



Aapki Jeet. Hamari Jeet.

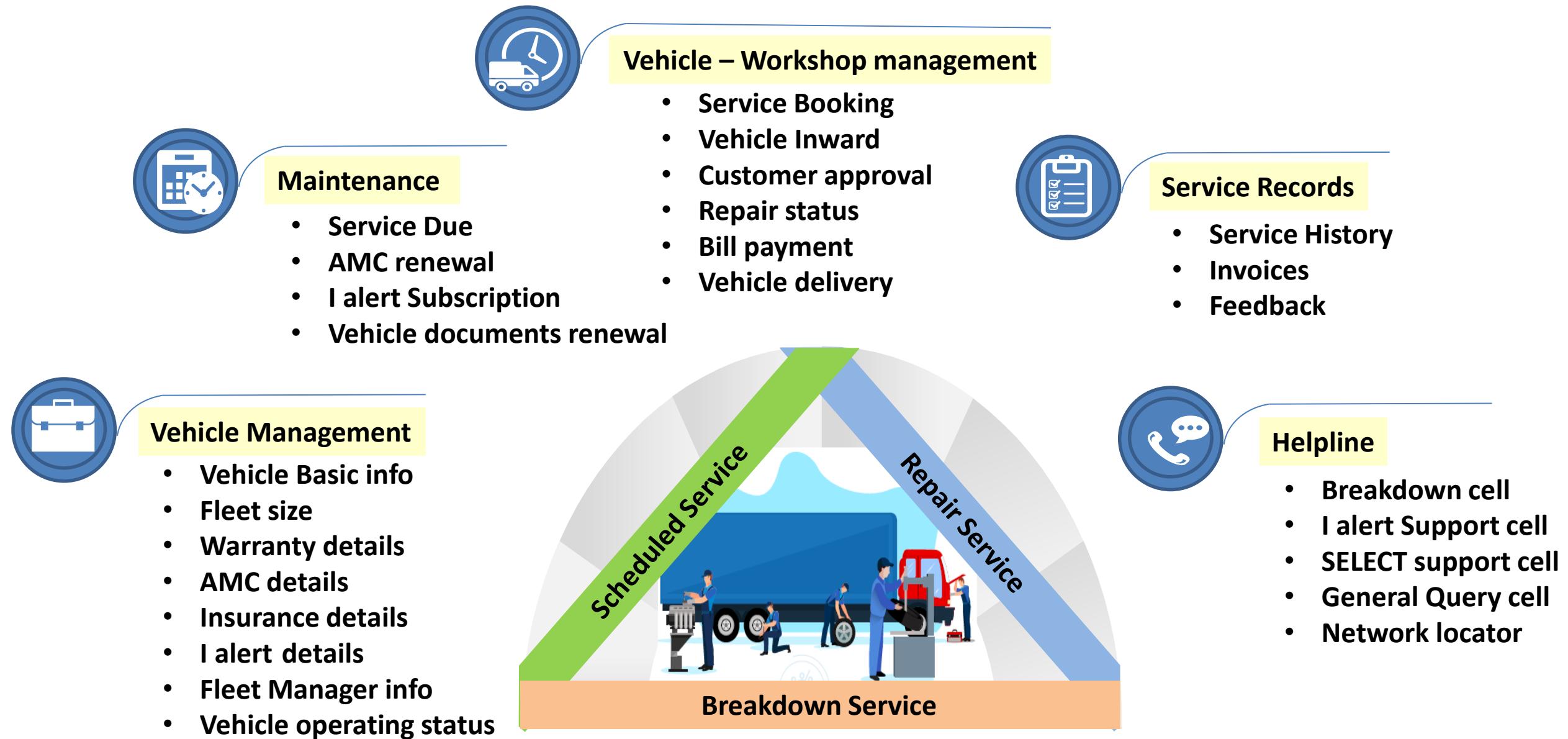
ALCARE

“One stop solution for all your service needs”

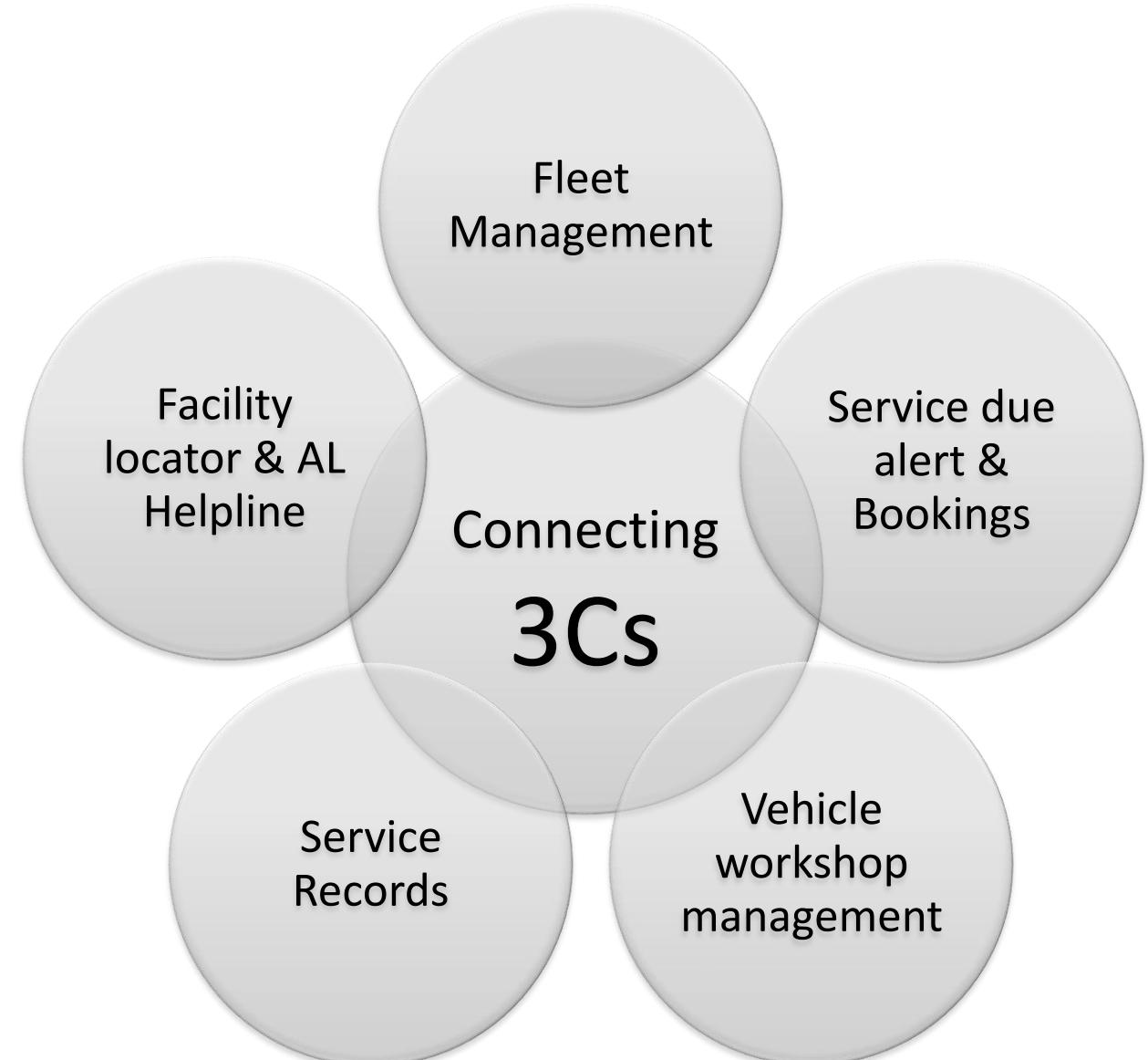
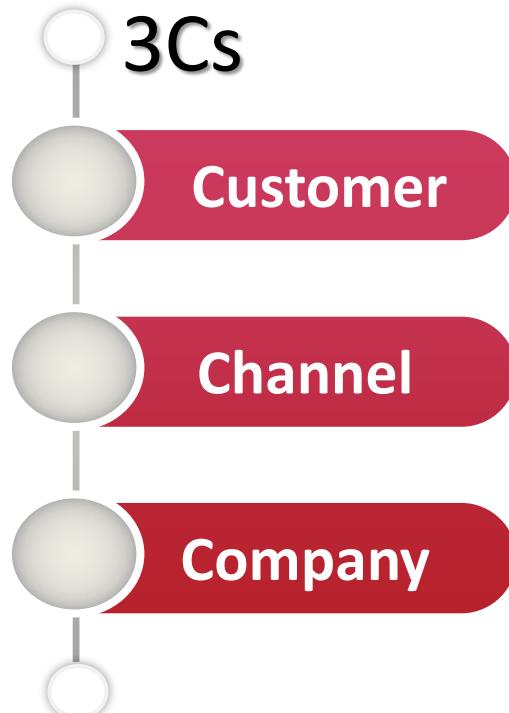


