



Dealer Manual

Express Carefree Maintenance Claim Net Remittance

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



[Express Carefree Maintenance Claims](#)

Express allows Carefree Maintenance claims to be deducted from new business via our website.

Please go to: ecm.expressprotection.com

Next enter in your username and/or password in the login screen.

The screenshot shows the Express Systems website interface. At the top right, there are links for "Login" and "Register". The main header features the Express Systems logo on the left, the text "Automotive AfterMarket Products" in the center, and contact information on the right: "Express Systems Inc. 11 Vanderbilt Irvine, California 92618", "Phone: (800) 705-4001", "Phone: (949) 789-6220", "Fax: (949) 727-0393", and "info@expressprotection.com". Below the header is a search bar with the text "Search" and a date "May 17, 2010". The main content area is titled "User Account" and contains a login form with the following elements: "User Name:" with a text input field, "Password:" with a text input field, a "Remember Login" checkbox, and three buttons: "Login", "Register", and "Password Reminder". At the bottom of the page, there are links for "Terms of Use", "Express Protection", and "Privacy Statement".

- The following screen will allow your service department to verify a customer has a Carefree Maintenance contract before they perform the requested service.
- A customer's contract can be brought up using the first, last name or last 6 of the VIN.
- Once you have entered the customers name or last 6 of the VIN, select "Search"

Express Systems Inc. Phone: (800) 705-4001
 11 Vanderbilt Phone: (949) 789-6220
 Irvine, California Fax: (949) 727-0393
 92618 info@expressprotection.com

EXPRESS SYSTEMS INCORPORATED Automotive AfterMarket Products

Search

May 17, 2010

Please enter the customer name or the last 6 digits of the VIN#

Customer Name (You can enter either a partial or all of first or last name)

Or

The last 6 digits of the Vehicle VIN#

Search

Claims Reimbursement Request

- Once the search is complete you may select the correct customer.

EXPRESS SYSTEMS INCORPORATED Automotive AfterMarket Products

Express Systems Inc. Phone: (800) 705-4001
 11 Vanderbilt Phone: (949) 789-6220
 Irvine, California Fax: (949) 727-0393
 92618 info@expressprotection.com

Search

May 17, 2010

Back To Search

Search Results

	Contract	Customer	Year	Make	Model	VIN	Program	Program Begins	Program Ends
Select	08M69335	Smith, Rachael	2009	CHEVROLET	MALIBU	175607	Gold - Class 1 - 20 Intervals	1/27/2009	1/26/2015

The next screen will show you the services the customer has left.

Make sure to click on the "View/Refresh History" button to show ALL service the customer has received.

[View/Refresh History](#) [Back To Search](#)

Contract No. **08M69335**
 Customer **Smith, Rachael** Service Program **Gold - Class 1 - 20 Intervals**
 Vehicle Year **2009** Program Begins **1/27/2009**
 Make **CHEVROLET** Program Ends **1/26/2015**
 Model **MALIBU**
 VIN# **175607**

Available Services:

- Lube, Oil and Filter Change (3 / 20)
- Car Wash (3 / 20)
- Multi-Point Inspection (3 / 20)
- Top Off Fluids (3 / 20)
- Tire Rotation (3 / 20)

Service Date:

Odometer:

Notes (optional):

Total of Repair Order: \$

[Save](#)

Drag a column header and drop it here to group by that column

		Service ID	Service Date	Service Performed	Total Price	Sales Tax	Odometer
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Edit	Delete	68560	6/19/2009	Car Wash	24.00	\$0.00	6180
Edit	Delete	90694	10/30/2009	Car Wash	53.00	\$0.00	11380
Edit	Delete	104254	3/22/2010	Car Wash	53.00	\$0.00	16606
Edit	Delete	104253	3/22/2010	Lube, Oil and Filter Change	53.00	\$0.00	16606
Edit	Delete	90693	10/30/2009	Lube, Oil and Filter Change	53.00	\$0.00	11380
Edit	Delete	68559	6/19/2009	Lube, Oil and Filter Change	24.00	\$0.00	6180
Edit	Delete	68561	6/19/2009	Multi-Point Inspection	24.00	\$0.00	6180
Edit	Delete	90695	10/30/2009	Multi-Point Inspection	53.00	\$0.00	11380
Edit	Delete	104255	3/22/2010	Multi-Point Inspection	53.00	\$0.00	16606
Edit	Delete	104257	3/22/2010	Tire Rotation	53.00	\$0.00	16606

Change page: < > | Displaying page 1 of 2, items 1 to 10 of 15.

