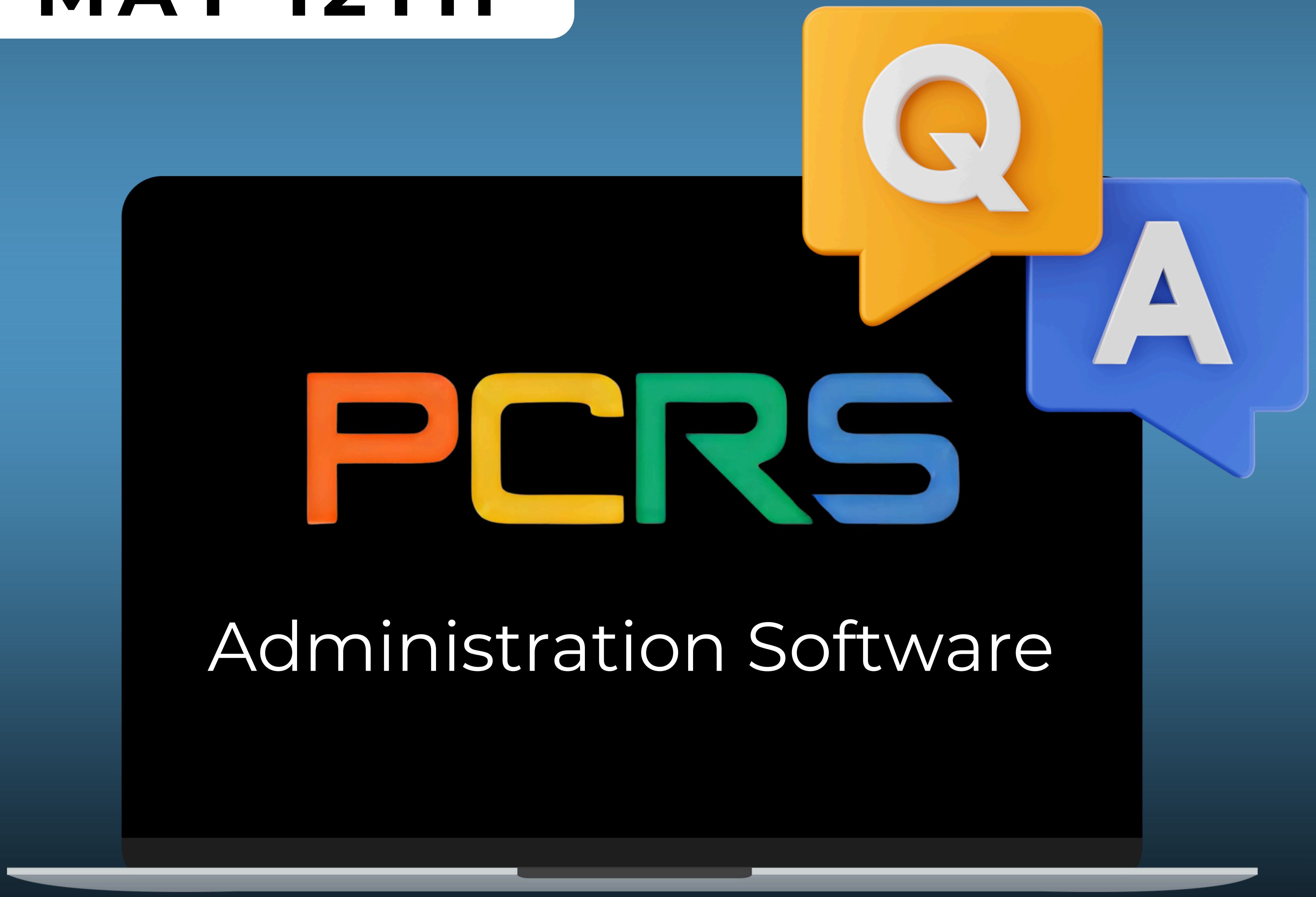
WELCOME!

