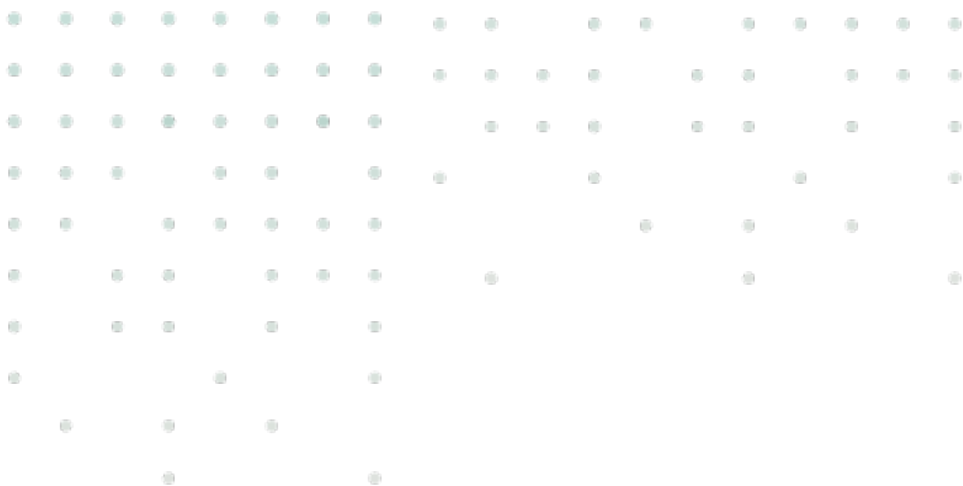
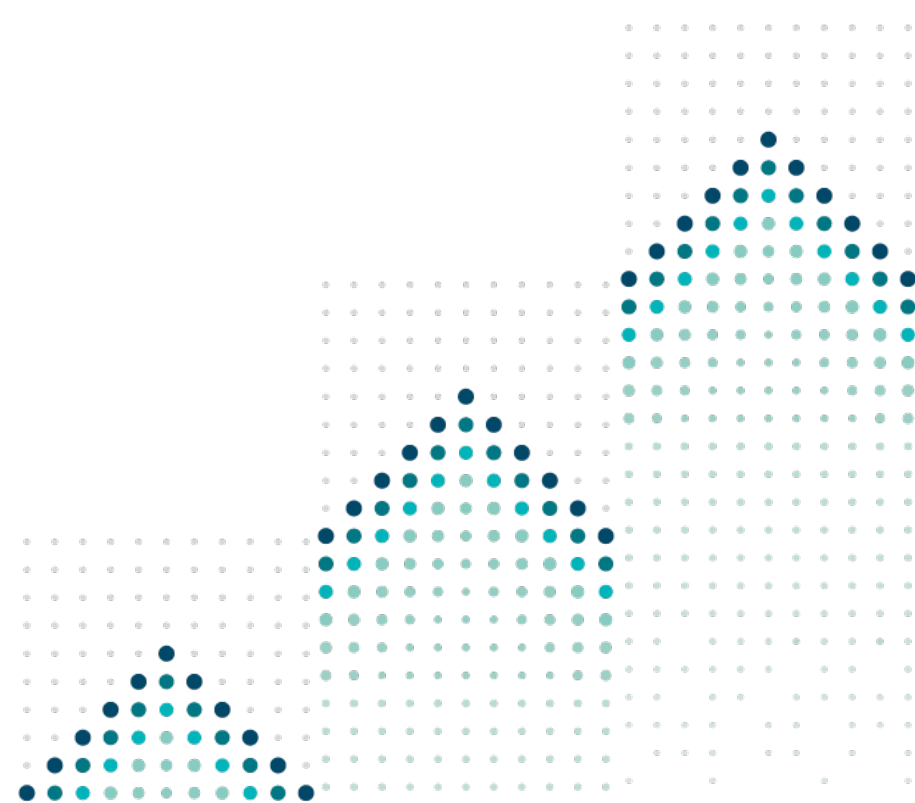