[View/Refresh History](#) [Back To Search](#)

Contract No. **08M69335**
 Customer **Smith, Rachael** Service Program **Gold - Class 1 - 20 Intervals**
 Vehicle Year **2009** Program Begins **1/27/2009**

Entering Claims

- Check services the customer is requesting and leave other services unchecked.
- Enter the Service Date, Odometer and Total of Repair Order. You may also enter additional notes.
- Select "Save"
- This customer's service has been entered and saved.
- If you have services for other customers to enter, follow the same instructions on page 3.

Edit	Delete	68559	6/19/2009	Lube, Oil and Filter Change	24.00	\$0.00	6180
Edit	Delete	68561	6/19/2009	Multi-Point Inspection	24.00	\$0.00	6180
Edit	Delete	90695	10/30/2009	Multi-Point Inspection	53.00	\$0.00	11380
Edit	Delete	104255	3/22/2010	Multi-Point Inspection	53.00	\$0.00	16606
Edit	Delete	104257	3/22/2010	Tire Rotation	53.00	\$0.00	16606

Change page: < > | Displaying page 1 of 2, items 1 to 10 of 15.

View/Refresh History

[Back To Search](#)

Contract No. **08M69335**
 Customer **Smith, Rachael** Service Program **Gold - Class 1 - 20 Intervals**
 Vehicle Year **2009** Program Begins **1/27/2009**
 Make **CHEVROLET** Program Ends **1/26/2015**
 Model **MALIBU**
 VIN# **175607**

Available Services:

Lube, Oil and Filter Change (3 / 20)
 Car Wash (3 / 20)
 Multi-Point Inspection (3 / 20)
 Top Off Fluids (3 / 20)
 Tire Rotation (3 / 20)

Service Date: 

Odometer:

Notes (optional):

Total of Repair Order: \$

Save

SUBMITTING CLAIMS FOR PAYMENT

- Once all services are entered for the month or time period of your choosing, click the “Back to Search” button to go back to the customer entry page. Select “Claims Reimbursement Request” at the bottom of the page.
 - A new window will open requesting the date range for the claims.

Express Systems Inc. Phone: (800) 705-4001
11 Vanderbilt Phone: (949) 789-6220
Irvine, California Fax: (949) 727-0393
92618 info@expressprotection.com

EXPRESS SYSTEMS INCORPORATED Automotive AfterMarket Products

Search

May 17, 2010

Please enter the customer name or the last 6 digits of the VIN#

Customer Name (You can enter either a partial or all of first or last name)

Or

The last 6 digits of the Vehicle VIN#

Search

Claims Reimbursement Request

- Select the date range for the claims. It will select all claims according to the service date filled in previously.

Express Systems Carefree Maintenance

Dealer	Knudtsen Chevrolet
From Date	4/1/2010
To Date	4/30/2010
	Submit

- Click the “Submit” button and the Claims Reimbursement page will appear showing all of the customer’s claims you have entered in that date range.

- All claims will be reimbursed according to the amounts on the reimbursement page.
- Follow the instructions on the page and remit all claims with copies of the R/O's.
- If you are netting (deducting) this from new business, please enter the amount of your new business, click update, print the form and send it to our Irvine location.
- All claims must be submitted by the 15th of the month following the services performed.

