



# Welcome To Express Systems

---

# Dealer Portal

---

*The key to our success is our commitment to exceptional customer service, both in the dealership and to the consumer who purchases our products.*

©Express Systems, Inc.  
11 Vanderbilt  
Irvine, CA 92618  
Phone 800.705.4001 Fax 949.727.0393

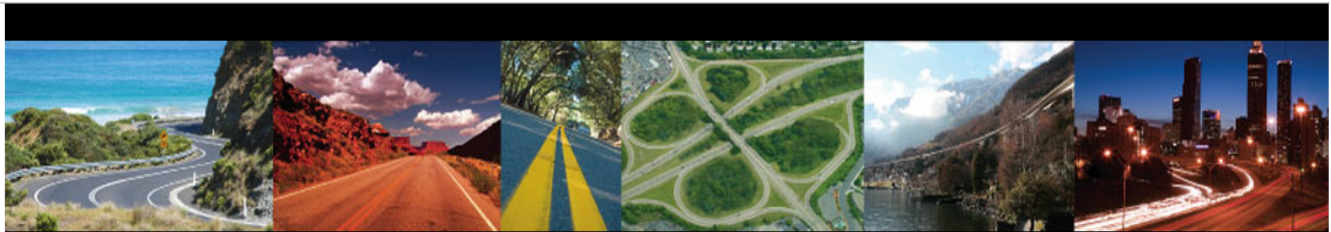


## Express Systems Website

All our websites for Online Contract Entry, Carefree Maintenance, Claims Status and GAP Cancellations can be located on our company webpage.

Please log onto [www.expressprotection.com](http://www.expressprotection.com) and select **Dealer Support**.

www.expressprotection.com/Default.aspx



**Home**

**Our Products & Programs**

**Our Underwriters**

**Agent Login**


**Dealer Support**

**Who We Are**

**Contact Us**

**Community Focus**

Phone: (800) 705-4001  
Phone: (949) 789-6220  
Fax: (949) 727-0393  
[info@expressprotection.com](mailto:info@expressprotection.com)




**EXPRESS SYSTEMS**  
INCORPORATED  
*Welcome to Express Systems*

As a leader in aftermarket vehicle products, **Express Systems** has been delivering the ultimate in products and service for over a decade.

Aligned with top rated **Underwriters**, Express Systems provides protection for your vehicle from the unexpected. Costly repairs, tire and wheel damage, security systems to protect against theft are just a few of the programs we offer.

Explore **Our Products** and discover which address your concerns.

Then relax and enjoy the miles ahead, knowing your vehicle is protected.



Home   Our Products   Our Underwriters   Agents & Dealers   Who We Are   Contact Us   Community Focus

## Select Online Contract Entry

\*All of these buttons will redirect you to the appropriate webpage.

For your convenience we also have some manuals available for downloading.

www.expressprotection.com/Dealer-Support.aspx



Express Systems Inc.  
11 Vanderbilt  
Irvine, California  
92618

Phone: (800) 705-4001  
Phone: (949) 789-6220  
Fax: (949) 727-0393  
info@expressprotection.com

Home

Our Products  
& Programs

Our Underwriters

Agent Login

Dealer Support

Online Contract Entry

GAP Cancellation  
Status & Quotes

Carefree Maintenance Login

Claims Status

Who We Are

Contact Us

Community Focus

### GAP Cancellations & Quotes

please contact our representatives for  
your dealer support needs.

Yolanda Medina - ext. 238  
[yolanda@expressprotection.com](mailto:yolanda@expressprotection.com)

### Supply Orders

Crystal Kwiatkowski - ext. 205  
[crystal@expressprotection.com](mailto:crystal@expressprotection.com)

### Accounts Payable

Tiffany Reinhold - ext. 211  
[tiffany@expressprotection.com](mailto:tiffany@expressprotection.com)

### Accounts Receivable

Brandon Lamas - ext. 252  
[brandonl@expressprotection.com](mailto:brandonl@expressprotection.com)

### Online Contract Entry

Marlene Marquez ext. 226  
[marlene@expressprotection.com](mailto:marlene@expressprotection.com)

### Claims

Lee Ann Bellino - ext. 104  
[leeann@expressprotection.com](mailto:leeann@expressprotection.com)

