



## Pre-Paid Redemption (PPM) Portal Guide

### Welcome to the Chevy-Buick-GMC-Cadillac Pre-Paid Redemption (PPM) Portal

On this document you will find a step-by-step guide on how to:

- File PPM Redemption Claim
- Check Claim Status
- Enter a Facility

In accordance with the PPM program agreement, effective with the new portal launch, PPM claims will be reimbursed at the tier of the customer purchased PPM agreement.

**Example 1:** PPM agreement was sold at tier 1. Vehicle is serviced at tier 5 dealer. The redemption rate for PPM Claims will be tier 1.

**Example 2:** PPM agreement was sold at tier 5. Vehicle is serviced at tier 1 dealer. The redemption rate for PPM Claims will be tier 5.

**Example 3:** PPM agreement was sold at dealer who was tier 1 at time of sale. Dealer is now at tier 5. The redemption rate for PPM Claims will be tier 1

\*Claims are reimbursed in about 48 hours by fax or email, and paid by check or credit card, depending upon your preferences.

If you require further assistance,  
please contact our Customer Service Department at: (877) 265-1072.

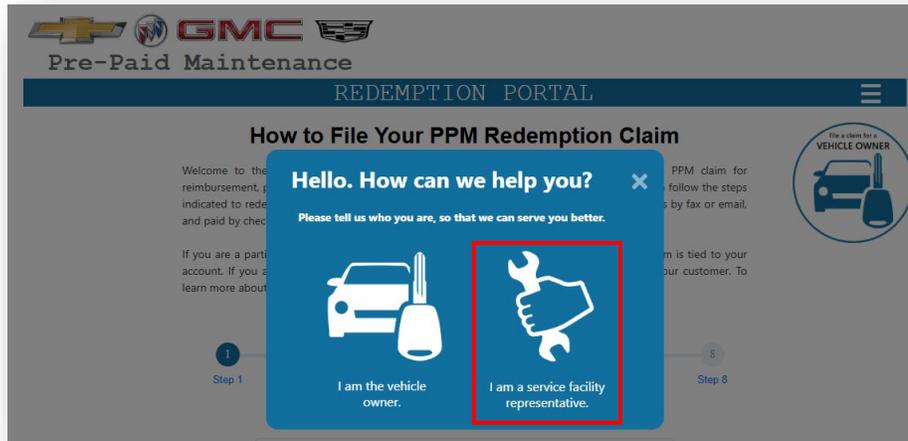


# Pre-Paid Redemption (PPM) Portal Guide

## HOW TO FILE PPM REDEMPTION CLAIM

**To get started:** Access the PPM Redemption Portal - <https://myppmclaims.com>.

- Select the “*I am a service facility representative.*” option.



### Step 1: Search for Contract.

- In order to find the corresponding customer and services to redeem, you will be required to enter the **Last 8 of VIN** and the **Customer's Last Name or Contract Number**.
- If you have your **BAC** available, please include your BAC to ensure the claim is tied to your account. However, this field is optional.
- Check the “**I'm not a robot**” box and click **Search**.



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## Step 2: Confirm Search Results

- All accounts under VIN/Customer searched will populate. **Select the correct account** needing redemption. Click **Continue**.
- If no results are found, it means that the customer does not have PPM coverage.

**Step 2: Confirm Search Results**

File a claim for a VEHICLE OWNER

1 Step 1 — 2 Step 2 — 3 Step 3 — 4 Step 4 — 5 Step 5 — 6 Step 6 — 7 Step 7 — 8 Step 8

Good news! Your customer's contract was located. Select the contract below to review the Service History and start your PPM Service redemption claim.

Select	Contract#	Customer Name	VIN#	Vehicle	Purchase Date	Expiration Date	Status	Service Location
<input checked="" type="radio"/>	9135753845	Neal Alferrmann	1GT49REY2LF119082	2020 GMC SIERRA K2500 DENALI	12/31/2020	12/30/2029	Active	

## Step 3: Review Contract Details

- The **Service History** will populate at the bottom of the account selected showing all previous services used for VIN/Customer along with claim status.
- You are required to review this information to ensure that the current services being redeemed are valid.
- Click **Continue**.

**Step 3: Review Contract Details**

File a claim for a VEHICLE OWNER

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Please review the Service History for this contract below; then click Continue to proceed with your claim.

Contract#	Customer Name	VIN#	Vehicle	Purchase Date	Expiration Date	Status	Service Location
9135753845	Neal Alferrmann	1GT49REY2LF119082	2020 GMC SIERRA K2500 DENALI	12/31/2020	12/30/2029	Active	

**Service History**

Date	Mileage	Service Location	RO#	Batch#	Claim Status	Details
12/30/2024	69360	Cardinal Buick GMC	6133050	169013	Processed	Service Wheels & tires, Service Oil and Filter
01/19/2024	60161	Cardinal Buick GMC	6115663	162923	Processed	Service Wheels & tires, Service Oil and Filter

[More...](#)



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## Step 4: Find Your Service Facility.

