

ePRco Instructions

Support

If you have any questions or if you need assistance after reading this document, please contact support at 800-969-7001. Support is available from 8:30am to 6:00pm Pacific Time (UTC/GMT -7:00) Monday through Friday and from 10:00am to 3:00pm Pacific Time (UTC/GMT -7:00). Please note that these hours may vary on major holidays.

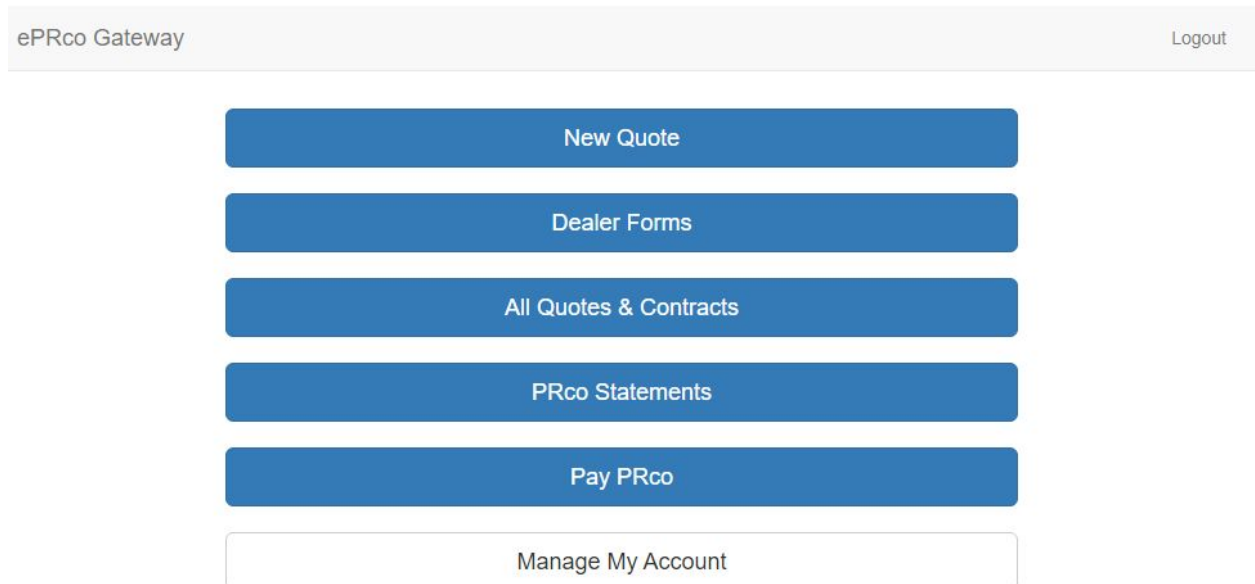
User Login

This should be the first page you see whenever accessing ePRco:



The screenshot shows the ePRco Gateway login interface. At the top, there is a header bar with the text "ePRco Gateway". Below the header, there are two input fields: "Email" and "Password". To the left of the "Log In" button is a link that says "Forgot Password?".

If you do not have a password or if you have forgotten your password, enter the email used for registration and click on the link above that says "Forgot Password?". Once you login, you should see the screen below:



The screenshot shows the ePRco Gateway dashboard. At the top, there is a header bar with the text "ePRco Gateway" on the left and "Logout" on the right. Below the header, there are six buttons arranged vertically: "New Quote", "Dealer Forms", "All Quotes & Contracts", "PRco Statements", "Pay PRco", and "Manage My Account".

Next we are going to cover the use of each of the options. We will be covering how to use the website to quote and issue PRco, Inc.'s products, but we will not be covering the products themselves.

Quotes & Contracts

New Quote Button: The first page you see is the User Agreement, which outlines the terms of use and limitations that using this web application has for the dealership. As always your signed Dealer Agreement with PRco is the final authority:

ePRco Gateway Back to Dashboard Logout

User Agreement / Choose Quote / Vehicle Information / Summary / Final Quote

USER'S AGREEMENT

I understand PRcoRATE will provide a quote for a Vehicle Service Contract on a specific vehicle from the VIN I entered. PRcoRATE will only determine if the vehicle is a four-wheel drive, super/turbo charged or a V10 in addition to determining if the vehicle is an included or excluded make, model or type. I agree it is my responsibility to confirm the vehicle complies with all other vehicle eligibility requirements.