### Dealer Support Sites

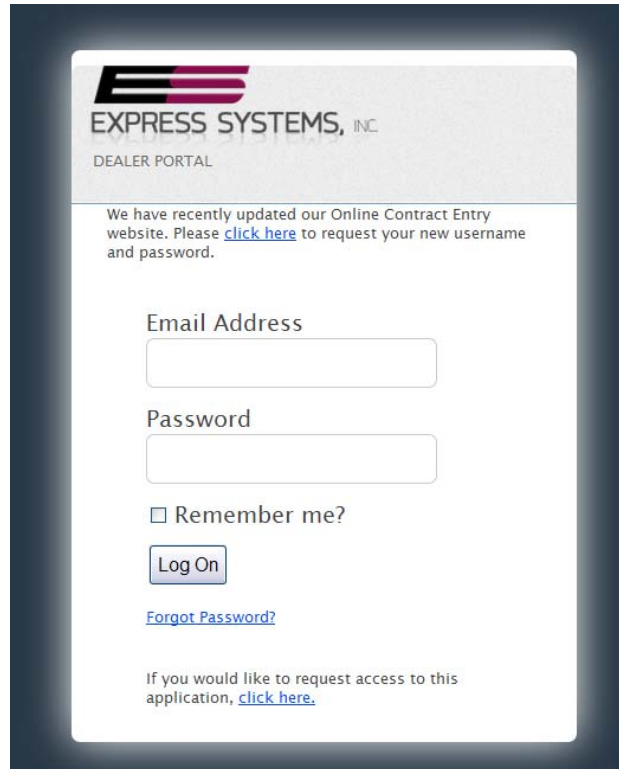
- [Online Contract Entry](#)
- [GAP Cancellation Calculator](#)
- [Carefree Maintenance Login](#)
- [Claims Status](#)

### Downloadable Manuals

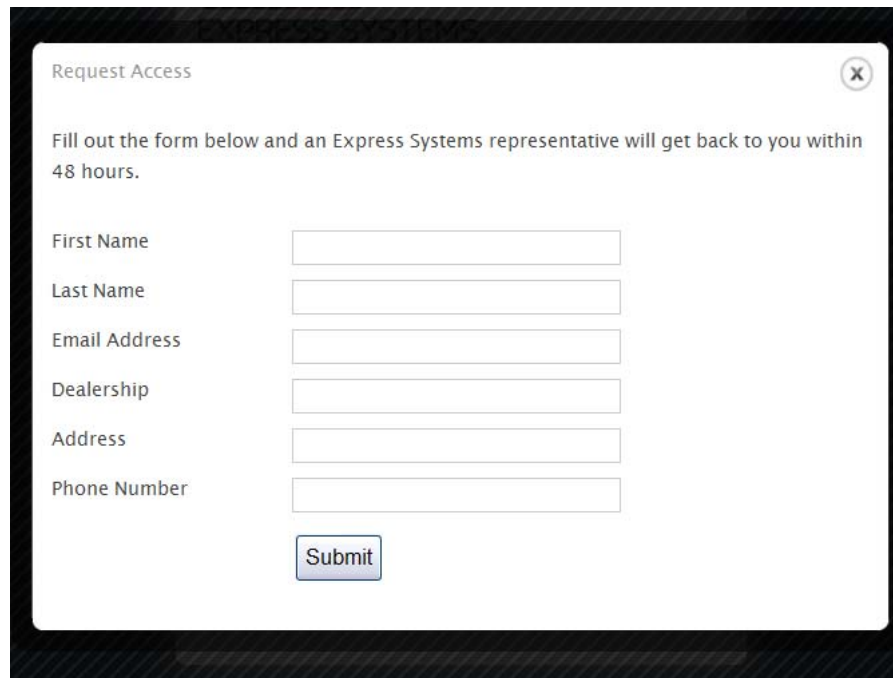
- [ECM Claims Manual.pdf](#)
- [OCE for Dealer Manual.pdf](#)

# Getting Started!

✚ To begin using the Dealer Portal, click on the corresponding link to request access.



The screenshot shows the Express Systems, Inc. Dealer Portal login page. At the top left is the logo for Express Systems, Inc. Below the logo, the text reads "EXPRESS SYSTEMS, INC." and "DEALER PORTAL". A message states: "We have recently updated our Online Contract Entry website. Please [click here](#) to request your new username and password." Below this message are two input fields: "Email Address" and "Password". There is a checkbox labeled "Remember me?". A "Log On" button is positioned below the checkbox. A link for "Forgot Password?" is located below the "Log On" button. At the bottom of the page, a note says: "If you would like to request access to this application, [click here](#)."

