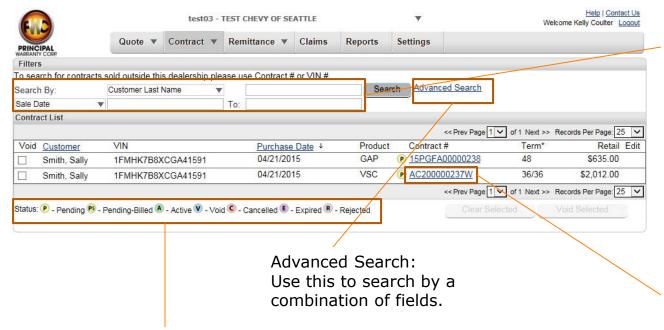
Principal Contract Administration



User Reference Guide **Service Manager**

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

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

Rejected: Contract Rejected

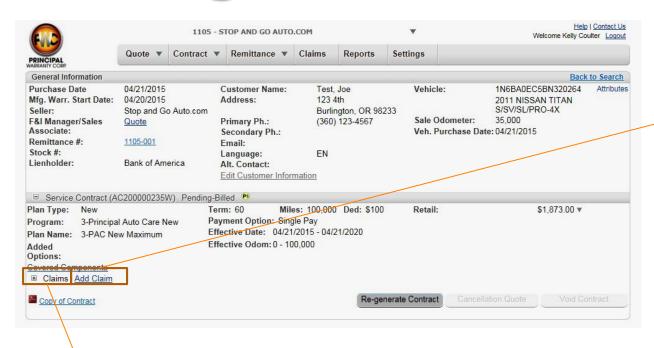
Pending Billed: Submitted AND Remitted

V Void: Voided Contract

Expired: Contract Term Expired



Viewing Contract & Claims



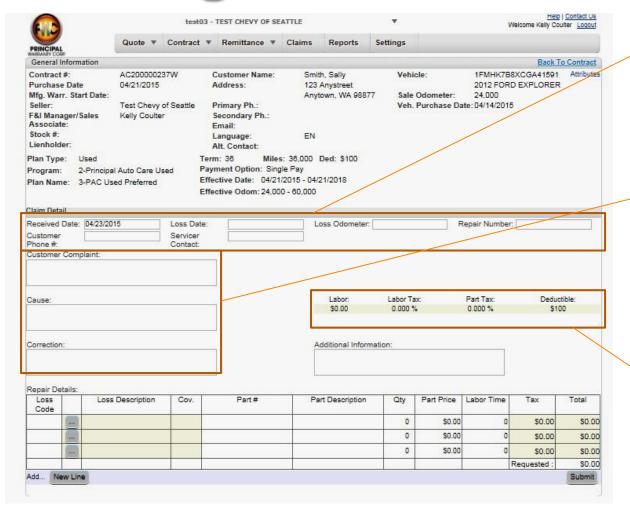
From the customer contract screen, to start a claim for preauthorization, select 'Add Claim' which will take you to the Claim Information screen.

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



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:			Repair Number:	999999	
Customer Phone #:	(999) 999-9999 Ext.	Servicer Contact:	999-999-9999	Email:	claims@princ	palwarrantyco			
Customer Com	plaint:								
Coolant leak									
Cause:				Labor:	Labor	Tax:	Part Tax:	Dedu	uctible:
Radiator leaking	at left tank seam			\$159.00	0.00	0 %	0.000 %	\$	100
Correction:				Additional Inforr	nation:				
replace radiator				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	Υ			0.000	\$0.00	1.000	\$0.00	\$159.00
CO006	Radiator	Υ	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	е 🗸								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

