



User ID Request form US

All fields are required

Request Type

Current User ID
(enter n/a if creating a new user ID)

Dealer Name
(enter dealer corporate name and DBA if applicable)

Primary Dealer Number
(Dealer assigned, 5 digit number)

Note: For complete instructions on how to fill out this form, please open the "Instructions and FAQ" worksheet tab available at the bottom of this excel file.

Dealer Franchise

You may also call the Help Desk for assistance at 1-866-766-4622 (24 hours a day, 7 days a week)

User First Name

User Last Name

User Role

User PIN
(self selected, 4-digit numeric)

Note: use existing PIN if changing ID access, resetting

User eMail Address
(for example: name@isp.com)

(BELOW: Select all portal applications for which web access or removal is required for the user, then select the appropriate box to choose "Add" under Add Access or "Remove" under

Application	Add Access	Remove Access	Application Role	Description
Account Access / Vehicle Return			n/a	Customer account, contract and payment information. Obtain payoff
Ally Dealer Rewards (ADR)			n/a	Dealer Rewards Daily Report and Monthly Payment Report / Summary
IntelliRater (GM only)			Finance Manager	Determine eligibility and rates for GM Protection Plan® (GMPP)
Retail Commercial Credit Line Reporting (CSG)			n/a	Detailed information about your dealership's commercial credit line customers
RouteOne			n/a	Credit application submission
Statement of Dealer Finance Income (SDFI)			n/a	Daily and monthly statement(s) of Dealer Finance Income
SmartAuction			n/a	Remarketing tool: online auto auction of used vehicles
SmartCash			n/a	Application to facilitate the processing of monetary & non-monetary
Wholesale Billing Statement			n/a	Monthly statement of wholesale floorplan charges

Note: If requesting access to SmartAuction above, you will be contacted by the RBC office to also complete and save the "SmartAuction Password Acknowledgement, Acceptance of Terms of

Dealer Approver Name Dealer Approver role Date:

Submit the completed form
From the email box of the authorized signer, attach and email the completed request form to the dealership's Ally Regional Business Center (RBC) mailbox, at one of the following addresses:

- northeast_gmacdealeruseridrequest@gmacfs.com
- southeast_gmacdealeruseridrequest@gmacfs.com
- central_gmacdealeruseridrequest@gmacfs.com
- west_gmacdealeruseridrequest@gmacfs.com

Ally Use Only:

New User ID
(Must be at least 6 Characters)

Date returned to user

Completed by

(Indicate E

To complete the User ID Request Form, please follow these five steps:

1. Download and save on your computer one current copy of the User ID Request Form for each ID request at ally.com/dealer
Note: To find the form, go to the log in area and select the [Login help](#) link.

2. From the saved document, complete all of the required fields

Tip: To avoid having a request denied, do not resubmit a completed request form that was previously submitted for either a similar or the same request. A separate form for each request is required.

Note: Each request requires dealer approval by an authorized signer. Dealer approvers are established by the dealership and may be one of the following individuals:

- CFO
- Comptroller/controller/office manager
- Dealer principal/dealer operator
- Director of finance/finance director
- General manager
- Managing member/managing partner
- President
- Secretary/treasurer
- VP

3. Save the completed request form on your computer with today's date in the file name. For example: if today were October 14,

4. Submit the completed request form in one of the following ways:

OPTION ONE: email

a. From the email box of the authorized signer, attach and email the completed request form to the dealership's Ally Regional

northeast_GMACDealeruseridrequest@gmacfs.com
southeast_GMACDealeruseridrequest@gmacfs.com
central_GMACDealeruseridrequest@gmacfs.com
west_GMACDealeruseridrequest@gmacfs.com

OPTION TWO: scan and

- a. Print a hard copy of the completed form
- b. Have it signed by an authorized signer at your dealership
- c. Scan the signed form
- d. Email the signed request form to the dealership's RBC mailbox

OPTION THREE: fax

- a. Print a hard copy of the completed form
- b. Have it signed by an authorized signer at your dealership
- c. FAX the completed and signed form to 1-866-420-0094

Tip: To create an efficient process, it is recommended that each dealership designate an administrator who will submit all user

5. Provide your dealership security coordinator with a copy of the submitted request form for internal ID monitoring purposes

Frequently Asked Questions

When do I need to complete a User ID Request Form?

The User ID Request Form must be completed for all User ID requests including:

- password resets/unlocks
- new user IDs
- modifications to existing users
- deactivations
- reactivations
- transfers of existing user ID to new dealership

What information is required to complete a request?

To complete a request, provide the following:

- dealer name
- primary dealer number (dealer assigned; five digit number)
- user first and last name
- user email address
- user PIN (self-selected; four digit number)

What is a primary dealer number (PDN)?

A PDN is a unique identifying number that is assigned to a dealership entity by Ally. Check with the dealership's comptroller or

Can a user have more than one user ID per primary dealer number?

No.

Can a common PIN be used for a group of users?

No.

Can I submit more than one dealership user ID request?

Yes, but a separate form for each request is required.

How will I be notified if my request is denied?

We will send an email indicating the reasons for the denied request, what is required to complete the process, and instructions

What will happen if the request form is not properly completed?

You will receive an email indicating the information required with instructions about how to resubmit.

What if the user does not have an email address?

You will need to provide a secure fax number for the user in the initial email request or on a fax cover page.

Quick Definitions

Dealer name	The dealership's corporate name.
User	The individual at the dealership that requires a user
User Role	The role of the individual at the dealership that
DBA	An acronym for a dealership's "doing business as"
Primary dealer number	A unique identifying number that is assigned to a
Dealer franchise	The dealership's OEM affiliation or other (e.g., used
User first name	The first name of the individual who will be the user
User last name	The last name of the individual who will be the user
User PIN	A unique 4-digit number that is assigned to one user
Application access	What applications a user will have access to and will
SmartCash access	A user granted SmartCash access will automatically
Dealer approver	An individual who is an authorized signer for the <ul style="list-style-type: none"> • CFO • Comptroller/controller/office manager • Dealer principal/dealer operator • Director of finance/finance director • General manager • Managing member/managing partner • President • Secretary/treasurer • VP
	Note: each request requires dealer approval by an
Dealer approver role	The title or role of the dealer approver.