



Prosidium Contract Administration

User Reference Guide

Phone: 360-848-7922

Email: clientsupport@pwcteam.com

www.prosidiumusa.com

User Reference Guide

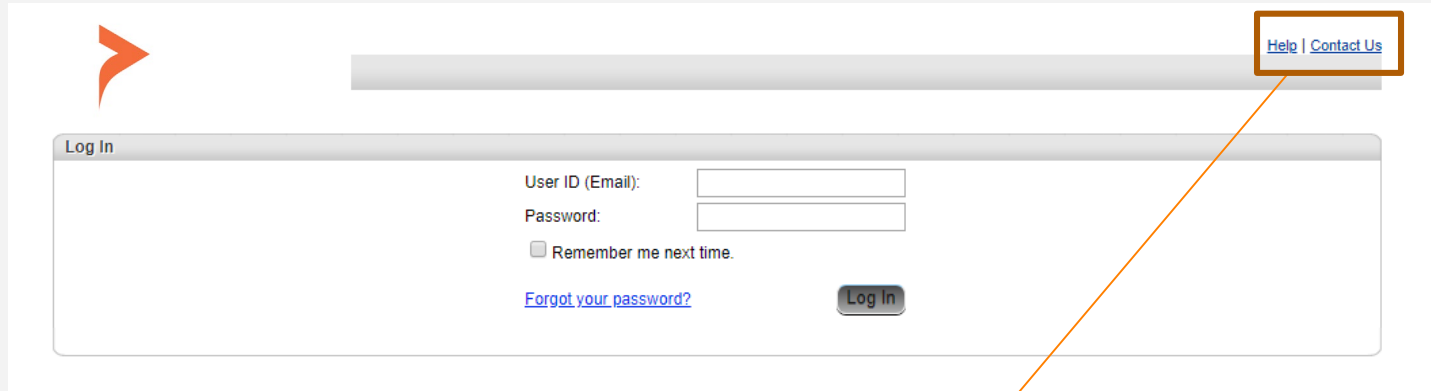
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Getting Started

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



The screenshot shows a login interface with the following elements:

- Logo in the top left corner.
- A horizontal bar at the top right containing the text [Help | Contact Us](#), which is highlighted by a brown-bordered callout box.
- A "Log In" header above the main form area.
- Form fields for "User ID (Email):" and "Password:".
- A checkbox labeled "Remember me next time."
- A blue link for [Forgot your password?](#)
- A "Log In" button.

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: clientsupport@pwcteam.com

www.prosidiumusa.com

Quote Screen

Customer

Vehicle (Truck/2018/HONDA/PILOT/EXL)

VIN: 5FN1Y6H51JB034990 | Odometer: | Mfg. Warr. Start Date: | Veh. Purchase Price: | Veh. Purchase Date: | Ownership: New Pre-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/Com/ ...)

Stock # | Base Warranty: 36 / 36,000 | Powertrain Warranty: 60 / 60,000

Loan/Lease

Deal Type	Term	Finance Amt	MSRP	NADA	APR	Monthly Pmt	1 st Pmt Date	Balloon Amt	Residual Amt	Acct. #
Loan	60	\$16,595.00	\$18,959.00		2.8%					

Lienholder

Products

[Clear Template](#)

Program	Type	Plan	Term	Deductible	Retail (excl.taxes)	
LTW						Not Rated
VSC						Not Rated
GAP	Principal Auto GAP	Principal Auto GAP - N	60 months		\$747.00	Submit
MNT						Not Rated
GPS	GPS					
PTC						Not Rated
RAP						Not Rated
RAT						
RDD						Not Rated
RKP						Not Rated
RTW						Not Rated
RVP						Not Rated

\$747.00

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) Oregon

VIN: 5FNYP6H51JB034990
 Odometer: 36 / 36,000
 Mfg. Warr. Start Date: 60 / 60,000
 Veh. Purchase Price: \$16,959.00
 Veh. Purchase Date: \$18,959.00
 Ownership: New Pre-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/Com) ...

Stock # Base Warranty Powertrain Warranty

Deal Type Term Finance Amt MSRP NADA APR Monthly Pmt 1st Pmt Date Balloon Amt Residual Amt Acct. #

Loan 60 \$16,959.00 \$18,959.00 2.8%

Lienholder

Products

Clear Template

Program	Type	Plan	Term	Deductible	Retail (excl. taxes)	
LTW						Not Rated
VSC						Not Rated
GAP	Principal Auto GAP	Principal Auto GAP - N	60 months		\$747.00	Submit

Printed By: Annaleigh Newall

Purchase Date Jul 23, 2018

Vehicle: 5FNYP6H51JB034990
 Truck 2018 HONDA PILOT EXL

Customer: John Smith
 , OR

Seller: Oregon Test Dealer
 1234 5th Street
 Milwaukee, OR 99852
 (503) 123-4567

F&I Manager: Annaleigh Newall

Product	Program	Plan	Options	Price
GAP	Principal Auto GAP	New Principal Auto GAP - NEW	Term: 60 months \$0	\$747.00
TOTAL				\$747.00

\$747.00

Quote saved successfully.

From the Quote screen you can print the quote (optional).

Click 'Print Quote'

Additional Tools & Options

Test11 - OREGON TEST DEALER [Help](#) | [Contact Us](#)
 Welcome Annaleigh Newall [Logout](#)

Quote ▾ Contract ▾ Remittance ▾ Claims Reports Settings

Quote
 Plan Purchase Date: 07/23/2018 F&I Manager/Sales Associate: Annaleigh Newall
 John Smith

Select Quote

[Show Ineligible Plans](#)

	Program	Type	Plan	Term	Deductible	Retail	Options Include Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/30,000	\$0	\$2,122.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/30,000	\$100	\$1,947.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/50,000	\$0	\$2,163.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/50,000	\$100	\$1,988.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	36/75,000	\$0	\$2,203.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	36/75,000	\$100	\$2,028.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	60/100,000	\$0	\$2,233.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	60/100,000	\$100	\$2,058.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/30,000	\$0	\$2,272.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/30,000	\$100	\$2,097.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/50,000	\$0	\$2,313.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/50,000	\$100	\$2,138.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	36/75,000	\$0	\$2,353.00	Option

[Print](#) [Select](#) [Cancel](#)

VSC 1-Basic Care High User

GAP Principal Auto GAP Principal Auto GAP - N 60 months \$747.00 [Submit](#)

MNT

GPS GPS

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

Additional Tools & Options

Test11 - OREGON TEST DEALER [Help](#) | [Contact Us](#)
Welcome Annaleigh Newall [Logout](#)

Quote ▼ Contract ▼ Remittance ▼ Claims Reports Settings

Quote
Plan Purchase Date: 07/23/2018 F&I Manager/Sales Associate: Annaleigh Newall
John Smith

Select Quote

[Show Ineligible Plans](#)

	Program	Type	Plan	Term	Deductible	Retail	Options
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/30.000	\$0	\$2,122.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/30.000	\$100	\$1,947.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/50.000	\$0	\$2,163.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	24/50.000	\$100	\$1,988.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	36/75.000	\$0	\$2,203.00	Option
<input checked="" type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	36/75.000	\$100	\$2,028.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	60/100.000	\$0	\$2,233.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care 90 day wait period	60/100.000	\$100	\$2,058.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/30.000	\$0	\$2,272.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/30.000	\$100	\$2,097.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/50.000	\$0	\$2,313.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	24/50.000	\$100	\$2,138.00	Option
<input type="radio"/>	1-Basic Care High Mileage	Used	PWC Basic Care Day 1 Coverage	36/75.000	\$0	\$2,353.00	Option