HINDUJA GROUP

What does “Service” mean to Customer?



*To serve as a “One stop solution
for all Customer’s service needs”*



Key Modules



Key Features



My Vehicles

: Segment wise grouping, Live i alert data, Warranty validity, AMC validity, Service History(Invoice details), Navigation to Leykart and i alert app

User Management

: Option to assign Fleet manager with the vehicles he manage



Service Due Alert

: Aggregate level due alert

Service Booking

: Option to do advance booking across India



Document Alerts

: Option to save vehicle related documents(Insurance, RC, NP, FC, RT, PC) and get due date remainder



Vehicle In Workshop

: To track live repair status of vehicle in dealership by four stages with date and time

Key Features



Subscription Alert

: Get AMC/i alert subscription remainder alert before its expiry



AL Helpline

Contact Us

: One click call to SELECT / Non SELECT Breakdown cell based on customer type

: Option to lodge Breakdown, i alert and AL Care related complaints



Network Locator

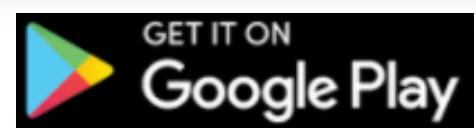
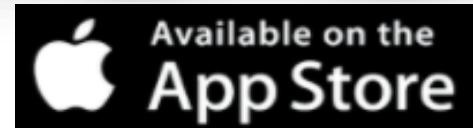
: To get Service, Spares, Sales, DTI and STC outlets location and contact information

Push Notification

: User will get notification on all dues once in a day

User e- guide

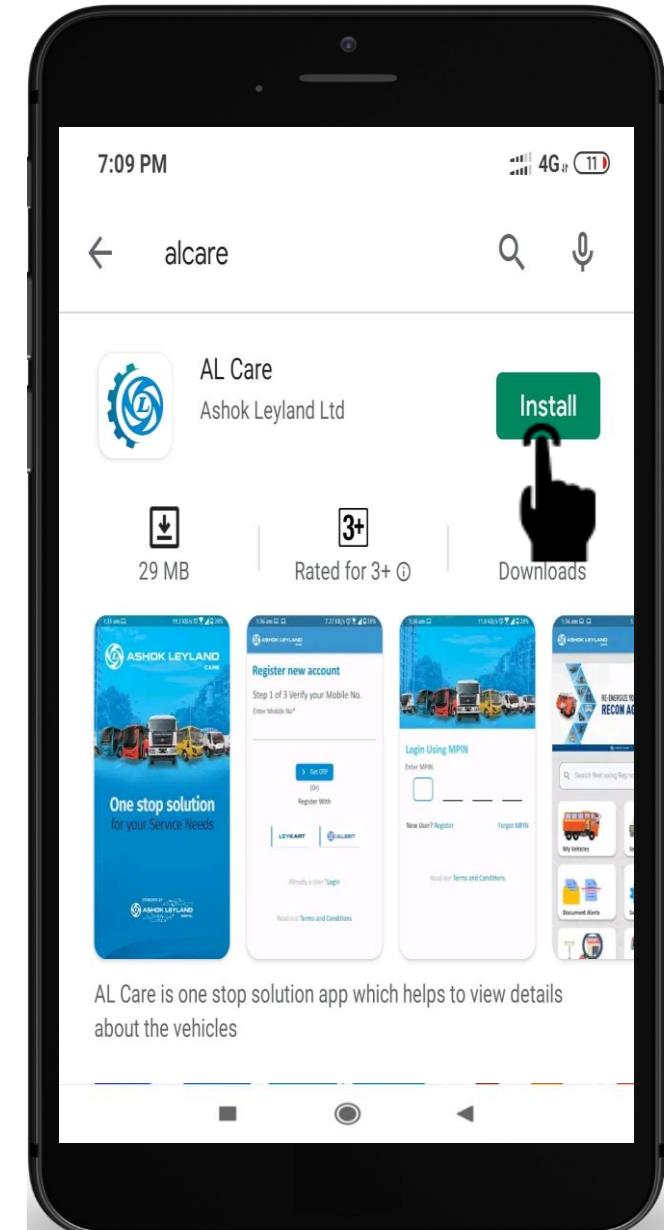
Go to play store : Search for “  AL Care ” or scan below QR code