- Enter the **Service Facility Name** and **Zip Code** to start the process of creating a claim.
  - If the Service Facility is already in the system, it will auto populate on a drop-down box option for you to select then click **Continue**.
  - If the Service Facility is not in the system, nothing will auto populate. Click **Enter my Facility**.

**Step 4: Find Your Service Facility**

Enter your facility information to create a claim for the PPM contract below:

Contract#	Customer Name	VIN#	Vehicle	Purchase Date	Expiration Date	Status	Service Location
9135753845	Neal Alfermann	1GT49REY2LF119082	2020 GMC SIERRA K2500 DENALI	12/31/2020	12/30/2029	Active	

All the fields are required.

Service Center Name

Chevrolet Van Nuys

\*Required

Zip Code (XXXXXX)

91401

\*Required

## Step 5: Confirm Service Facility

- The Service Facility searched will populate for selection. Review all **Facility and Payment information** to ensure the correct Service Facility servicing the vehicle was selected.
  - If details are correct, click the **Select** bubble and then click **Continue**.
  - If details are incorrect, click **Back** and repeat step 4.

**Step 5: Confirm Service Facility**

The Service Facility below matched your selection criteria. If this is your facility, select Continue to proceed. If this is not your facility, click Enter My Facility.

Select	Facility Name	Address	City	State	ZIP	Payment Delivery
<input checked="" type="radio"/>	Chevrolet Van Nuys	5949 van nuys boulevard	VAN NUYS	CA	91401	gmelkonyan@chevroletvannuys.com



# Pre-Paid Redemption (PPM) Portal Guide

## Step 6: Find Available Services

- Review **Customer's information, Vehicle's Information** and **Contract Information**.
- Enter the **Date, RO Number** and **current mileage** under **Claim Information** fields.

**Step 6: Find Available Services**

Please review your customer's information and enter the date, RO# and current mileage to find available service items.

**CUSTOMER INFORMATION**

Customer Name: Neal Alfermann  
 Address: 986 Glen Owen Dr  
 Labadie  
 MO 63055  
 Phone: (636) 432-2733  
 Email:

**VEHICLE INFORMATION**

Year/Make/Model: 2020/GMC/SIERRA  
 K2500 DENALI  
 VIN: 1GT49REY2LF119082  
 Odometer: 20047  
 New/Used: Used

**CONTRACT INFORMATION**

Contract #: 9135753845  
 Program:  
 • DIESEL 0-90000  
 • PPM Normal  
 Scheduled Service Date: 06/30/2021 [PAST DUE]  
 Purchase Date: 12/31/2020  
 Sold by: Cardinal Buick GMC

**ENTER CLAIM INFORMATION**

All the fields are required.

Reported Date: 05/12/2025  
 Service Date: 05/12/2025  
 \*Required  
 Repair Order# (XXXXXX): 1234567  
 \*Required  
 Current Odometer (XXXXXX): 71000  
 \*Required

**NOTE:** If odometer reading is past the expiration term, the system will notify of coverage expired by mileage, unable to proceed with redemption.

- At the bottom of the page for Step 6, **Enter Contact Information** of Person Submitting Claim.
- Check box the email or text disclosure and click **Continue**.

**ENTER CONTACT INFORMATION**

All the fields are required.

Your First and Last Name: Bob Smith  
 \*Required  
 Phone Number (XXX-XXX-XXXX): 817-785-1600  
 \*Required  
 Your Email Address: bobsmith@chevy.com  
 \*Required  
 Confirm Email Address: bobsmith@chevy.com  
 \*Required

I agree that I may receive an email or text message about this claim

BACK CONTINUE



# Pre-Paid Redemption (PPM) Portal Guide

## Step 7: Select Services Performed

- Select **Available services** needed to be redeemed.
  - The system automatically defaults dollar amount to Tier Level purchased by Customer.
- Click **Continue**.

The screenshot shows a progress bar at the top with steps 1 through 8. Step 7 is highlighted. Below the progress bar, there is a heading "Step 7: Select Services Performed" and a sub-heading "AVAILABLE SERVICES". Underneath, there are two checkboxes: "Service Oil and Filter (\$69.00)" and "Service Wheels & tires (\$11.00)". At the bottom, there are two buttons: "BACK" and "CONTINUE".

## Step 8: Review Your Claim

- On this screen you will find the full details of the claim being submitted.
  - Review all the information prior to submitting claim to ensure services are being redeemed for the correct vehicle/customer under the correct Service Facility.
    - **IMPORTANT:** Validate that Payment Information is accurate to ensure payments are sent to the correct place.
  - Review total Amount approved for claim is correct based on services selected.
- If all information is correct, click **Submit**.

