

Prosidium Contract Administration

User Reference Guide

Phone: 360-848-7922 Email: <u>dealerservices@pwcteam.com</u> www.prosidiumusa.com



User Reference Guide

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Getting Started

Prosidium Warranty & Capital's Contract Administration utilizes F&I Admin's SCS Auto platform for the administration of all PWC's F&I products – Prosidium Auto Care, Prosidium Basic Care, Lifetime Warranty Care, Prosidium Auto GAP, Prepaid Maintenance, and Prosidium Car Care Ancillary Products. The fully integrated, web-based solution with eContracting, eRemittance, and eReporting capabilities allows access to real time data 24/7 using only a web browser. Part of PWC's commitment to provide better processes, products, and profits!

- Go to https://www.scsautoexpress.com/scs.dap.pwc or your desktop shortcut and log in using your User ID and Password
- You will be prompted to create a new password the first time you log in

- Passwords are case sensitive and must be at least 8 characters and include at least one number (the last two passwords cannot be reused).

- If you enter the wrong User ID or Password information three times in a row, the account will automatically lock, and you'll need to request a new password by clicking on the "forgot your password?" link.

 If you forgot your password, there is a "forgot your password?" link on the Login Screen. If you need help you may also contact PWC Dealer Services at (360) 848-7922



Login Screen

	Help Contact Us
User ID (En Password: Remem Forgot your	hail):
	Help = Access to User Guide Contact Us = How to reach PWC

Note: Access is dependent on assignment of authorized user credentials under predefined user role setup



User Reference Guide F&I Manager

Phone: 360-848-7922 Email: <u>dealerservices@pwcteam.com</u> www.prosidiumusa.com





Quote Screen

Customer	
Vehicle (Truck/2018/HONDA/PILOT/E)	XL)
VIN Odometer	Mfg. Warr. Start Date Veh. Purchase Price Veh. Purchase Date Ownership
5FNYF6H51JB034990	New Pre-Owned
Attributes (Truck/2018/HONDA/F	PILOT/EXL/Normal/Sport Utility Vehicle/6 Cylinders/All Wheel Drive/213 CID / 3.5 L/Gas/0 - 6,000#/Non Luxury Mid Size CUV/Com
Stock # Base Warranty Powert 36 / 36,000 60 / 60,00	irain Warranty 000
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Y	
	V Not Rated
	\$/4/.00 ¥
	Save Quote Print Quote Close Cancel Changes

From the Quote menu choose 'New' from the dropdown to create a new Quote.

These fields must be provided to save a quote: •First Name •Last Name •VIN •Deal Type •Term •Finance Amount •Manufacturer's

Warranty Start Date

Click 'Save Quote'



Print Quote Screen

□ Vehicle (Truck/2018/HONDA/PILOT/EXL)	
VIN Odometer Mfg. Warr. Start Date Veh. Purchase Price Veh. Purchase Date Ownership	
5FNYF6H51JB034990 OR New OPre-Owned	
Attributes (Truck/2018/HONDA/PILOT/EXL/Normal/Sport Utility Vehicle/6 Cylinders/All Wheel Drive/213 CID / 3.5 L/Gas/0 - 6,000#/Non Luxury Mid Size CUV/Comj	
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Purchase Date Jul 23, 2018	
Vehicle: 5FNYF6H51JB034990 Customer: John Smith Seller: Oregon Test Dealer	
Truck 2018 HONDA 1234 5th Street PAD PILIOT EXL , OR Milwaukee, 008 89852	
(50) 123-4567	
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Additional Tools & Options

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From quote screen click magnifying glass to see all plans vehicle is eligible for.



Additional Tools & Options

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Click on triangle drop down to filter down by plan type, plan coverage level, term and/or deductible.

Click on 'Retail' to adjust retail cost. Cost is reflected on all options available.

Selecting an option will automatically carry the plan over to the quote screen. Selecting optional coverages can be done from this screen as well.

You may choose to print all or filtered options by selecting the print link.



Additional Tools & Options

		Test	Test11 - OREGON TEST DEALER				¥			Help Contact Us Welcome Annaleigh Newall Logout				
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Click the information button for contract expiration mileage and date.



Submit a Contract

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Only Submit Valid Contracts. Always Review Prior to Submitting. If edits or additional information is added, click 'Save Quote' before 'Submit'.