I agree, when using PRcoRATE, I am responsible for choosing the Open Road Plan Coverage, Optional or Other Coverage that the vehicle qualifies for under PRco's program; and, I understand that the coverage as stated in the Vehicle Service Contract, signed by the purchaser of the Vehicle Service Contract and me, is controlling for the purposes of application and interpretation.

I understand that PRco will not provide coverage for an ineligible vehicle in the event a quote is given.

[I Have Read This Page and Agree to These Terms of Use](#)

Clicking on the link ("I Have Read This Page and Agree to These Terms of Use") means you agree to the terms and you will go to the ePRco page to get your dealer costs for PRco Contracts. Once you click on the link, you will arrive at the screen in the image below.

ePRco Gateway Back to Dashboard Logout

User Agreement / Choose Quote / Vehicle Information / Summary / Final Quote

Quote	<input type="text" value="Choose one"/>
Vehicle Condition	<input type="text" value="Used"/>
Type	<input type="text" value="Choose one"/>
<input type="button" value="Back"/>	<input type="button" value="Next"/>

First, choose if the vehicle will be used as commercial or non-commercial as shown below:

ePRco Gateway Back to Dashboard Logout

User Agreement / Choose Quote / Vehicle Information / Summary / Final Quote

Quote

Vehicle Condition

Type

Second, choose which contracts you are rating and possibly issuing for this vehicle and then click “Next”.

ePRco Gateway Back to Dashboard Logout

User Agreement / Choose Quote / Vehicle Information / Summary / Final Quote

Quote

Vehicle Condition

Type

On the next screen you will enter the VIN, Mileage, Vehicle Price, and choose the date of sale. If you are selling a GAP contract, you will also need to enter the loan amount as shown below. Once you have entered the information, Click on “Next” to retrieve your quote:

ePRco Gateway Back to Dashboard Logout

User Agreement / Choose Quote / Vehicle Information / Summary / Final Quote

VIN ✖
Required

Current Mileage

Vehicle Price

Vehicle Sale Date

Loan Amount

If the vehicle qualifies for coverage, the coverages and terms that the vehicle qualifies for will be listed in the bottom half of the page as shown in the images below:

VSC:

Plans (Click coverage boxes below to expand and display a list of available options for the vehicle)

VSC - Open Road Premium (3)	
<input checked="" type="checkbox"/>	24 Months / 24000 Miles
<input checked="" type="checkbox"/>	18 Months / 18000 Miles
<input checked="" type="checkbox"/>	12 Months / 12000 Miles
VSC - Open Road Power Train Plus (4)	
VSC - Open Road Extra (1)	
GAP Plans (5)	

GAP:

Plans (Click coverage boxes below to expand and display a list of available options for the vehicle)

VSC - Open Road Premium (3)	
VSC - Open Road Power Train Plus (4)	
VSC - Open Road Extra (1)	
GAP Plans (5)	
<input checked="" type="checkbox"/>	Up to 24 Months
<input checked="" type="checkbox"/>	Up to 48 Months
<input checked="" type="checkbox"/>	Up to 60 Months
<input checked="" type="checkbox"/>	Up to 72 Months

After clicking “Submit”, you will see a screen that confirms your selections. Scroll to the bottom of the page and click on “Proceed to Contract” to enter the customer and deal details. You can also print the quote or save the quote to return to it later:

Print This Page	Save Quote	Proceed To Contract
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After clicking on “Proceed to Contract”, you will see a window that asks if the customer has a smart device with email. If you choose “Yes”, you will have a window that asks for the customer’s email address. Clicking on “Proceed to Contract” will take you to the next step.

E-Signature

Does the customer have a smart device with them today (i.e. iPhone, android, or tablet)?

