

## Appearance Setup Worksheet: Instructions and Required Documents

Please complete this form using the following steps:

1. Complete ALL sections
2. Sign to confirm information is accurate
3. If you are submitting for **multiple producers** with the same program, please complete **Producer Information** page for each
4. Email completed setup and additional documentation to Century Automotive Service Corporation at [apg@centuryservicecorp.com](mailto:apg@centuryservicecorp.com)

The following documents are required for all NEW producers. Nothing will be installed until all are received by CASC.

- Current W-9
- All Required Addendums

### Request Details

New Producer	Existing Producer with Changes	Dealer-Owned Warranty Company
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DM Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Divison: \_\_\_\_\_ DM Email: \_\_\_\_\_ Effective Date: \_\_\_\_\_

### Producer Information

Additional Producers?	Yes	No	Please add additional Producer Information on next sheet.
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Dealer Group (if applicable): \_\_\_\_\_

Legal Name: \_\_\_\_\_

Common Name (dba): \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

State Dealer License Number: \_\_\_\_\_

Labor Manual must  
include a copy with  
new producer setups

All-Data

Mitchell

Factory

Dealer sells Factory Certified Pre-Owned?	Yes	No	Requested Retail Labor Rate <sup>1</sup>	\$	Labor Tax (if applicable)	%	Parts tax	%
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Dealership Personnel	Name	Ext	Email Address
Dealer Principal:			
Office Manager:			
Service Manager:			
F&I Manager:			
Online Portal Contact F&I:			
Online Portal Contact Office:			
Other Name/Title:			
Other Name/Title:			

<sup>1</sup> If the producer has a service center, this information is required.

## Producer Information

Dealer Group (if applicable): \_\_\_\_\_

Legal Name: \_\_\_\_\_

Common Name (dba): \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

State Dealer License Number: \_\_\_\_\_

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All-Data

Mitchell

Factory

Dealer sells Factory  
Certified Pre-Owned?

Yes

No

Requested Retail  
Labor Rate<sup>1</sup>

\$

Labor Tax  
(if applicable)

%

Parts tax %

Dealership Personnel	Name	Ext	Email Address
Dealer Principal:			
Office Manager:			
Service Manager:			
F&I Manager:			
Online Portal Contact F&I:			
Online Portal Contact Office:			
Other Name/Title:			
Other Name/Title:			

## Producer Information

Dealer Group (if applicable): \_\_\_\_\_

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Factory

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Certified Pre-Owned?

Yes

No

Requested Retail  
Labor Rate<sup>1</sup>

\$

Labor Tax  
(if applicable)

%

Parts tax %

Dealership Personnel	Name	Ext	Email Address
Dealer Principal:			
Office Manager:			
Service Manager:			
F&I Manager:			
Online Portal Contact F&I:			
Online Portal Contact Office:			
Other Name/Title:			
Other Name/Title:			

<sup>1</sup> If the producer has a service center, this information is required.

## Reinsurance Information

Name of existing Reinsurance Companies by product, below:

	Platinum Partner?		Reinsured?		Name of RIC	New RIC?	
<b>Appearance</b>	Yes	No	Yes	No		Yes	No
<b>Other</b> (explain)	Yes	No	Yes	No		Yes	No
<b>Other</b> (explain)	Yes	No	Yes	No		Yes	No

## Integration Options & Lender Information

Current Menu System: \_\_\_\_\_

E-Contracting  
 E-Rating  
 Online Cancellations<sup>2</sup>

**Current Finance Company(ies):**

Ally	First Investors	Mazda	Toyota/Lexus
BMO Bank	Ford	Nissan/Infiniti	Volkswagen/Audi
Capital One	GM	Santander	Wells Fargo
Chrysler	Honda/Acura	Southeast Toyota	Other
Exeter	Hyundai/Kia	Stellantis	

Please specify: \_\_\_\_\_

## Notes / Special Instructions

\_\_\_\_\_  
District Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Divisional VP Signature

\_\_\_\_\_  
Date

<sup>2</sup> Addendum required



## Setup Worksheet

## Finalized Rates

## Appearance Protection Programs

## Product Info &amp; Accounting Setup

## REINSURED

Is the program pre-loaded? Yes No  
 If **YES**, how many contracts will be remitted? 1 2

