

Principal Contract Administration



User Reference Guide
Service Manager

Phone: 360-848-7922 Email: dealerservices@principalwarrantycorp.com www.principalwarrantycorp.com

Contract Search

test03 - TEST CHEVY OF SEATTLE

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Quote Contract Remittance Claims Reports Settings

Filters
To search for contracts sold outside this dealership please use Contract # or VIN #

Search By: Customer Last Name
Sale Date To: Search Advanced Search

Contract List

Void	Customer	VIN	Purchase Date ↓	Product	Contract #	Term*	Retail	Edit
<input type="checkbox"/>	Smith, Sally	1FMHK7B8XCGA41591	04/21/2015	GAP	15PGFA00000238	48	\$635.00	
<input type="checkbox"/>	Smith, Sally	1FMHK7B8XCGA41591	04/21/2015	VSC	AC200000237W	36/36	\$2,012.00	

Status: P - Pending P\$ - 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.

Click on customer contract # to begin claim.

Status Symbol Definition:

- P** Pending: Submitted but NOT Remitted
- A** Active: Submitted, Remitted AND Paid
- C** Cancelled: Contract Cancelled
- R** Rejected: Contract Rejected

- P\$** Pending Billed: Submitted AND Remitted
- V** Void: Voided Contract
- E** Expired: Contract Term Expired

Viewing Contract & Claims

1105 - STOP AND GO AUTO.COM

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General Information [Back to Search](#)

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

Service Contract (AC200000235W) Pending-Billed ^{PS}

Plan Type:	New	Term:	60	Miles:	100,000	Ded:	\$100	Retail:	\$1,873.00
Program:	3-Principal Auto Care New	Payment Option:	Single Pay						
Plan Name:	3-PAC New Maximum	Effective Date:	04/21/2015 - 04/21/2020						
Added Options:		Effective Odom:	0 - 100,000						

[Covered Components](#)

Claims [Add Claim](#)

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

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 PrincipalWarrantyCorp.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

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Quote Contract Remittance Claims Reports Settings

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 Veh. Purchase Date: 04/14/2015
 Seller: Test Chevy of Seattle Primary Ph.:
 F&I Manager/Sales Associate: Kelly Coulter Secondary Ph.:
 Stock #: Email:
 Lienholder: Language: EN 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 Phone #: Servicer Contact:

Customer Complaint:
 Cause:
 Correction:

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

Additional Information:

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
					0	\$0.00	0	\$0.00	\$0.00
					0	\$0.00	0	\$0.00	\$0.00
								Requested :	\$0.00

Add... New Line Submit

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: 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

Correction:
replace radiator

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

Summary:

Labor:	Labor Tax:	Part Tax:	Deductible:
\$159.00	0.00 %	0.00 %	\$100

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...

*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... **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

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

Cause:

Radiator leaking

Correction:

replace radiator

Deductible:

\$100

Claim Submission Confirmation

Your claim has been submitted successfully. Please use Reference# I000003832 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


OK

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

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General Information [Back to Search](#)

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

Service Contract (AC200000237W) Active A

Plan Type: Used
Program: 2-Principal Auto Care Used
Plan Name: 3-PAC Used Preferred
Added Options:
[Covered Components](#)

Term: 36 Miles: 36,000 Ded: \$100 Retail: \$2,012.00 ▾
Payment Option: Single Pay
Effective Date: 04/21/2015 - 04/21/2018
Effective Odom: 24,000 - 60,000

Claims [Add Claim](#)

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

[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@principalwarrantycorp.com or fax to (360) 686-7763.

Claim Tracking



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Contract **Claims**

Filters

Search By:

Claim List

<< Prev Page 1 of 5 Next >> Records Per Page: 25

Status	Claim #	RO#	RO Rcvd Date	Loss Date	VIN	Loss Description	Last Pay Date	Last Pay Amt
P Paid	C000003068	374637		12/01/2016	FR554176	Key Replacement \$800/Key Replacement, Key Fob Reprogramming Labor Fee/Key Replacement	05/21/2018	\$211.93
D Denied	C000001089	380585		05/17/2017	B6466661			
P Paid	1000001110	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
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
C Cancelled	C000001237	376431		06/28/2017	CC138629			
P Paid	C000001288			06/28/2017	CC138629			
D Denied	C000001263	228297		07/05/2017	ABB59592			
P Paid	1000001277	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	C000001352	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: **O** - 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@principalwarrantycorp.com

Cancellations

cancellations@principalwarrantycorp.com

Claim and coverage questions

claims@principalwarrantycorp.com

Marketing material ordering

orders@principalwarrantycorp.com

All other inquiries

dealerservices@principalwarrantycorp.com