User e- guide: Install



- Click Install to Download “AL Care” app



AL Care is one stop solution app which helps to view details about the vehicles

User e-guide: Install



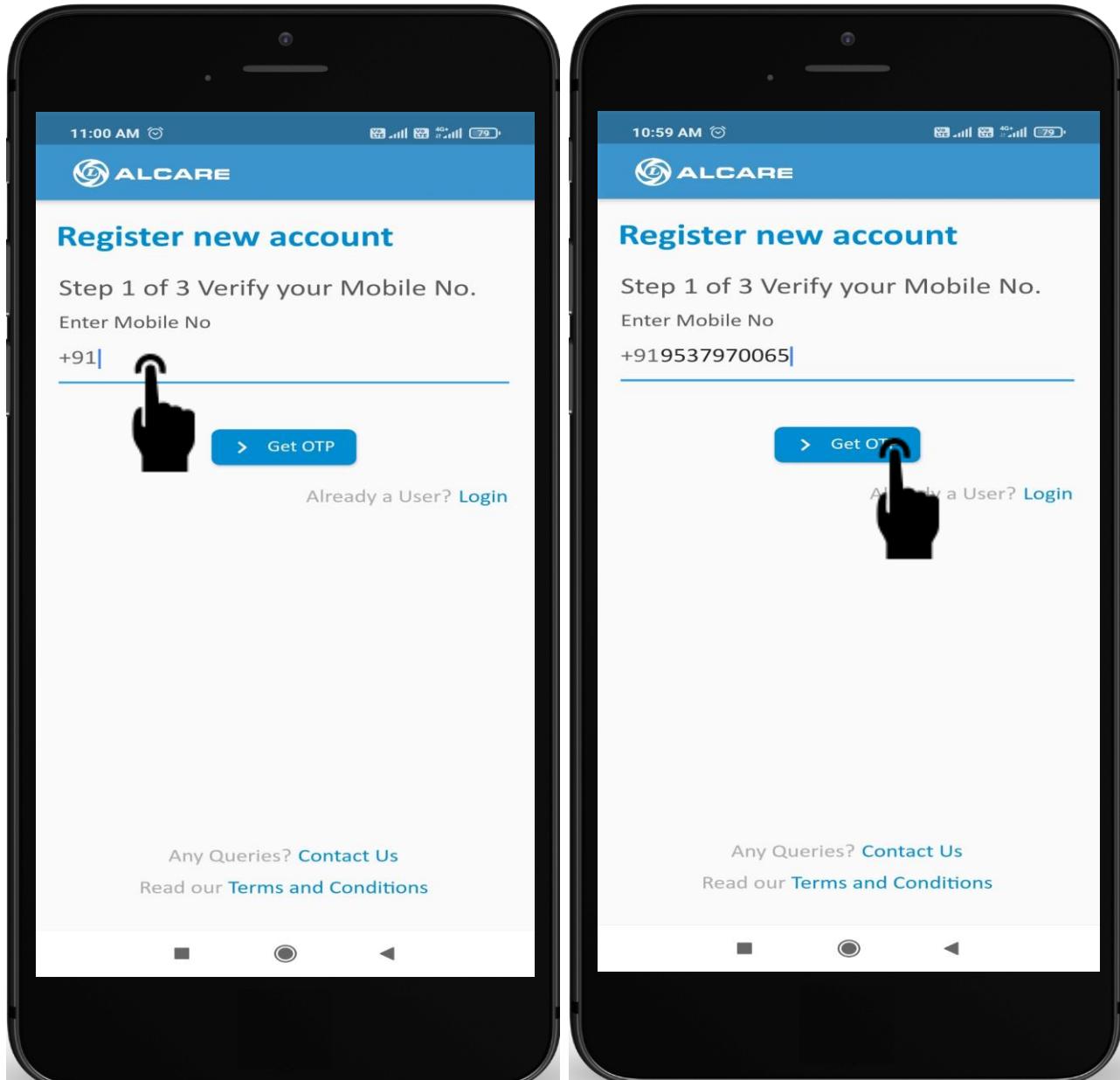
- After successful Installation
- Click AL Care icon to open the app



User e- guide: Registration



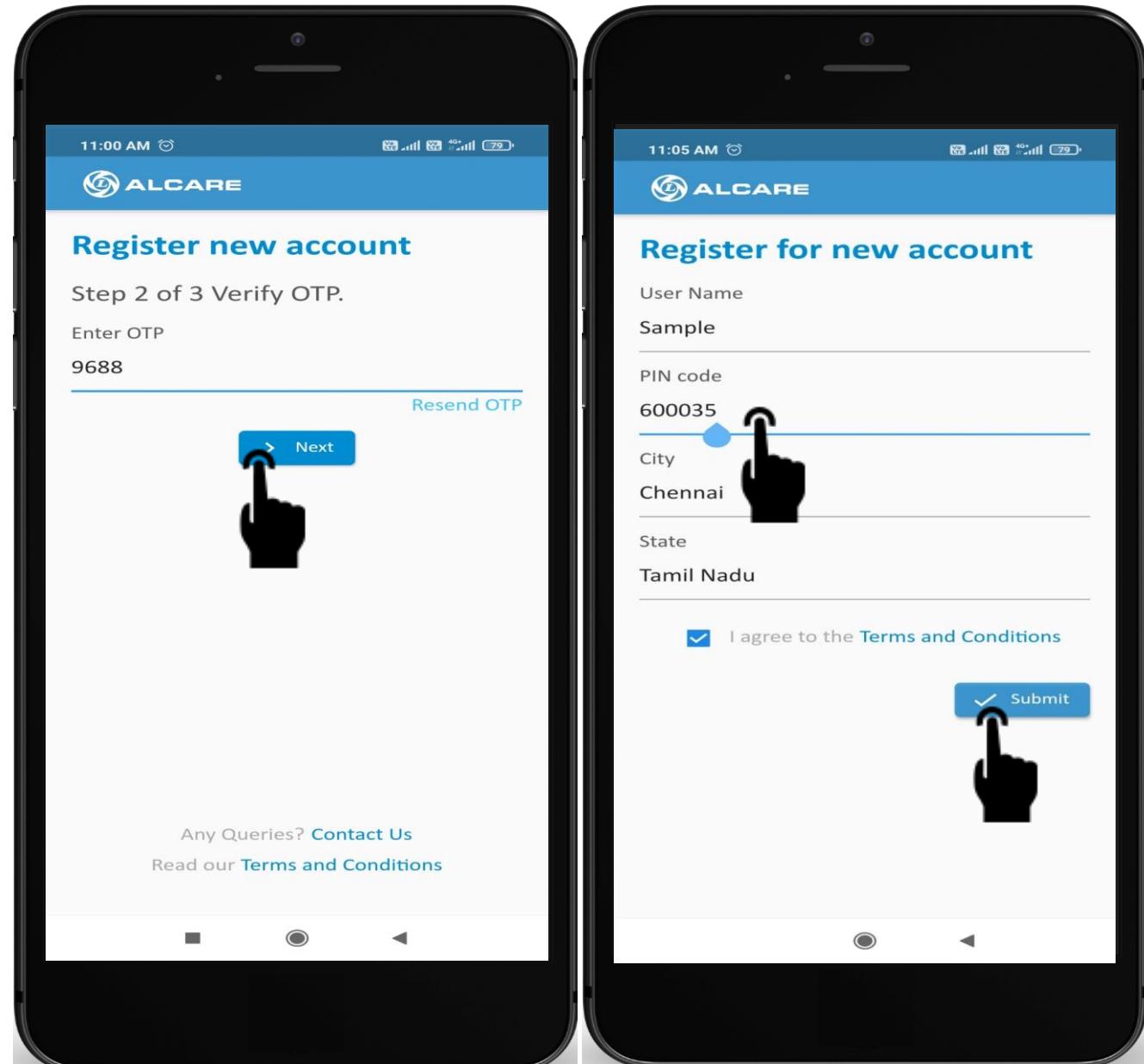
- Enter your mobile number in the field given
- Click “ Get OTP”
- within 2 to 5 Secs you will receive OTP SMS to the mobile number entered (Please ensure good network signal)