The screenshot shows a progress bar at the top with steps 1 through 8. Step 8 is highlighted. Below the progress bar, there is a heading "Step 8: Review Your Claim" and a sub-heading "Please review the information below is correct, and then click Submit to file your reimbursement claim. You will be able to print a confirmation on the next page." The main content area is divided into four sections: "CUSTOMER INFORMATION", "VEHICLE INFORMATION", "FACILITY INFORMATION", and "SERVICE INFORMATION". The "FACILITY INFORMATION" section has a red box around the "Payment Method: Credit Card" and "Payment Delivery: gmelkoryan@chevroletvannuys.com" fields. The "SERVICE INFORMATION" section has a red box around the "Total Claim Amount: \$80.00" field. At the bottom, there are two buttons: "BACK" and "SUBMIT".



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**Submission Completed:** Upon submitting the claim with all required information, a receipt confirmation will generate with a reference number.

- Reference Number consist of Customer’s Contract Number and RO Number.
- After submission, claim will submit through overnight batching for next day payment.

## Your claim has been submitted successfully!

Thank you for submitting your Pre-Paid Maintenance claim. The summary below has been sent to the email address provided. Reimbursements are sent 24-48 hours via fax or email, depending on the preferences selected.

Please save your Reference Number in case you need to check this claim in the future.

**Reference Number: U9135753845-1234567**

**Status: Submitted**

### CUSTOMER INFORMATION

Customer Name: Neal Alfermann  
 Address: 986 Glen Owen Dr  
 Labadie  
 MO 63055  
 Phone: (636) 432-2733  
 Email:

### VEHICLE INFORMATION

Year/Make/Model: 2020/GMC/SIERRA K2500 DENALI  
 VIN: 1GT49REY2LF119082  
 Odometer: 71000  
 New/Used: Used

### FACILITY INFORMATION

Location: Chevrolet Van Nuys 5949 Van Nuys Blvd Van  
 Nuys California 91401  
 Phone: (818) 933-3000  
 Payment Method: Credit Card  
 Payment Delivery:  
 gmelkoryan@chevroletvannuys.com

### SERVICE INFORMATION

Contract Number: 9135753845  
 Service Date: 05/12/2025  
 RO #: 1234567  
 Services Redeemed:

- Service wheels & tires
- Service Oil and Filter

**Total Claim Amount: \$80.00**

**Claim Submitted Date: 05/12/2025**

[CREATE NEW CLAIM](#)

[PRINT](#)

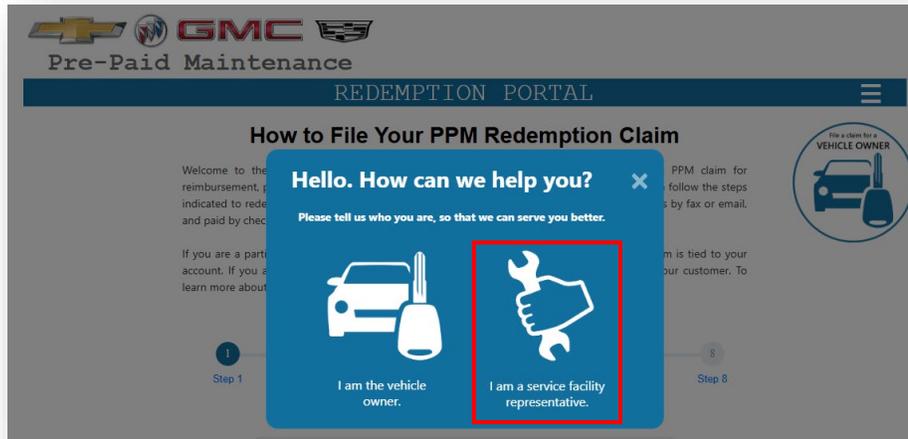


# Pre-Paid Redemption (PPM) Portal Guide

## HOW TO CHECK CLAIM STATUS

To get started: Access the PPM Redemption Portal - <https://myppmclaims.com>.

- Select the "I am a service facility representative." option.



**Step 1:** Click on the right corner of the banner for more options.



**Step 2:** Select the **Check Claim Status** option.





# Pre-Paid Redemption (PPM) Portal Guide

**Step 3:** Enter the **Reference Number** provided on submission confirmation receipt. Click **Go**.

**Check Claim Status**

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Enter the Reference Number associated with your PPM redemption claim to view payment status and other details.

Reference Number

U9135753845-1234567

\*Required

**GO**

**Step 4:** Claim information will populate at the bottom of the screen.

- Claim status will be located in the middle of the page under the Reference Number.