[Print](#)

VSC User

GAP

MNT

GPS

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

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 Welcome Annaleigh Newall [Logout](#)

Quote Contract Remittance Claims Reports Settings

Quote

Plan Purchase Date: F&I Manager/Sales Associate
 07/23/2018 Annaleigh Newall

Customer (Smith, John)

First Name: John MI: Last Name: Smith Title:
 Address: Address 2: City: State: OR ZIP: Primary Phone: Secondary Phone:
 Email: Alternate Contact: Language: English

Vehicle (Truck/2018/HONDA/PILOT/EXL)

VIN: 5FNYFH51JB034990 Odometer: 25 Mfg. Warr. Start Date: Veh. Purchase Price: Veh. Purchase Date: Ownership: New Pre-Owned

Attributes (Truck/2018/HONDA/PILOT/EXL/Normal/Sport Utility Vehicle/6 Cylinders/All Wheel Drive/213 CID / 3.5 L/Gas/O - 6.000#/Non Luxury Mid Size CUV/Com ...)

Stock # Base Warranty Powertrain Warranty
 36 / 36,000 60 / 60,000

Loan/Lease

Deal Type	Term	Finance Amt	MSRP	NADA	APR	Monthly Pmt	1 st Pmt Date	Balloon Amt	Residual Amt	Acct. #
Loan	60	\$16,595.00	\$18,959.00		2.8%					

Lienholder

Products

Program: Clear Template

Program	Type	Plan	Term	Deductible	Retail (excl.taxes)
LTV 3-3 Preferred LW	User	3-3 Preferred Limited 1	3/3,000	100	

Submit [Info] [X]

VSC Information

Effective Date	Expiration Date	Effective Odometer	Expiration Odometer
07/22/2018	10/22/2018	25	3025

Submit [Info] [X]

Principal Tech Care: Use Principal Tech Care - L

GPS: GPS

Click the information button for contract expiration mileage and date.

Submit a Contract

Test11 - OREGON TEST DEALER [Help](#) | [Contact Us](#)
Welcome Anneleigh Newall [Logout](#)

Quote Contract Remittance Claims Reports Settings

Quote

Plan Purchase Date: 07/23/2018 F&I Manager/Sales Associate: Anneleigh Newall

Customer: (Smith, John)

First Name: John MI: Last Name: Smith Title: State: OR City: ZIP: Primary Phone: Secondary Phone: Email: Alternate Contact: Language: English

Vehicle: (Truck/2018/HONDA/PILOT/EXL)

VIN: 5FN9F6H51JB034990 Odometer: 25 Mfg. Warr. Start Date: Veh. Purchase Price: Veh. Purchase Date: Ownership: New Pre-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/Com...

Stock #: Base Warranty: 36 / 36,000 Powertrain Warranty: 60 / 60,000

Loan/Lease

Deal Type	Term	Finance Amt	MSRP	NADA	APR	Monthly Pmt	1 st Pmt Date	Balloon Amt	Residual Amt	Acct. #
Loan	60	\$16,595.00	\$18,959.00		2.8%					

Lienholder

Products

Program	Type	Plan	Term	Deductible	Retail (excl.taxes)	Submit
LTW 3-3 Preferred LW	User	3-3 Preferred Limited 1	3/3,000	100		<input type="button" value="Submit"/>
VSC 1-Basic Care High 1	User					<input type="button" value="Submit"/>
GAP Principal Auto GAP		Principal Auto GAP - 1	60 months		\$747.00	<input type="button" value="Submit"/>
MNT						<input type="button" value="Submit"/>
GPS GPS						<input type="button" value="Submit"/>

To Submit a Quote and Create a Contract the following fields must be provided:

- First Name
- Last Name
- Address
- City
- State
- Zip
- Deal Type
- Term
- Finance Amount
- Product(s)
- Term
- Retail Price

Preview Contract
Click 'Submit' to generate the contract(s).

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

Contracted Products

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Welcome Test Test [Logout](#)

Quote Contract Remittance Claims Settings

Quote

Plan Purchase Date: 07/23/2018 F&I Manager/Sales Associate: Anneleigh Newall

Customer: (Smith, John)




First Name: John MI: Last Name: Smith Title: Address: 123 Broadway City: Portland State: OR ZIP: 97245

Vehicle: (Truck/2018/HONDA/PILOT/EXL)

VIN: 5FN1YF6H51JB034990

Stock #: 36 / 36,000 Base Warranty: 60 / 36,000 Powertrain Warranty: 60 / 60,000

Deal Type: Loan Term: 60 Finance Amt: \$16,595.00 MSRP: \$18,959.00 NADA: APR: 2.8%

Product	Program	Type	Plan	Term	Deductible	Retail	
GAP	Principal Auto GAP		Principal Auto GAP - NEW	60 months		\$747.00	150PGR00061651W 
GPS	GPS		GPS \$5000 ATS New	60 months		\$439.00	PCCG00061652 
RAT	Anti-Theft New		Anti-Theft \$5000	48 months		\$75.00	PCCAT00061653  Voided

Save Quote Print Quote Close Cancel Changes

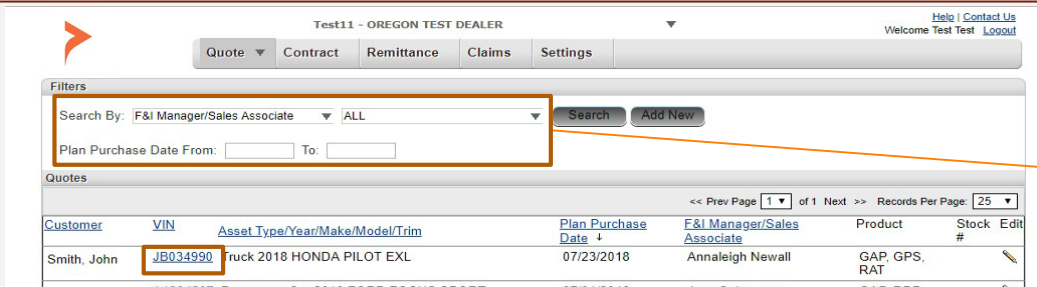
After clicking 'Submit' a contract is generated as a PDF and can be printed for the customer's signature.

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

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

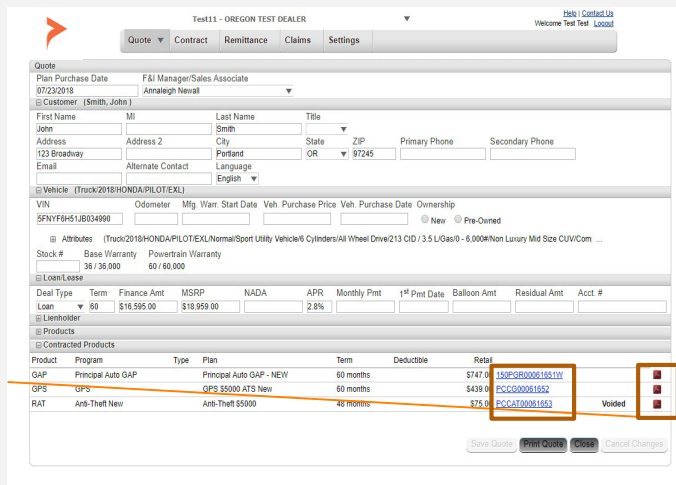
Click PDF icon to view the PDF contract.

