



Consumer Priority Service New Dealer Instruction Sheet

On your Home Page:

You can click on the **“Place Order”** option on the right side of the page to view your pricing on all different types of warranty contracts for each of our coverage areas. You can either place an order to be shipped to your place of business or you can drop ship an order so it is mailed directly to your customers. By providing the email address of the customer, the warranty information can be sent to the customer instantly via email.

If you need specific details on how to place an order, please click on the **“Help”** Menu at the very top of your homepage and select **“Placing Orders”**. You can visit other **“Help”** areas as well if needed. This will give you the step by step; easy as ABC, 123.

You may place your orders in any one of the following ways:

- A. Online, as described above.
- B. By phoning our Sales Division at (800) 905-0445.
- C. Via email. Please send all emailed orders to dealers@cpscentral.com.

You can also go back to File > Home and click on the **“View Billing”** option on the right hand side of your screen. There you can view your invoices by scrolling through to any particular month, or by clicking on All History. You will then proceed to click on the Order # to view a copy of the actual invoice. By clicking on the Transaction #, you will be able to view the status on the billing of the order (whether it is open or paid. If paid, you will be able to see the payment details as well. I.e. check#, Credit Card Reference #, or even Credit Memo).

Similarly, by clicking on the Transaction # of a **Payment**, you will be able to see all invoices and amounts to which your payment was applied.

To cancel or void a warranty, click on **“Request Void”** on the homepage. Enter the warranty serial # (AKA Membership ID#) and click **“Cancel/Credit”**. This will issue a credit to your account. You can enter up to 3 cancellations per day which will be credited immediately. Any more than 3 will take one business day for the credit to process and post to your account.





You can obtain the serial # or Membership ID# by simply looking at your invoice.

If a customer calls you stating that they never received their warranty, click on the **“Request Duplicate”** link on your homepage. Enter the serial # and we will mail a duplicate to the customer. The duplicate gets mailed to the address listed on its original order, so please be sure to verify that the address listed on the order is correct.

You can also **search for invoices** through our search button on your Home page by entering your PO # or any pertinent information of a customer whom an order may have been drop shipped to (i.e. Customer’s last name or zip code, etc.) This can be a great help when attempting to obtain the proper information to assist a customer who is trying to locate their Membership ID#.

A customer can register their warranty using one of the following methods:

- A. Mailing in their registration form.
- B. Logging online to www.cpscentral.com/client and inputting the required registration information.
- C. Calling our Registration Department at (800) 905-0443. The customer will provide their Membership ID# to reference their account.

On your homepage, you will find some **CPS logos** for your website. You will also find some information which can aid in **marketing and advertising** for your store/site. It will also explain the **benefits of purchasing an extended service plan from CPS.**

There is even a link on your homepage for **locating service centers!** Just enter the zip code!

There is a lot more which can be found by just logging in and browsing the various links on your homepage.

PLEASE REMEMBER! You can always contact your CPS Account Representative with any questions, call 800-905-0445 for Dealer Support, or you can email dealers@cpscentral.com