Reference Number

U9135753845-1234567

\*Required

**GO**

**Reference Number: U9135753845-1234567**

**Status: Submitted**

<p><b>CUSTOMER INFORMATION</b></p> <p>Customer Name: Neal Alfermann          Address: 986 Glen Owen Dr Labadie MO 63055          Phone: (636) 432-2733          Email:</p>	<p><b>VEHICLE INFORMATION</b></p> <p>Year/Make/Model: 2020/GMC/SIERRA K2500 DENALI          VIN: 1GT49REY2LF119082          Odometer: 20047          New/Used: Used</p>
<p><b>FACILITY INFORMATION</b></p> <p>Location: Chevrolet Van Nuys 5949 Van Nuys Blvd Van Nuys CA 91401          Phone: (818) 933-3000          Payment Method: Credit Card          Payment Delivery:          gmelkonyan@chevroletvanuys.com</p>	<p><b>SERVICE INFORMATION</b></p> <p>Contract Number: 9135753845          Service Date: 05/12/2025          RO #: 1234567          Services Redeemed:</p> <ul style="list-style-type: none"> <li>Service Wheels &amp; tires</li> <li>Service Oil and Filter</li> </ul> <p><b>Total Claim Amount: \$80.00</b>  <b>Claim Submitted Date: 05/12/2025</b></p>

**CREATE NEW CLAIM**
**PRINT**

## STATUS GUIDE

**Submitted:** Claim has been filed and submitted for redemption.

**Processed:** Claim has been processed for payment and CC letter issued.

**Paid:** CC letter was received and ran by Facility. Funds received.



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## HOW TO ENTER A FACILITY

When in the process of filing a claim, on step 4 - if the Service Facility was not auto populated for selection, you will need to click on **Enter My Facility** to create a facility profile in the system.

**Step 4: Find Your Service Facility**

Enter your facility information to create a claim for the PPM contract below.

Contract#	Customer Name	VIN#	Vehicle	Purchase Date	Expiration Date	Status	Service Location
9135753845	Neal Alfermann	1GT49REY2LF119082	2020 GMC SIERRA K2500 DENALI	12/31/2020	12/30/2029	Active	

All the fields are required.

Service Center Name

\*Required

Zip Code (XXXXXX)

\*Required

**Step 1:** Enter the Facility Information and Payment Information, click **Continue**.

- Payments will be sent to the Fax or Email address entered under the Facility Information.

Enter your service facility details and click Continue to proceed.

All the fields are required.

**Facility Information**

Service Center Name <input type="text" value="Bob Smith Cadillac"/> <small>*Required</small>	Address <input type="text" value="123 Main St"/> <small>*Required</small>
City <input type="text" value="Fort Worth"/> <small>*Required</small>	State <input type="text" value="Texas"/> <small>*Required</small>
ZIP Code (XXXXXX) <input type="text" value="76155"/> <small>*Required</small>	First Name and Last Name <input type="text" value="Bob Smith"/> <small>*Required</small>
Phone Number (XXX-XXX-XXXX) <input type="text" value="817-785-1600"/> <small>*Required</small>	Fax Number (XXX-XXX-XXXX) <input type="text" value="817-785-1600"/> <small>*Required</small>
Email Address <input type="text" value="bobsmith@cadillac.com"/> <small>*Required</small>	Confirm Email Address <input type="text" value="bobsmith@cadillac.com"/> <small>*Required</small>

**Payment Information**

Credit Card <input type="text" value="Credit Card"/> <small>*Required</small>	Email <input type="text" value="Email"/> <small>*Required</small>
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Payments will be sent to the Fax or Email address provided above.



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**Step 2:** Review that all Facility and Payment information for your Facility entry is correct and accurate. Click **Continue**.

- If information is incorrect, you can click **Edit** to make any changes needed to your entry and click **Continue** as shown in **Step 1**.

**Step 5: Confirm Service Facility**

1 Step 1 2 Step 2 3 Step 3 4 Step 4 5 Step 5 6 Step 6 7 Step 7 8 Step 8

Please review the information below is correct; then click Continue. To revise your submission, click Edit.

**FACILITY INFORMATION**

Bob Smith Cadillac  
123 Main St  
Fort Worth Texas 76155

Phone: (817) 785-1600  
Fax: (817) 785-1600

**PAYMENT INFORMATION**

Payment Method: Credit Card  
Payment Delivery: bobsmith@cadillac.com

Payments will be sent to the Fax or Email address provided above.

BACK EDIT **CONTINUE**

File a claim for a VEHICLE OWNER

**Step 3:** At this point, Service Facility has been added in the system for current and future claims.

- Refer to HOW TO FILE PPM REDEMPTION CLAIM steps 6 through 8 to continue claim filing process.