Contracted Products

											and the second second	
	Quote	Cont	ract R	emittance	Claims	Sett	ings					
Quote												
Plan Purchase Date	F&I	lanager/S	Sales Asso	ociate								
07/23/2018	Anna	leigh Newa	all		W							
Customer (Smith,	John)											
First Name	MI		Las	t Name	T	le						
John			Smi	th	10		7					
Address	Address	61	City		S	ate	ZIP	Primary Phor	e S	econdary Phone		
123 Broadway			Port	tland	0	R 1	97245					
Email	Alternate	Contact	Lan	quage								
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∋ Vehicle (Truck/201 /IN 5FNYF6H51JB034990	8/HONDA/PILO Odome	T/EXL) ter Mfg	Eng). Warr. St	art Date Ve	h. Purchas	Price \	'eh. Purcha	se Date Ownersh	ip O Pre-Owne	d		_
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After clicking 'Submit' a contract is generated as a PDF and can be printed for the customer's signature.

On the Quote screen, the contract will appear under Contracted Products.

Click Contract Number to view the contract's general information screen.

Click PDF icon to view the PDF contract.



Search for a Quote

		Test1	1 - OREGON TEST	DEALER		•			Welcome Te	elp Contact Us est Test Logout
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Quotes								_		- []
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Smith, John	<u>IB034990</u> Fruck 20	18 HONDA F	PILOT EXL		07/23/20	18	Annaleigh New	all	GAP, GPS, RAT	•
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e Contrac	t Numbe	r to	Deal Type Term F Loan ▼ 60 \$	inance Amt MSR 16,595.00 \$18,5	P NADA 959.00	APR Mont	hly Pmt 1 st Pmt Date	Balloon Amt Resid	ual Amt Acct. #	
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noral info	rmation		Contracted Products Product Program	Type	Plan	Term	Deductible	Retail		
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ntract								Save Quote Prin	t Quote Close Car	ncel Changes
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From the Quote menu choose 'Search' from the dropdown.

Search By:

• Customer Last Name

- Year/Make/Model
- Stock Number

•F&I Manager/Sales Associate

Note: You can click the column titles in the black bar to sort the search results in ascending or descending order.

Quotes will only stay in the system for 30 days until they expire. After 30 days you will need to re-enter the information.



Symbol Definitions

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		Quote V Contr	act Remittance	Claims	Settings					designate	the status of	
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	Purchase Date 0 Mfg. Warr. Start Date:	07/23/2018	Customer Name Address:	: Smi 123	th, John Broadway	Vehicle:	5FNYF6H51 Truck 2018	1JB034990 Attributes HONDA PILOT EXL				
	F&I Manager/Sales	Dregon Test Dealer Annaleigh Newall Quote	Primary Ph.: Secondary Ph.:	Por	tiand, OR 97245	Sale Odometer: Veh. Purchase Da Ownership:	ite:			See the st definitions	atus symbol s below.	
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	Deal Type:	oan	Alt. Contact:	EN								
	Lienholder:	Edit Lienholder	Edit Customer In	formation								
	Guaranteed Asset Pr	rotection (150PGR0	0061651W) Pending	P								
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User Reference Guide Office Manager

Phone: 360-848-7922 Email: <u>dealerservices@pwcteam.com</u> www.prosidiumusa.com





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Contract Search

			Test11	- OREGON TEST	DEALER		Ψ		Help Contact Us Welcome Test Test Logout	Search By:
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Contract Info

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General Information									Back to Quote
^D urchase Date Wfg. Warr. Start Date: Seller: ² &I Manager/Sales Associate: Recipient ID: Stock #: Deal Type: Lienholder:	07/23/2018 Oregon Test Annaleigh No Quote Loan Edit Lienholde	Dealer ewall	Customer Name Address: Primary Ph.: Secondary Ph.: Email: Language: Alt. Contact: Edit Customer In	e: Smi 123 Port EN	th, John Broadway land, OR 972	Ve 45 Sa Ve Ov	hicle: le Odometer: h. Purchase Date: vnership:	5FNYF6H51JB03499 Truck 2018 HONDA F 0	00 Attribute PILOT EXL
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Plan Type: New		-	C0	ADD. 2 000/	Amount	CAC 505 00	Retail (excl. taxe	s): \$747.	00 v
Plan Type: New Program: Principal Plan Name: Principal	Auto GAP Auto GAP - NE	EW E	Ferm: 60 First Payment Date:	APR: 2.80% Monthly Payment:	Amount Financed: Balloon Ar	\$16,595.00 nount:	Retail (excl. taxe	s): \$747.	00 🔻
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Click the Contract # from the search list to view the general information for that contract.