User e- guide: Registration



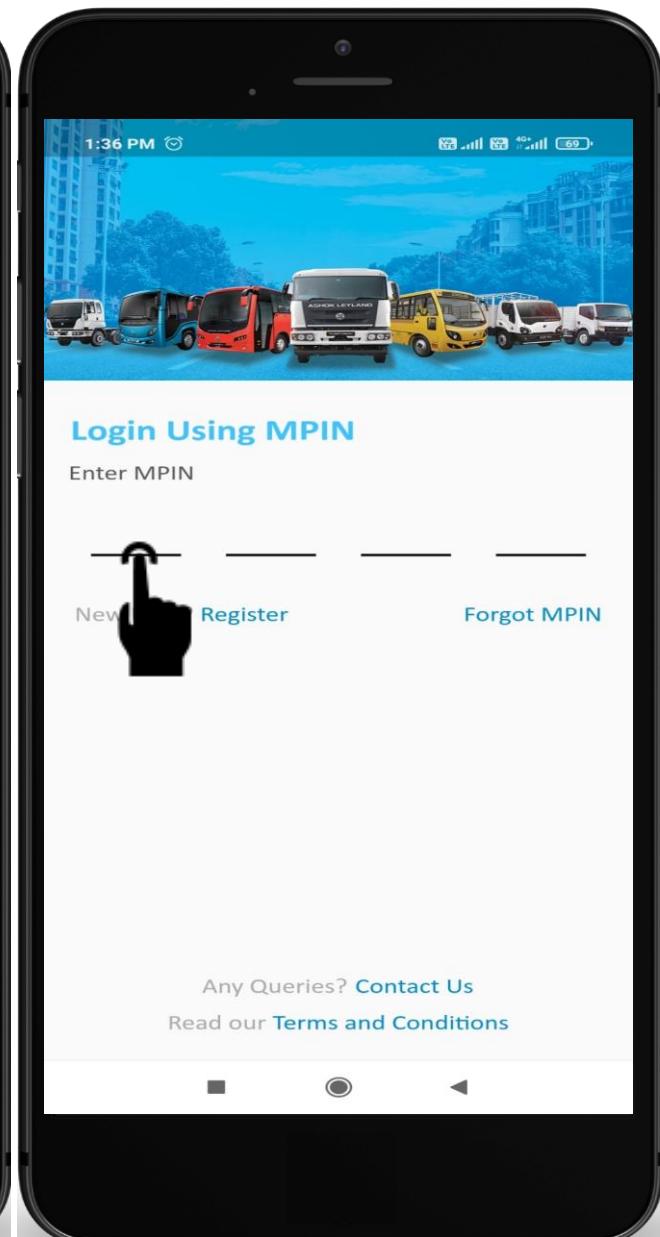
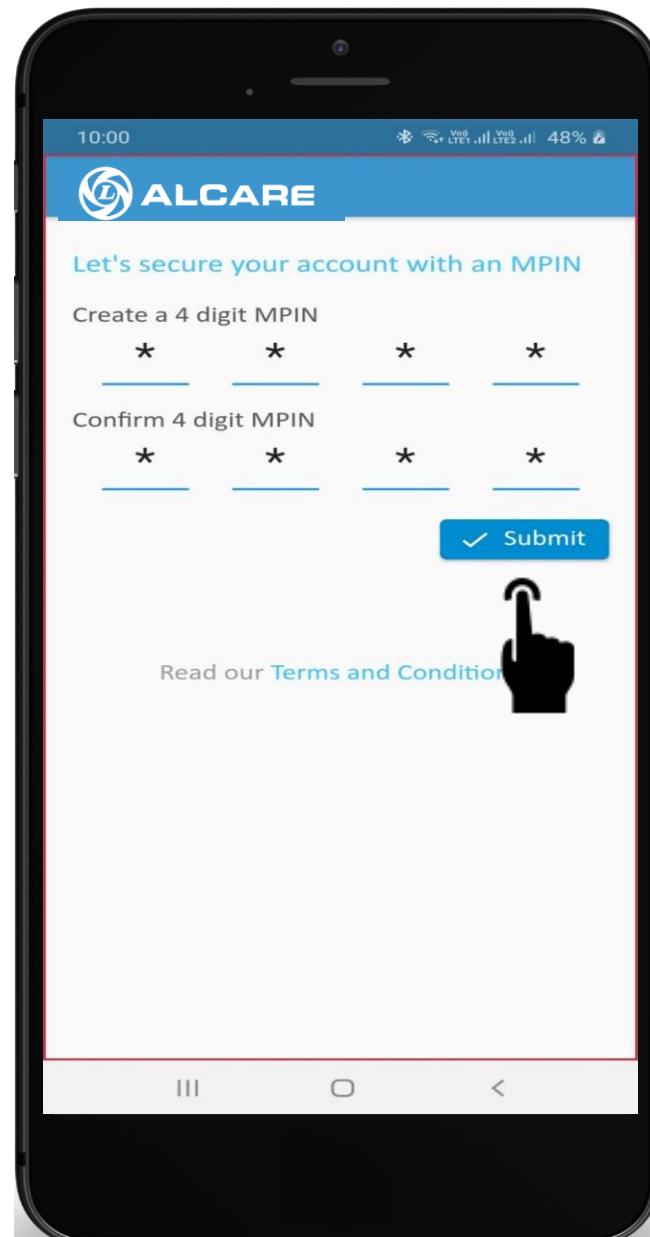
- Enter the OTP you have received
- Click “Next”
- Provide Name and PINCODE
- City and State are auto-populate
- User can also edit the “City” if required
- Please read Terms and conditions and enable “I agree”
- Click “Next” to register