Registria Agent Sales Tool Registration



Registration & Warranty Sales for Whirlpool

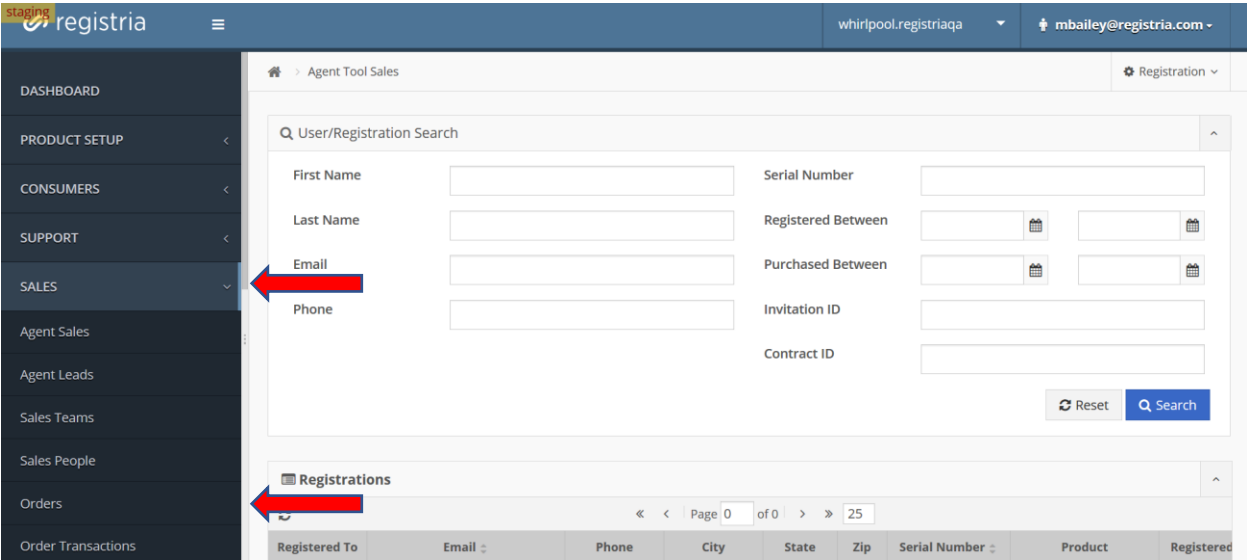


Building the Product Registration

How to create customer registration record & view eligible warranty plan offers.

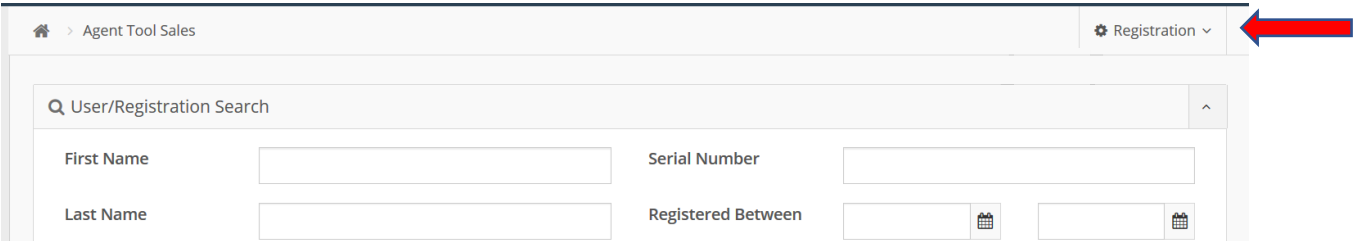
Access Registration Portal at: https://whirlpool.registria.com/admin/agent_tool_sales

Home Screen:
Agents can access the **sales** and **orders** tab.