From this screen you can: •Edit Lienholder* •Edit Customer Information* •View the Contract & Print •Re-generate Contract *If contract is Pending

Re-generate Contract: If a change is made, the contract must be Re-generated to update the PDF with the changed information.

The Customer Name cannot be changed. If you need to edit the customer name, please contact PWC.



		Test	1 - OREGON TES	T DEALER				Help Contact Us Welcome Test Test Logout
	Quote 🔻	Contract	Remittance	▼ Claim	s Reports	Setting	5	
General Information								Back to Quote
Purchase Date Mfg. Warr. Start Date: Seller: -&I Manager/Sales Associate: Recipient ID: Stock #: Deal Type: ienholder:	07/23/2018 Oregon Test Annaleigh N Quote Loan Protection (15	Dealer ewall	Customer Nam Address: Primary Ph.: Secondary Ph. Email: Language: Alt. Contact: 1651W) Active	e: S 1 P : E	mith, John 23 Broadway ortland, OR 972 N	45 S V O	ehicle: ale Odometer: eh. Purchase Date wnership:	5FNYF6H51JB034990 Attributes Truck 2018 HONDA PILOT EXL 0
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Only Active contracts can be cancelled.

After choosing an active contract from the contract screen click 'Cancellation Quote' to calculate the cancellation amount.





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Under Cancellation Information you will need to enter: Cancel Date Cancel Odometer Cancel Reason

Click 'Calculate' to calculate and view cancellation rates.

Make sure to click 'recalculate' to ensure accurate quote is given.



		Test11	- OREGON TEST D	EALER		Ŧ			Help Co Welcome Test Test	ntact Us Logout		
	Quote 🔻	Contract	Remittance v	Claims	Reports	Settings						
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Cancel	Please Note: This quote i request has been filed for good for 10 days only. Af	eflects in writ ter that	current information ing. If you have que time, the cancellat	n as of today, and is subjections regarding the can ion refund amount will be	ect to change da cellation proces based on the th	ily. No Refund will s, please contact o nen-current informa	be given until a pro ur office. This quote tion.	per Fis		
	Discard Changes		Calculate	Save Quote	Cano	el Contract	Cancellatio	n Report:	▼ Prin	t
										-
ancellation	quotes are calculated	base	ed on the milea	ge of the vehicle or	the time pe	riod the contra	ct has been in	torce and are s	ubject to change due to increases in	
meage of th	1116-									

After you click 'Save Quote' a cancellation quote worksheet will be created.

Click 'Print' to print the cancellation quote worksheet.

Printed cancellation quote worksheet and supporting documentation should be submitted to PWC via fax 360-848-7923 Attn: Cancellations



			Test11	- OREG	ON TEST	DEALER			Ŧ		Help Contact Us Welcome Test Test Logout
		Quote 🔻	Contract	Remit	ttance	Claims	Reports	s Settin	gs		
Filters											
Search By:		F&I Manager/S	Sales Associate	T	ALL			Search	Advanced Sea	arch	
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									<< Prev Page 1	▼ of 3 Next >>	Records Per Page: 25 V
Customer			VIN			Purchase	Date ↓	Product	Contract #	Term*	Retail Edit
TEST, TEST			2GNAXSE	/XJ6116	029	08/22/20	17	GAP (FIE00031158	24	\$147.00

Click the 'Remittance' button. A separate tab will open.

Note: No edits can be made once a contract is remitted. Contact PWC Dealer Services to make any changes.

Once a contract is remitted the status symbol will change to: P\$ Pending Billed.

Once the remittance is sent and payment is applied, the status symbol will change to: (A) Active.



ρ	ureFI	eStatement										
ι	INREMITT	ED TRANSACTIONS	REMITTANCES									
									Total Due: \$0.00 ▼	Total Count: 0		
					Se	lect transactions below to create	a remittance.					
											1 - 1 of 1 results ««	« 1 » »»
	FILTER (LIENHOLDER • TYPE •	APPLY FILTER CLE	AR FILTER				Q Search			Ŧ
		Type 🗢		Date ≑	Contract # ≑	Customer ≑	VIN \$	Product \$	Lienholder ≑	Claim # ≑	Total Remit 🖨	
		Contract New E	usiness - Unbilled	07/23/2018	PCCG00061652	Smith, John	JB034990	GPS				\$139.00
/												_

Sort by product type, date sold, lienholder, or type of business.