Express Systems Carefree Maintenance

SAMPLE DEALER

This form must be included to net remit **OR for reimbursements.**

Instructions:

1. Type in the RO for each contract
2. Fill in the "Prepared By" field
3. Put the amount or Remittance in box (if any)
4. Mail or fax the form to Express Systems

The following Repair Orders are being submitted for reimbursement of services rendered for the Express Carefree Maintenance Program for the period of 5/1/2010 through 5/31/2010.

Customer Name	Contract	R.O.#	Program	Services	Total \$
David Krause [remove]	08M055246	<input type="text"/> <small>Service Date: 5/26/2010</small>	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
CARESSA ARMOUR [remove]	08M055521	<input type="text"/> <small>Service Date: 5/24/2010</small>	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
JULIE KOOPMAN [remove]	08M055529	<input type="text"/> <small>Service Date: 5/26/2010</small>	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
JOB GUERRO [remove]	08M055561	<input type="text"/> <small>Service Date: 5/4/2010</small>	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
FREDRICK BENNETT [remove]	08M63078	<input type="text"/> <small>Service Date: 5/4/2010</small>	Gold - Standard Gas - 2 Years/30K	Replace Engine Air Filter (20.00)	20.00
ROBERT MORICONI [remove]	08M63081	<input type="text"/> <small>Service Date: 5/2/2010</small>	Gold - Diesel 5.9L - 2 Years/30K	Replace Water Separator Fuel Filter (70.00)	70.00

Prepared By:

Total Reimbursement Request: \$ 226
New Business Remittance Amount: \$

Printed On: 9/27/2010

Amount Payable to Express Systems: \$ -226

Please provide a copy of each RO and remit to Express Systems by the 15th of the month following the service(s) performed.

To net remit claims from new business, mail this report, copies of ROs, payment AND new business to:

Express Systems, Inc.
ATTN: Marlene
11 Vanderbilt
Irvine, CA 92618

(800) 705-4001 Phone

To process claims as normal and receive reimbursement check, please mail this report and copies of ROs to:

Express Systems, Inc.
ATTN: Denise
P.O. BOX 14300
Mesa, AZ 85216

(877) 705-4001 Phone
(480) 897-7516 Fax

Removing Customers from the Claims Reimbursement Request Form

- This reimbursement print out will pull up any/all contracts with the service date period you selected.
- Please verify that each R/O submitted is also on this sheet.
- If you have a customer on here whom you do not have an R/O for simply select the blue "[remove]" button and that customer will no longer appear on your remittance.

Express Systems Carefree Maintenance

SAMPLE DEALER

This form must be included to net remit **OR** for reimbursements.

Instructions:

1. Type in the RO for each contract
2. Fill in the "Prepared By" field
3. Put the amount or Remittance in box (if any)
4. Mail or fax the form to Express Systems

The following Repair Orders are being submitted for reimbursement of services rendered for the Express Carefree Maintenance Program for the period of 5/1/2010 through 5/31/2010.

Customer Name	Contract	R.O.#	Program	Services	Total \$
David Krause [remove]	08M055246	<input type="text"/> Service Date: 5/26/2010	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
CARESSA ARMOUR [remove]	08M055521	<input type="text"/> Service Date: 5/24/2010	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
JULIE KOOPMAN [remove]	08M055529	<input type="text"/> Service Date: 5/26/2010	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
JOB GUERRO [remove]	08M055561	<input type="text"/> Service Date: 5/4/2010	Gold - Standard Gas - 2 Years/30K	Lube, Oil and Filter Change (25.00) Tire Rotation (9.00)	34.00
FREDRICK BENNETT [remove]	08M63078	<input type="text"/> Service Date: 5/4/2010	Gold - Standard Gas - 2 Years/30K	Replace Engine Air Filter (20.00)	20.00
ROBERT MORICONI [remove]	08M63081	<input type="text"/> Service Date: 5/2/2010	Gold - Diesel 5.9L - 2 Years/30K	Replace Water Separator Fuel Filter (70.00)	70.00

Prepared By:

Printed On: 9/27/2010

Total Reimbursement Request: \$ 226
New Business Remittance Amount: \$

Amount Payable to Express Systems: \$ -226

Please provide a copy of each RO and remit to Express Systems by the 15th of the month following the service(s) performed.