Customer Email

If you choose “No”, you will then click “Proceed with Standard Contract”.

E-Signature

Does the customer have a smart device with them today (i.e. iPhone, android, or tablet)?

Regardless of your choice of eSign or a standard contract, the next few steps will be identical. The next screen will ask for additional information about the sale and the Service Contract.

[VSC Details](#) / [GAP Details](#) / [Customer Information](#) / [Lender Information](#)

Types of Contracts to Issue	<input type="text" value="Service Contract & GAP"/>
Sale Date of the Vehicle	<input type="text" value="09/01/2020"/>
Contract Language	<input type="text" value="English"/>
Purchase Price of the Vehicle	<input type="text" value="18995"/>
Retail Price of VSC	<input type="text" value="eg. 1688"/>
Vehicle VIN	<input type="text" value="JTDBL40E699094719"/>
Mileage	<input type="text" value="60000"/>
Stock Number of the Vehicle	<input type="text" value="eg. 25OR624 (OPTIONAL)"/>

[Next](#)

Click next to add details for the GAP contract (if included). If the sale is being financed in-house or BuyHerePayHere, you will also need to enter the Kelly Blue Book Value of the vehicle at the time of purchase:

[VSC Details](#) / [GAP Details](#) / [Customer Information](#) / [Lender Information](#)

Retail Price of GAP	<input type="text" value="eg. 1200.00"/>
Loan Amount of GAP	<input type="text" value="21347.25"/>
GAP Loan Term in Months	<input type="text" value="eg. 72"/> ✘
	Required
BHPH Deal	<input type="text" value="No"/>

[Back](#) [Next](#)

In the next screen, enter the customer information and then click “Next” as seen in the image below:

ePRco Gateway Back to Dashboard Logout

VSC Details / GAP Details / Customer Information / Lender Information

First Name

Middle Initial

Last Name

Address

City

State

Zip Code

Phone Number

Email

Confirm

I have a co-buyer

Finally, the lender information is entered in the next screen:

ePRco Gateway Back to Dashboard Logout

VSC Details / GAP Details / Customer Information / Lender Information

Available Lenders

Choose one ▼

Finance Company Name

Address

City

State ▼

Zip Code

Finance Company Phone Number

Lender information will be automatically saved and available to select from the dropdown list under “Available Lenders” for future sales.

Once you are ready to issue the contract, click on “Issue Contract”. If you choose eSign, you and the customer will receive an email with a link to our eSign portal. The next screen as shown below will have either links to your completed contract PDFs or you will have a link that will take you directly to eSign if you chose that option.

ePRco Contract Link(s)

Click link(s) to open PDF documents in another tab or window.

After the new tab or window opens, choose "Print" to print the Contract on letter size paper. Have the first page(s) signed by the customer and yourself and send them to PRco to finalize the Contracts. The data has already been recorded for billing purposes if the documents are not marked as a "DEMO."

[VSC Contract \(PDF\)](#)

[GAP Contract \(PDF\)](#)

If you see received an error or warning, please use the Live Chat or Email PRco button in the lower right so we can help resolve any problems.

[Customer Satisfaction Survey](#)

Recommended Browser: Chrome.

For help with PRcoRATE / ePRco click "Live Chat" or "Email" below or call 1-800-388-PRCO Monday through Friday 8:30 am - 5:00 pm. You can also click here: [Knowledge Base Page](#) for the step by step tutorial for PRcoRate / ePRco.

Dealer Forms

Clicking on the button “Dealer Forms” in the dashboard will take you to a page that includes the PRco cancellation form and an application for Dealer Bonds.

All Quotes & Contracts

The All Quotes & Contracts button will display a listing of all contracts quoted or completed within the last 180 days. You can choose to delete a quote if it is no longer needed by clicking on the “Delete” button as shown in the image below. If you need to make changes to a contract, please click the “Copy” button as shown in the image below. The copy function will allow you to step through the process and change any information. You can click on the links for a copy of the VSC or GAP contracts if you need to reprint the form.

ePRco Gateway Back to Dashboard Logout

WARNING: Quotes and contracts sent to PRco will be available for editing and reprinting for 180 days.