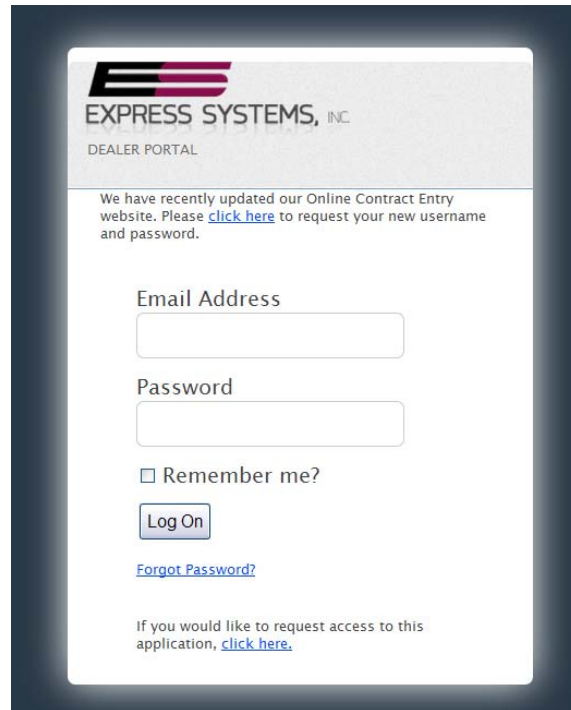


The screenshot shows a "Request Access" form. At the top right of the form is a close button (X). The text reads: "Fill out the form below and an Express Systems representative will get back to you within 48 hours." Below this text are six input fields: "First Name", "Last Name", "Email Address", "Dealership", "Address", and "Phone Number". A "Submit" button is located at the bottom of the form.

✚ Once the requested information is received, your dealership will receive a welcome e-mail within 48 hours with access to the Dealer Portal. Please follow the instructions on the e-mail.

## Logging In

- Type in your username and password as listed on the welcome e-mail you received.



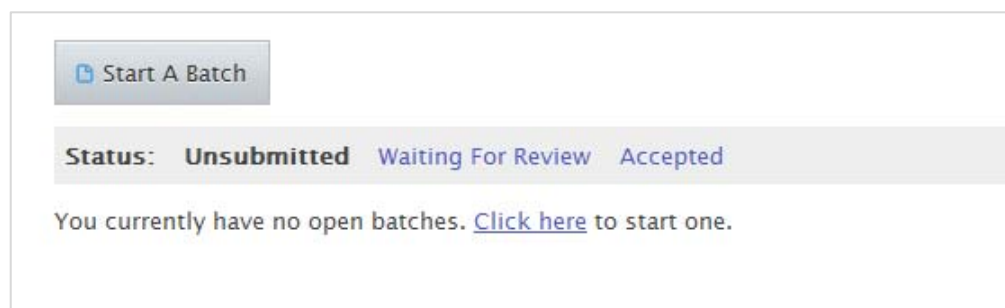
The screenshot shows the login page for the Express Systems, Inc. Dealer Portal. At the top left is the company logo and name. Below it, a message states: "We have recently updated our Online Contract Entry website. Please [click here](#) to request your new username and password." The form contains two input fields for "Email Address" and "Password". Below these is a checkbox for "Remember me?" and a "Log On" button. A link for "Forgot Password?" is also present. At the bottom, there is a link to request access to the application.

- To begin entering contracts click on **Contract Entry**



The screenshot shows the dashboard of the Express Systems, Inc. Dealer Portal. The top navigation bar includes the company logo, name, and contact information: "support@expressprotection.com | [Change Password](#) | [Log Off](#)". The main content area is titled "Dashboard" and features a section for "For Contract Entry" with two buttons: "Contract Entry" and "Cancellations".

- Click on **Start a Batch**



The screenshot shows a button labeled "Start A Batch" with a plus icon. Below the button is a status bar with the text: "Status: Unsubmitted Waiting For Review Accepted". Below the status bar is a message: "You currently have no open batches. [Click here](#) to start one."

✚ **Select Dealer** from dropdown menu.

✚ Select **Batch Type** - GAP or Warranty. Warranty would be every product other than GAP and Vehicle Service Contracts.

✚ Click **Add Batch**

- *The website will auto-generate a batch number for you.*
- *OR if you have a particular number you'd like to use as a Batch Number, enter it in the Batch Number field.*

The screenshot shows the 'Start A Batch' form. At the top left is a 'Home' link. The title is 'Start A Batch' with a 'Need help? Try c' link on the right. Below the title is a 'Back to Batches' button. The form contains an 'Enter Dealer #' input field, followed by 'or select below' and a 'Select Dealer' dropdown menu. Below that is a 'Batch Type' dropdown menu with '--' selected. The 'Batch Number' input field is empty. A note below the field states: 'If you do not have a batch number (or register number), you may leave this field blank and one will be automatically generated for you'. At the bottom are '< Cancel' and 'Add Batch' buttons.