User e- guide: Registration



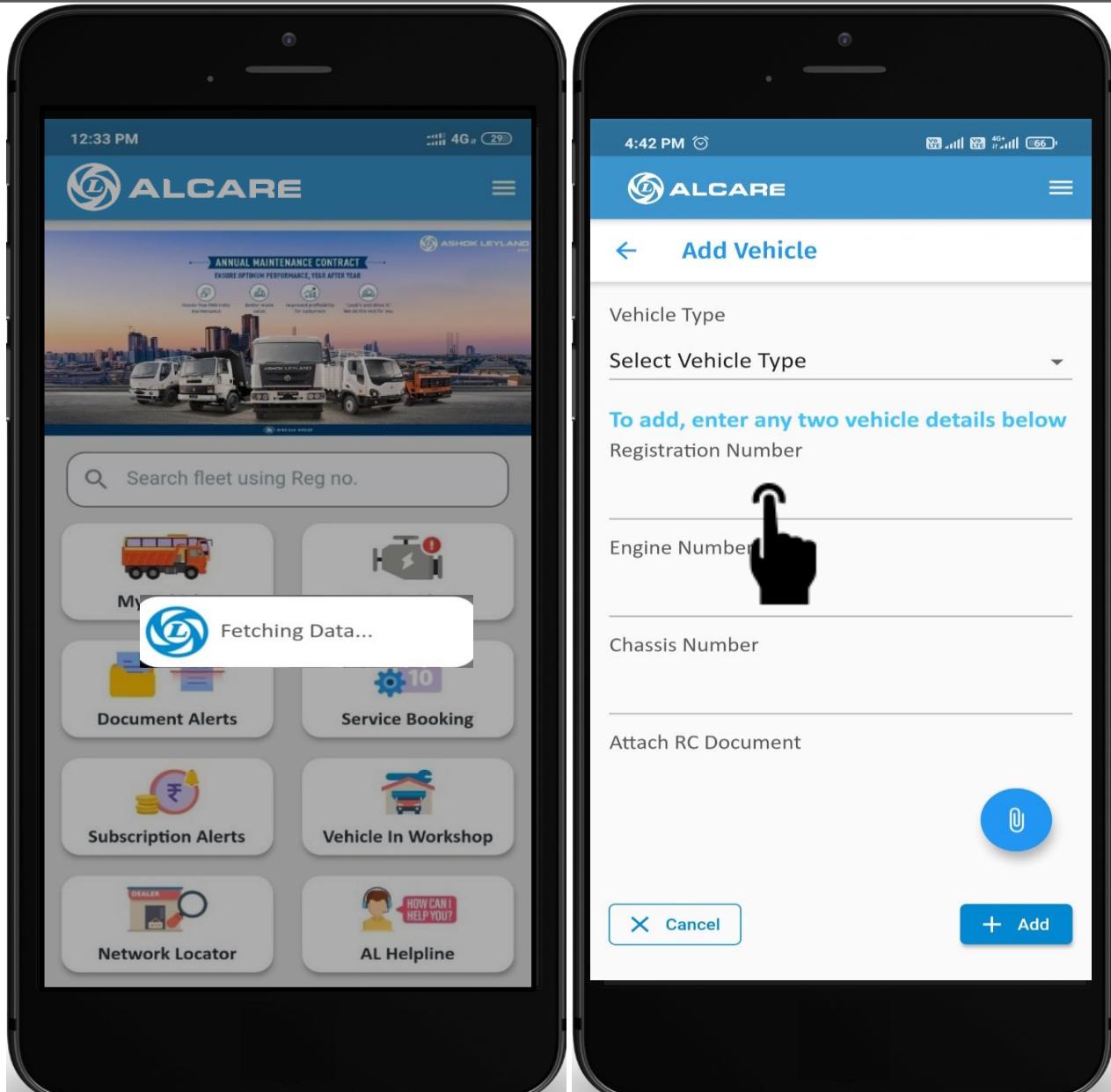
- Set your 4 digit MPIN and Click “Submit”
- Enter your 4 digit MPIN to login to AL Care app



User e- guide: Home Page



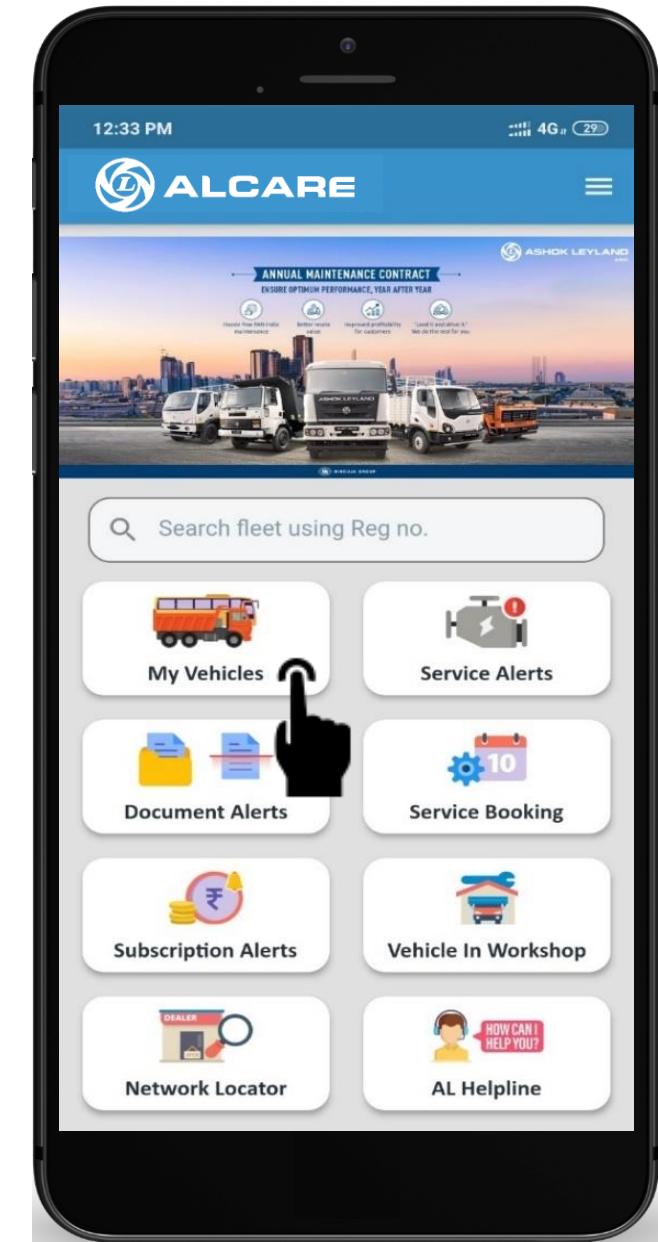
- If the Mobile is available in **AL database**, then all vehicles belongs to **user** will be automatically assigned.
- If not, user has to submit a request form by entering Chassis/ Engine/Registration number with Original RC photograph and click add.
- Once the **Request is approved by AL Care Team**, all vehicles belongs to the requested **vehicle customer code** will be assigned to the user.