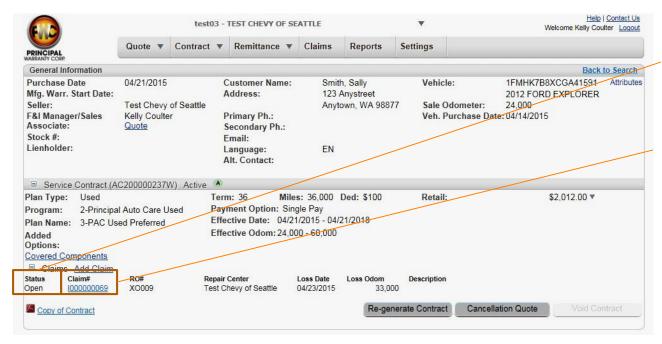
Correction	1:				Additional Inforn	nation:				
replace rad	diator				Leaving for lunch	ı, call me after	1pm			
			//							
Repair Det	etails:									
Loss Code	Loss Description	Cov.?*	Part #	#	Part Description	Oty	Part Price	Labor Time	Tax	Total
00006	Radiator	Y		4		0.000	\$0.00	1.000	\$0.00	\$159.00
00006	Radiator	Y	1231321321	Ra	adiator	1.000	\$450.00	4.000	\$0.00	\$1,086.00
00006	Radiator	Y	NA	co	olant	1.000	\$20.00	0.000	\$0.00	\$20.00
							Requ	uested (Before	e Deductible):	\$1,265.00
dd Ne	ew Line									Submit
	determine whether an affirm our acknowledgment of ho	ow these field	ds are used wit	thin this clair	m submission tool	and you will				
	tor harmless from any discl	losure or relia	nce you make u	ipon the 'Y' o	r 'Yes' in the covera	ge field				
ıdministrat		losure or relia	nce you make u	ipon the 'Y' o	r 'Yes' in the covera	ge field				
dministrat	tor harmless from any discl		nce you make u	ipon the Y o	r 'Yes' in the covera	ge field				
dministrat	tor harmless from any discl		nce you make u	upon the Y'o	r 'Yes' in the covera	ge field				
administrat one #: stomer Co	tor harmless from any discl	Contact:	nce you make u	ipon the Y o	r 'Yes' in the covera	ge field			×	
dministratione #: stomer Co plant leak	omplaint: Claim Submission Co	Contact:			r 'Yes' in the coverage of the	-	future comm	nunications.		ictible:
dministratione #: stomer Coplant leak	omplaint: Claim Submission Co	Contact:		fully. Please		00003832 for	future comm			
dministral one #: stomer Co olant leak	omplaint: Claim Submission Co	Contact: confirmation has been sub	mitted successf	fully. Please	use Reference# 100	00003832 for		e Deductible)		
one #: stomer Co olant leak use: diator leaki	omplaint: Claim Submission Co Your claim I Loss Date L 07/26/2018	Contact: onfirmation has been sub oss Odom	mitted successf	fully. Please	use Reference# 100	00003832 for		e Deductible) \$1	\$1	
dministratione #: stomer Co plant leak use: diator leaki	omplaint: Claim Submission Co Your claim I Loss Date L 07/26/2018	Contact: onfirmation has been sub oss Odom	mitted successf	fully. Please	use Reference# 100	00003832 for		e Deductible) \$1	,265.00	
one #: stomer Co olant leak use: diator leaki	omplaint: Claim Submission Composition Your claim I Loss Date L 07/26/2018	Contact: onfirmation has been sub oss Odom	mitted successf	fully. Please	use Reference# 100	00003832 for		e Deductible) \$1	,265.00	
	omplaint: Claim Submission Composition Your claim I Loss Date L 07/26/2018	Contact: onfirmation has been sub oss Odom	mitted successf	fully. Please	use Reference# 100	00003832 for	nount (Before	e Deductible) \$1	,265.00	

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 #.



View Claim Status

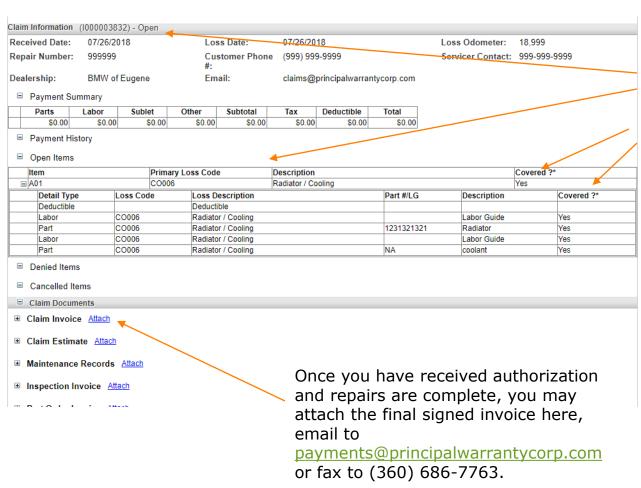


Once a claim has been submitted you can view the status by Claim#.

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



Claim Detail



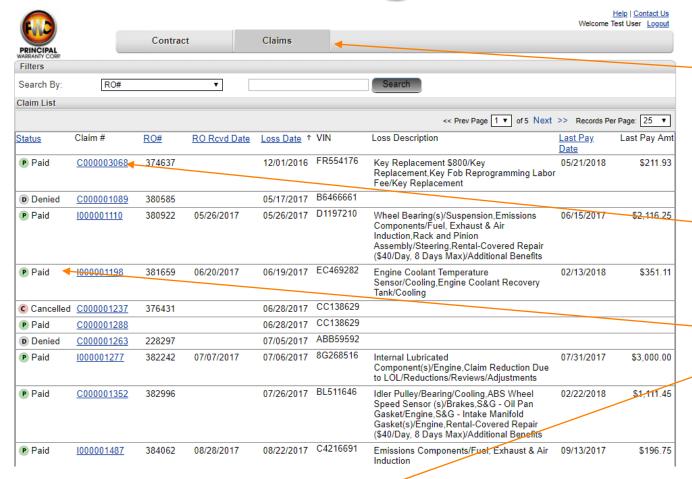
Claim information includes:

- 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.



Claim Tracking



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



Contact Us

Contract changes, rejects, general contract questions

admin@principalwarrantycorp.com

Cancellations

<u>cancellations@principalwarrantycorp.com</u>

Claim and coverage questions

claims@principalwarrantycorp.com

Marketing material ordering

orders@principalwarrantycorp.com

All other inquiries

dealerservices@principalwarrantycorp.com

