



## Warranty Advantage Program & Service Dashboard Frequently Asked Questions

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### **I can view the Dashboard, but cannot retrieve any reports. What do I need to do?**

First you need to complete the security form and forward it to your inside sales representative. You will receive an email confirmation (within 24 hours) once the reporting has been activated for the particular person who has been approved to receive the reports.

### **How do I check how many points I have for this Flagship Program?**

You can click on the Flagship icon on our home page. If you are already a registered Flagship member, simply follow the login instructions. If you have forgotten your login or password, contact Kris Boller at [Kboller@newwavetech.com](mailto:Kboller@newwavetech.com). If you are not a Flagship member, you will need to register. \*Remember this is a program open only to Principles and/or Senior Executives.

### **Is there an automatic upload option for the Non-NewWave Contract section? Or do all contracts have to be entered manually?**

There is no automatic upload option available for the Non-NewWave Contract; however, we can assist you with loading the contract information if such is formatted as an excel document.

### **I like the renewal invoicing option, how do I move forward?**

Please contact Kevin Smith at [kjsmith@newwavetech.com](mailto:kjsmith@newwavetech.com) or at 301-624-5348 to discuss your particular requirements and your individual needs. We will then proceed to design and implement a customized form just for you.

### **Is there a fee for the website?**

There is no Value Added Service Fee. The website is secured and password protected. Proper authorization will be provided to receive reports.

### **I am really interested in making the end user portal available to some of my customers, who do I contact?**

Contact Kevin Smith, Director of Services, at [kjsmith@newwavetech.com](mailto:kjsmith@newwavetech.com) or Kris Boller, Sales & Service Operations Manager, at [kboller@newwavetech.com](mailto:kboller@newwavetech.com). They will be happy to guide you through the entire process to ensure that you are set up correctly. As the reseller, you will need to provide your end-user the appropriate logins to view their contracts.