



# HOW TO AVOID FUNDING DELAYS AND COMMON COMPLIANCE ISSUES

For All Nissan Dealers

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NMAC makes every effort to fund your contracts the day they are received. Here are some ways dealers can help improve the funding process.

## Funding is Faster When You eContract

To ensure your contracts are funded as quickly as possible, use eContracting whenever possible. eContracts contain fewer errors, which helps avoid delays and improves customer satisfaction. For eContract training, contact your Financial Services Manager (FSM) or [Dealertrack](#).

## How to Avoid Unnecessary Delays and Compliance Issues

- Check contract or lease agreement for errors (e.g., blank lines, missing signatures, etc.)
- Check for missing documents or incomplete documents
- Make sure submitted documents are right side up
- Scan each supporting document separately
- Do not include documents that should not be submitted (e.g., driver's license, title application, etc.)
- Do not understate APR, money factor or residual value percentage
- Check back-end product disclosures –
  - Use F&I Sentinel to verify that in-scope products are approved
  - Contracts and lease agreements must include the approved administrator name and description
  - Include the recommended/approved abbreviation for the back-end product administrator name Contact your FSM for an up-to-date list of approved abbreviations.

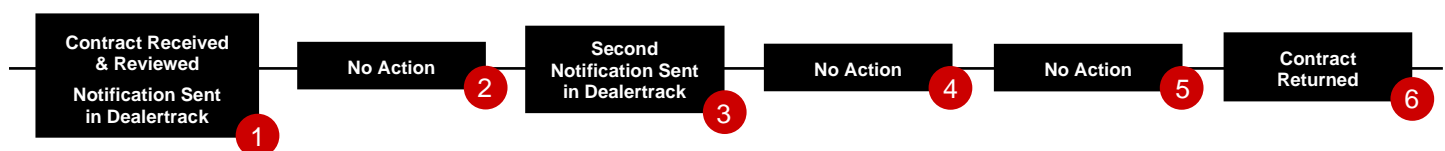
## How to Check Contract Status

You can use Dealertrack to find out the status of your retail and lease contracts. You will see the status of **all** your contracts submitted to NMAC, regardless of whether it was mailed or sent electronically. **Contract status examples include:**

- **Docs Rcvd** = Contract received
- **Pending/ePendingDocs** = Contract reviewed, and message sent from Funding to dealer
- **Returned/eReturned** = Contract returned
- **Booked/eBooked** = Contract has been funded

## Dealer Notification Process

If there is no response to a notification in Dealertrack, NMAC Funding will return contracts (eContracts and paper contracts) as follows:



Timeline shown in business days and begins once the first notification has been sent on Day 1.

## Dealer Resource Guide

See the NMAC Dealer Resource Guide on the [NMAC Financial Products website](#) (Home Page Message Board) for other common errors and compliance issues, and for more information about eContracting and NMAC e-doc management.

If you have questions, please contact your FSM.