

Warranty procedures help manual

1.	Logging into warranty procedures database	2
2.	How to use the menu system (This menu might look different depending on your access level)	3
3.	How to add an advisor to the warranty procedure database.	4
4.	How to add an employee for the “With” status drop down menu in a warranty claim.	4
5.	Adding a warranty claim to the system	5
6.	Add a new user to the system	5
7.	View all claims menu.....	6
8.	View tickets that are 30 days old	6
9.	View tickets by an advisor.....	7
10.	View tickets by status	7
11.	Search for a ticket	8
12.	Archive a ticket.....	8
13.	Retrieve a ticket	9

1. Logging into warranty procedures database

Login to Warranty Procedures

Username

Password

Please enter your valid username and password then press the login button

This account is separate from your windows account and needs to be created by whoever has admin access to the database

Incorrect user name

Login to Warranty Procedures

Username * Incorrect User Name

Password

User account does not match with the username stored in the database, please check the username and try again

Incorrect password

The screenshot shows a login interface titled "Login to Warranty Process". It features two input fields: "Username" with the value "jsmith" and "Password" with masked characters "*****". A red error message "* Incorrect Password" is displayed to the right of the password field. Below the fields are two buttons: "Login" and "Exit". A blue callout box points to the password field with the text: "Incorrect password entered, please double check the password and try again."

2. How to use the menu system (This menu might look different depending on your access level)

The screenshot shows a menu titled "Warranty Procedures" with a list of options. Blue callout boxes provide descriptions for each option:

- Add Advisor**: Add a new employee to the system that will be responsible for a RO
- Add Employee**: Selects all records from the table and displays them in a form
- Add Warranty Claim**: Add a new service advisor to the system
- View All Claims**: Add a new warranty claim to the system
- View Tickets 30 days old**: View all tickets that are 30 days old in a form
- View Tickets for an advisor**: View tickets for an advisor in a form
- Find a ticket**: Search for a claim in the system
- Email Report old ticket**: Use this button to automatically email the older report to all advisors saved in the database
- Archive a ticket**: Use this to archive a ticket that has been claimed
- Add User**: Add a new user account to log onto the system
- Retrieve a ticket**: Restore a ticket that has been archived
- View Tickets by status**: View tickets in the system by status
- Help**: View this help manual
- Exit**: Exit the program

3. How to add an advisor to the warranty procedure database.

The screenshot shows a web form titled "Add New Advisor". It contains three input fields: "Employee Number" with the value "5612", "Full Name" with the value "John Smith", and "Email" with the value "jsmith@mbmelbourne.com.au". Below the fields are two buttons: "Save Record" and "Main Menu". Five blue callout boxes provide instructions: "Enter the first and last name of the advisor" points to the Full Name field; "Enter employee number for the advisor" points to the Employee Number field; "Enter the email address for the advisor" points to the Email field; "Press the save button when all the fields have been entered" points to the Save Record button; and "Press this button to cancel and return to the main menu," points to the Main Menu button.

4. How to add an employee for the "With" status drop down menu in a warranty claim.

The screenshot shows a web form titled "Add New Employee". It contains two input fields: "Full Name" with the value "Mary Jane" and "Employee number" with the value "3333". Below the fields are two buttons: "Save Record" and "Main Menu". Four blue callout boxes provide instructions: "Enter the employee number to be saved to the database" points to the Employee number field; "Enter the full name of the employee to be added to the with field in the add warranty claim screen" points to the Full Name field; "Press this button to save the record when all the fields have been entered" points to the Save Record button; and "Press this button to cancel and return to the main menu" points to the Main Menu button.

5. Adding a warranty claim to the system

Warranty Ticket

Select the advisor from the drop down menu. This field is required

Optional. Enter the status of the claim

Once all the required fields have been entered press this button to save the record

Enter the date that the RO was opened. This field is required

Enter the RO number. This field is required

Select the employee that currently has the RO

Optional. Enter any notes about the claim

Press this button to cancel and go back to the main menu

Save Record

Main Menu

Fields visible in the form:

- Date: 12/07/2017
- RO Number: E321859
- Advisor: John Smith
- Description: Engine warning light on dash
- With: Warranty
- Customer to sign the RO