UNREMITTED TR	RANSACTIONS REMITTANCES									
							Total Due: \$248.00 -	Total Count: 2	SAVE PREVIE	W SUBMIT
									1 - 2 of 2 results	«« « 1 » »»
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۵	Туре \$	Date 🕏	Contract # ≑	Customer \$	VIN \$	Product \$	Lienholder \$	Claim # 🖨	Total Remit 🖨	
	Contract New Business - Unbilled	07/26/2018	PCCG00061670	Rogers, Blake	HS153807	GPS				\$109.00
	Contract New Business - Unbilled	07/23/2018	PCCG00061652	Smith, John	JB034990	GPS				\$139.00
									1 - 2 of 2 results	cc c 1 > >>
Select to be on rei	t contracts included mittance	Remittance #: Cycle Month:		Remittar	ce Print Preview O	nly Proviewed Date: Previewed By: Seller:	07/26/2018 dealerservices Test11 Oregon Test Dealer 1234 5th Street Milwaukee, OR 89852			
				Remittance Instruction: Please send remittance sheet and ch Principal Warranty Corp 1500A E. College Way, PMB 541 Mount Vernon, WA 98273 Thank you!	eck payable to:	Payment Type: Total Remit Due: Contract New Bus	CHK - CHECK \$248.00 iness - Unbilled Count:	2		
		Contract New Busin Cycle Transec Month Date 07/23/	ess - Unbilled ion Customer Cc 1018 Smith, John PC 1018 Rogers, Blake PC	ntract # F&I Product I Manager GG00061652 Annaleigh Newail GPS (GG00061670 Text Text GPS (Yan Term ISPS \$5000 ATS New 60/999,9 ISPS \$5000 ATS New 36/999,9	Contract New Business - U Deductible VIN 99 \$0.00 \$FNYF6H51380345 99 \$0.00 \$FDJY5G16H5158	Inbilled Remit Amount: Lienholder Stock No 990	\$248.00 Remit Amount \$139.00 \$109.00		



UNREMITTED TR	RANSACTIONS REMITTANCES									
							Total Due: \$248.00 -	Total Count: 2	SAVE PREVIEW	SUBMIT
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	Type ‡	Date ‡	Contract # \$	Customer \$	VIN \$	Product \$	Lienholder \$	Claim # ≑	Total Remit ≑	
	Contract New Business - Unbilled	07/26/2018	PCCG00061670	Rogers, Blake	HS153807	GPS				\$109.00
•	Contract New Business - Unbilled	07/23/2018	PCCG00061652	Smith, John	JB034990	GPS				\$139.00
									1 - 2 of 2 results ««	« 1 » »»

On this screen, any contract upgrades will appear here to be selected to include on a remittance.



Remittance Search





Reports

Quete =	and the second second					
Quote +	Contract	Remittance	Claims	Reports	Settings	
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nent Test11 20 nent Test11 20 ment Test11 20	01803.pdf 01803.pdf 01802.pdf					
	nent A ▼ <u>nent Test11 2</u> <u>nent Test11 2</u> nent Test11 2	nent A nent Test11 201804,pdf nent Test11 201803,pdf pent Test11 201802 pdf	nent A nent Test11 201804.pdf nent Test11 201803.pdf pent Test11 201802 pdf	nent A ▼ nent Test11 201804.pdf nent Test11 201803.pdf pent Test11 201803.pdf	nent Test11 201804.pdf nent Test11 201803.pdf nent Test11 201803.pdf	nent Test11 201804.pdf nent Test11 201803.pdf nent Test11 201803.pdf

Available reports are in the dropdown Category menu:

•Billing Statement



User Reference Guide Service Manager

Phone: 360-848-7922 Email: <u>dealerservices@pwcteam.com</u> www.prosidiumusa.com