User e- guide: My Vehicles



- After Vehicle assignment.
- Click “My vehicle” to see your fleet distribution and information

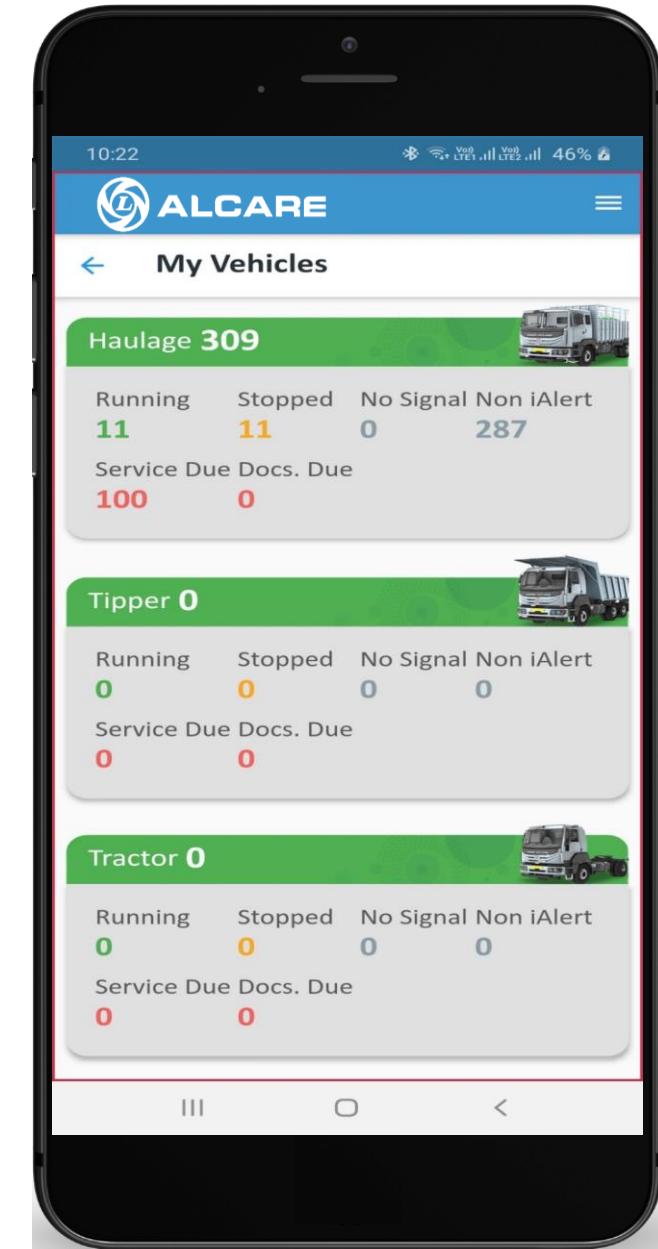


User e- guide: My Vehicles



This Screen will show the entire fleet summary

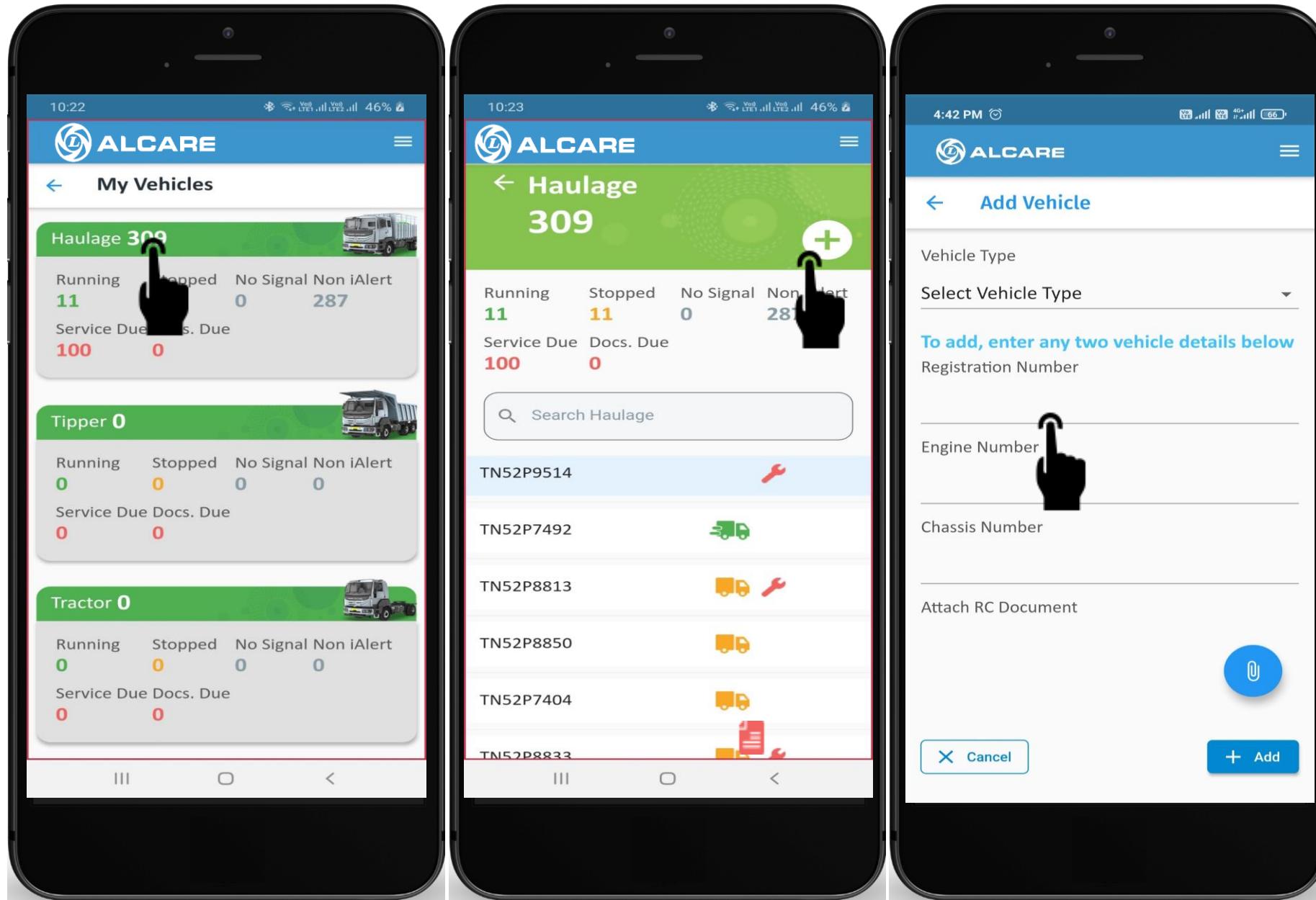
- ✓ Running : Number of i alert vehicles running
- ✓ Stopped : Number of i alert vehicles Stopped
- ✓ No signal: Number of i alert vehicles which doesn't have signal
- ✓ Service due : Number of vehicles with atleast one service due
- ✓ Docs due : Number of vehicles with atleast one document which is going to expire in next 30 days



User e- guide: My Vehicles



- Click respective segment to view “List of vehicles” under that category
- Click “+” icon to add vehicles which is not available in the list
- Fill in all details of one vehicle per customer code which is not tagged and then Click Add