6. Add a new user to the system

Add new user

Last name of the user

First name of the new user

Password to use when logging onto the system

Username to log onto the warranty procedure system

Level of access to the warranty procedure database. Admin/Warranty/Advisor

Save the new user to the users table in the database

Cancel to return to the main menu

Save Record

Main Menu

Fields visible in the form:

- First Name: John
- Last Name: Smith
- Username: jsmith
- Password: Mercedes
- Access: Advisor

7. View all claims menu

This screen displays all the records in a table at the bottom of the menu. You can select a record from the table and update any of the fields using the table in the bottom or the fields displayed at the top. Note* admin and warranty accounts can change all fields except User, Date and Time modified. Advisors can only update notes.

View all tickets

Main menu

RODate: 2/05/2017

RONumber: G24627

Advisor: Fred Flinstone

Description: Adblue light on

With: John Smith

User Modified: advisor

Date Modified: 25/07/2017

Time Modified: 11:24:25 AM

Status: Declined

Notes: Sent to warranty

RODate	RONumber	Advisor	Description	With	User Modified	Date Modified	Time Modified	Status	Notes
2/05/2017	G24627	Fred Flinstone	Adblue light on	John Smith	advisor	25/07/2017	11:24:25 AM	Declined	Sent to warranty
27/06/2017	G23599	Billy Jean	SRS Light on	John Smith	advisor	25/07/2017	11:24:34 AM	Declined	Sent to tower
29/05/2017	G26788	Timothy Smith	Tyre Pressure Monit	Warranty	warranty	25/07/2017	11:22:38 AM	Partially Paid	Advisor 2
30/05/2017	G24345	Fred Jones	Knock in suspension	John Smith	warranty	25/07/2017	11:22:40 AM	Partially Paid	

8. View tickets that are 30 days old

You can make changes to records on this screen in the same way as the select all tickets menu. This form will only display claims that are 30 days old that have not been actioned. Admin and warranty can change all fields except user, date and time modified. Advisors can only add notes.

View tickets 30 days or older

Main menu

RO Date: 12/06/2017

RO Number: G32456

Advisor: Billy Jean

Description: Air bag light on dash

With: Warranty

User Modified: advisor

Date Modified: 13/07/2017

Time Modified: 8:45:34 PM

ServiceMeasure:

DamageCode:

Status:

Notes: Customer picking up tomorrow 3

RO Date	RO Number	Advisor	Description	With	User Modified	Date Modified	Time Modified	Status	Notes
12/06/2017	G32456	Billy Jean	Air bag light on dash	Warranty	advisor	13/07/2017	8:45:34 PM		Customer picking up tomorrow 3
6/06/2017	G22009	Fred Jones	Rattle in roof	Warranty	warranty	25/07/2017	11:23:23 AM		Customer picked up car
4/05/2017	G44225	Laura Smith	Vehicle not starting	Warranty	advisor	25/07/2017	11:25:03 AM		Sent to warranty
4/05/2017	G43213	Fred Flinstone	Engine stalls when at	Warranty	advisor	25/07/2017	11:24:51 AM		Need to eskalab
17/05/2017	G32546	Laura Smith	Car does not change	Warranty	bcoop	25/07/2017	11:17:42 AM		Test
5/05/2017	G11223	Fred Jones	Clicking noise coming	Warranty	bcoop	25/07/2017	11:17:46 AM		Test2

9. View tickets by an advisor

Click the advisor from the advisor drop down menu, and select search to view all the claims for that advisor. Admin, warranty can update all fields except user, date and time modified. Advisor account can only add notes to a claim.

Find tickets by advisor

Advisor:

RO Date:

RO Number:

Advisor:

Description:

With:

User Modified:

Date Modified:

Time Modified:

Service Measure:

Damage Code:

Status:

Notes:

RO Date	RO Number	Advisor	Description	With	User Modified	Date Modified	Time Modified	Service Measure	Damage Code	Status	Notes
28/05/2017	G24321	Mary Jane	Navigation not working	Mary Jane	warranty	25/07/2017	11:23:49 AM			Declined	
6/06/2017	G41456	Mary Jane	No sound from radio	Warranty	adviser	25/07/2017	11:25:21 AM			Declined	Sent to warranty
10/07/2017	G21378	Mary Jane	Knock in suspension	Warranty	adviser	13/07/2017	8:45:59 PM				test33
6/04/2017	G20321	Mary Jane	Car surging at idle	Warranty	warranty	25/07/2017	11:22:58 AM			Partially Paid	

10. View tickets by status

Select the status from the drop down menu and press the search menu to display all the claims with that status. Admin and warranty accounts can change all fields except user, date and time modified. Advisors can only add notes to a claim.