Search for a Quote



Click on the VIN link to view the Quote screen.

From here you can click the Contract Number to go to the contract general information screen, or click the PDF icon to view the contract.



From the Quote menu choose 'Search' from the dropdown.

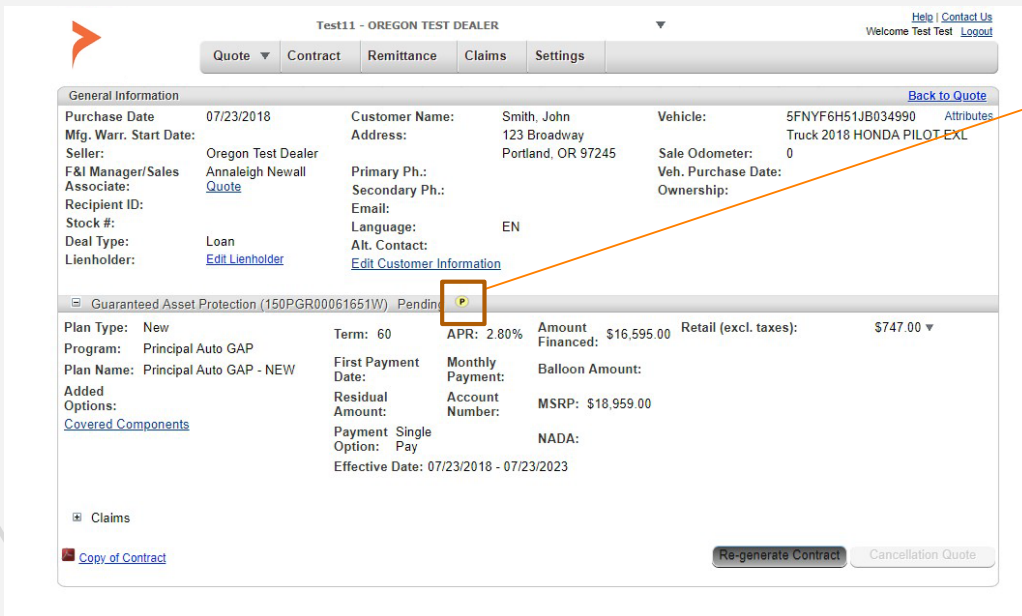
Search By:

- Customer Last Name
- VIN
- 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 Contract Remittance Claims Settings

General Information [Back to Quote](#)

Purchase Date:	07/23/2018	Customer Name:	Smith, John	Vehicle:	5FNYP6H51JB034990
Mfg. Warr. Start Date:		Address:	123 Broadway Portland, OR 97245	Sale Odometer:	0
Seller:	Oregon Test Dealer	Primary Ph.:		Veh. Purchase Date:	
F&I Manager/Sales Associate:	Annaleigh Newall	Secondary Ph.:		Ownership:	
Recipent ID:		Email:			
Stock #:		Language:	EN		
Deal Type:	Loan	Alt. Contact:			
Lienholder:	Edit Lienholder	Edit Customer Information			

Guaranteed Asset Protection (150PGR00061651W) Pending **P**

Plan Type:	New	Term:	60	APR:	2.80%	Amount Financed:	\$16,595.00	Retail (excl. taxes):	\$747.00
Program:	Principal Auto GAP	First Payment Date:	Monthly	Payment:		Balloon Amount:			
Plan Name:	Principal Auto GAP - NEW	Residual Amount:	Account	Number:	MSRP:	\$18,959.00			
Added Options:		Payment Option:	Single Pay	NADA:					
Covered Components		Effective Date:	07/23/2018 - 07/23/2023						

Claims

[Copy of Contract](#) [Re-generate Contract](#) [Cancellation Quote](#)

Status Symbols designate the status of the contract.

See the status symbol definitions below.

Status Symbol Definition:

- P Pending: Submitted but NOT Remitted
- P\$ Pending Billed: Submitted AND Remitted
- R Rejected: Contract Rejected
- A Active: Submitted, Remitted AND Paid
- V Void: Voided Contract
- C Cancelled: Contract Cancelled
- E Expired: Contract Term Expired



User Reference Guide

Office Manager

Phone: 360-848-7922

Email: clientsupport@pwcteam.com

www.prosidiumusa.com

Contract Search

Test11 - OREGON TEST DEALER

Quote Contract Remittance Claims Settings

Filters

Search By: F&I Manager/Sales Associate Annaleigh Newall Search **Advanced Search**

Sale Date To:

Contract List

Customer ↑	VIN	Purchase Date	Product	Contract #	Term*	Retail	Edit
Smith, John	5FNYF6H51JB034990	07/23/2018	GAP	P 150PGR00061651W	60	\$747.00	
Smith, John	5FNYF6H51JB034990	07/23/2018	GPS	P PCCG00061652	60	\$439.00	
Smith, John	5FNYF6H51JB034990	07/23/2018	RAT	V PCCAT00061653	48	\$75.00	

Status: **P** - Pending **PS** - Pending-Billed **A** - Active **V** - Void **C** - Cancelled **E** - Expired **R** - Rejected

Search By:

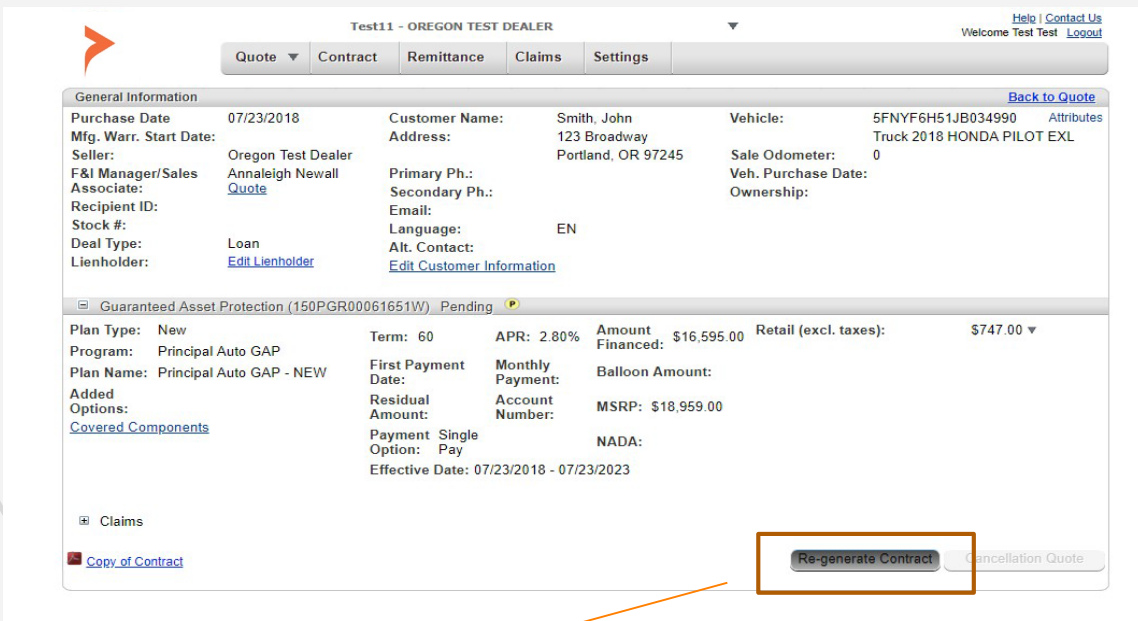
- Status Symbol
- Product
- F&I Manager
- Contract #
- VIN
- Customer Last Name
- Customer First Name
- City
- State
- Zip Code
- Sales Date

Advanced Search:
Use this to search by a combination of fields.

