



## Navigating the Expert Protection Website

This information was put together to help you navigate the Expert Protection contract submission site. It will walk you through the basics of entering a contract. There are several facets of the site which are not discussed here. You are encouraged to take time to explore the extent of the site's capabilities as time allows.

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Follow the steps below to enter Expert Protection contracts:

- 1) Enter your Brand Source Backroom
- 2) Click the "Expert Protection" logo near the bottom left corner of the screen
- 3) Click "Buy Contracts" at the upper left of the page
- 4) Check "I have received and accept the terms and conditions of the partner agreement" (This must only be done upon your first visit to the site)
- 5) Click "I Accept"
- 6) Enter the customer's information and their email address if you have it.  
(Entering the email address will give you the option of emailing the contract to the customer at the end of the entry process)
- 7) Do not enter any information in the "Company/Builder Name" field.
- 8) Click "Continue"
- 9) Enter the SKU# from the new price sheet for the plan that you are selling
- 10) Click "Purchase Contract"
- 11) Verify that the information shown is correct
- 12) Enter the contract purchase date in the form of "dd/mm/yyyy"\*  
**\*Not the date that you are entering the contract**
- 13) Enter the product delivery date in the form of "dd/mm/yyyy"
- 14) Enter the product information
- 15) Do not enter the product's serial number\*  
**\*This is not a required piece of information at the time of entry, but will be if and when service is needed**
- 16) Click "Save to Cart"
- 17) Verify that the information shown is correct
- 18) Click on "Add another item for this customer" if you need to add another contract for this customer
- 19) Click on "Add another item for a new customer" if you need to add another contract for a new customer
- 20) If you are finished, click "Submit Cart"
- 21) Select "Electronic Fund Transfer" or "Credit Card" as your method of payment

### **Electronic Fund Transfer**

Click on “Apply for a new EFT account” and follow the on-screen instructions

### **Credit Card**

Enter your company’s credit card information

**\*Do not enter your customer’s credit card information in these fields\***

**\*\*If your credit card does not have your first and last name on it, enter your company’s name exactly as it appears on your statement in both the “First Name on Card” and “Last Name on Card” fields. Also be sure to enter your address exactly as it appears on your statement into the “Billing Address of Card” field.**

### **IMPORTANT**

**Whether using EFT or credit card as your method of payment, make sure to enter your email address into the “Email address” field. This will enable you to receive a very comprehensive transaction report for bookkeeping purposes that will not be available after you have completed the transaction**

22) Click “Confirm Order”

23) A verification of payment will be sent to your email address. It will include all pertinent information about the transaction.

If you have any problems with entering contracts, please contact your Maytag Source Region Manager.