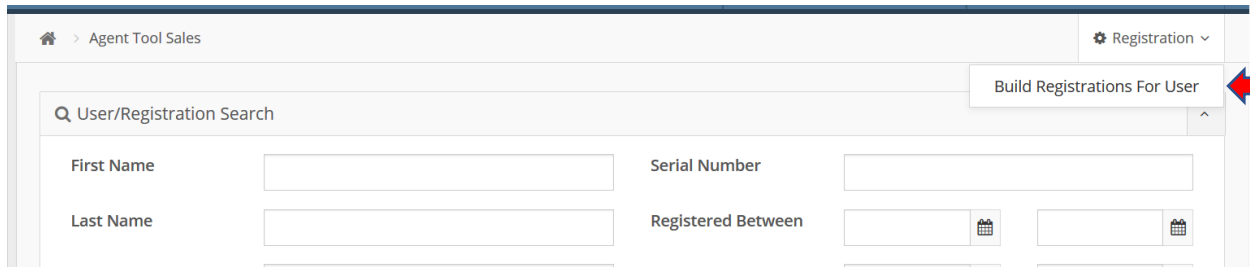


Creating a new registration:

1. Click on the on the **'Registration'** button in the top right corner.



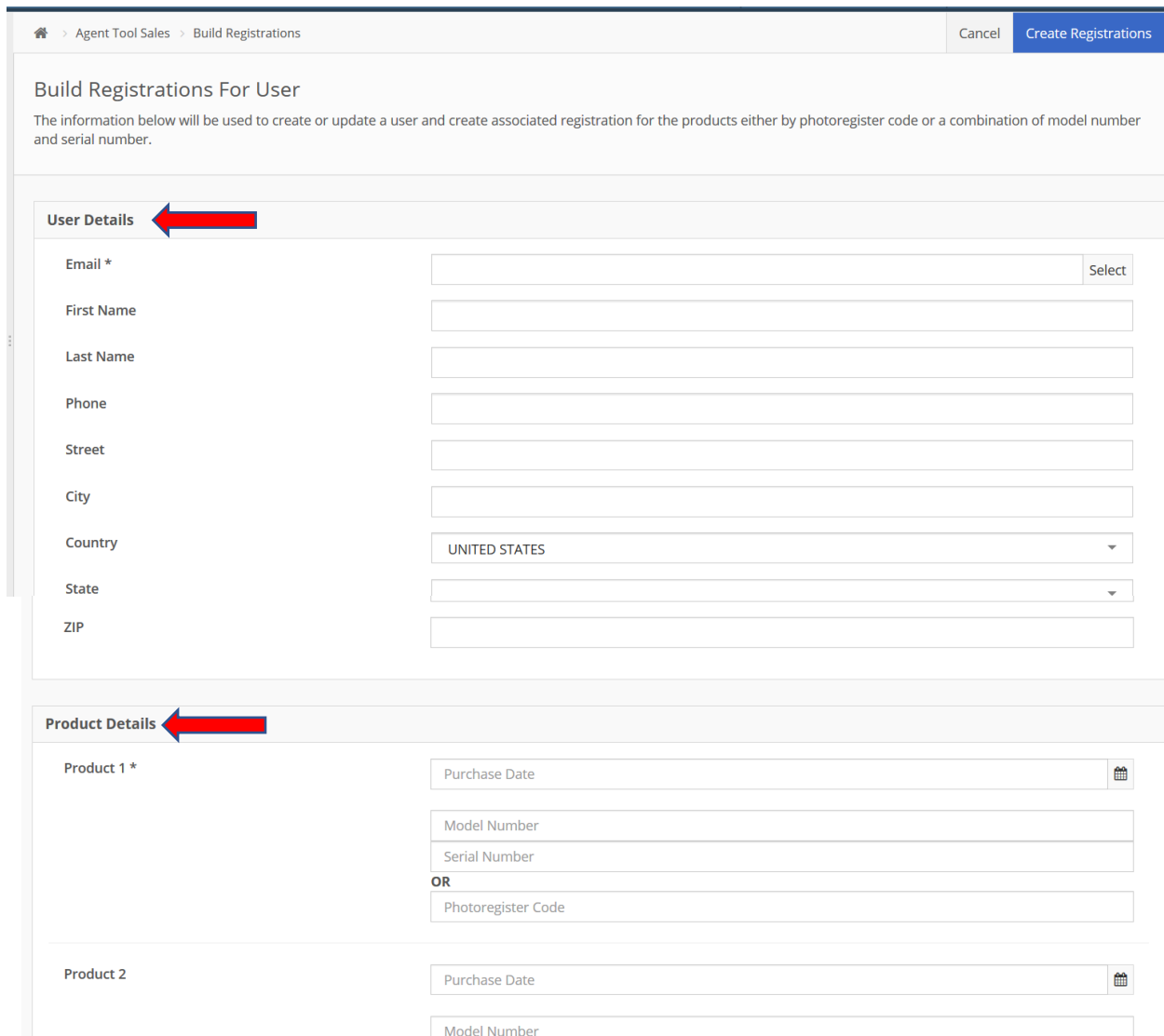
2. Under Registration an option will appear to **'Build Registrations for User'**. Click here.