Find tickets by status

Status:

RO Date:

RO Number:

Advisor:

Description:

With:

User Modified:

Date Modified:

Time Modified:

Service Measure:

Damage Code:

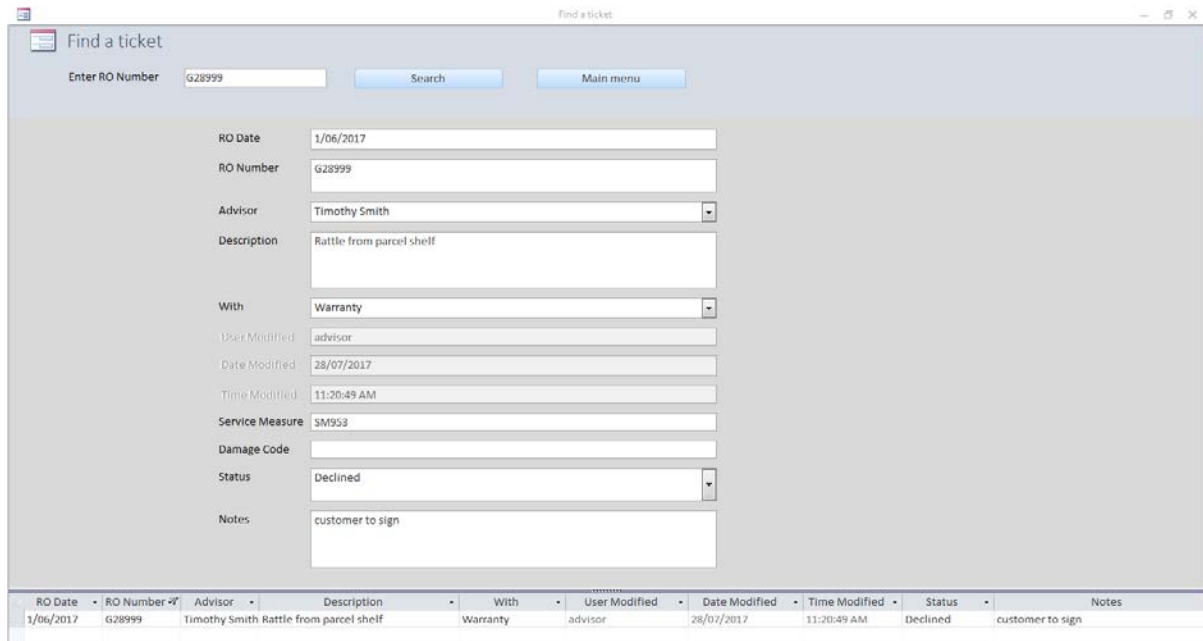
Status:

Notes:

RO Date	RO Number	Advisor	Description	With	User Modified	Date Modified	Time Modified	Status	Notes
27/06/2017	G23599	Billy Jean	SRS Light on	John Smith	adviser	25/07/2017	11:24:34 AM	Declined	Sent to tower
28/05/2017	G24321	Mary Jane	Navigation not working	Mary Jane	warranty	25/07/2017	11:23:49 AM	Declined	
1/06/2017	G28999	Timothy Smith	Rattle from parcel sh	Warranty	adviser	28/07/2017	11:20:49 AM	Declined	customer to sign
6/06/2017	G41456	Mary Jane	No sound from radio	Warranty	adviser	25/07/2017	11:25:21 AM	Declined	Sent to warranty
6/06/2017	G22134	Timothy Smith	Noise from rear drive	Warranty	adviser	13/07/2017	8:45:52 PM	Declined	Contacted customer 2

11. Search for a ticket

Enter the RO number in the input field and press the search button. You can put the whole RO number or a part of the RO number. Admin and warranty accounts can change all fields except user, date and time modified. Advisors can only add notes.