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Contract Search

	Test11	- OREGON TEST DEALER		•	We	Help Contact Us elcome Test Test Logout	Search By:
	Quote 🔻 Contract	Remittance Claims	Settings				•Status Symbol
Filters							•Product
Search By:	F&I Manager/Sales Associate	 Annaleigh Newall 	T	Search Advanced Sear	<u>ch</u>		•F&I Manager
Sale Date	V	То:					•Contract #
Contract List							•VIN
				<< Prev Page 1	▼ of 1 Next >> Reco	ords Per Page: 25 🔻	•Customer Last Name
Customer ↑ Smith John		Purchase Date	Product	Contract #	Term*	Retail Edit	•Customer First Name
Smith, John	5FNYF6H51JB034990	07/23/2018	GPS	P PCCG00061652	60	\$439.00	•City
Smith, John	5FNYF6H51JB034990	07/23/2018	RAT	V PCCAT00061653	48	\$75.00	State
				<< Prev Page 1	▼ of 1 Next >> Reco	ords Per Page: 25 🔻	•Slale
Status: 🕑 - Pend	ling 🤒 - Pending-Billed 🖲 - Active 🔍 -	Void C - Cancelled 🖲 - Exp	ired 🖲 - Reject	ed			
							•Sales Date
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Stat	us Symbol Defin	ition:					
Pending: Su	Ibmitted but NOT	Remitted P	Penc	ling Billed: Su	bmitted A	ND Remitted	Rejected: Contract Rejected
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Viewing Contract & Claims

N		1105	5 - STO	P AND GO AUTO	.com		Ŧ		v	Help Velcome Kelly Cou	<u>Contact Us</u> ulter <u>Loqout</u>
	Quote 🔻	Contract	•	Remittance 🔻	Claims	Reports	Settings				
General Information										Back	to Search
Purchase Date Mfg. Warr. Start Date: Seller: F&I Manager/Sales Associate: Remittance #: Stock #: Lienholder:	04/21/2015 04/20/2015 Stop and Go <u>Quote</u> <u>1105-001</u> Bank of Ame	o Auto.com erica	Cu Ad Pri See Em La Alt Edi	stomer Name: dress: mary Ph.: condary Ph.: nail: nguage: . Contact: it Customer Infor	Test, 123 4 Burlin (360) EN <u>mation</u>	Joe 4th ngton, OR 98) 123-4567	Vehi 233 Sale Veh.	cle: Odometer: Purchase Da	1N6BA0EC 2011 NISS, S/SV/SL/PI 35,000 ate: 04/21/2015	25BN320264 AN TITAN RO-4X	Attributes
Service Contract (Ar Plan Type: New Program: 3-Principa Plan Name: 3-PAC Ne Added Options: Conversed Compared	C200000235V I Auto Care N w Maximum	V) Pending ew	g-Billeo Term: Paymo Effect Effect	d PS 60 Mil ent Option: Sing ive Date: 04/21 ive Odom: 0 - 10	es: 100,000 de Pay /2015 - 04/2 00,000) Ded: \$100 21/2020	Retai	1:		\$1,873.00 v	
Claims Add Claim Copy of Contract]					Re-ge	nerate Contra	ct Cancel	lation Quote	Void Co	ntract

From the customer contract screen, to start a claim for preauthorization, select 'Add Claim' which will take you to the Claim Information screen.

You may also start a claim by filling out an email claim form on PWC's website prosidiumusa.com or by calling PWC Claims department toll free at (360) 686-7711.

To view claims that have already been started or processed on this contract click on ` + Claims'.



Starting a Claim



In the Claim Detail section the following fields must be provided to submit a claim. •Loss Date

- Loss Odometer
- •Repair Order #
- •Customer Phone #
- •Service contact can be a name or direct phone #.
- Key in the repair story. Manually type or copy+paste from RO. Text wraps around as needed. Use alphanumeric characters to separate repairs. As much detailed information entered in the CCC fields, the faster the claim process moves along.

Current labor rate, labor & sales tax rate (where applicable)and deductible are displayed here.



Entering Estimate

Claim Detail									
Received Date:	07/26/2018	Loss Dat	e: 07/26/2018	Loss Odometer:		18,999	Repair Number:	999999	
Customer Phone #:	(999) 999-9999 Ext.	Servicer Contact:	999-999-9999	Email:	claims@princ	palwarrantyco			
Customer Com	plaint:								
Coolant leak			li						
Cause:				Labor:	Labor	Tax:	Part Tax:	Ded	uctible:
Radiator leaking	at left tank seam			\$159.00	0.00	0 %	0.000 %	S	100
			li.						
Correction:				Additional Inform	nation:				
replace radiator			17	Leaving for lunch,	, call me after '	lpm	li		
Repair Details:									
Loss Code	Loss Description	Cov.?*	Part #	Part Description	Qty	Part Price	Labor Time	Tax	Total
CO006	Radiator	Y			0.000	\$0.00	1.000	\$0.00	\$159.00
CO006	Radiator	Y	1231321321	Radiator	1.000	\$450.00	4.000	\$0.00	\$1,086.00
					0	\$0.00	0	\$0.00	\$0.00
						Requ	ested (Before	Deductible):	\$1,245.00
Add New Lin	e								Submit