PCRS Q&A SESSION

LAUNCH - MAY 12TH



CLASSIC

INTRODUCTION TO PCRS

We are excited to announce our transition to PCRS software. This move will enhance our efficiency and deliver superior service to our customers, agents and dealers. **We plan to officially switch to PCRS on Monday, May 12th**, and we are committed to making this transition as smooth as possible for everyone involved.

What is PCRS?

PCRS, developed by PCMI, is a comprehensive software platform designed to streamline and automate the entire administration lifecycle of F&I products.

It offers robust validations, a dynamic rules engine, and streamlined workflows to optimize processes such as contracting, claims adjudication, and reporting. PCRS provides end-to-end contract lifecycle management, seamless integration with major Dealer Management Systems (DMS) and menu’s, all within a single platform.

PCRS Administration Software

WHY THE SWITCH FROM SCS TO PCRS?

Our decision to transition from SCS to PCRS was driven by several key factors:

- ***Enhanced Functionality:*** PCRS offers advanced features that streamline operations, reduce manual interventions, and improve accuracy in our processes.
- ***Integration Capabilities:*** The system's ability to integrate with over 140 DMS, Menu and API connections which allows for efficient data flow and eliminates the need for additional platforms.
- ***Scalability and Future-Proofing:*** PCRS is designed to adapt to evolving business needs, ensuring that we remain responsive in our dynamic market.
- ***Improved User Experience:*** The PCRS platform enhances user experience, making it easier for users to navigate and perform tasks more efficiently.

By switching to PCRS, we’re looking to enhance our efficiency and provide a better service for customers, agents and dealers.

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FREQUENTLY ASKED QUESTIONS

Q. What's the goal of this PCMI transition?
A. The PCMI platform is designed to improve usability, enhance support, and deliver better business processing, claims, and commission management tools.

Q. How will dealers access the system?
A. Dealers will use the familiar "hot button" on our website, which will redirect to the new portal. Remember to update any saved favorites with the new web address once the transition is complete.

FREQUENTLY ASKED QUESTIONS

Q. How will dealers log into the system?
A. Dealers will use the email address they are currently using for the existing system and a temporary password of: ***welcome1.*** *They will be prompted to change their password to complete the set-up of their log in credentials.*

Q. Does PCMI utilize 2 factor authentication?
A. Yes, 2FA is utilized with PCMI. The verification code will be sent to the user at the email address they are using to log in.

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FREQUENTLY ASKED QUESTIONS

Q. How will an agents/dealers log in if multiple administrators they do business with use PCMI?
A. Once logged into one instance of PCMI, there will be a drop down to switch between providers. This will prompt the user to log in to each providers instance of PCMI.

Q. What steps do agents/dealers have to take to ensure eRating and eContracting is set up with their DMS/Menu provider?
A. To ensure your transition is smooth, we have worked with PCMI and menu/DMS providers to take the necessary steps for a successful launch on the back end integration. Dealers must contact their DMS/menuy provider prior to launch to test their conection and ensure all Classic products they offer are available through PCRS.

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FREQUENTLY ASKED QUESTIONS

Q. Will the dealer's seller ID# change?
A. The dealers seller ID# will not change with the exception of dealers that offer both Auto and Powersports/Marine/RV program. PCRS identifies dealers as either Auto or Powersprots/Marine/RV. These dealers will not have 2 seller numbers. Their original seller number and a new seller number with "-1".

Q. What if a dealer experiences integration issues?
A. Dealers should contact their DMS/Menu provider to ensure Classic programs are available in their product offering via a connection with PCMI.

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FREQUENTLY ASKED QUESTIONS

Q. How can a dealer keep selling if an issue with integration does arise?
A. Users that have access to generate contracts in PCMI will be able to eRate and eContract directly in the PCRS portal.

Q. Can dealers process cancellations electronically?
A. Yes! Dealers who’ve signed up for electronic cancellations can process them directly through the portal. Those not yet set up can contact us for assistance. Paper cancellations will still be accepted at our office.