✚ Click **Add A Contract**

The screenshot shows the 'Batch Detail' page. The breadcrumb is 'Home > Contract Entry > Batches'. The title is 'Batch Detail: A62103'. Below the title are 'Batch Type: Warranty' and 'Created By: support@expressprotection.com'. On the right is a 'Need help? Try our dealer manual.' link. Below the title is a 'Back to Batches' button. There are three buttons: 'Add A Contract', 'Submit Batch', and 'Export to Excel'. A message box says 'You have not added any contracts to this batch.' At the bottom right, it says 'Total Due: \$0.00'.

✚ When entering the contract number always use the entire contract number with no spaces or dashes. Our contracts usually have a prefix, such as 10G or 11W .

The screenshot shows the 'Add A Contract' form. The breadcrumb is 'Home > Contract Entry > Batches'. The title is 'Add A Contract'. Below the title is a 'Back to Batch' button. The form contains a text instruction: 'Please provide the number located at the top right of the contract you wish to enter.' Below that is a 'Contract Number:' label and an empty input field. At the bottom are '< Cancel' and 'Continue >' buttons.

✚ Fill in the information on the contract and click **Save**.

- *Note – Entering the zip code will automatically populate the city & state fields.  
Entering the VIN will also automatically populate the year, make & model.  
Warranty contracts will request the information below.*

**Contract Information**

First Name or 'N/A' if Company: \_\_\_\_\_ Last Name or Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ VIN: \_\_\_\_\_

Mileage: \_\_\_\_\_ New/Used:  Code/Etch Number (if applicable): \_\_\_\_\_ Sale Date: \_\_\_\_\_ Customer Cost: \_\_\_\_\_

Dealership: Express Systems, Inc.

Address: 11 Vanderbilt

City: Irvine State: CA Zip: 92718 Phone: 8007054001

**Select Products**

<input type="checkbox"/>	Paint Sealant Protection 5yrN/3yrU	(1/1/2001 - )	(\$20.00)
<input type="checkbox"/>	Fabric Sealant Protection 5yrN/3yrU	(1/1/2001 - )	(\$20.00)
<input type="checkbox"/>	Rubber, Leather, Vinyl Protection 5yrN/3yrU	(1/1/2001 - )	(\$20.00)

Don't see the product you're looking for? Contact us by email at [oce\\_request@expressprotection.com](mailto:oce_request@expressprotection.com).

or

✚ The GAP contracts will request the information below. In addition to customer information, GAP contracts require all finance information. Please fill out the form completely.

**Contract Information**

First Name or 'N/A' if Company: \_\_\_\_\_ Last Name or Company Name: \_\_\_\_\_ Dealership: Express Systems, Inc.

Address: \_\_\_\_\_ Address: 11 Vanderbilt

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ City: Irvine State: CA Zip: 92718

Daytime Phone: \_\_\_\_\_ Phone: 8007054001 Fax: 9497270393

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ VIN: \_\_\_\_\_ Current Mileage: \_\_\_\_\_

Contract Date: \_\_\_\_\_ Down Payment: \_\_\_\_\_ Monthly Payment: \_\_\_\_\_ Financial Institution: \_\_\_\_\_

Lease Or Purchase:  Term (months): \_\_\_\_\_ Address: \_\_\_\_\_

MSRP (\$ USD): \_\_\_\_\_ Amount Financed (\$ USD): \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Purchase/Cap Cost (\$ USD): \_\_\_\_\_ Express Autogap Price (\$ USD): \_\_\_\_\_ Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_

**Select Products**

<input checked="" type="checkbox"/>	Reinsured GAP 0-60	(1/1/2001 - )	(\$180.00)
-------------------------------------	--------------------	---------------	------------

Don't see the product you're looking for? Contact us by email at [oce\\_request@expressprotection.com](mailto:oce_request@expressprotection.com).

If a rate is not available, please e-mail [oce\\_request@expressprotection.com](mailto:oce_request@expressprotection.com)  
and we will add the requested rate & notify you.

## ADDING CONTRACTS TO AN EXISTING BATCH

✚ Click **Add A Contract** to add another contract. Continue to enter contracts until the batch is done. Once all the contracts in the batch have been entered, click **Submit Batch**.