*A 'Y' or 'Yes' in a coverage field is only an indication that this type of part is eligible for coverage under the contract. The facts of the claim and reported failures will ultimately determine whether an affirmative coverage decision is made. The administrator will contact you with their coverage decision. Your online submission of this claim is your acknowledgment of how these fields are used within this claim submission tool and you will indemnify and hold F&I Admin, the obligor and the administrator harmless from any disclosure or reliance you make upon the 'Y' or 'Yes' in the coverage field Use the 'Additional Information' as needed. Specific instructions on when or where to call back, rental request, customer waiting notices, etc can be added in this field.

Entering estimate: Click on option button to search for appropriate 'Loss Code'. The loss code describes the component that caused the breakdown. One loss code corresponds to each job & should be used for all parts & labor associated w/ that repair. Add new loss code for 2nd job and so forth. Add as many lines as needed by clicking on the 'New Line" button.



Submitting Claim

Correction replace rac	i: liator			1	Additional Informati Leaving for lunch, ca	on: II me after	1pm	1			Please note, part #s & part descriptions are
Loss Code	tano.	Loss Description	Cov.?*	Part #	Part Description	Oty	Part Price	Labor Time	Tax	Total	required unless
CO006	•••	Radiator	Y			0.000	\$0.00	1.000	\$0.00	\$159.00	labor time is only
CO006		Radiator	Y	1231321321	Radiator	1.000	\$450.00	4.000	\$0.00	\$1,086.00	entered. If part
CO006	••••	Radiator	Y	NA	coolant	1.000	\$20.00	0.000	\$0.00	\$20.00	is not available.
							Requ	iested (Before	e Deductible):	\$1,265.00	enter NA' in the
Add Ne	w Li	ne								Submit	nart # field

*A 'Y' or 'Yes' in a coverage field is only an indication that this type of part is eligible for coverage under the contract. The facts of the claim and reported failures will ultimately determine whether an affirmative coverage decision is made. The administrator will contact you with their coverage decision. Your online submission of this claim is your acknowledgment of how these fields are used within this claim submission tool and you will indemnify and hold F&I Admin, the obligor and the administrator harmless from any disclosure or reliance you make upon the 'Y' or 'Yes' in the coverage field

hone #:		Contact:			_				
ustomer Com	plaint:								
Coolant leak									
	Claim Submissio	on Confirmation							
ause: tadiator leakin	Your cl	aim has been sub	mitted success	ully. Please use Reference# I0	00003832 f	or future com	nunications.		ductible: \$100
	Loss Date	Loss Odom	Deductible	Claim Information	Claim	Amount (Befo	re Deductible)		
	07/26/2018	18,999	\$100	Radiator/Cooling			\$1,	265.00	
orrection: eplace radiato								ок	
epair Details:									
Loss Code	Loss Descripti	on Cov.?*	Part #	Part Description	Qty	Part Price	Labor Time	Tax	Total
:0006	Radiator	Y			0.000	\$0.00	1.000	\$0.00	\$159

#s & part descriptions are required unless labor time is only entered. If part # is not available, enter 'NA' in the part # field.

When done, click on 'Submit' and you will receive a confirmation popup and reference #.



View Claim Status



Once a claim has been submitted you can view the status by Claim#.

Click the highlighted claim# to view current details of the claim.



