

PCRS+ User Guide

Contract Cancel, Remittance and Reporting

PCRS+ PORTAL ACCESS

This guide highlights basic navigation strategies and tips for effectively using the PCRS+ software and follows the standard workflows and settings. Since the PCRS+ system is configured to meet your specific needs, you may notice some differences between it and the screen captures used in this guide.



PCRS HOMEPAGE:

The PCRS+ homepage provides quick and easy access to key features and tools.



A - NAVIGATION MENU:

The top Navigation area features cascading menu options.

To view the options available under each section, hover your mouse over the option to display the sub-

menu.

HOME: Takes you to the homepage.

CONTRACTING: Provides access to various Contract options and the Process Register.

REPORTS: Provides access to various reports by category and a sub menu for each item. (Report options vary by user)



B – RIGHT HEADER NAVIGATION

	_						
SELECT A DEALER: This may be auto populated				Agent	▼ Dealer		
or you or you may have to 'click' the drop-down				rigent	D O UI OI		
	Stat	us	Number	Name		City	State
arrow and select your desired dealer.	Ac	tive	- abc	abic		abc	Q

C – QUICK NAVIGATION BUTTONS

ADD CONTRACT: Select 'Add Contract' to begin the contract rating process. (If you have multiple rooftops in your system, be sure to select a Dealer)



PROCESS REGISTER: Select 'Process Register' to remit Contracts.

QUICK RATER: Select 'Quick Rater' to begin the contract rating process. (If you have multiple rooftops in your system, be sure to select a Dealer)

SALES DASHBOARD: Select 'Dashboard' to launch the sales dashboard.

SEARCH CONTRACTS

The Contracts view provides an overview of completed Contracts and can be filtered based on the Products selected, and the many other search and filtering options you select.

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PROCESS REGISTER

QUICK RATER

DASHBOARD

Contract Number

G0000005

GC01705450

abo

To view a displayed Contract, 'Click' on the contract number.
 The icon indicates that the selected Contract will open in the current browser window.

To open in a separate browser window, hold CTRL + 🖬

2. Once clicked, the Contract details will display.

	C01000044	TYPE: GAP DEALER: I	DemoDealer - Demo Dealer					-
COVERAGE & RATES								
General					1	Vehic	le Information	
Contract Number * GC01088044	Reference Signature GAP 125%	Deal #	Stock #	Balance \$0.00		VIN* MAJ3	S2GE4LC327111	Vehicle Age Type ' New
Sale Date 08/06/2020	In-Service Date 01/01/2020	Effective Date 08/06/2020	Expiration Date 08/06/2025	Billed Date 08/01/2020		Year* 2020	Make * FORD	Model * ECOSPORT SE
Sale Odometer 25,000		Effective Odometer 25,000	Expiration Odometer 999,999	Reason Select		Nitroger	Installed Color	Vehicle Sale Date
Buyer Information	1				_			
CUSTOMER CO-BU	YER							
	Last Name *	Primary Phone (813) 855-8300	Ext.	Secondary Phone	Ð	d.	Email	
First Name* TEST	TEST							
First Name * TEST Address 1 * 425 Manor	Address 2	Country United States	Zip Code* 33626	City* Tampa	si F	iate * L	Language English - United States	
First Name * TEST Address 1 * 425 Manor	Address 2	Country United States	Zip Code * 33626	^{City} * Tampa	S F	Late *	Language English - United States cial Information	

3. The Contract Header displays information and options available for the selected Contract.



- A. Return/Back: Returns you to the Search Contract screen.
- B. Contract Number: The number of the Contract being viewed.
- **C. Contract Status:** The current status of the contract being viewed.
- **D.** Contract Information: Displays Currency, F&I Manager (if applied), Coverage Type, and Dealer Number and Name.
- **4.** Main Contract View: The Main Contract View screen provides the ability to view and edit the selected Contract in a segmented view.

Segments Included

General: Provides the main details of the Contract being viewed.

Vehicle Information: Provides the Vehicle information decoded from the related VIN.

Buyer Information: Displays the Buyer and Co-Buyer

information. Toggle between Buyer and Co-Buyer by selecting the CUSTOMER or CO-BUYER link view. The current view will be displayed in <u>BLUE</u> text.

Coverage Information: Provides various details of the specific Contracted Coverage including high-level pricing.

Financial Information: Displays all Financial Information entered (and not entered) during the Contract creation process.

Select the pencil to open and edit the section.

Based on granted security access, some of the options (like edit) described may not be available to all

5. Coverage & Rates View: The Coverage & Rates View screen provides additional information about the selected Contract that is not shown by Main View.