Find a ticket

Enter RO Number:

RO Date:

RO Number:

Advisor:

Description:

With:

User Modified:

Date Modified:

Time Modified:

Service Measure:

Damage Code:

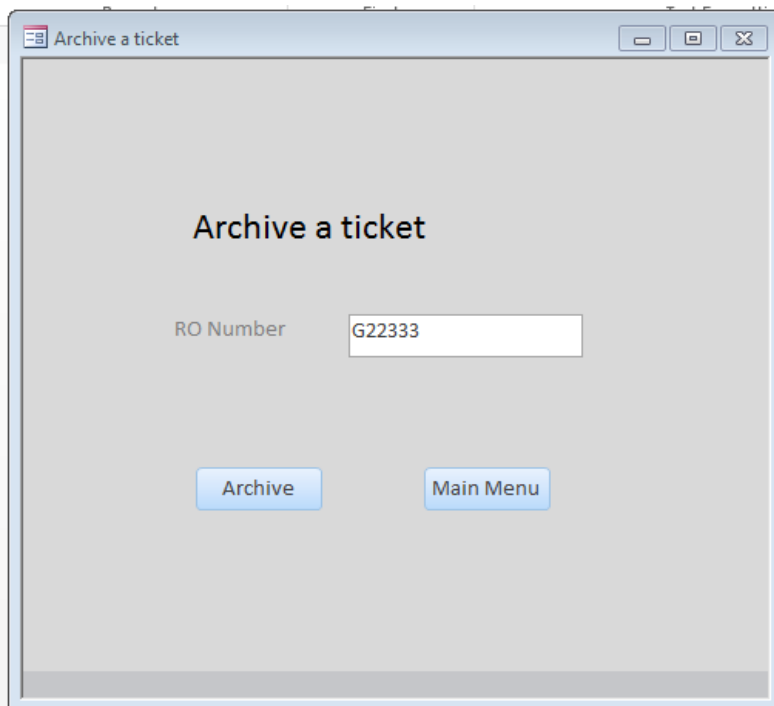
Status:

Notes:

RO Date	RO Number	Advisor	Description	With	User Modified	Date Modified	Time Modified	Status	Notes
1/06/2017	G28999	Timothy Smith	Rattle from parcel shelf	Warranty	advisor	28/07/2017	11:20:49 AM	Declined	customer to sign

12. Archive a ticket

Admin feature only. Use this to move the record to an archive table after the claim has been paid and completed.

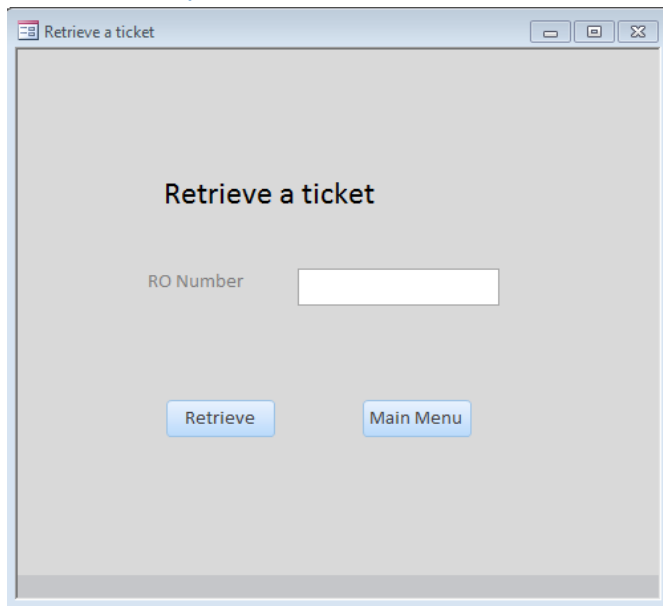


Archive a ticket

RO Number:

13. Retrieve a ticket

Admin feature only. Used to restore a ticket that has accidentally been archived that was not complete.



The screenshot shows a window titled "Retrieve a ticket" with a standard Windows-style title bar (minimize, maximize, close buttons). The window has a light gray background. In the center, the text "Retrieve a ticket" is displayed in bold. Below this, the label "RO Number" is positioned to the left of a white rectangular input field. At the bottom of the window, there are two blue buttons with white text: "Retrieve" on the left and "Main Menu" on the right.