Removing Services Entered in Error

- In the example below, services were left checked in error when the claim was originally entered. The claim should have been entered for the 5,000 miles service only rather all of the other services were left checked causing multiple services to be entered on the same date.

Drag a column header and drop it here to group by that column

	Service ID	Service Date	Service Performed	Total Price	Sales Tax	Odometer
Edit Delete	131016	10/18/2010	10,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131017	10/18/2010	15,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131018	10/18/2010	20,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131019	10/18/2010	25,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131020	10/18/2010	30,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131021	10/18/2010	35,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131022	10/18/2010	40,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131023	10/18/2010	45,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131024	10/18/2010	50,000 Mi Service	110.00	\$0.00	5723
Edit Delete	131025	10/18/2010	55,000 Mi Service	110.00	\$0.00	5723

Change page: < > | Displaying page 1 of 2, items 1 to 10 of 11.

View/Refresh History

Contract No. **09M08248**
 Customer **PAPAGANI, JOHN**
 Vehicle Year **2010**
 Make **FORD**
 Model **FOCUS**
 VIN# **292514**

Service Program **Class 1 - 60K**
 Program **7/4/2010**
 Begins
 Program Ends **7/3/2014**

- Available Services:
- 5,000 Mi Service (0 / 1)
 - 10,000 Mi Service (1 / 1)
 - 15,000 Mi Service (1 / 1)
 - 20,000 Mi Service (1 / 1)
 - 25,000 Mi Service (1 / 1)
 - 30,000 Mi Service (1 / 1)
 - 35,000 Mi Service (1 / 1)
 - 40,000 Mi Service (1 / 1)
 - 45,000 Mi Service (1 / 1)
 - 50,000 Mi Service (1 / 1)
 - 55,000 Mi Service (1 / 1)
 - 60,000 Mi Service (1 / 1)

Service Date:
 Odometer:
 Notes (optional):

Express Systems Carefree Maintenance

SAMPLE DEALER

This form must be included to net remit **OR** for reimbursements.

Instructions:

1. Type in the RO for each contract
2. Fill in the "Prepared By" field
3. Put the amount or Remittance in box (if any)
4. Mail or fax the form to Express Systems

The following Repair Orders are being submitted for reimbursement of services rendered for the Express Carefree Maintenance Program for the period of 10/18/2010 through 10/18/2010.

Customer Name	Contract	R.O.#	Program	Services	Total \$
JOHN PAPAGANI [remove]	09M08248	<input type="text" value="Service Date: 10/18/2010"/>	Class 1 - 60K	10,000 Mi Service (110.00) 15,000 Mi Service (120.00) 20,000 Mi Service (110.00) 25,000 Mi Service (110.00) 30,000 Mi Service (490.00) 35,000 Mi Service (110.00) 40,000 Mi Service (110.00) 45,000 Mi Service (120.00) 50,000 Mi Service (110.00) 55,000 Mi Service (110.00) 60,000 Mi Service (490.00)	1,990.00

Prepared By:

Total Reimbursement Request \$ **1990.00**
 New Business Remittance Amount: \$
 Amount Payable to Express Systems: \$ **-1990**

Printed On: 11/12/2010

Please provide a copy of each RO and remit to Express Systems by the 15th of the month following the service(s) performed.

To net remit claims from new business, mail this report, copies of ROs, payment AND new business to:

Express Systems, Inc.
 ATTN: Marlene
 11 Vanderbilt
 Irvine, CA 92618
 (800) 705-4001 Phone

To process claims as normal and receive reimbursement check, please mail this report and copies of ROs to:

Express Systems, Inc.
 ATTN: Denise
 P.O. BOX 14300
 Mesa, AZ 85216
 (877) 705-4001 Phone
 (480) 897-7516 Fax

Since the services were entered incorrectly, this caused the Claims Reimbursement form to calculate incorrectly.

