PRcoRate / ePRco version 2 Instructions
User Login

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

Login to your ePRco Account

email

password

Log In

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 that is circled in the picture above. Once you login, you should see the screen below:

Log Out

New Quote

Recent Quotes

My Account

Dealer Forms

If you are the master user for a dealership, you should have one extra choice, shown on the screen below:

Log Out

New Quote

Recent Quotes

My Account

Dealer Forms

User Administration
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:

![User's Agreement](image)

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 PRcoRATE page to get your dealer costs for PRco Contracts. See the next page.
Once you choose, the rest of the screen is shown:

Now you choose which contracts you are rating and possibly issuing for this vehicle. If you choose to include a GAP contract, an additional data entry field is required, and the maximum limit on the loan amount is also shown on the next page:

Now you choose which contracts you are rating and possibly issuing for this vehicle. If you choose to include a GAP contract, an additional data entry field is required, and the maximum limit on the loan amount is also shown on the next page:

Once all of the data is entered correctly, click on the Request Quote button:
If there are no rating errors, you will go to the coverage selection screens(s) which will show all coverages/contract types the vehicle is actually eligible to have.
VSC Coverage Selection:

Here you can select the coverage you wish, and then options will be presented to you, as well as indicators of any coverages already included.

This Vehicle Qualifies

For the following PRco Products and Coverage
As of Thursday, June 29th 2017, 10:10am
Quote Request ID: 1247928
Dealer: PRcoRate Demo
VIN #: 2G2WP552771179444
Vehicle Description: Pontiac Grand Prix
Vehicle Mileage: 50000
Vehicle Class: PR2
Vehicle Purchase Price: $20,000.00
Loan Amount: $19,000.00
The rates below include any applicable surcharges for 4x4, Turbo or V10

VSC Plans:

Open Road Premium

- 36 Months / 36,000 - $XXX

Consequential Loss - Included
Sludge Engine - Included

Other Coverages Available:

- Convenience Group ($50 ded) for $XXX
- Lifted Vehicle and Oversized Tires for $XXX
- Manual Transmission Clutch Assembly for $XXX
When you have the choice of plan that you want, scroll to the bottom of the choices to move on to GAP, if any:

- 3 Months / 3,000 - $XXX

Open Road Extra
- 3 Months / 3,000 - $XXX

Back  Next

**GAP Coverage Selection:**

Here you can select the GAP rate that best fits the loan term, and then move on to the contract details for each type of contract:

- Vehicle Class: PR2
- Vehicle Purchase Price: $20,000.00
- Loan Amount: $19,000.00

The rates below include any applicable surcharges for 4x4, Turbo or V10

**Gap Plans:**

- Up to 24 Months - $XXX
- Up to 48 Months - $XXX
- Up to 60 Months - $XXX
- Up to 72 Months - $XXX
- Up to 84 Months - $XXX
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:

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 form](image)
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)?

Yes

No

Proceed With Standard Contract
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. Be sure to use the Calendar button for the date of sale. When you are finished, click next for any GAP info needed:
If you are issuing a GAP, this page will be presented to you:

- **Retail Price of GAP**
  - $ [input field]

- **Loan Amount of GAP**
  - $19000.00

- **GAP Loan Term in Months**
  - 60

- **BHPH Deal**
  - [dropdown with options]
  - **This field is required.**

If this is a BHPH deal, then an additional field is required, and the loan amount must not be too high:

- **BHPH Deal**
  - Yes

- **Kelley Blue Book Value**
  - $ [input field]
  - **This field is required for Buy Here Pay Here deals.**

Next Steps:
- **Back**
- **Next**
The next page has all of the customer details, name, address, and one form of contact information:

First Name

Last Name

Address

Street Address

City

Zip Code

A valid email address is required in order to E-Sign.

Phone Number

Ex. 8889004142

Email

benjamin+customer@prcousa.com

Confirm

benjamin+customer@prcousa.com

I have a co-buyer

Back

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

Available Lenders

Finance Company Name

This field is required.

Address

Street Address

City

California  

Zip Code

Address, City and Zip Code are required fields.

Finance Company Phone Number

Ex. 8889004142

Back  
Submit
If you chose eSign, you and the customer will receive an email with a link to our eSign portal. You will also be taken to this screen where you can click on the link to also access the eSign portal:

You can use this link to sign your documents via E-Signature, now.
Or, you will receive details and a link for E-signature via email.