Q A

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FREQUENTLY ASKED QUESTIONS

Q. Will there be changes to remitting business?
A. Dealers will use the remittance section of the portal (referred to as "process registers" in the new system). Payment options like ACH Sweep and Check by Scan will remain available.

Q. Do dealers need to do anything to continue using ACH sweep remittance method?
A. No. All banking information for existing ACH sweep remittance will be transferred to PCMI. Dealers can now add up to five bank accounts through the process register.

FREQUENTLY ASKED QUESTIONS

Q. How will customers start GAP claims?
A. Customers will continue to use the "hot button" on our website to initiate claims seamlessly through the new portal.

Q. How will existing GAP claims be handled?
A. All claims will be transitioned to PCRS. Customers will find the PCRS claims portal much more user friendly and easy to use. Customers will be required to set up a user account when they first log into the PCRS claims portal. Customer should follow the prompts to set up their account. Customer will user their log in information to update and review their GAP claim whether it is a new claim or an existing claim.

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FREQUENTLY ASKED QUESTIONS

Q. How will claims for other products be handled?
A. The current processes in place for all other types of claims will remain the same. There is not an online claims system for any other type of products at this time.

Q. What about agents? How will they log in?
A. Like dealers, agents will use the "hot button" on our website to access the portal. Agent Connect will also be integrated into the same login, eliminating the need for multiple credentials.

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FREQUENTLY ASKED QUESTIONS

Q. How will commissions be paid?
A. Commissions will continue to be paid as they are now. If the agent is set up with ACH deposit that information will be transferred to PCRS.

Q. How will agents follow their production like they did in Agent Connect?
A. PCRS has a dashboard feature that provides quick access to sales metrics. This information can be filtered based on the desired criteria.

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FREQUENTLY ASKED QUESTIONS

Q. How will agents access their commission statements?
A. A commission statement report will be available in PCRS for agents to generate themselves. This will allow agents to pull reports for previous cycles as well.

Q. Will there be training provided for agents?
A. Yes, we have a dedicated web page which provides details about the transition, a schedule for upcoming webinars and training guides.

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FREQUENTLY ASKED QUESTIONS

Q. Will there be training for dealers?
A. Yes, dealers are welcome to attend the various webinars. It is the agents' responsibility to ensure all their dealers are ready on the day or transition.

Q. Who should we contact for support?
A. For any questions or support, call our main office at 800-930-4633 and ask for Business Processing or Sales.

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STILL HAVE QUESTIONS?

Additional Q&A sessions will be available and sent through Constant Contact. We will also have several PCRS walk through trainings to get everyone familiar with using the portal. These will also be communicated through Constant Contact.

We will also have a dedicated website available to view the training schedule as well as review already recorded webinars on Q&A and walk through.

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STILL HAVE QUESTIONS?

www.classictrak.com/pcmi-agents/

www.classictrak.com/pcmi-dealer/

Email:
Sales@classictrak.com
Businessprocessing@classictrak.com

Phone:
800-930-4633

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NEXT STEPS

We talked about adding that we will send notice of additional trainings via contact contact and post them on a dedicated website which we will also send via Constant Contact.

On transition day and the weeks that follow, we will be fully staffed and ready to assist agents, dealers and customers to minimize disruptions to the sales process.

April PCRS Training Webinar schedule

PCRS Q&A:
- April 9th (Wednesday) - 9 am
- April 11th (Friday) - 3 pm
- April 17th (Thursday) - 9 am

PCRS Quick Rater, Contracting:
- April 10th (Thursday) - 10 am
- April 23rd (Wednesday) - 12 pm

PCRS Remittance:
- April 18th (Friday) - 3 pm
- April 25th (Friday) - 4 pm

PCRS Dashboard & Reporting:
- April 22nd (Tuesday) - 10 am
- April 28th (Monday) - 9 am

Note: All times listed are in Eastern Standard Time

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THANK YOU!