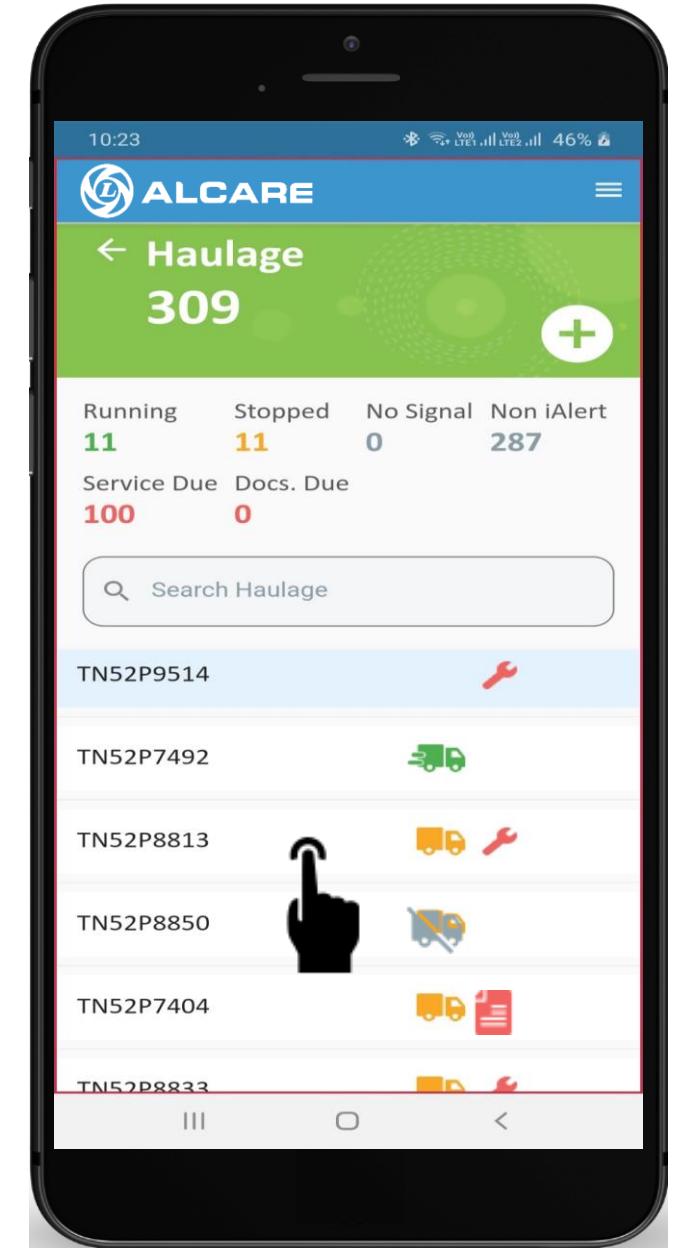


User e- guide: My Vehicles



- Click “Registration number” to view vehicle level details

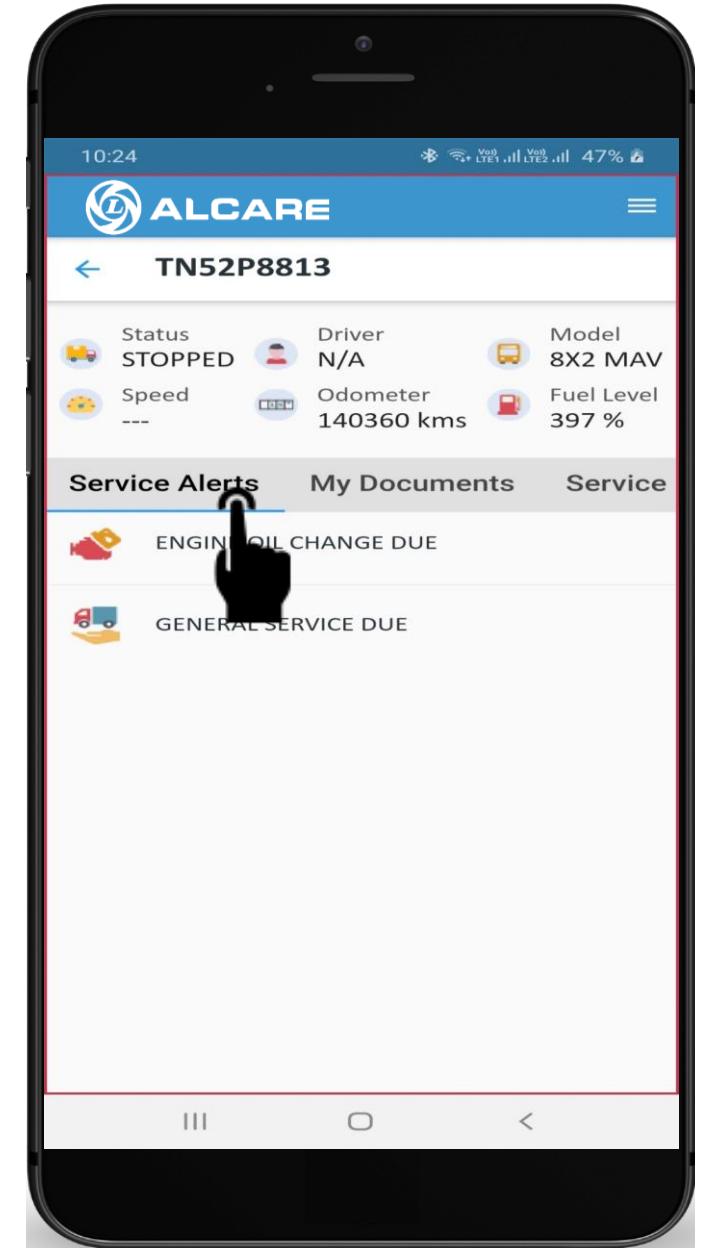
	Vehicle Running
	Vehicle stopped
	iAlert Vehicle No Signal
	Document Due for Renewal
	Vehicle due for Service