- E. Print: Provides the option to Print the current Contract.
- F. Action: Allows various options and status changes to be performed on an existing Contract. (See Voiding & Canceling section for details)
- G. Main/Coverage & Rates: Select to view the Main Contract or Coverage & Rate details of the Contract (coverage & rates may not be available to all users).

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Les dura 06/06/2020	in Genus Rate B1/B1/2928	25000 (bes 06/06/2020	Denecos Sale 08/06/2025	Bdw/Dev 06/01/2029		849° 2025	Max" FORD	BOOSPORT.
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Royer Schemed								1
sectored in								
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Address 1* 425 Martor	Addison 7	County United Stat	an 20 3042-	Du* Tampa	n.	Explai	-un	
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MAIN COVERAGE & RATES

Select the Coverage & Rates link on the Contract view screen. The current view will be displayed in **<u>BLUE</u>** text.

The screen will refresh, and these additional sections will be displayed:

Options/Surcharges: All **Options and Surcharges** that are part of the coverage display including the associated cost. Those **Options and Surcharges** added/sold as part of the Coverage show the indicator in the **Use** field.

Options/Surcharges							
Use	Name	Cost					
	OR Late Fee (\$50)	\$0.00					

VOIDING & CANCELING - ACTION BUTTON

The Action button provides the ability to Void and Edit pending contracts and Cancel active contracts.

- 1. Once you have accessed a contract you wish to void or cancel, locate the **Action** button in the top right corner of the contract.
- 2. 'Click' Cancel
- **3.** A pop-up window will appear. Fill out the required information:
- Cancel Effective Date
- Cancel Odom
- Cancel Reason (choose from the drop-down menu)
- Cancel Method



*If the contract is in pending status, you will only have the option to edit or void the contract.

Demo Signature GAP Dealer

08/02/2022

72

O Void

ncel Contract			
ecord As Of: Today - (N	ew) Recalculate Save Quote Cancel Contract	Email Admin Print	Upload File Close
Contract Informati	on	Calculation Details	
Contract Number Sale Date: :ffect/Exp Dates: Sale Odom: :ffect/Exp Odom:	VSC00007 02/05/2025 02/05/2025 - 02/05/2033 12 12 - 60,012	Factor Retail Cost Retail Refund Base Cancellation Fee	Original Adjusted 100.000% 100.000% \$2,607.00] \$2,607.00] \$2,607.00] \$2,607.00] \$2,607.00] \$2,607.00]
Coverage:	LS Sterling Vehicle Service Agreement - Exclusiona (Term 96/60,000)	Paid Claims Deduction	
Customer:	TESTFIRST TESTLAST	Retail Refund Total	\$2,607.00 \$2,607.00 \$2,607.00 \$2,607.00
Agent:	Agent Demo 106 State Street East Oldsmar, FL 34677 (999) 999-9999	Cancellation Help	
Lender:	Cash 4545 E. 96th Street Indianapolis, IN 46240 (317) 807-6137	Tour concentration and to: 00,000	
Cancellation Inform	nation		
ancel Report Date	• 02/19/2025		
Cancel Reason	Change mind Change mind		
Cancel Method	Flat Cancel Cancellation Reason: Change mind, 1-30 days, Default Method: Flat Cancel, Selected Method: Flat Cancel, Customer Fee 0.00% of Retail if oreater. Seller Fee 0.00% if oreater		
	Based on:Sale Date Based on:Sale Odometer		

JOHNNY M TEST

to be cancel

on for Cancellation

Dealer/Administrator Use Only

Cancellation Work Section

tomer Retail Charge

Dealer Cost

Refund Facto

Gross Refund

1C4AJWAG4CL166245

07/15/2022

- **4.** Once the required information is inputted you will have several options available to proceed:
 - Recalculate 'Click' this button if any changes need to be made to the cancellation information.
 - Save Quote Save the quote if you do not wish to cancel at this time.
 - Cancel Contract This button will cancel the active contract.
 - **Print** "Print" saves the cancellation quote as a PDF. Click print to open the .pdf for printing.
 - **Upload File** Upload supporting documents for cancellation.
 - **Close** Close the pop-up window.

5. 'Click' **Cancel Contract**. Confirm cancellation on the pop-up window.

A cancellation worksheet is available after a successful cancellations has been completed. Click on the "Print" button to generate the worksheet.

To reprint the cancellation worksheet, search for the contract in the contract search screen. The contract details will now display a **Cancellation**

Cancellation Details						0
Cancellation Effective Date 08/02/2022	Cancel Report Date 08/02/2022	Cancellation Odometer 150,000	Cancel Bill Date 08/02/2022	Payee Type Dealer	Pay Method Check	
Cancellation Reason Customer Request		Cancel Method Flat Cancel				

AMT GAP Classic Sig Non Fran Auto 150%

Customer Request

\$795.00

\$795.00

327.00 100.000 %

Details section. Click the information button **U** to reprint the cancellation worksheet .pdf.