Status Symbol Definition:

- P** Pending: Submitted but NOT Remitted
- PS** Pending Billed: Submitted AND Remitted
- R** Rejected: Contract Rejected
- A** Active: Submitted, Remitted AND Paid
- V** Void: Voided Contract
- C** Cancelled: Contract Cancelled
- E** Expired: Contract Term Expired

Contract Info



Test11 - OREGON TEST DEALER

Quote Contract Remittance Claims Settings

General Information

Purchase Date:	07/23/2018	Customer Name:	Smith, John	Vehicle:	5FNYF6H51JB034990
Mfg. Warr. Start Date:		Address:	123 Broadway		Truck 2018 HONDA PILOT EXL
Seller:	Oregon Test Dealer		Portland, OR 97245	Sale Odometer:	0
F&I Manager/Sales Associate:	Annaleigh Newall	Primary Ph.:		Veh. Purchase Date:	
Recipient ID:		Secondary Ph.:		Ownership:	
Stock #:		Email:			
Deal Type:	Loan	Language:	EN		
Lienholder:	Edit Lienholder	Alt. Contact:			

Guaranteed Asset Protection (150PGR00061651W) Pending

Plan Type:	New	Term:	60	APR:	2.800%	Amount Financed:	\$16,595.00	Retail (excl. taxes):	\$747.00
Program:	Principal Auto GAP	First Payment Date:		Monthly Payment:		Balloon Amount:			
Plan Name:	Principal Auto GAP - NEW	Residual Amount:		Account Number:		MSRP:	\$18,959.00		
Added Options:	Covered Components	Payment Option:	Single Pay	NADA:					
		Effective Date:	07/23/2018 - 07/23/2023						

Claims

[Copy of Contract](#) **Re-generate Contract** Cancellation Quote

Click the Contract # from the search list to view the general information for that contract.

From this screen you can:

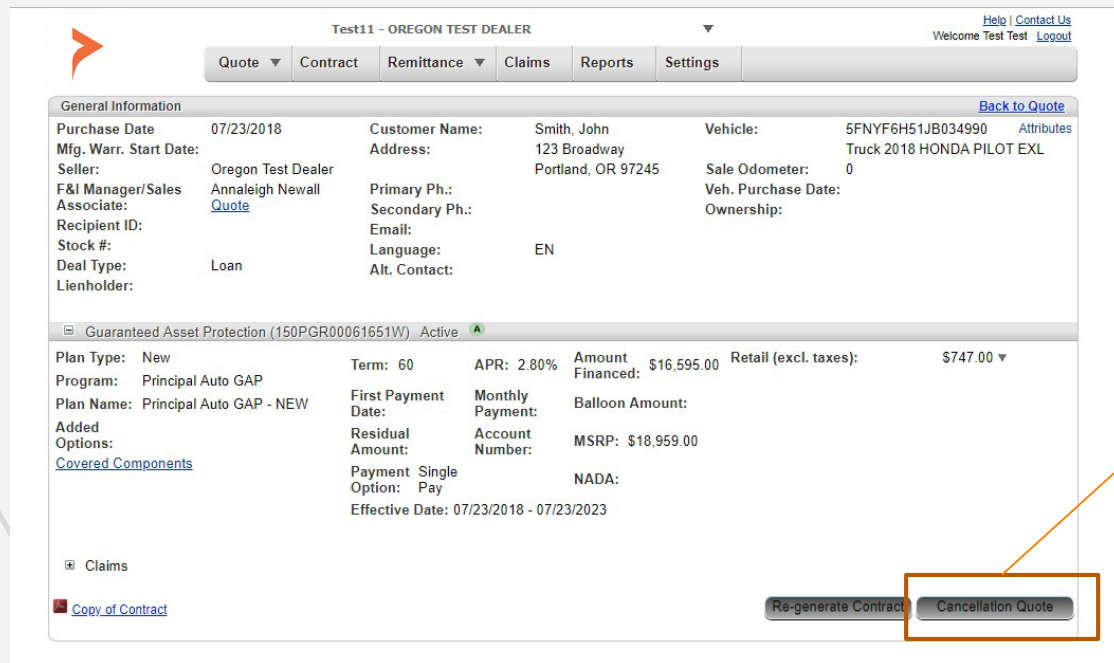
- Edit Lienholder*
- Edit Customer Information*
- View the Contract & Print
- Re-generate Contract

*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.

Cancellation Quote



The screenshot displays the 'Cancellation Quote' interface for an active contract. At the top, there is a navigation bar with tabs for Quote, Contract, Remittance, Claims, Reports, and Settings. The main content area is divided into sections: General Information, Guarantees, and Claims. The 'General Information' section includes fields for Purchase Date, Mfg. Warr. Start Date, Seller, F&I Manager/Sales Associate, Recipient ID, Stock #, Deal Type, Lienholder, Customer Name, Address, Primary/Secondary Phone, Email, Language, Alt. Contact, Vehicle, Sale Odometer, Veh. Purchase Date, and Ownership. The 'Guarantees' section shows details for a 'Guaranteed Asset Protection' plan, including Plan Type, Program, Plan Name, Term, APR, Amount Financed, Retail (excl. taxes), First Payment Date, Monthly Payment, Balloon Amount, Residual Amount, Account Number, MSRP, Payment Option, and Effective Date. The 'Claims' section is currently empty. At the bottom right, there are two buttons: 'Re-generate Contract' and 'Cancellation Quote', with the latter highlighted by an orange box and an arrow pointing to the explanatory text on the right.

General Information	
Purchase Date	07/23/2018
Mfg. Warr. Start Date	
Seller	Oregon Test Dealer
F&I Manager/Sales Associate	Annaleigh Newall
Recipient ID	
Stock #	
Deal Type	Loan
Lienholder	
Customer Name	Smith, John
Address	123 Broadway Portland, OR 97245
Primary Ph.	
Secondary Ph.	
Email	
Language	EN
Alt. Contact	
Vehicle	5FNYP6H51JB034990 Truck 2018 HONDA PILOT EXL
Sale Odometer	0
Veh. Purchase Date	
Ownership	

Guaranteed Asset Protection (150PGR00061651W) Active	
Plan Type	New
Program	Principal Auto GAP
Plan Name	Principal Auto GAP - NEW
Term	60
APR	2.80%
Amount Financed	\$16,595.00
Retail (excl. taxes)	\$747.00
First Payment Date	
Monthly Payment	
Balloon Amount	
Residual Amount	
Account Number	
MSRP	\$18,959.00
Payment Option	Single Pay
NADA	
Effective Date	07/23/2018 - 07/23/2023

Only Active contracts can be cancelled.