The screenshot shows the top navigation bar with 'Agent Tool Sales' and a 'Registration' dropdown menu. The dropdown menu is open, and the option 'Build Registrations For User' is highlighted with a red arrow. Below the navigation bar is a search bar labeled 'User/Registration Search' and several input fields for 'First Name', 'Last Name', 'Serial Number', and 'Registered Between'.

Main Registration Screen:

This screen displays collecting **customer** and **product information**:



The screenshot shows the 'Build Registrations For User' screen. At the top right, there are 'Cancel' and 'Create Registrations' buttons. Below the title, there is a brief instruction: 'The information below will be used to create or update a user and create associated registration for the products either by photoregister code or a combination of model number and serial number.' The form is divided into two main sections: 'User Details' and 'Product Details', both highlighted with red arrows. The 'User Details' section includes fields for Email, First Name, Last Name, Phone, Street, City, Country (set to UNITED STATES), State, and ZIP. The 'Product Details' section includes fields for Product 1 and Product 2, each with a Purchase Date field and either Model Number and Serial Number or a Photoregister Code field.



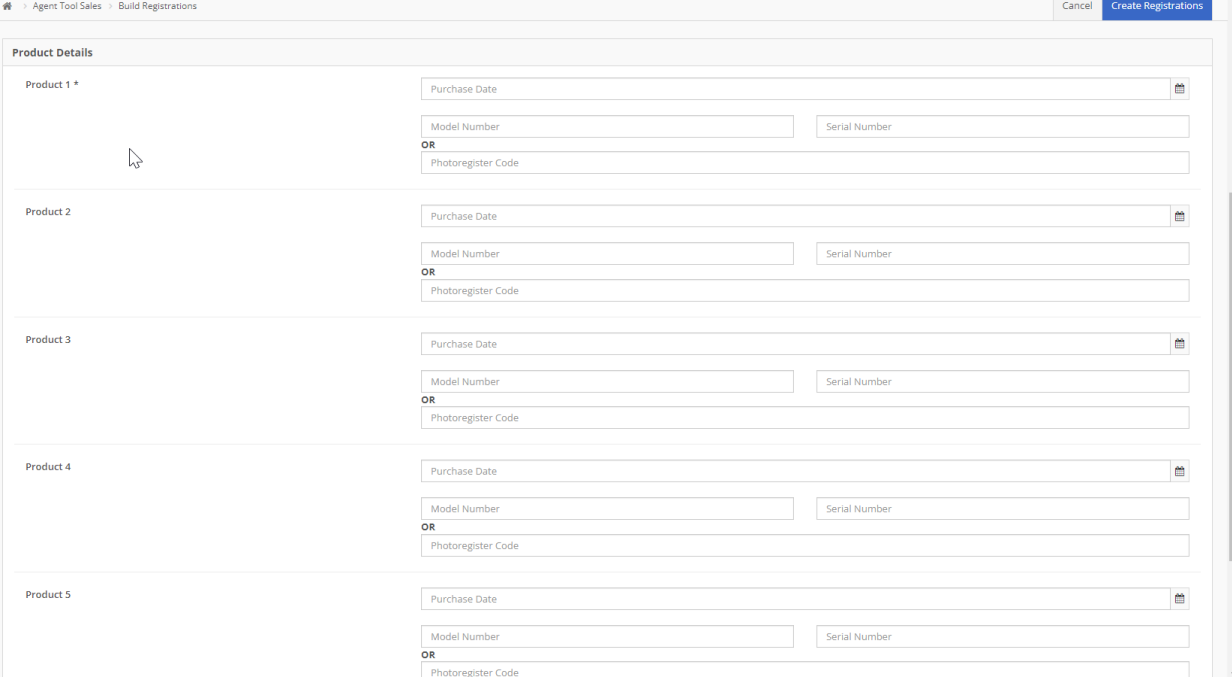
User Details:

First collect the customer's email*. If the customer has previously registered through the Agent Portal, the 'User Details' section will pre-populate with the customer's information. Review this information with the customer and update accordingly.

***Email:** If a customer chooses not to provide an email address use the following naming convention to create a dummy email address <phone number>@registria.com (example: 1234567890@registria.com)

Registration information can only be collected for U.S. based customers; Country is defaulted to United States.

Product Details:



The screenshot shows a web interface for 'Build Registrations' under 'Agent Tool Sales'. The form is titled 'Product Details' and contains five identical sections for 'Product 1' through 'Product 5'. Each section includes a 'Purchase Date' field with a calendar icon, a 'Model Number' field, a 'Serial Number' field, and a 'Photoregister Code' field. An 'OR' label is positioned between the 'Model Number' and 'Serial Number' fields, indicating that either can be used. The 'Photoregister Code' field is located below the 'OR' label. At the top right of the form, there are 'Cancel' and 'Create Registrations' buttons.

Up to 6 products can be registered during the registration experience.

Customer can provide the product model* and serial number **OR** (if applicable) the Photoregister code which appears on some product stickers (see examples below).

Photoregister Code: Begins with '899' followed by a series of other characters. This code is linked to the product's model/serial.



REGISTER TODAY

CALL TOLL FREE | LINES ARE OPEN 8AM - 8PM EST

1-866-925-9799

Or visit registermydryer.com

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REGISTER NOW

REGISTER TO RECEIVE

✓ Product Notifications ✓ Proof of Ownership

DIAL FREE

1-866-925-9799

LINES ARE OPEN 8AM - 8PM EST

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REGISTER YOUR APPLIANCE TODAY

REGISTER TO RECEIVE

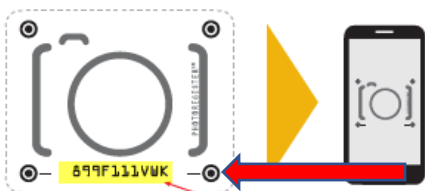
✓ Product Notifications ✓ Proof of Ownership



TEXT PHOTO OF ICON to 71403

NEED HELP? Text HELP to 71403 or visit photoregister.com/help

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TEXT PHOTO OF ICON to 71403

NEED HELP? Text HELP to 71403 or visit photoregister.com/help

***Model Number:** When typing the Model, a dropdown list of valid models will appear. Please click the **'model number'** from the dropdown selection.

Product 1 *

Purchase Date

gxs

- GX5FHDXTB[GX5FHDXTB]
- GX5FHDXTL[GX5FHDXTL]
- GX5FHDXTQ[GX5FHDXTQ]
- GX5FHDXTS[GX5FHDXTS]

Product 2

Purchase Date



Once all information is captured, click on the **'Create Registrations'** button in the top right corner.