PROCESS REGISTER

PCRS+ provides access to the Process Register. The payment method available is check or ACH and this is set up during the dealer set up process.

1. Select Process Register from the Homepage quick buttons or 'Click' Contracting -> Sales Register -> Process Register.



2. The **Process Register** screen will display. Select a Dealer from the main Process Register screen (*this may be auto populated for you or it may not be visible based on setup*) and apply your filters to display Contracts available for remittance.

Select All Deselect All	Select Funded	Void	Contract #	Deal #	Stock #	Sale Date 11	First Name	Last Name 12	VIN	Term	Coverage	Tra
USD(\$) -	(All) 👻			EEC	<u>88</u> :	н.		<u>10</u> :	a <u>33</u>	55 c	B :	
		۲	THP00047			03/05/2025	JOE	SMITH	12345678910111213	33/999,999	LS - Total Loss Protection - \$5000 (NEW)	
		۲	LB000021			03/05/2025	TEST	TEST	19XFL2H88SE021020	120/999,999	OR CAS Lifetime Battery Replacement (Auto)	
		۲	M TW000050			03/05/2025	TEST	TEST	19XFL2H88SE021020	12/999,999	ClassicTrak Tire & Wheel (Standard)	
		۲	KR000034			03/05/2025	TEST	TEST	19XFL2H88SE021020	12/999,999	ClassicTrak Key Remote Replacement - Class 1 (FRN)	
		۲	VSC00037			03/05/2025	TEST	TEST	19XFL2H88SE021020	36/45,000	LS Sterling Vehicle Service Agreement - Exclusiona	

- A. Select a **Dealer** form the Payer list
- B. Select filters for your search, then 'Click' APPLY FILTERS.
- **C.** Select the **Contracts** you wish to remit using the checkboxes.
- D. Review selected Contract count and totals to pay for accuracy.
- E. Select Pay to proceed to the Payment screen.
- 3. The Payment screen of the Process Register will display each Recipient, Transactions, and Actions and Status of Payment for your review.
 - A. Review all Transactions for accuracy.
 - **B.** Review **Action** and **Status of Payment** section for correct payment type. Use the **CHANGE** button to choose the payment type (ACH or Check).



CONTRACTS CLAIMS OTHER TOTAL 3|\$443.00 0|\$0.00 0|\$0.00 3|\$443.00

- **C.** Change the banking information on the ACH payment option for up to five different bank accounts. Select the desired account.
- D. 'Click' the PAY ALL button to remit displayed transactions. PCRS+ will generate the extract report (RPT200) of remitted contracts.

ACH	Ŧ	Set as Default Payment Metho
Reference Number		
Memo		
Routing Number *	Bank Account Numbe	r* Bank Name *
Bank City *	st	ate *
Name on Account *		
Save the ACH details for fut	ure use	
Payment Date 03/31/2025	Amount \$33.00	

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REPORTS

- 1. Report 160 will provide a list of process registers created for the selected criteria.
- 2. 'Click' to expand the REPORTS quick link and scroll to the Billing and & Statements section.

f	CONTRACTING	ENTITIES	REPORTS		
			Billing & Payments	>	RPT160-List of Registers

3. If you have access to multiple dealer groups, select the appropriate group and select your servicing agency name from the list. Select "All" for provider and select to and from months/dates to review the lists of registers processed for the selected period.

RPT160 - List of Registers

Dealer Group	ALL	~	Agent	ALL 🗸	View Report
Provider	ALL		Month From:	<select a="" value=""> ✓</select>	Export CSV
Month To:	v				

4. To view the details of a process register, click on the Register #. This will open a .pdf copy of the process register for viewing/printing.

2023-Oct-30 02:06 PM

RPT160 - List of Registers

Reporting Period:	9/1/2023 - 10/31/2023
Dealer Group:	ALL
Provider:	ALL
User:	Louis Liapis

Dealer#	Dealer Name	Register #	Created By	Contract Count
AWTXT123	Auto World	R20230922-13379749	Mark Nagelvoort	2
D2345	Bitterroot Motors	R20230925-13382416	Mark Nagelvoort	1
D2345	Bitterroot Motors	R20230925-13382441	Mark Nagelvoort	1
D2345	Bitterroot Motors	R20230926-13383737	Mark Nagelvoort	1
D2345	Bitterroot Motors	R20230926-13383738	Mark Nagelvoort	3
D2345	Bitterroot Motors	R20230927-13385452	Mark Nagelvoort	1
D2345	Bitterroot Motors	R20230927-13385453	Mark Nagelvoort	0

- 5. **Report 161** will provide a list of any process registers that have a positive or negative balance after a process register has had payment applied to it.
- 6. Click' to expand the **REPORTS** quick link and scroll to the **Out of Balance Registers** section.
- 7. Select the search criteria based on the desired view.