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

A Active: Submitted, Remitted AND Paid

Cancellation Quote

Test11 - OREGON TEST DEALER

Quote Contract Remittance Claims Reports Settings

Contract Information [Back To Contract](#)

Contract #: 150PGR00061651W
Sale Date: 07/23/2018
Customer: Smith, John
Seller: Oregon Test Dealer
Lienholder:

Cancellation Information

Cancel Date:
Cancel Odometer:
Cancel Reason:

Cancellation Rates

Orig. Retail Cost:	
Orig. Net Cost:	
Non Ref. fee (Customer):	
Non Ref. Commission (Customer):	
Cancellation Fee:	
Net Refund From Admin.:	
Refund From Seller:	
Cancellation Refund Amount:	

Discard Changes **Calculate** Save Quote Cancel Contract Cancellation Report: Print

Cancellation quotes are calculated based on the mileage of the vehicle or the time period the contract has been in force and are subject to change due to increases in mileage or time.

If the administrator has notice of a lienholder or lessor and a discharge of lien is not provided, any refund may be issued jointly to the customer and the lienholder/lessor.

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.

Cancellation Quote

Test11 - OREGON TEST DEALER [Help](#) | [Contact Us](#)
Welcome Test Test [Logout](#)

Quote ▾ Contract Remittance ▾ Claims Reports Settings

Contract Information [Back To Contract](#)

Contract #: 150PGR00061651W
Sale Date: 07/23/2018
Customer: Smith, John
Seller: Oregon Test Dealer
Lienholder:

Cancellation Information

Cancel Date:
Cancel Odometer:
Cancel Reason:

Cancellation Rates

Orig. Retail Cost:	\$747.00	Term (%):	100.000
Orig. Net Cost:	\$147.00	Mileage (%):	100.000
Non Ref. fee (Customer):	\$0.00	Calc. Method:	
Non Ref. Commission (Customer):	\$0.00	Default Rule(OR)	
Cancellation Fee:	(\$0.00)	GAP Flat cancel A - Full Refund	
Net Refund From Admin.:	\$147.00		
Refund From Seller:	\$600.00		
Cancellation Refund Amount:	\$747.00		

Cancellation Report:

Cancellation quotes are calculated based on the mileage of the vehicle or the time period the contract has been in force and are subject to change due to increases in mileage or time.

If the administrator has notice of a lienholder or lessor and a discharge of lien is not provided, any refund may be issued jointly to the customer and the lienholder/lessor.

Once the calculation has been made click 'Save Quote'.

Cancellation Quote

Test11 - OREGON TEST DEALER [Help](#) | [Contact Us](#)
Welcome Test Test [Logout](#)

Quote ▾ Contract Remittance ▾ Claims Reports Settings

CANCELLATION QUOTE Report Run Date: 04/27/2015 01:03 PM [Back To Contract](#)

Contract Information

Contract Number	AC200000237W	Sale Date	04/21/2015
Customer Last Name	Smith	Seller Name	Test Chevy of Seattle
Customer First Name	Sally	LienHolder Name	

Cancellation Information

Cancel Date	04/23/2015	Cancel Reason	Customer Request
Cancel Odometer	50,000		

Cancellation Rates

Non Refundable Fee	\$0.00	Term % Factor	100.000 %
Cancellation Fee	\$0.00	Mileage % Factor	100.000 %

TPA Information

Name	
Address	
Phone	

Disclaimer

Please Note: This quote reflects current information as of today, and is subject to change daily. No Refund will be given until a proper request has been filed for in writing. If you have questions regarding the cancellation process, please contact our office. This quote is good for 10 days only. After that time, the cancellation refund amount will be based on the then-current information.

[Discard Changes](#) [Calculate](#) [Save Quote](#) [Cancel Contract](#) Cancellation Report: [Print](#)

Cancellation quotes are calculated based on the mileage of the vehicle or the time period the contract has been in force and are subject to change due to increases in mileage or time.

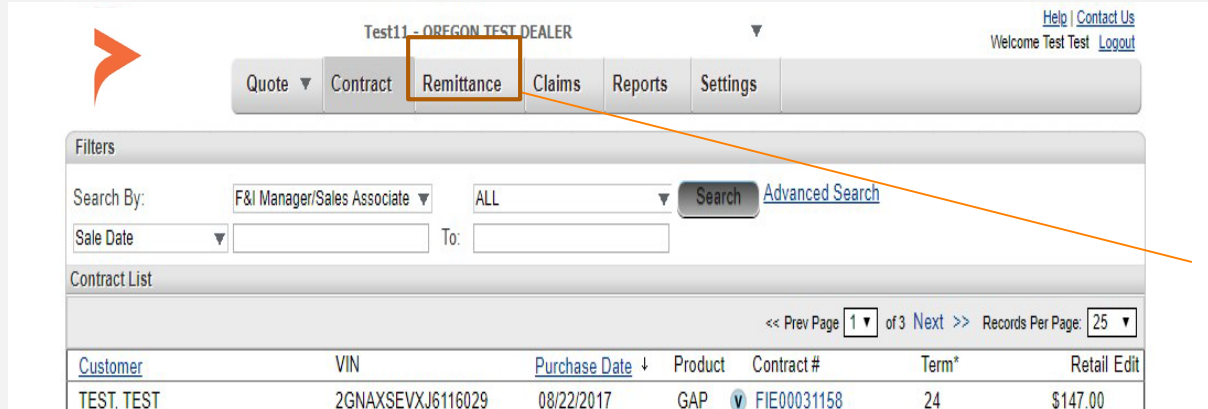
If the administrator has notice of a lienholder or lessor and a discharge of lien is not provided, any refund may be issued jointly to the customer and the lienholder/lessor.

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

Remittance



Test11 - OREGON TEST DEALER

Quote Contract **Remittance** Claims Reports Settings

Filters

Search By: F&I Manager/Sales Associate ALL Search Advanced Search

Sale Date To:


Contract List


<< Prev Page 1 of 3 Next >> Records Per Page: 25

Customer	VIN	Purchase Date ↓	Product	Contract #	Term*	Retail Edit
TEST, TEST	2GNAXSEVXJ6116029	08/22/2017	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:  Pending Billed.

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

Remittance

pureFI eStatement

UNREMITTED TRANSACTIONS REMITTANCES

Total Due: \$0.00 Total Count: 0 SAVE PREVIEW **SUBMIT**

Select transactions below to create a remittance.

