



COMMERCIAL TRUCK WARRANTIES



The Global Standard for eSignature®

Step-by-Step DocuSign

1. Log into www.premium2000.com to pull up documents and submit contracts online.
2. Highlight the dealers tab and click the correct log-in tab for your dealership. Please contact your area sales representative if you don't know your log-in information or if you are a first time user to DocuSign.
3. Once you are logged in, you can download PDF copies of our material to print and **manually fill out** or submit contracts via **DocuSign**.
4. If using DocuSign, click the box that says "**CLICK TO LAUNCH DOCUSIGN & SUBMIT WARRANTY**" from the dealer page after logging in.
5. Next, you will enter your name and email address and then the customer's name and email address. Make sure you put your actual name and the customer's name, don't use the dealership name or a transportation company.
6. Then click on Begin Signing (yellow box at bottom right). This will take you to the warranty contract. You must fill in all the boxes outlined in red. At the bottom you will click on the yellow square that says "**SIGN**". This will complete the "Dealer" portion of the submittal.
7. Click "**finish**". It will make you fill-in any fields you may have missed. After all is complete it will finish the document. It will send a copy to the customer's email provided at the beginning. Customer must open their email and follow the DocuSign link to finish signing. If he/she doesn't finalize this step Contract will not be complete.

General Notes

1. If a contract is submitted correctly on DocuSign (i.e. completely filled out), it will close and send you to a page with a "**Click here to show document**". Once this screen shows up, this is confirmation that your customer has received the warranty in the email that was provided at the start. If the policy wasn't filled out correctly, then the system will keep you on the warranty page and not take you to the next screen.
2. From here, you can now print a copy in PDF format for your records, the customer, or for the lienholder. Also, the dealer can have the customer sign this policy manually if the customer says he didn't get the email copy and/or if the customer is present at time of warranty submittal. If you have the customer sign manually, Premium 2000+™ will delete the partial DocuSign **when you fax/email the signed copies in. Otherwise Premium 2000+™ will be expecting the DocuSign documents to be completed.**
3. Once the policy is opened and signed electronically by the customer, Premium 2000+™, the customer and the dealer will receive a confirmation email that the policy was completed with a final copy signed by both parties.
4. Please remember that the customer personally has to agree to these terms. Hitting the "**Adopt Signature**" on behalf of the customer is considered FRAUD and is considered falsifying a legal document.
5. If the customer is manually filling the warranty out, the signed page needs to be sent into Premium 2000+ via fax at: (336) 896-0355 or email to premium@premium2000.com.

****IMPORTANT****

Per your Dealer Agreement, the warranty contract MUST be signed by both the customer and the dealer within 10-days of being received in order to be considered a "valid contract".