				RPT161 - Out of Balar	ice Registers
Country	United States 🗸	State	ALL		View Report
Dealer Group	ALL	✓ Dealer	ALL		Export CSV
14 4 1	of 1 🕨 🕅 💠	Find Next	↓ • ③		

8. The report will detail the total of the process register and the amount that was remitted and applied to that process register. If there was a shortage or overage, this report will give a quick view of those process register that are out of balance.

	RPT161 - Out of Balance Registers										
						User: Agent Dealer Group Dealer:	Louis L ALL ALL ALL	iapis			
ealer Number	Dealer Name	Рауее	Register Number	Check Date	Process Date	Check Amount	Remitted Amount	Check Memo			
2345	Bitterroot Motors	Force	R20180525-10462904			\$8,700.40	(\$8,665.40)				
			R20180605-10469781			\$1,258.60	(\$1,323.60)				
			R20180606-10470824			\$1,558.00	(\$1,259.00)				
			R20180711-10510059			\$1,891.10	(\$1,592.10)				
			R20180711-10510105			\$2,503.10	(\$2,226.10)				
			R20180803-10529856			\$1,930.10	(\$1,631.10)				
			R20180813-10534311			\$1,139.00	(\$840.00)				
			R20181105-10587124			\$15,984.10	(\$16,014.10)				
			R20190305-10656281	03/05/2019		\$1,609.00	(\$1,310.00)				
			R20190410-10682347	04/10/2019		\$1,616.20	(\$1,317.20)				
			R20190716-10761194	07/16/2019		\$1,945.10	(\$1,620.10)				
			R20190807-10780373	08/07/2019		\$2,973.00	(\$2,983.00)	VSC1009010 was short paid 10			
			R20190904-10802327	09/04/2019		\$1,170.00	(\$1,175.00)	Dealer Underpaid on check #22568			
			R20191011-10833357	10/11/2019		\$980.00	(\$945.00)				
			R20191017-10837788	10/17/2019		\$496.00	(\$483.00)				
			R20200121-10908992	01/21/2020		\$1,305.00	(\$1,339.00)				
			R20200310-10952062	03/10/2020		\$458.85	(\$435.00)	Received CK 556896, Dealer has			

9. Report 1003 will provide details for each cancellation payment sent for cancellations processed during the specified period of time.

- **10.** Click' to expand the **REPORTS** quick link and scroll to the **Cancellation Statement** section.
- **11.** Select the search criteria based on the desired view.

				RPT1003-Cancellation Statemen					
Country	United States		State	ALL 🗸	View Report				
Product Type	ALL		Insurance Company	ALL	Export CSV				
Dealer	ALL	•	Cancel Process Month	<select a="" value=""> 🗸</select>					
Batch Number									
			-						

12. The report will detail a listing and details of each cancellation processed with administrator, dealer and customer refund amounts. This report will match the check that has been mailed for the report period.

RPT1003 - Cancellation Statement 2025-Mar-09 11.47 AM																	
DEMOSIGGAP - Demo Signature GAP Dealer																	
	User Name	Contract Number	Customer Name	Customer Address	VIN	Product Type	Sale Date	Retail Rate	Net Rate	Cancellation Created Date	Cancel Effective Date	Cancel Factor	Cancel Reason	Retail Refund	Refund From Dealer	Refund From ClassicTrak	Check Number
1		G00653315	200000000000000000000000000000000000000	XXXX St. Miami,IL 33175	4JGBB5GBXAA6044 44	GAP	11/6/2017	\$799.00	\$295.00	12/1/2019	12/2/2019	65.4950%	Trade In	\$473.31	\$330.11	\$143.20	
2		GC00689688	X000000X X000000X	XXXX St. Oldsmar,IL 34677	1G1ZD5EU3BF2497 59	GAP	3/14/2018	\$867.00	\$267.00	12/1/2019	3/14/2019	100.0000%	Unwound Deal	\$867.00	\$600.00	\$267.00	
3		GC00689685	X000000X X000000X	XXXX St. Oldsmar,IL 34677	3FA6POH77ER3591 07	GAP	3/14/2018	\$905.00	\$305.00	12/1/2019	12/10/2019	70.9850%	Payoff	\$592.41	\$425.90	\$166.51	
													TOTAL	\$1,932.72	\$1,356.01	\$576.71	

<u>Classic is here to provide you with the tools necessary to be successful. Call us at 1-800-930-</u> <u>4633 with any questions. We are available by telephone Monday through Friday from 9:00</u> <u>a.m. to 5:00 p.m. EST.</u>