Customer	Dealer	VIN	Status	Date	
	<input type="text" value="2240"/>	<input type="text" value="eg. 1GNSKJKC6GR12303"/>			
Testy Mctesterson	2240	JTDBL40E699094719	DEALER NON E-SIGN	09/18/2020	Unsigned VSC Contract (Download) Unsigned GAP Contract (Download) <input type="button" value="Copy"/> <input type="button" value="Delete"/>

If you chose eSign, then there will appear instead a link for a copy of the eSign document.

[Signed GAP Contract \(Download\)](#)

PRco Statements

Click on the button “PRco Statements” to select from PRco’s list of open items for sold VSC and/or GAP contract that you have sold. Simply click the check mark box on the far left column as shown in the image below:

PRco Statements benjamin@prcousa.com - 2240
Logout

Select Items for Payment

	CONTRACT TYPE ▾	CONTRACT ▾▾	LAST 6 VIN ▾▾	CUSTOMER NAME ▾▾	SALE DATE ▾▾	BALANCE DUE ▾▾
☐	Filter..	Filter..	Filter..	Filter..	Filter..	Filter..
<input checked="" type="checkbox"/>	VSC	PR-PV10015450	577865	Kayla M. Smith	2018-07-28	\$225.00
<input checked="" type="checkbox"/>	GAP	GAP-PG107828	817260	Donevin Bradshaw	2018-02-11	-\$175.00
<input type="checkbox"/>	GAP	GAP-PG113281	223555	Alejandro I. Castro	2018-06-16	-\$93.84
<input checked="" type="checkbox"/>	GAP	GAP-PG117749	109018	Carlos Carrillo	2018-10-01	\$175.00
<input type="checkbox"/>	GAP	GAP-PG118108	110692	Alexis Martinez	2018-10-10	\$225.00
<input type="checkbox"/>	GAP	GAP-PG118224	872933	Daniel Moreno-gutierrez	2018-10-12	\$125.00
<input checked="" type="checkbox"/>	GAP	GAP-PG118483	300181	Donald Millen	2018-10-19	\$225.00
<input checked="" type="checkbox"/>	GAP	GAP-PG118777	663334	Justin Carrico	2018-10-25	\$225.00
<input checked="" type="checkbox"/>	GAP	GAP-PG118788	502456	Shannon Bender	2018-10-26	\$125.00



Once you have selected the items you want to pay, click on “Pay Now” at the bottom of the screen:

Total Amount Selected: \$800.00
Pay Now

The page will display a confirmation message for the items you selected to pay and the amount due for each item:

PRco Statements benjamin@prcousa.com - 2240 Logout

Confirm Payment

For 6 invoices totalling: **\$800.00**

Kayla M. Smith - PR-PV10015450 - \$225.00 - 2018-07-28
Donevin Bradshaw - GAP-PG107828 - -\$175.00 - 2018-02-11
Carlos Carrillo - GAP-PG117749 - \$175.00 - 2018-10-01
Donald Millen - GAP-PG118483 - \$225.00 - 2018-10-19
Justin Carrico - GAP-PG118777 - \$225.00 - 2018-10-25
Shannon Bender - GAP-PG118788 - \$125.00 - 2018-10-26

If you do not wish to pay this amount, close this window and adjust your total. You will not be able to change the price after clicking 'Submit Payment'.

Click on “Close” if you need to make changes, or click on “Submit Payment” to proceed to the payment screen.

As shown in the image below, you can choose a previously entered checking account or you can enter new information. Once the information is completed, click on “Pay to PRco” to submit your payment. This will submit the transaction to PRco’s secure payment service and will be deducted from the selected account within 1-2 business days.

:

PRco Payment GatewayMake Payment Logout

Payment \$800.00 for contract numbers: PR-PV10015450: \$225.00, GAP-PG107828: -\$175.00, GAP-PG117749: \$175.00, GAP-PG118483: \$225.00, GAP-PG118777: \$225.00, and GAP-PG118788: \$125.00.