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.
If you chose a standard contract, you will see the following screen with links to the PDF documents of the contract(s) you requested. All links open into new tabs or pages in your browser. In addition, a PDF copy of the first page of all contracts will be emailed to the email address you used to log in:

**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.
The VSC and GAP PDFs look like this in your browser and you can save them to your hard drive and/or print them out on your printer:

**VSC:**

<table>
<thead>
<tr>
<th>PRco’s VEHICLE</th>
<th>STRATATION PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>For questions, you can contact us via Live Chat at PRcoUSA.com, Email us at <a href="mailto:info@PRcoUSA.com">info@PRcoUSA.com</a> or Call us at 1-800-388-PRCO (7726)</td>
<td>COVERAGE SELECTED</td>
</tr>
<tr>
<td>Purchaser’s Name/Mailing Address/City/State/ZIP/Phone #: John P Doe 123 Perkins St Oakland, CA 94610 1-810-839-4271</td>
<td>OPEN ROAD PLAN COVERAGE</td>
</tr>
<tr>
<td>Purchaser’s Email Address: <a href="mailto:test@earthlink.net">test@earthlink.net</a></td>
<td>OPEN ROAD SUPREME – Components 1-20 plus Convenience Group for Vehicles with less than 90,001 miles; $75 Deductible for each Repair Facility visit.</td>
</tr>
<tr>
<td>Vehicle Information: □ 4x4 □ Turbo □ V10 Make/Model/Year: Volkswagen Jetta SE 2013</td>
<td>OPEN ROAD PREMIUM – Components 1-19 for Vehicles with less than 130,001 miles and TERMS of 12 months/12,000 miles or greater; $75 Deductible for each Repair Facility visit.</td>
</tr>
<tr>
<td>Full VIN: 3VWDTPAuXDM249899 Contract Sale Price: $5,000.00</td>
<td>OPEN ROAD EXTRA – Components 1-14 for Vehicles with over 130,000 miles or TERMS less than 12 months/12,000 miles; $75 Deductible for each Repair Facility visit.</td>
</tr>
<tr>
<td>Contract Sale Mileage: 60,000</td>
<td>OPEN ROAD POWERTRAIN PLUS – Components 1-6; $100 Deductible for each Repair Facility visit.</td>
</tr>
<tr>
<td>Vehicle Purchase Price: $20,000.00</td>
<td>ADD: SEALS &amp; GASKETS TO POWERTRAIN - For Vehicles with less than 130,001 miles and TERMS of 12 months/12,000 miles or greater; $50 Deductible for each Repair Facility visit.</td>
</tr>
<tr>
<td>Contract Sale Date: 12-12-13</td>
<td>OTHER COVERAGE Available ONLY with Open Road Supreme and Premium Plans</td>
</tr>
</tbody>
</table>

**GAP:**

<table>
<thead>
<tr>
<th>Addendum to Retail Installation Sales Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read all pages of this GAP WAIVER (WAIVER) carefully to understand the procedures You must follow. Your responsibilities, rights and what is and is not covered.</td>
</tr>
<tr>
<td>ADMINISTRATOR’S NAME</td>
</tr>
<tr>
<td>PRco Insurance Services, Inc.</td>
</tr>
<tr>
<td>ADMINISTRATOR’S STREET ADDRESS</td>
</tr>
<tr>
<td>3690 Mt Diablo Blvd</td>
</tr>
<tr>
<td>ADMINISTRATOR’S CITY</td>
</tr>
<tr>
<td>Lafayette</td>
</tr>
<tr>
<td>ADMINISTRATOR’S TELEPHONE &amp; FAX NUMBER</td>
</tr>
<tr>
<td>1-800-388-PRCO (7726) Fax: 925-284-5577</td>
</tr>
<tr>
<td>BUYER’S NAME</td>
</tr>
<tr>
<td>John P Doe</td>
</tr>
<tr>
<td>STREET ADDRESS</td>
</tr>
<tr>
<td>123 Perkins St</td>
</tr>
<tr>
<td>CITY</td>
</tr>
<tr>
<td>Oakland, CA 94610</td>
</tr>
</tbody>
</table>
Dealer Forms
Clicking on the button “Dealer Forms” in the dashboard will give you access to PRco’s online forms for your use:

The linked page will have three forms that you can fill in with your computer right in your browser to save or to print.

- Cancellation Form
- Register and Remittance Report Form
- Check Authorization Form
My Account

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

To manage your dealership’s access to PRco’s online system for rating and contract issuance, you can add and delete authorized users email addresses on this page:

![Create User Form]

On this page, you are also able to send password reset emails and delete users as well: Here, you can add emails for any authorized users at your dealership:

![Create User Form]
Please be careful that you do NOT delete the main email account, otherwise PRco, Inc will have to manually reset your dealership account.

Should you have problems or issues, please contact us via LiveChat at prcousa.com or call support directly at 800-969-7001.