🏠 > Agent Tool Sales > Build Registrations Cancel Create Registrations 

Build Registrations For User

The information below will be used to create or update a user and create associated registration for the products either by photoregister code or a combination of model number and serial number.

User Details

Email *	<input type="text" value="mbailey@registria.com"/>	<input type="button" value="Select"/>
First Name	<input type="text" value="Mary"/>	

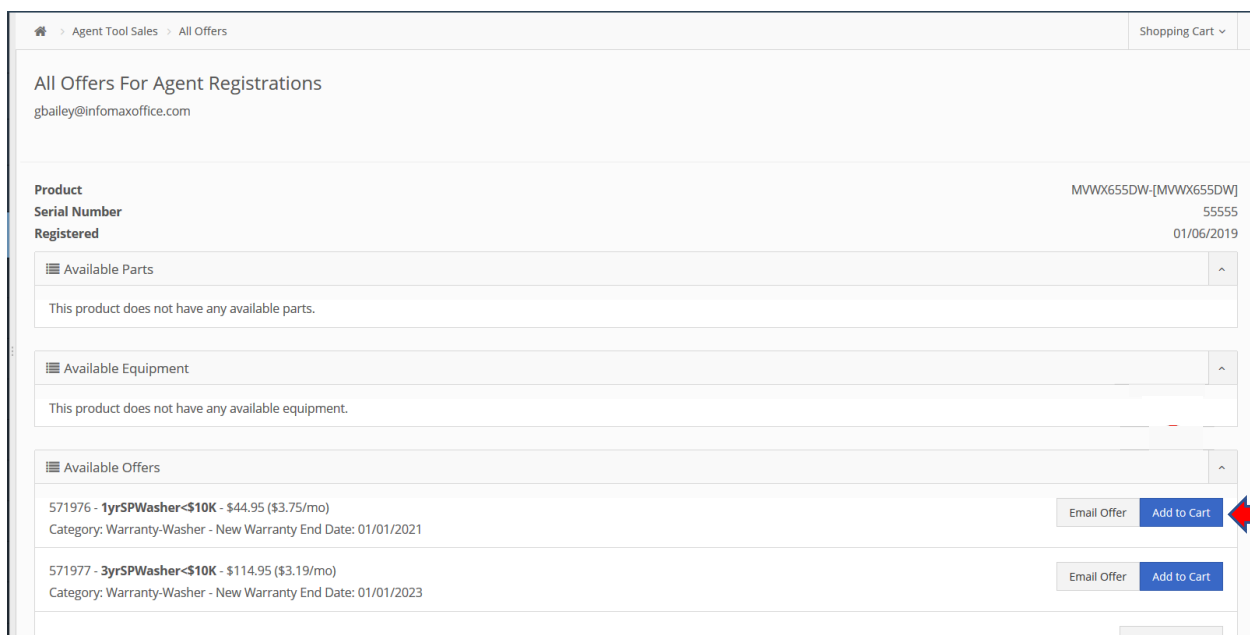


Completing the Warranty Plan Purchase

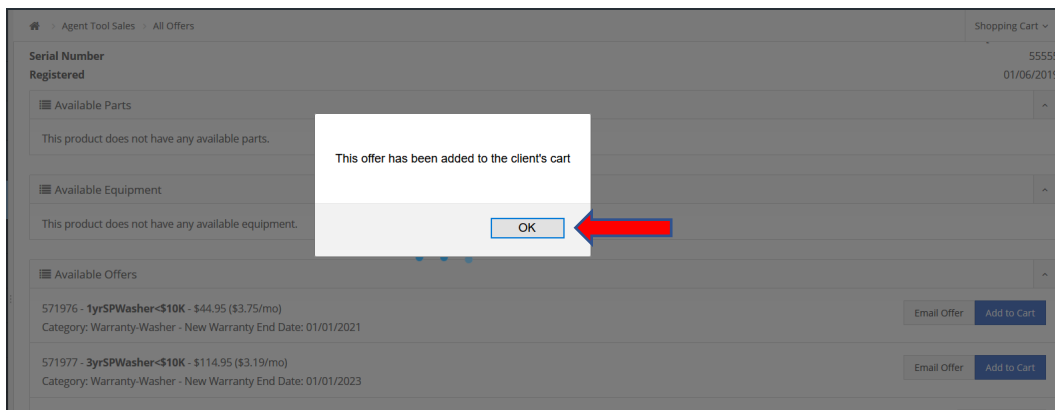
How to view and execute the customer's warranty plan purchase.

