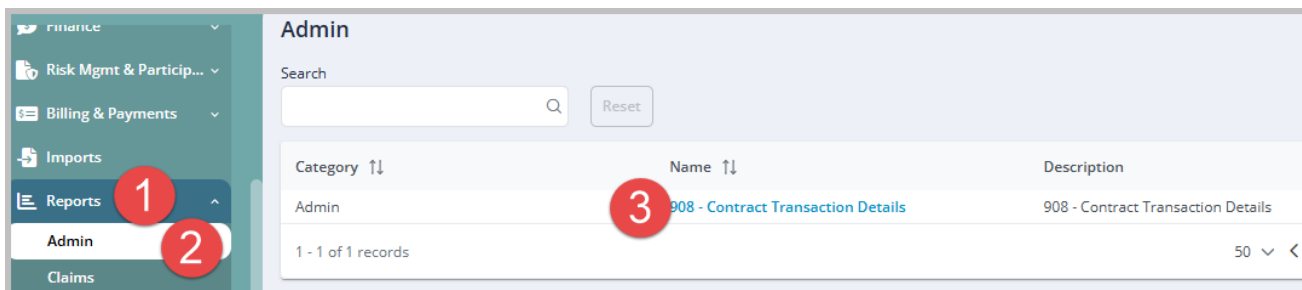
1. Go to **Reports** from the main navigation menu.
2. Select the desired report category from the list. Like Admin, Claims, Contracts etc.
3. The respective reports screen displays.
4. Select the date range from Duration date field. If default values are configured, it will come preselected in that field.
5. On the **Report Details** page, click the **Generate Report** button if the data does not load automatically.
6. The system generates and displays the report data accordingly.

Prerequisites:

- You have access to the **Reports** module.
- The desired report category and report are available to your account.
- (Optional) Default filter values may be configured for the report.

Steps:

1. **Go to Reports:** Click **Reports** from the main navigation menu.
2. **Select Report Category:** Select the desired report category from the list (for example: **Admin**, **Claims**, **Contracts**, etc.)
3. **Select the appropriate report:** Select the desired report option that you want to generate.





User Guide



The respective reports screen displays.

Claims : Pending Payments

Duration: 08/01/2025 - 10/05/2025 **4**

Payment Methods: Select Payment Methods

Back Action **5**

Reset Generate Report

#	TPA	Claim #	Contract #	RO	Approved To Pay Date	Customer name	VIN	Payee Type	Payee Name	Payee Address	Payee City	Payee State	Payee PostalCode
1	ASCE	CL0000000033	EL10130416	1101HONDA 007	08/19/2025	BENJAMIN BOONE	5XKGW4L20 GG065196	Service	CNKV4 - C & K Auto Parts	P.O BOX 35693	RICHMOND	VA	23235
2	ASCE	CL0000000189	EL10130413	998335	08/05/2025	LAURA WEBB	1FTFW1EF0D FD83078	Service	CNKV4 - C & K Auto Parts	P.O BOX 35693	RICHMOND	VA	23235
3	ASCE	CL0000000199	MBZMZ22507 V09984	NA	08/13/2025	John Lam	SAJWJ0EF9E8 V09984	Dealer	DL0000000011 - ELEVATE DEALER	123 William Street	New York	NY	10038

1. **Choose Date Range:** Select the date range using the **Duration** date field. If a default value is configured for the report, the default range will be preselected in this field.
2. **Generate Report:** On the **Report Details** page, click the **Generate Report** button if the report data does not load automatically.
3. **View Results:** The system generates and displays report data according to the selected filters and date range.

Notes: The **Generate Report** button is always visible on the Report Details page.

1.11.3 Report on ORIC-related Claims

This report allows you to **generate and view all claims linked to the insurance company ORIC**.

Additionally, the report generation process supports **separate file creation** for better data organization and clarity:

- **Separate files** are generated for **VSC**, **GAP**, and **ANC** claim types.

Within **VSC**, files are further split into **First Dollar** and **FTP** categories.

1.11.4 Email Notification to Diversicare Dealers

This feature automates email notifications to Diversicare dealers to prevent contract auto-cancellations due to non-payment. Since Diversicare (the insurance company supporting *Extreme GAP*) automatically cancels unpaid contracts after **90 days**, these notifications serve as proactive reminders for dealers to complete payments on time, helping **Ascent** minimize potential business losses. Email notifications will be sent using the **Ascent Notification Email ID**.

Notification Schedule

1. Monthly Notification Task:

- A scheduled monthly task will be created to send emails to **Diversicare dealers** containing three categorized lists of **unpaid contracts**:
 - Contracts unpaid for **75+ days** from the sale date.



User Guide

- Contracts unpaid for **60+ days** from the sale date.
- Contracts unpaid for **30+ days** from the sale date.
- **Email Subject would be:** *Diversicare Contracts not paid past 75+/60+/30+ days*
- **Email Body:** Each section of the email will include a table with the following columns:
 - Contract Number
 - Sale Date
 - Product / Coverage
 - Amount

2. Daily Notification Task (Final Reminder):

- A daily task will send alerts to dealers who have contracts **unpaid for 88 days** since the sale date.
- **Email Subject:** *Act Now! Contracts might auto-cancel in 2 days!*
- **Email Body:** The email will include a table with the same columns:
 1. **Contract Number**
 2. **Sale Date**
 3. **Product / Coverage**
 4. **Amount**

This automated notification process ensures that:

1. Dealers are regularly reminded of pending payments well before the 90-day auto-cancellation period.
2. The Ascent team minimizes contract losses caused by auto-cancellations.
3. Communication between Ascent and Diversicare dealers remains timely, consistent, and proactive.