Claim Detail

Claim Information	(1000003832) - Open 🔫							
Received Date:	07/26/2018	Loss Date:	07/26/201	8		Loss Odometer:	18,999	
Repair Number:	999999	Customer Phon #:	e (999) 999-	9999		Servicer Contact:	999-999-9999	
Dealership:	BMW of Eugene	Email:	claims@pr	rincipalwarrant	ycorp.com			
Payment Sun	nmary							
Parts	Labor Sublet	Other Subtotal	Тах	Deductible	Total			
\$0.00	\$0.00 \$0.00	\$0.00 \$0.00	\$0.00	\$0.00	\$0.00			
Payment Hist	tory							
Open Items								
Item	Primar	y Loss Code	Description				Covered ?*	
🖃 A01	CO006		Radiator / Coo	ling			Yes	
Detail Type	Loss Code	Loss Description			Part #/LG	Description	Cove	red ?*
Deductible		Deductible						
Labor	CO006	Radiator / Cooling				Labor Guide	Yes	
Part	CO006	Radiator / Cooling			1231321321	Radiator	Yes	
Labor	CO006	Radiator / Cooling				Labor Guide	Yes	
Part	CO006	Radiator / Cooling			NA	coolant	Yes	
Denied Items	i							
Cancelled Iter	ms							
Claim Docume	ents							_
	Attach							
■ Claim Estima	te Attach	<						
■ Maintenance	Records Attach							
■ Inspection Inv	voice <u>Attach</u>		<					
			o rocoiv	ed autho	rization	and renaire	are compl	ete vou ma

Claim information includes: •Claims Status •Repair Breakdown

***Please note, 'Y' or 'Yes" in the 'Covered' column does not mean repair approval. It simply refers to eligibility. Also see disclosure at the bottom of each screen. Before commencing repairs, please ensure you have obtained an authorization # from a PWC claims adjuster.

Once you have received authorization and repairs are complete, you may attach the final signed invoice here, email to payments@pwcteam.com or fax to (360) 686-7763.



Claim Tracking

		Contrac	t	Claims				
Filters								
Search By:	RO#		T			Search		
Claim List								
						<< Prev Page 1 V of 5 Next	>> Records Pe	er Page: 25 🔻
itatus	Claim #	RO#	RO Rcvd Date	Loss Date ↑	VIN	Loss Description	<u>Last Pay</u> Date	Last Pay Am
P Paid	<u>C000003068</u>	374637		12/01/2016	FR554176	Key Replacement \$800/Key Replacement,Key Fob Reprogramming Labor Fee/Key Replacement	05/21/2018	\$211.93
Denied	C000001089	380585		05/17/2017	B6466661			
P Paid	<u>1000001110</u>	380922	05/26/2017	05/26/2017	D1197210	Wheel Bearing(s)/Suspension,Emissions Components/Fuel, Exhaust & Air Induction,Rack and Pinion Assembly/Steering,Rental-Covered Repair (\$40/Day, 8 Days Max)/Additional Benefits	06/15/2017	<u>\$2,116.25</u>
P Paid 🔸	1000001198	381659	06/20/2017	06/19/2017	EC469282	Engine Coolant Temperature Sensor/Cooling,Engine Coolant Recovery Tank/Cooling	02/13/2018	\$351.11
Cancelled	C000001237	376431		06/28/2017	CC138629			
P Paid	C000001288			06/28/2017	CC138629			
Denied	C000001263	228297		07/05/2017	ABB59592			
P Paid	<u>1000001277</u>	382242	07/07/2017	07/06/2017	8G268516	Internal Lubricated Component(s)/Engine,Claim Reduction Due to LOL/Reductions/Reviews/Adjustments	07/31/2017	\$3,000.00
P Paid	<u>C000001352</u>	382996		07/26/2017	BL511646	Idler Pulley/Bearing/Cooling,ABS Wheel Speed Sensor (s)/Brakes,S&G - Oil Pan Gasket/Engine,S&G - Intake Manifold Gasket(s)/Engine,Rental-Covered Repair (\$40/Day, 8 Days Max)/Additional Benefits	02/22/2018	\$1,111.45
P Paid	1000001487	384062	08/28/2017	08/22/2017	C4216691	Emissions Components/Fuel, Exhaust & Air Induction	09/13/2017	\$196.75

Status: 0 - Open C - Cancelled D - Denied P - Paid V - Void

Click on the 'Claims' tab to get a view of all claims filed for your dealer regardless of the repair facility.

Click on the claim reference # link to get more detail about a specific claim.

Status on each claim is provided on left side. Legend at the bottom of the screen provides explanation.

~



Contact Us

Contract changes, rejects, general contract questions admin@pwcteam.com

Cancellations cancellations@pwcteam.com

Claim and coverage questions claims@pwcteam.com

Marketing material ordering orders@pwcteam.com

All other inquiries <u>dealerservices@pwcteam.com</u>