Saved Accounts

(New Account)

(X)

Payment Details

Submitted by

Submitted by email

Amount

Check No. (Optional)

Deposit type

Comments (memo)

Pay to PRco

PayPRco

If you would like to make a payment without selecting contracts to pay, or if you are making a payment for other products, like a PRcoPower invoice or a Dealer Bond, click on the “PayPRco” button. You will see the options in the image below:

PRco Payment Gateway	Make Payment	Logout
PRco Statements		
Make Payment		
Save Account		

Click on “Make a Payment” to submit a custom payment.

PRco Payment Gateway	Make Payment	Logout
Saved Accounts (New Account) (X)	<input type="text"/>	
Payment Details		
Submitted by	<input type="text" value="eg. George Clinton Jr."/>	
Submitted by email	<input type="text" value="eg. george.clinton.jr@gmail.com"/>	
Amount	<input type="text" value="eg. 350.00"/>	
Check No. (Optional)	<input type="text" value="eg. 4681"/>	
Deposit type	<input type="text" value="Statement Balance. Please put statement date in comments section."/>	
Comments (memo)	<input type="text" value="eg. New contracts printed up for September seasonal sale."/>	
Pay to PRco		

This button will take you to the form shown in the image on the previous page. If you have previously made a payment using the PayPRco service, your account will be available in the drop down list. If you have not used PayPRco before, there will be additional fields in the screen to enter your account information. You can also enter account information for another account by clicking on “Save Account” in the menu image on the previous page. The account save form is shown in the image below. Click on “Save Account” once you have entered the information:

PRco Payment Gateway		Make Payment	Logout
Save billing details for future payments			
Dealership's Name	<input type="text" value="PRco"/>		
Address	<input type="text" value="3690 Mt Diablo Blvd"/>		
City	<input type="text" value="Lafayette"/>		
State	<input type="text" value="California"/> ▼		
Zip Code	<input type="text" value="94549"/>		
Routing number	<input type="text" value="eg. 490000018"/>		
Account number	<input type="text" value="eg. 24413325"/>		
Account type	<input type="text" value="Checking"/> ▼		
Bank Name	<input type="text" value="eg. Bank of Ashbury"/>		
<input type="button" value="Save Account"/>			

Manage My Account

To manage your own login, you can change your password at any time, and also change your email address on this page:

ePRco Gateway Back to Dashboard Logout

Dealer ID

Email

Password

Confirm Password

Manage Users

If your ePRco login account is designated as an Administrator Account, you will have access to the button “Manage Users”. This will allow you to create login accounts for employees of your dealership, delete logins, and to manually reset the password or email associated with an account for your dealership. To create a new account, enter the information shown in the image below and then click on “Create User”:

ePRco Gateway Back to Dashboard Logout

Create User

Email

Password

Dealer ID (4 Digit)

To update/change either the email address or password of an existing user account, select the user in the list of accounts and then adjust the information that you would like to change. Once you are done with your changes, click “Update User”:

ePRco Gateway
Back to Dashboard Logout

Update User

Email

Password

Dealer ID (4 Digit)

All Users

Dealer ID	PRco Admin	Dealer Admin	Email	Created	
eg. 5879			benjamin		
	Yes	Yes	benjamin@procusa.com	Nov 19th 2018, 11:32:36 am	<input style="background-color: #dc3545; color: white; border: none; padding: 2px 5px;" type="button" value="Delete"/>
	--	--	benjamin+050520@procusa.com	May 11th 2020, 9:15:03 am	<input style="background-color: #dc3545; color: white; border: none; padding: 2px 5px;" type="button" value="Delete"/>
	--	--	benjamin+test@procusa.com	May 14th 2020, 5:30:01 pm	<input style="background-color: #dc3545; color: white; border: none; padding: 2px 5px;" type="button" value="Delete"/>

Please note that if you want to change the email address only, enter nothing in the password field. Similarly, if you wish to update the password, do not make changes to the email address field.

Support

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Thank you for choosing PRco, we have you covered!