

TCF Inventory Finance, Inc. (TCFIF) Floor Plan Financing

brought to you by **Paladin Attachments**

Frequently Asked Questions (FAQs)

- **Ordering:**

- Q: Where do I place my order?
 - A: You will continue to place your order through Paladin Customer Care or through your Paladin Sales Representative.
- Q: Can I use my current account number to place the Floor Plan Financed orders?
 - A: No, a special account will be setup for you. The number will mimic your account number today, but it will end in "F" (Example: 22250 will become 22250F).
- Q: Do standard channel promotions and special pricing arrangements still apply to orders that flow through floor plan financing?
 - A: Yes, all normal pricing and pricing discounts apply, including channel promotions.
- Q: Why does TCFIF need to approve my orders and what is the expected turnaround time for approval?
 - A: TCFIF approves your orders to ensure you have available credit. Responses are provided the same business day, many times within one hour.
- Q: How do I place my non-stocking orders?
 - A: If you have a "Floor Plan" account, all of your whole good orders should flow through your "Floor Plan" account.
- Q: What happens if I need to order Parts or CustomWorks Installations?
 - A: Parts or CustomWorks orders will need to be placed on your non-Floor Plan Financing Paladin account, as these services are not eligible for Floor Plan Financing at this time.
- Q: How does the rental payment option work?
 - A: There are two options for participating in the Rental Payment Option portion of Floor Plan Financing:
 1. Notify Paladin Customer Care that your attachment will be used in your Rental Fleet. Paladin Customer Care will flag your order as ****FOR RENTAL INVENTORY**** and 5.0% curtailment payment will be due monthly. Interest payments will not begin until the free interest period ends.
 2. If you ordered your attachment from Paladin and later decided to move the attachment into your rental inventory, notify TCFIF and they will code your attachment as rental. 5.0% curtailment payments are due monthly. Interest payments will not begin until the free interest period ends.
 - Rental stock financing is available for short term periods (not applicable for leases). Renting can occur several times throughout the finance duration, but in increments not to exceed 90 days each.
 - For tracking purposes, a copy of the customer rental agreement, including the serial number(s) will need to be provided during TCFIF audits.

- **Ordering (continued):**

- Q: Does TCFIF have automatic order functionality?
 - A: No, not at this time.
- Q: What happens if I cancel my order?
 - A: Your credit availability will be increased by the amount of the cancelled order. Paladin will send TCFIF notice of any cancelled orders.

- **Shipments:**

- Q: Who will ship my product?
 - A: Paladin will continue to ship your product.
- Q: Will my lead times change as part of this program?
 - A: No, your lead times will not change.
- Q: Will I need to confirm receipt of inventory with TCFIF?
 - A: No, there is no need to confirm receipt of inventory with TCFIF. If there is a dispute regarding the quantity or quality of your shipment, please contact Paladin Customer Service as you normally would today. Credit memos can be issued and would be sent to TCFIF.

- **Payments/Invoicing:**

- Q: Will I continue to pay Paladin?
 - A: No, while you will continue to receive your invoices from Paladin, you will pay TCFIF.
- Q: Does TCFIF allow credit card payments?
 - A: No.
- Q: Can I pay off the invoices before 180 days without penalty?
 - A: Yes, this is a pay as sold program. The dealer is required to pay off the invoice when the product has been sold. There is no penalty for paying off the invoice prior to 180 days. You are also encouraged to pay off your invoices prior to the free interest time period ending to ensure your credit line has sufficient room to place re-orders and to avoid interest payments. In the event that the equipment is sold, payment is immediately due in full.
- Q: Will cash discount terms still be available?
 - A: Yes, our standard terms will continue to provide a 1% cash discount if paid in full within 15 days from the date of invoice, as they do today.
- Q: How long will it take to receive an invoice?
 - A: When product is shipped from Paladin, an invoice will be created. The invoice detail will appear online (not the actual invoice) through TCFIF's Dealer Access System (DAS). TCFIF generates a Statement of Financing Terms. You will also receive a copy of your invoice from Paladin.
- Q: What is a curtailment?
 - A: Curtailment is a monthly payment made against the principle in addition to interest, if applicable.
- Q: How does the payment process work – Online, via phone, via check?
 - A: TCFIF prefers payment online via the DAS website. TCFIF also accepts payment via check but not by phone or credit card. See the "TCFIF Dealer Access System - How To Make Payments" documentation for more details.

- **Inventory Locator:**

- Q: How does the Inventory Locator Process work?
 - A: The following process is utilized:
 1. A “Buying Dealer” locates a desired Paladin attachment via the Dealer Access System from a “Selling Dealer”.
 2. The “Selling Dealer” agrees to the inventory transfer.
 3. The “Buying Dealer” calls Paladin Customer Service to initiate the transfer process and obtain TCFIF credit approval.
 4. Paladin Customer Service calls the “Selling Dealer” and authorizes a return at the “Selling Dealer’s” price after discounts.
 5. Paladin Customer Service calls the “Buying Dealer” and submits an order for the “Buying Dealer” at the “Buying Dealer’s” price after discounts.
 6. The “Buying Dealer” calls the “Selling Dealer” to coordinate shipping.
- Q: Will my pricing be visible to other dealers?
 - A: No, your pricing will not be visible via the Inventory Locator Process. The module will only display that you have at least one of the items listed in inventory.
- Q: Will all of my purchases be visible to other dealers via this process?
 - A: If you select to participate in the Inventory Locator Process, each item in your inventory will be listed one time in the Locator. Your inventoried items will be displayed but the quantity on hand will not be displayed.

- **Other:**

- Q: What is the process for returns?
 - A: The Dealer will notify Paladin that a need exists to return product. Paladin will issue a return authorization. Once the product is received by Paladin, Paladin will issue a credit memo to TCFIF. TCFIF will then adjust the Dealer’s account.
- Q: How does the audit process work?
 - A: TCFIF may send an auditor to each dealer un-announced periodically throughout the year. The quantity of audits will depend on many factors, including volume of activity, concerns regarding the health of your account, prior audit performance, etc. This is standard practice for any bank offering floor plan financing. The Auditors will introduce themselves to the Dealer prior to initiating the audit process. TCFIF will gladly review the inspection process with you prior to activation, to not only walk you through the process but to also learn more about your operation and how to best work with you (including inspections and all other servicing activity).
- Q: Are Paladin sales representatives required to be in attendance for the TCFIF audits?
 - A: No, the Paladin sales representatives are not required to attend TCFIF audits.
- Q: Am I permitted to demo the product prior to sale?
 - A: We understand that as part of your business, you are often required to demo product prior to sale. As long as the equipment remains in “near-new” condition, demonstrations are welcomed. However, if the attachments experience excessive use, TCFIF will require payment.