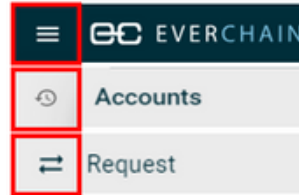


Type: **Post-Sale Account Manager/Post-Sale Requests Overview.**

Feature Description: Managing Funding requests on the platform.

1. From the "3 lines" icon in top left corner,
 - Click "**Accounts**" clock icon
 - Click "**Request**" Opposite arrows icon

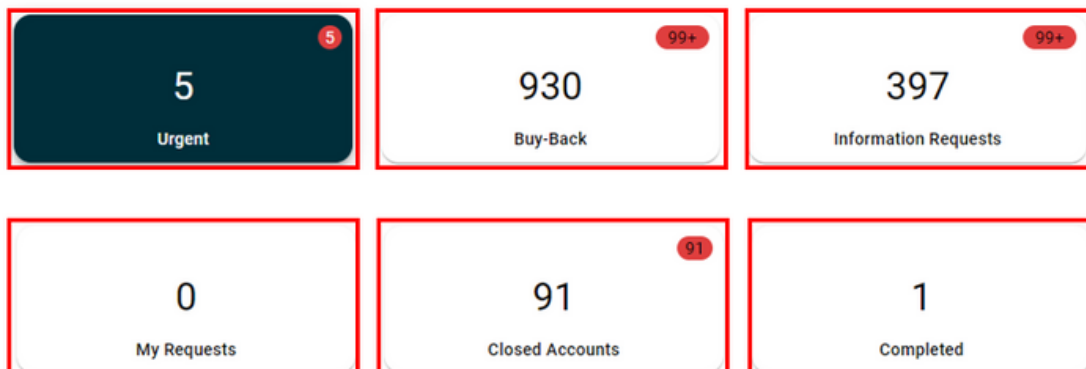


Status legend:

- **Pending Seller Response:** Post-Sale request has been initiated by the Buyer to the Seller and is awaiting a response from the Seller. For all requests other than Buyback requests, once the Seller responds, the request will return to the Buyer in "Pending Buyer Review" status.
- **Pending Seller Review:** Post-Sale request was initiated by the Seller, the Buyer responded, and the request was returned to the Seller for review.
- **Pending Buyer Response:** Post-Sale request was initiated by the Seller to the Buyer and is awaiting a response from the Buyer. For all requests other than Buyback requests, once the Buyer responds, the request will return to the Seller in "Pending Seller Review" status.
- **Pending Buyer Review:** Post-Sale request was initiated by the Buyer, the Seller responded, and the request was returned to the Buyer for review.
- **Rejected:** Buyback request has been rejected and requires more information to be accepted or needs to be withdrawn from the platform

NOTE: Once Buyback requests are submitted, they will go into "Pending Seller/Buyer Response" awaiting action of Accept/Reject from the recipient. Once accepted, the Buyback requests will move to Funding section in "Pending Seller Funding" status. If rejected, the Buyback request will change to "Rejected" status, awaiting further action from submitter.

The Account Manager screen will display these six cards at the top, defined as follows:



1. Urgent card: On this card resides any **Escalated**, **Legal (buyback)**, or **Rejected** requests. The Urgent card serves as your alert card that these requests require immediate attention and should be actioned as quickly as possible. *(Keep in mind that the request can still be seen on its original card.)*

2. Buyback card: This card houses all Buyback Post-Sale requests such as Bankrupt, Deceased, Dismissed/Discharged, Fraud, Inaccurate Data, Legal, Lien Loss, Other, Paid Prior, or SCRA.

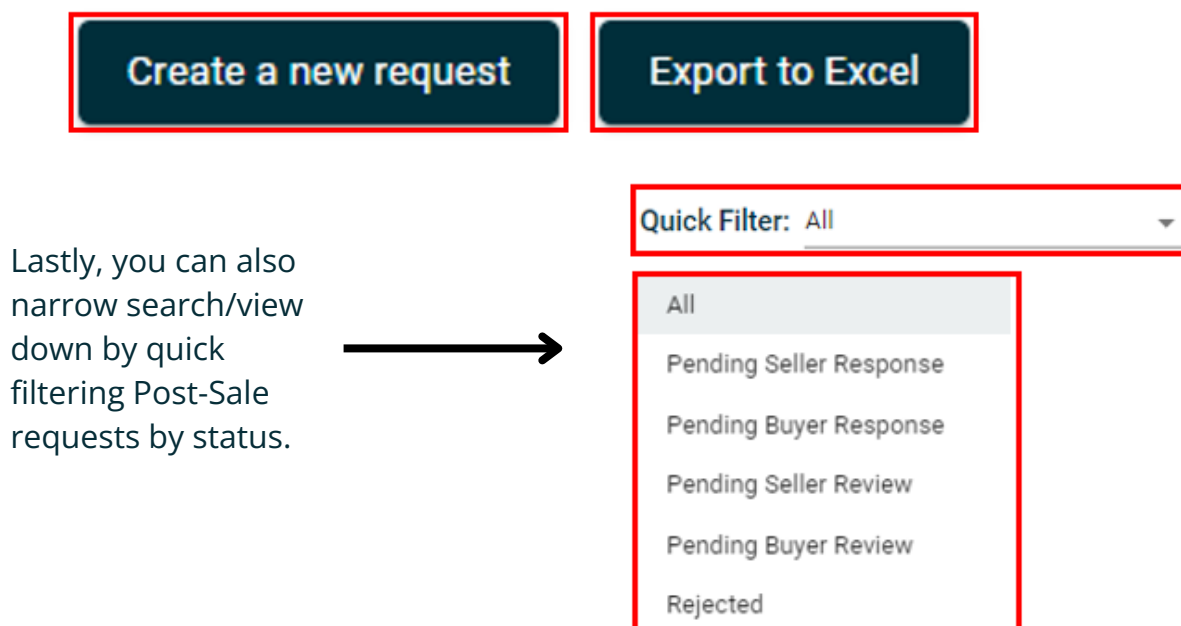
3. Information Requests card: On this card, you will find all Information requests (such as communication, documentation, or title) and Inaccurate Data requests.

4. My Request card: This card serves as a “Task” card for any requests that have been assigned to an internal platform user. *(Keep in mind that the request can still be seen on its original card).*

5. Closed Accounts card: On this card resides any Account Closed, Settled/Paid in Full Post-Sale submissions.

6. Completed card: This card serves as an “Archive” tab that houses all requests that have completed the request cycle and have been fully executed.

NOTE: In the Account Manager section is also where you can submit Post-Sale requests (see Post-Sale requests guides) and export all requests to Excel format. (Keep in mind that if there are multiple requests, change “Items Per Page” to capture all existing request.)



NOTE: Please see Post-Sale request guides for instructions on Post-Sale requests submission or explanation of Post-Sale request type.