Offers Screen:

The next screen will summarize all warranty plan offers available for that customer. If there are any eligible offers, a 1-year and 3-year option will be displayed. Only one plan may be added to the shopping cart by clicking **'Add to Cart'**.



Once you click on the **'Add to Cart'** button, you will be notified that the offer has been added and you can click on the **'OK'** button. You will then be able to view the cart and can click **'Checkout'** when ready.



Agent Tool Sales > All Offers Shopping Cart ▾

Serial Number Registered 3yrSPWasher<S10K-[571977] - \$114.95 for MWWX655DW-[MWWX655DW]

Available Parts

This product does not have any available parts.

Available Equipment

Purchase Screen:

A summary page will allow you to verify the customer’s billing information. The email address visible on the page is tied to the original registration record and cannot be edited at this point. If there are available promotions, you will be able to select them from the **“drop-down”** menu and apply to the order total by clicking **‘Update Total’**.

Agent Tool Sales > Purchase Cancel

Purchase Offers For User
The information below will be used for calculating tax and purchasing this offer for the specified user.

Billing Address

Address 1 *	<input type="text" value="123 Oak Street"/>	First Name *	<input type="text" value="Greg"/>
Address 2	<input type="text"/>	Last Name *	<input type="text" value="Bailey"/>
City *	<input type="text" value="Urbandale"/>	Phone Number *	<input type="text" value="7202991352"/>
Country *	<input type="text" value="UNITED STATES"/>	Email *	<input type="text" value="gbailey@infomaxoffice.com"/>
State *	<input type="text" value="Iowa (IA)"/>		
ZIP *	<input type="text" value="50323"/>		

Price Details

Products	3yrSPWasher<S10K-[571977] - \$114.95 for MWWX655DW-[MWWX655DW]	Subtotal	\$114.95	Discount	\$0.00	Tax	\$6.90	Total	\$121.85
Promo Code	<input type="text"/>	<input type="button" value="Update Total"/>		Valid address, tax successfully computed.					

Credit Card

Type *	<input type="text"/>	Number *	<input type="text" value="XXXXXXXXXXXXXXXXXX"/>
--------	----------------------	----------	---



Agent Tool Sales > Purchase Cancel **Complete Purchase**

Address 1 *	123 Oak Street	First Name *	Greg
Address 2		Last Name *	Bailey
City *	Urbandale	Phone Number *	7202991352
Country *	UNITED STATES	Email *	gbailey@infomaxoffice.com
State *	Iowa (IA)		
ZIP *	50323		

Price Details

Products	3yr5PWasher<510K-[571977]- \$114.95 for MWWX655DW-[MWWX655DW]	Subtotal	\$114.95	Discount	\$0.00	Tax	\$6.90	Total	\$121.85
Promo Code		Update Total ←		Valid address, tax successfully computed.					

Credit Card

Type *	Visa	Number *	*****
First Name *	Mary	Security Code *	123
Last Name *	Bailey	Expiration *	12 / 2020

Order Summary Screen:

The final screen contains an order summary page where you can see the order details including payment status, order number, salesperson, customer email, plan purchased, and customer billing address.