[Home](#) > [Contract Entry](#) > [Batches](#) > Need help? Try our [dealer manual](#).

**Batch Detail: A62103**  
 Batch Type: **Warranty**  
 Created By: [support@expressprotection.com](mailto:support@expressprotection.com)

---

[Back to Batches](#)

[Add A Contract](#)
[Submit Batch](#)
[Export to Excel](#)

Contract Date	Contract Number	Name	Remit	Status		
1/1/2011	12W005108	Joe Smith	\$60.00	Complete	<a href="#">Edit</a>	<a href="#">Delete</a>

Total Due: **\$60.00**

## SUBMITTING A BATCH

✚ Once the batch is complete and submitted, please send the following items:

1. One or more checks for the total amount of the batch.
2. Copies of each contract.
3. Online printed register, (Click **Print This Page** to print the generated register shown below.)

[Home](#) > [Contract Entry](#) > [Batches](#) > Need help? Try our [dealer manual](#).

**Batch Detail: A62103**

---

[Back to Batches](#)

[Print This Page](#)
[Export to Excel](#)
[Return to Home](#)

Dealer: Express Systems, Inc. (500)

Your batch has been submitted for approval. This page constitutes a receipt that data was entered via this online tool.

Please print this page and mail the following:

<ol style="list-style-type: none"> <li>1. One or more checks totaling <b>\$80.00</b></li> <li>2. Copies of each contract</li> <li>3. A print out of this page</li> </ol>	<p>To:</p> <p>Express Systems, Inc.                      11 Vanderbilt                      Irvine, CA 92718</p> <p>If you have any questions, you can contact us at (800)705-4001.</p>
--	---

<p><b>Batch Number:</b> A62103</p> <p><b>Batch Type:</b> Warranty</p> <p><b>Total Contracts:</b> 2</p> <p><b>Comments:</b></p>	<p><b>User:</b> support@expressprotection.com (support@expressprotection.com)</p> <p><b>Date Submitted:</b> 1/25/2012 6:44:40 PM</p>
--	--

Contract Date	Contract Number	Name	VIN	Products	Remit
12/12/11	12W005108	Joe Smith	2G1WT58K079348782	Paint Sealant Protection 5yrN/3yrU, Fabric Sealant Protection 5yrN/3yrU, Rubber, Leather, Vinyl Protection 5yrN/3yrU	\$60.00
1/1/2012	12W005109	Shelly Silveton	2G1WT58K079348782	Paint Sealant Protection 5yrN/3yrU	\$20.00

Browser: Mozilla/5.0 (Windows NT 5.1) AppleWebKit/535.7 (KHTML, like Gecko) Chrome/16.0.912.75 Safari/535.7

# SPECIAL FEATURES

## Multiple Contracts for the Same Customer

- If you have more than one contract for the same customer, the website will allow you to copy their information from a previously entered contract. After you enter the first & last name and tab to the next field, the website will generate the screen below. The website will ask you if you would like to **Copy Data** from the previous contract. Simply confirm the last 6 of the VIN matches the contract you are entering and select **Copy Data**.

Back to Batch A62103

This customer's information may have been entered previously.

- Joe Smith with VIN ending in 348782 - [Copy Data](#)

Contract Information

First Name or 'N/A' if Company: Joe

Last Name or Company Name: Smith

Address:

## Exporting Contracts

- To export a batch of contracts, click the **Export to Excel** button. All contracts in your current batch will open in an Excel document.

Home > Contract Entry > Batches >

Batch Detail: A62103

Batch Type: [Warranty](#)

Created By: [support@expressprotection.com](mailto:support@expressprotection.com)

Need help? Try our [dealer manual](#).

Back to Batches

Add A Contract Submit Batch

Export to Excel

Contract Date	Contract Number	Name	Remit	Status		
1/1/2011	12W005108	Joe Smith	\$60.00	Complete	<a href="#">Edit</a>	<a href="#">Delete</a>

Total Due: **\$60.00**

## Editing and Deleting Submitted Batches

- To reopen submitted batches first click on the **Waiting For Review** tab. Then click **Re-open**.

Start A Batch

Status: Unsubmitted **Waiting For Review** Accepted  Show only my batches

Submitted	Batch Name	Batch Type	# Contracts	
1/25/2012	<a href="#">A62103 for Express Systems, Inc.</a>	Warranty	2	<a href="#">Re-Open</a>

1 (1 pages)