

# Dealer Access System (DAS) - FAQs

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## Will there be any downtime in service for my dealership?

Yes, there will be one day of downtime on Wednesday, January 31. This will allow our Dealer Floor Plan Servicing Team the time needed to fine-tune the final details of our DAS launch. **You will gain access to DAS on Friday, February 2.**

This means on Wednesday, January 31, we will be unable to accept payment or advance requests for your account. If your dealership has a draft account, these will be processed the same day.

Note that on Thursday, February 1, we will process credits to your deposit accounts for advance requests, however, you will not see the new units on your account in DAS until Friday, February 2. All payment requests received on February 1 will be processed on February 2 and backdated.

## How will payments and advances be processed?

Payments and advances made through DAS will be processed as ACH transactions to and from your deposit account.

## Where do I locate my username and password?

The account administrator (owner) will use their dealer email as their username. This is the email associated with the existing Rockland Trust floor plan account for the business. This administrator account can be used to manage other DAS users within the dealership. At the time of initial log in, both administrators and other users will be required to set a new password using the password reset tool. For any questions regarding your username and password, please contact:

[Floorplan.Mailbox@RocklandTrust.com](mailto:Floorplan.Mailbox@RocklandTrust.com).

## Will there be any changes to the audit process?

No, there will be no gap in audit coverage. Moving forward, however, it will be managed by our partners at DataScan (the provider of DAS).

## Are there any training resources?

You can find additional training materials on the [Rockland Trust Dealer Services & Financing webpage](#), located under the Dealer Access System tab. For any troubleshooting questions, please contact your relationship officer or [Floorplan.Mailbox@RocklandTrust.com](mailto:Floorplan.Mailbox@RocklandTrust.com).



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