1 - 1 of 1 results << 1 >>

FILTER **PRODUCT** DATE LIENHOLDER TYPE APPLY FILTER CLEAR FILTER Q Search

<input type="checkbox"/>	Type	Date	Contract #	Customer	VIN	Product	Lienholder	Claim #	Total Remit
<input checked="" type="checkbox"/>	Contract New Business - Unbilled	07/23/2018	PCCG00061652	Smith, John	JB034990	GPS			\$139.00

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

Remittance

UNREMITTED TRANSACTIONS
REMITTANCES

Total Due: \$248.00 ▼ Total Count: 2 SAVE PREVIEW SUBMIT

1 - 2 of 2 results « 1 »

FILTER GPS ▼ DATE ▼ LIENHOLDER ▼ TYPE ▼
APPLY FILTER CLEAR FILTER

Q Search ⬇

<input checked="" type="checkbox"/>	Type	Date	Contract #	Customer	VIN	Product	Lienholder	Claim #	Total Remit
<input checked="" type="checkbox"/>	Contract New Business - Unbilled	07/26/2018	PCCG00061670	Rogers, Blake	HS153807	GPS			\$109.00
<input checked="" type="checkbox"/>	Contract New Business - Unbilled	07/23/2018	PCCG00061652	Smith, John	J8034990	GPS			\$139.00

1 - 2 of 2 results « 1 »

Select contracts to be included on remittance

Remittance Print Preview Only

Remittance #: _____
Cycle Month: _____

Remittance Instruction:
Please send remittance sheet and check payable to:
Principal Warranty Corp
1500A E. College Way, PMB 541
Mount Vernon, WA 98273
Thank you!

Previewed Date: 07/26/2018
Previewed By: dealerservices
Seller: Test11
Oregon Test Dealer
1234 5th Street
Milwaukee, OR 98852

Payment Type: CHK - CHECK
Total Remit Due: \$248.00

Contract New Business - Unbilled Count: 2
Contract New Business - Unbilled Remit Amount: \$248.00

Contract New Business - Unbilled												
Cycle	Transaction	Customer	Contract #	FBI Manager	Product	Plan	Term	Deductible	VIN	Lienholder	Stock No	Remit Amount
07/23/2018	Smith, John		PCCG00061652	Annaleigh Newell	GPS	GPS \$5000.ATS New	60/999.999	\$0.00	1F9YF6H5L18034990			\$139.00
07/26/2018	Rogers, Blake		PCCG00061670	Test Test	GPS	GPS \$5000.ATS New	36/999.999	\$0.00	1TD0Y5G16H5153807			\$109.00

Remittance

UNREMITTED TRANSACTIONS
REMITTANCES

Total Due: \$248.00
Total Count: 2
SAVE
PREVIEW
SUBMIT

1 - 2 of 2 results

FILTER
GPS
DATE
LIENHOLDER
TYPE
APPLY FILTER
CLEAR FILTER

<input checked="" type="checkbox"/>	Type	Date	Contract #	Customer	VIN	Product	Lienholder	Claim #	Total Remit
<input checked="" type="checkbox"/>	Contract New Business - Unbilled	07/26/2018	PCCG00061670	Rogers, Blake	HS153807	GPS			\$109.00
<input checked="" type="checkbox"/>	Contract New Business - Unbilled	07/23/2018	PCCG00061652	Smith, John	JB034990	GPS			\$139.00

1 - 2 of 2 results

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

Remittance Search


UNREMITTED TRANSACTIONS | REMITTANCES

REMITTED NOT PAID | ALL REMITTANCES

1 - 1 of 1 results

PRODUCT SUBMISSION DATE Automatic, Manu... APPLY FILTER CLEAR FILTER

Q Search

	Cycle Month	Submission Date	Number	Remittance Amount	Amount Paid	Balance
	Jul 2018	07/26/2018	Test11-R-001	\$248.00	\$0.00	\$248.00

Click 'PDF' icon to redownload PDF version of previously submitted remittances

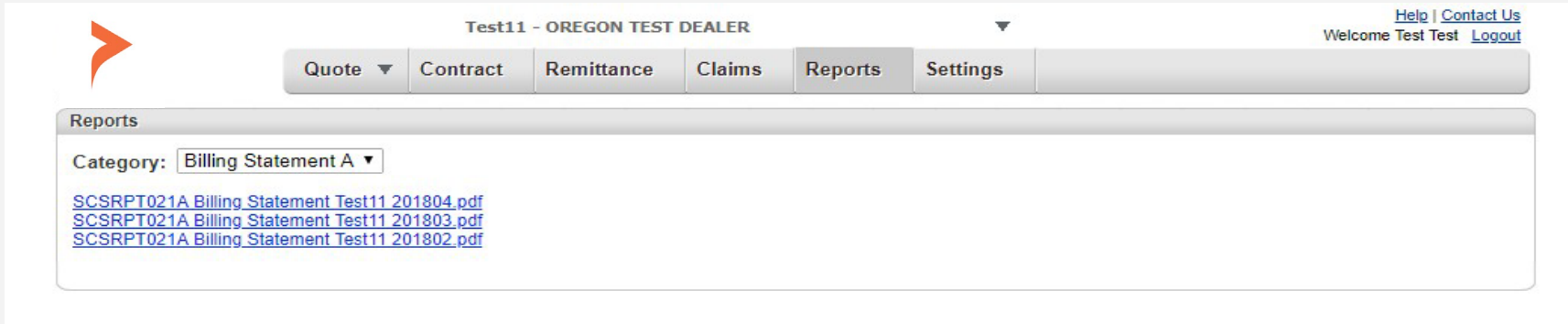
Click on the 'Remittances' tab

Search By:

- Product Type
- Submission Date

Click the hyper link to view the remittance details

Reports



The screenshot shows the user interface for the 'Reports' section of the PROSIDIUM system. At the top left is the PROSIDIUM logo. The main header area displays 'Test11 - OREGON TEST DEALER' with a dropdown arrow. To the right of the header are links for 'Help | Contact Us' and 'Welcome Test Test Logout'. Below the header is a navigation menu with buttons for 'Quote', 'Contract', 'Remittance', 'Claims', 'Reports', and 'Settings'. The 'Reports' button is highlighted. Underneath the navigation menu is a 'Reports' section with a 'Category:' label and a dropdown menu currently set to 'Billing Statement A'. Below the dropdown menu are three blue hyperlinks: 'SCSRPT021A Billing Statement Test11 201804.pdf', 'SCSRPT021A Billing Statement Test11 201803.pdf', and 'SCSRPT021A Billing Statement Test11 201802.pdf'.

Available reports are in the dropdown Category menu:

- Billing Statement



User Reference Guide

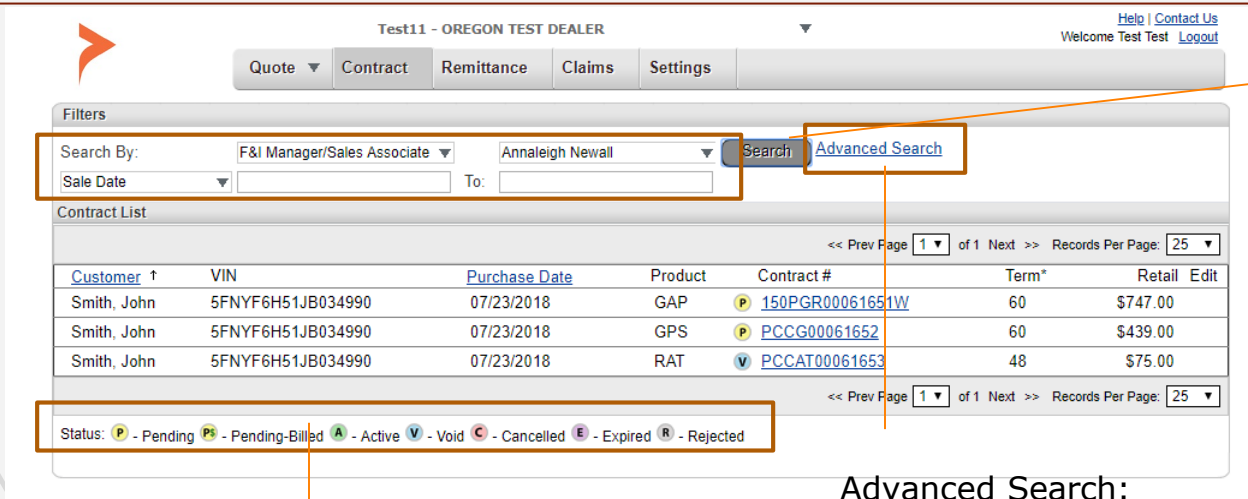
Service Manager

Phone: 360-848-7922

Email: clientsupport@pwcteam.com

www.prosidiumusa.com

Contract Search



Search By:

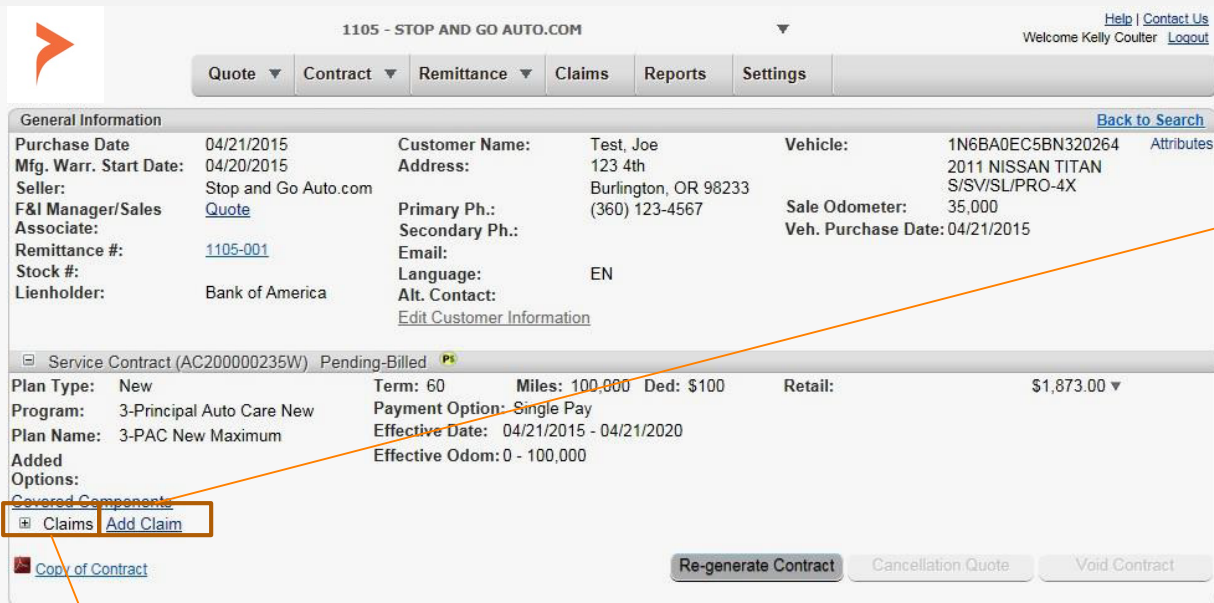
- Status Symbol
- Product
- F&I Manager
- Contract #
- VIN
- Customer Last Name
- Customer First Name
- City
- State
- Zip Code
- Sales Date

Advanced Search:
Use this to search by a
combination of fields.

Status Symbol Definition:

- P** Pending: Submitted but NOT Remitted
- P\$** Pending Billed: Submitted AND Remitted
- R** Rejected: Contract Rejected
- A** Active: Submitted, Remitted AND Paid
- V** Void: Voided Contract
- C** Cancelled: Contract Cancelled
- E** Expired: Contract Term Expired

Viewing Contract & Claims



The screenshot displays the PROSIDIUM system interface for contract 1105 - STOP AND GO AUTO.COM. The top navigation bar includes tabs for Quote, Contract, Remittance, Claims, Reports, and Settings. The main content area is divided into sections: General Information, Service Contract details, and Covered Components. The General Information section lists purchase date, manufacturer's warranty start date, seller, and customer details. The Service Contract section shows plan type, term, miles, and retail price. The Covered Components section includes a table with columns for Claims and Add Claim, which is highlighted with a red box. Below this section are buttons for Re-generate Contract, Cancellation Quote, and Void Contract.

General Information	
Purchase Date	04/21/2015
Mfg. Warr. Start Date	04/20/2015
Seller	Stop and Go Auto.com
F&I Manager/Sales Associate	Quote
Remittance #	1105-001
Stock #	
Lienholder	Bank of America
Customer Name	Test, Joe
Address	123 4th Burlington, OR 98233
Primary Ph.	(360) 123-4567
Secondary Ph.	
Email	
Language	EN
Alt. Contact	
Vehicle	1N6BA0EC5BN320264 2011 NISSAN TITAN S/SV/SL/PRO-4X
Sale Odometer	35,000
Veh. Purchase Date	04/21/2015

Service Contract (AC200000235W) Pending-Billed	
Plan Type	New
Program	3-Principal Auto Care New
Plan Name	3-PAC New Maximum
Term	60
Miles	100,000
Ded.	\$100
Retail	\$1,873.00
Payment Option	Single Pay
Effective Date	04/21/2015 - 04/21/2020
Effective Odom.	0 - 100,000

Covered Components	
Claims	Add Claim

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 prosidiumpusa.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

test03 - TEST CHEVY OF SEATTLE [Help](#) | [Contact Us](#)
Welcome Kelly Coulter [Logout](#)

Quote ▾ Contract ▾ Remittance ▾ Claims Reports Settings

[Back To Contract](#)

General Information

Contract #: AC200000237W Customer Name: Smith, Sally Vehicle: 1FMHK7B8XCGA41591 Attributes
Purchase Date: 04/21/2015 Address: 123 Anystreet 2012 FORD EXPLORER
Mfg. Warr. Start Date: Anytown, WA 98877 Sale Odometer: 24,000
Seller: Test Chevy of Seattle Primary Ph.: Veh. Purchase Date: 04/14/2015
F&I Manager/Sales: Kelly Coulter Secondary Ph.:
Associate: Email:
Stock #: Language: EN
Lienholder: Alt. Contact:

Plan Type: Used Term: 36 Miles: 36,000 Ded: \$100
Program: 2-Principal Auto Care Used Payment Option: Single Pay
Plan Name: 3-PAC Used Preferred Effective Date: 04/21/2015 - 04/21/2018
Effective Odom: 24,000 - 60,000

Claim Detail

Received Date: 04/23/2015 Loss Date: Loss Odometer: Repair Number:
Customer: Servicer:
Phone #: Contact:

Customer Complaint:

Cause:

Correction:

Additional Information:

Labor	Labor Tax	Part Tax	Deductible:
\$0.00	0.000 %	0.000 %	\$100

Repair Details:

Loss Code	Loss Description	Cov.	Part #	Part Description	Qty	Part Price	Labor Time	Tax	Total
					0	\$0.00	0	\$0.00	\$0.00

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 Date: 07/26/2018 Loss Odometer: 18,999 Repair Number: 999999

Customer Phone #: (999) 999-9999 Ext. Servicer Contact: 999-999-9999 Email: claims@principalwarrantycc

Customer Complaint:
Coolant leak

Cause:
Radiator leaking at left tank seam

Labor:	Labor Tax:	Part Tax:	Deductible:
\$159.00	0.000 %	0.000 %	\$100

Correction:
replace radiator

Additional Information:
Leaving for lunch, call me after 1pm

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
Requested (Before Deductible):									\$1,245.00

Add... **New Line** 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 radiator

Additional Information:
Leaving for lunch, call me after 1pm

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
CO006	Radiator	Y	NA	coolant	1.000	\$20.00	0.000	\$0.00	\$20.00
Requested (Before Deductible):									\$1,265.00

Add...