If the Claims Reimbursement form ever calculates incorrectly, please follow the instructions on the following page before submitting your claims in for reimbursement.

- To delete the services entered in error, start by selecting the “View/Refresh Tab” on the customer screen to open the grey box that displays the customer service history.
- Select the “Delete” tab to the left of the Service ID number to remove the service entered in error. Continue to delete services where necessary.
- Once you have deleted all the services, you may have to re enter the correct service before proceeding to the Claims Reimbursement Form so that the form shows the correct service(s) listed and calculates correctly.

Drag a column header and drop it here to group by that column

		Service ID	Service Date	Service Performed	Total Price	Sales Tax	Odometer
Edit	Delete	131016	10/18/2010	10,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131017	10/18/2010	15,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131018	10/18/2010	20,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131019	10/18/2010	25,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131020	10/18/2010	30,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131021	10/18/2010	35,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131022	10/18/2010	40,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131023	10/18/2010	45,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131024	10/18/2010	50,000 Mi Service	110.00	\$0.00	5723
Edit	Delete	131025	10/18/2010	55,000 Mi Service	110.00	\$0.00	5723

Change page: < > | Displaying page 1 of 2, items 1 to 10 of 11.

View/Refresh History

Back To Search

Contract No. 09M08248
 Customer PAPAGANI, JOHN
 Vehicle Year 2010
 Make FORD
 Model FOCUS
 VIN# 292514

Service Program Class 1 - 60K
 Program Begins 7/4/2010
 Program Ends 7/3/2014

- Available Services:
- 5,000 Mi Service (0 / 1)
 - 10,000 Mi Service (1 / 1)
 - 15,000 Mi Service (1 / 1)
 - 20,000 Mi Service (1 / 1)
 - 25,000 Mi Service (1 / 1)
 - 30,000 Mi Service (1 / 1)
 - 35,000 Mi Service (1 / 1)
 - 40,000 Mi Service (1 / 1)
 - 45,000 Mi Service (1 / 1)
 - 50,000 Mi Service (1 / 1)
 - 55,000 Mi Service (1 / 1)
 - 60,000 Mi Service (1 / 1)

Service Date: 11/12/2010

Odometer:

Notes (optional):

- Below you will see that the services have been properly removed and the form now calculates correctly with only the 5,000 mile service shown.

Express Systems Carefree Maintenance

SAMPLE DEALER

This form must be included to net remit **OR for reimbursements.**

Instructions:

1. Type in the RO for each contract
2. Fill in the "Prepared By" field
3. Put the amount or Remittance in box (if any)
4. Mail or fax the form to Express Systems

The following Repair Orders are being submitted for reimbursement of services rendered for the Express Carefree Maintenance Program for the period of 10/18/2010 through 10/18/2010.

Customer Name	Contract	R.O.#	Program	Services	Total \$
JOHN PAPAGANI [remove]	09M08248	<input type="text"/> <small>Service Date: 10/18/2010</small>	Class 1 - 60K	5,000 Mi Service (110.00)	110.00

Prepared By:

Printed On: 11/12/2010

Total Reimbursement Request: \$ 110.00
 New Business Remittance Amount: \$
 Amount Payable to Express Systems: \$ -110

Please provide a copy of each RO and remit to Express Systems by the 15th of the month following the service(s) performed.

<p>To net remit claims from new business, mail this report, copies of ROs, payment AND new business to:</p> <p>Express Systems, Inc. ATTN: Marlene 11 Vanderbilt Irvine, CA 92618</p> <p>(800) 705-4001 Phone</p>	<p>To process claims as normal and receive reimbursement check, please mail this report and copies of ROs to:</p> <p>Express Systems, Inc. ATTN: Denise P.O. BOX 14300 Mesa, AZ 85216</p> <p>(877) 705-4001 Phone (480) 897-7516 Fax</p>
--	--

- Please make all corrections to claims entered in error before submitting the Claims reimbursement form with the RO's for payment.

**For more information please contact:
 Crystal Kwiatkowski at 800-705-4001 Ext.205**