Agent Tool Orders > 69605 Order ▾

12581 CREATED
January 06, 2019 16:54

Mary Bailey - gbailey@infomaxoffice.com

Order Details	
Status	approved Referrer agent
Order Number	12581 Source agent
Type	sales_order Sales person Mary Schroeder
Shipping Method	Currency US Dollar
Ship Date	Number of installments
Organization	Price List AIG Warranty Price List 10-27-2017
Invoice Number	Shipping \$0.00
Invoice Date	Handling \$0.00
External Reference	Tax \$6.90
Gift Message	Provincial Tax \$6.90
Description	Subtotal \$114.95
Internal notes	Discount \$0.00
User email gbailey@infomaxoffice.com	Total \$121.85

Order Lines



Order Lines					
#	Product	Status	Qty	Subtotal	Total
+ 1	3yrSPWasher<\$10K-[571977]	new	1	114.95	121.85

Page 1 of 1 View 1 - 1 of 1

Billing & Shipping Address			
Billing Address		Shipping Address	
Name		Name	
Company		Company	
Email		Email	
Phone		Phone	
Address 1	14502 Brookshire Dr	Address 1	14502 Brookshire Dr
Address 2		Address 2	
City	Urbandale	City	Urbandale
State	Iowa (IA)	State	Iowa (IA)
State Code	IA	State Code	IA
Province		Province	



Purchase Confirmation Email:

The customer will receive a branded purchase confirmation email containing the details in the screenshot below. A purchase confirmation email will be sent for each plan purchased. For example, if a customer registers multiple products and buys a plan for each, they will receive a purchase confirmation email for each plan.

Eligible brands include **Maytag, Whirlpool, KitchenAid, Amana and Jenn-Air.**

Every day, care.™ **Whirlpool**

Thank you for your recent Whirlpool purchase. The details of your purchase can be found below, please keep this email for your records.

Order Number: 18116
Order Date: 08/05/2020
Name: Mary Bailey

Product	Item Price
3 Years of Protection	164.95

Subtotal:	\$164.95
Shipping:	\$0.00
Tax:	\$13.19
Total:	\$178.14

For questions on your service plan, or to request service, please call Whirlpool Service Plans at 866-265-0028 or visit us online at serviceplans.whirlpool.com

Charges will appear on your billing statement as "Whirlpool Brands-Reg".

** It may be a good idea to point out how the service plan charges will appear on the consumer's credit card statement for any brand (as highlighted above) – 'Whirlpool Brands – Reg'.



Searching for an Order

How to view previous portal ESP order.

Order Search Screen:

Clicking on the left **'Orders'** tab in the left navigation links. It will take you to the main order search screen. You can search by entering in the **5 digit order number** (if known) or the **customer's email**.

Order Search

Order Number: 12575

PO Number

Invoice Number

Serial Number

Product Family

Product

SKU

Status

Line Status

Type

Shipping Method

Sales Person

Organization

Bill To Person

Bill To Company

Ship To Person

Ship To Company

Shipped Between

Created Between

Updated Between

Referrer

Source

External Reference

User Email

OFF Wildcard Search OFF Hide test data?

Reset Search

Order(s) will appear at the bottom of the page. Double click into the **'order'** you wish to view to be taken to the **Orders Details Summary Page**.

Order Number	Total	Bill to	Ship to	Company	Organization	Status	Type	Ship Method	Ship Date	Created	Referrer	Source
12581	\$121.85					Approved	Sales Order			01/06/2019	agent	agent



12581

Mary Bailey - gbailey@infomaxoffice.com

CREATED

January 06, 2019 16:54

Order Details			
Status	approved	Referrer	agent
Order Number	12581	Source	agent
Type	sales_order	Sales person	Mary Schroeder
Shipping Method		Currency	US Dollar
Ship Date		Number of installments	
Organization		Price List	AIG Warranty Price List 10-27-2017
Invoice Number		Shipping	\$0.00
Invoice Date		Handling	\$0.00
External Reference		Tax	\$6.90
Gift Message		Provincial Tax	\$6.90
Description		Subtotal	\$114.95
Internal notes		Discount	\$0.00
User email	gbailey@infomaxoffice.com	Total	\$121.85