*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

Please note, part #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 pop-up and reference #.

Phone #: _____ Contact: _____

Customer Complaint:
coolant leak

Claim Submission Confirmation

Your claim has been submitted successfully. Please use Reference# 1000003832 for future communications.

Loss Date	Loss Odom	Deductible	Claim Information	Claim Amount (Before Deductible)
07/26/2018	18,999	\$100	Radiator/Cooling	\$1,265.00

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

View Claim Status

test03 - TEST CHEVY OF SEATTLE [Help](#) | [Contact Us](#)
Welcome Kelly Coulter [Logout](#)

Quote ▾ Contract ▾ Remittance ▾ Claims Reports Settings

General Information [Back to Search](#)

Purchase Date: 04/21/2015	Customer Name: Smith, Sally	Vehicle: 1FMHK7B8XCGA41591 Attributes
Mfg. Warr. Start Date:	Address: 123 Anystreet	2012 FORD EXPLORER
Seller: Test Chevy of Seattle	Anytown, WA 98877	Sale Odometer: 24,000
F&I Manager/Sales Associate: Kelly Coulter Quote	Primary Ph.:	Veh. Purchase Date: 04/14/2015
Stock #:	Secondary Ph.:	
Lienholder:	Email:	
	Language: EN	
	Alt. Contact:	

Service Contract (AC200000237W) Active ▲

Plan Type: Used	Term: 36	Miles: 36,000	Ded: \$100	Retail: \$2,012.00 ▾
Program: 2-Principal Auto Care Used	Payment Option: Single Pay			
Plan Name: 3-PAC Used Preferred	Effective Date: 04/21/2015 - 04/21/2018			
Added Options:	Effective Odom: 24,000 - 60,000			

[Covered Components](#)

Claims	Add Claim				
Status: Open	Claim#: 1000000069	RO#: XO009	Repair Center: Test Chevy of Seattle	Loss Date: 04/23/2015	Loss Odom: 33,000
Description:					

[Copy of Contract](#)

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: 07/26/2018 Loss Odometer: 18,999
 Repair Number: 999999 Customer Phone #: (999) 999-9999 Service Contact: 999-999-9999
 Dealership: BMW of Eugene Email: claims@principalwarrantycorp.com

Payment Summary

Parts	Labor	Sublet	Other	Subtotal	Tax	Deductible	Total
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Payment History

Open Items

Item	Primary Loss Code	Description	Covered ?*
A01	CO006	Radiator / Cooling	Yes

Detail Type	Loss Code	Loss Description	Part #/LG	Description	Covered ?*
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

Cancelled Items

Claim Documents

- Claim Invoice [Attach](#)
- Claim Estimate [Attach](#)
- Maintenance Records [Attach](#)
- Inspection Invoice [Attach](#)

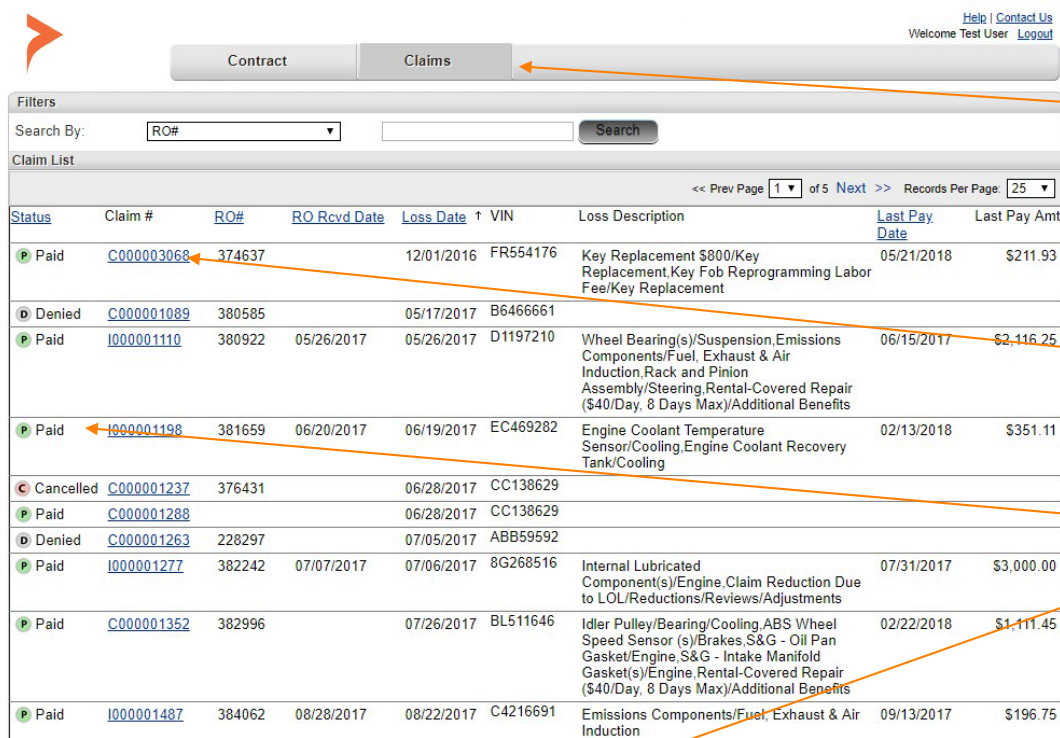
Claim information includes:

- 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



Help | Contact Us
Welcome Test User Logout

Contract Claims

Filters
Search By: RO# Search

Claim List
Records Per Page: 25

Status	Claim #	RO#	RO Rcvd Date	Loss Date	VIN	Loss Description	Last Pay Date	Last Pay Amt
Paid	C000003068	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			
Paid	I000001110	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	\$2,116.25
Paid	I000001198	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			
Paid	C000001288			06/28/2017	CC138629			
Denied	C000001263	228297		07/05/2017	ABB59592			
Paid	I000001277	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
Paid	C000001352	382996		07/26/2017	BL511646	Idle 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
Paid	I000001487	384062	08/28/2017	08/22/2017	C4216691	Emissions Components/Fuel, Exhaust & Air Induction	09/13/2017	\$196.75

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.

Status: ○ - Open ○ - Cancelled ○ - Denied ● - Paid ○ - Void

Contact Us

Contract modifications, system support, general contract questions
clientsupport@pwcteam.com

Cancellations
cancellations@pwcteam.com

Claim and coverage questions
claims@pwcteam.com

Marketing material ordering
orders@pwcteam.com