APPEARANCE PROTECTION PROGRAMS	RESERVES	APG COMMISSION	INTERNAL DEALER PACK	PACK (OVER REMIT) <sup>3</sup>
<b>Finishing Touch <i>Cilajet</i></b>				
Finishing Touch <i>Cilajet</i>   1YR				
Finishing Touch <i>Cilajet</i>   3YR				
Finishing Touch <i>Cilajet</i>   5YR				
Finishing Touch <i>Cilajet</i>   5YR New, 3YR Used				
Finishing Touch <i>Cilajet</i>   10YR New, 5YR Used				
Finishing Touch <i>Cilajet</i>   Lifetime New, 5YR Used				
Other:				
<b>Finishing Touch Glasscoat <i>Simoniz</i></b>				
Finishing Touch Glasscoat <i>Simoniz</i>   1YR				
Finishing Touch Glasscoat <i>Simoniz</i>   3YR				
Finishing Touch Glasscoat <i>Simoniz</i>   5YR				
Finishing Touch Glasscoat <i>Simoniz</i>   7YR				
Finishing Touch Glasscoat <i>Simoniz</i>   10YR				
Finishing Touch Glasscoat <i>Simoniz</i>   Lifetime				
Other:				

## DIRECT

Is the program pre-loaded? Yes No  
 If **YES**, how many contracts will be remitted? 1 2

APPEARANCE PROTECTION PROGRAMS	APG COMMISSION	INTERNAL DEALER PACK	PACK (OVER REMIT) <sup>3</sup>
<b>Finishing Touch <i>Cilajet</i></b>			
Finishing Touch <i>Cilajet</i>   1YR			
Finishing Touch <i>Cilajet</i>   3YR			
Finishing Touch <i>Cilajet</i>   5YR			
Finishing Touch <i>Cilajet</i>   5YR New, 3YR Used			
Finishing Touch <i>Cilajet</i>   10YR New, 5YR Used			
Finishing Touch <i>Cilajet</i>   Lifetime New, 5YR Used			
Other:			

## NOTES / COMMENTS

Pack Payee: \_\_\_\_\_

3 If pack commission is over remit, you must include a **Dealer Pack Addendum, W-9 of Payee** for payment, and **Direct Deposit form**. Additionally, an **email address** will be required if the Pack Payee is **not** SWDS, as this is where reports will be sent.

DISCLAIMER: This is neither a legal document nor a legal opinion. The information in this document should not be relied upon for legal purposes and is only general in nature. Product availability is subject to change based upon changes in state and federal legislation, laws and regulations.

## User Role Assignments

	User First Name	User First Name	User Email Address	Store	Back Office	Back Office w/ Online Cancel	E-Rating	E-Contract
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

**PLEASE NOTE:** PERMISSIONS CAN BE MODIFIED AS NEEDED ON A USER-BY-USER BASIS. THE ROLES LISTED ABOVE ARE BASIC ROLES.

## Role Descriptions

### Back Office

Contract Entry via portal from completed paper contract provided by Loan Officer.

*Permissions include but are not limited to the following.*

User can:

- **Look up** and **view** contracts
- **View** and **create** lienholder
- **View** and **edit** member information link (prior to submitting contract)
- **View** contract billing status (Active, Cancelled, etc)
- **Enter** contract
- **Edit** contract (prior to submission)
- **Open** cancellation quote
- **View** and **submit** remittance
- **View** all quotes
- **View** remit amount

### E-Rating

F&I Manager enters vehicle info in quote tab to obtain rates.  
(Rates only / No forms printed)

*Permissions include but are not limited to the following.*

User can:

- **Look up** and **view** contracts
- **View** and **create** lienholder
- **View** and **edit** member information link (prior to submitting contract)
- **Open** cancellation quote
- **View** and **add** quote
- **View** all quotes
- **Edit** retail
- **Discount** retail to remit (but not below remit)
- **View** remit amount

### Back Office w/ Online Cancel

**\*Online Cancellation Addendum required\***

Permissions include same as **Back Office** role with the following addition:

- User can **cancel** contracts (from cancellation quote)

### E-Contracting

F&I Manager enters vehicle info in quote tab to obtain rates and print contract form.

Permissions include same as **E-Rating** role with the following addition:

- User can **submit** contract

*\*Submitting a contract will create a PDF copy of the contract.\**