

CREATING / VOIDING / CANCELING ENROLLMENTS

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Based on a training video by HUB

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Looking at the Enrollment screen:

- Log into the Impact website with your unique login information
- You will see five tabs on the landing page.
- Enrollments will be living here. Note the status for each enrollment.
- You can search for an Enrollment:
 - Search by Name, Loan #, or VIN

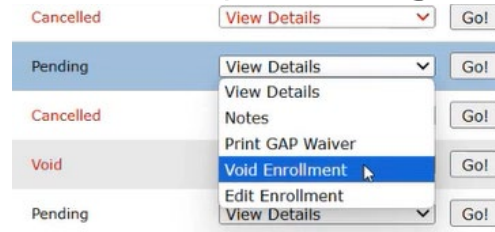


- Status:
 - **Claim: Closed** → Claim was presented and now closed
 - **Paid** → It is an active enrollment and payment for GAP has been processed.
 - **Void** → Not an active enrollment and it's removed from the billing statement.
 - **Cancelled** → Once was an active enrollment, but has been cancelled and has/will be refunded.
 - **Pending** → Active enrollment but payment is pending. This enrollment can NOT have claims filed until payment is received and marked Paid.

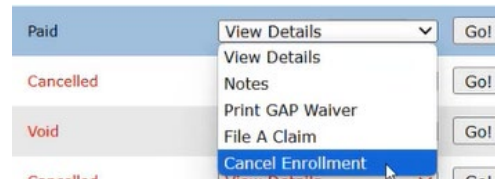
- Status is updated from Pending to Paid once payment is received and processed. Billing statement is issued usually on the 1st of the month. So be aware that there may be some time between issuing a product and seeing it as Paid in this system.

Voiding and Cancelling an Enrollment:

- To *Void a Pending enrollment*, click on the View Details drop down and select Void Enrollment. Then select Go! And you will get a pop-up box asking for confirmation to void this enrollment. Select OK.



- To *Cancel a Paid enrollment*, click on the View Details drop down on your selected enrollment and select Cancel. Then select Go!



How to Process a Cancellation:

Process Cancellation

Canx Reason: Refund Method: **Non Refundable**

C Claims Test

Effective Date: **4/30/2025** Maturity Date: **4/30/2031**

Term (days): **2191** Term (months): **72**

Canx Date: In Force (days): **10** In Force (months): **0.33**

Borrower Refund	Lender Refund	Hub Refund
Paid : <input type="text" value="\$423.00"/>	Lender Markup: <input type="text" value="\$220.00"/>	Hub Net Cost: <input type="text" value="\$203.00"/>
Refund: <input type="text" value="\$423.00"/>	Lender Refund: <input type="text" value="\$220.00"/>	Hub Refund: <input type="text" value="\$203.00"/>


- **Canx Date** (cancellation date) must be within the 60 day “free look” period in order for a refund to generate.
- Click **Update** and the **refund amount** will automatically populate.
- Select the **Canx Reason** (cancellation reason) and then click **Cancel Coverage**.
- You will get a pop up box asking for confirmation to void this enrollment. Select OK.
- A refund will be generated on the next billing statement.

Create a New Enrollment:



- Fill out all the form fields. Click Continue
- Enter the Collateral Information. The Vehicle Type drop down has all the collateral options that are offered.
- Click Continue

Enrollments

Loan Number:	<input type="text" value="98765"/>
Loan Officer:	<input type="text" value="John Doe"/>
Branch:	<input type="text" value="Downtown"/>
Amount Financed:	<input type="text" value="5599"/>
MSRP / NADA:	<input type="text"/>
Term:	<input type="text" value="12"/> months
Interest Rate:	<input type="text"/> %
Waiver Effective Date:	<input type="text" value="5/27/2025"/> 
	<input type="button" value="Continue..."/>

- Fill out the Loan Information.
- If the Loan Officer / Branch you are looking for is not on the drop down, find the “Adding/Deleting Loan Officers and Branches” module to update prior to proceeding.
- Waiver Effective Date can be backdated up to 7 days.
- Click Continue

Create a New Enrollment (cont)

Enrollments Claims Reports Tools Logout

Enrollments

Borrower Information Borrower: Elvis Presley Address: 102 Avenue A Dallas, TX 75052	Vehicle Information Type: Private Passenger Vehicle \$100,000 Original Balance Year: 2025 Make: Ford Model: F-150 VIN 12345
Loan Information Loan Number: 98765 Loan Officer: John Doe Branch: Downtown Waiver Effective Date: 5/27/2025 Term (Months): 72 months Amount Financed: \$55,999.00 Interest Rate: 5%	Premium Charge Process Date: 5/27/2025 One Time Cost: \$ 423.00 Monthly Cost: \$6.81

[Activate Enrollment](#) [Pend As Quote](#)

[Enroll](#) [Edit This Enrollment](#)

- Review Information. Click **Edit** to make any needed changes.
- Select **Activate Enrollment** or **Pend as a Quote**
 - “pend as a quote” will not create an active enrollment, but will place in a waiting place until activated
- Click **Enroll**.

- You can print or save a pdf of the certificate

Enrollments Claims Reports Tools Logout

Enrollments

Your quote / enrollment has been added to our database. If you have a popup blocker and it has blocked the PDF certificate, you can click the icon below to print the PDF certificate. Otherwise, you can [click here](#) to return to the enrollments page.

[Print Certificate](#) [Go To Enrollments](#)