User e- guide: Service Alerts



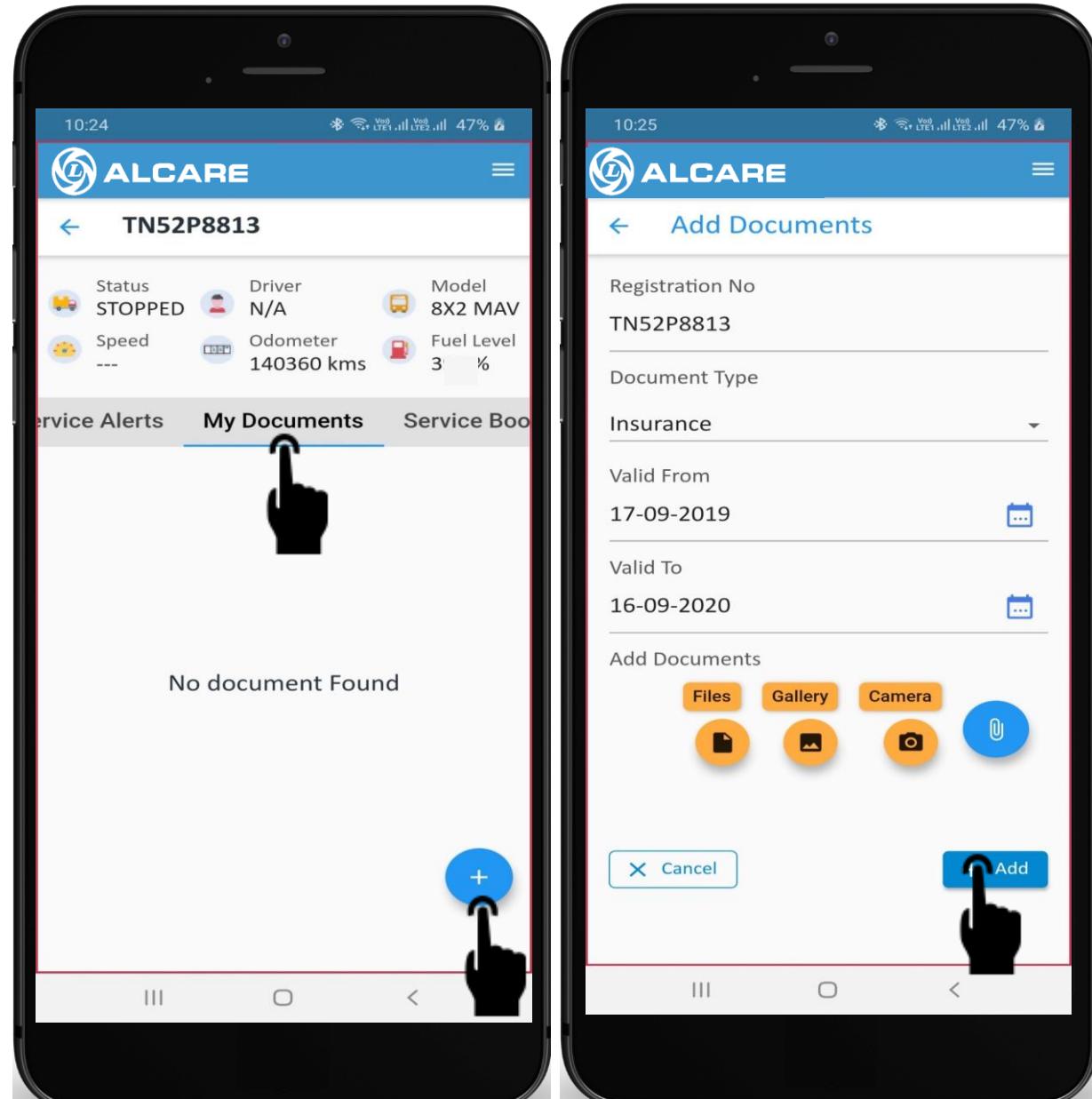
- Click “Service Alerts” to know service dues for the vehicle displayed



User e- guide: My Documents



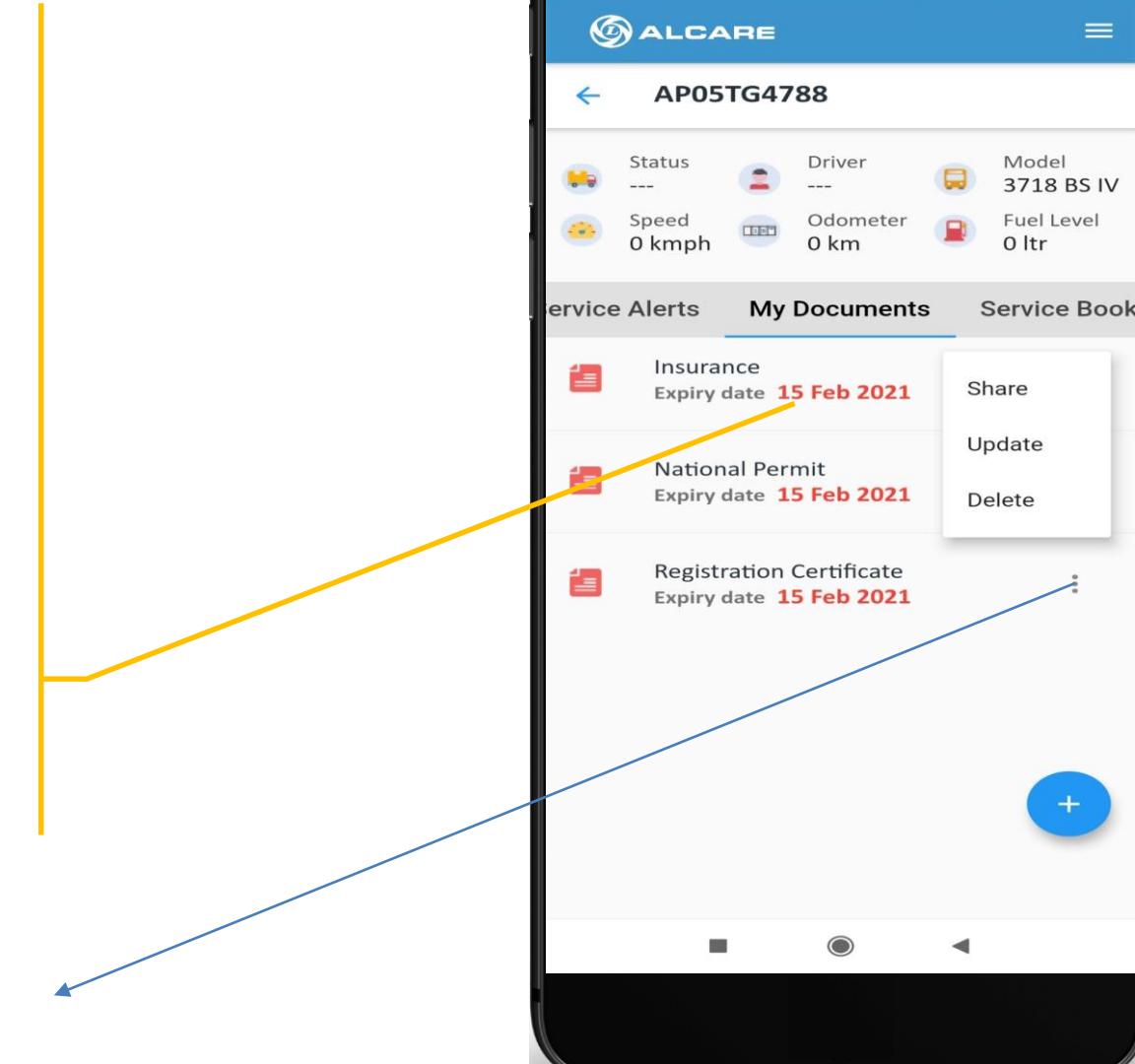
- Click “ My Documents” to view vehicle related documents
- Click “+” to add document
- Select document type, Validity date and upload document copy
- Click “ Add” to save the documents



User e- guide: My Documents **NEW**



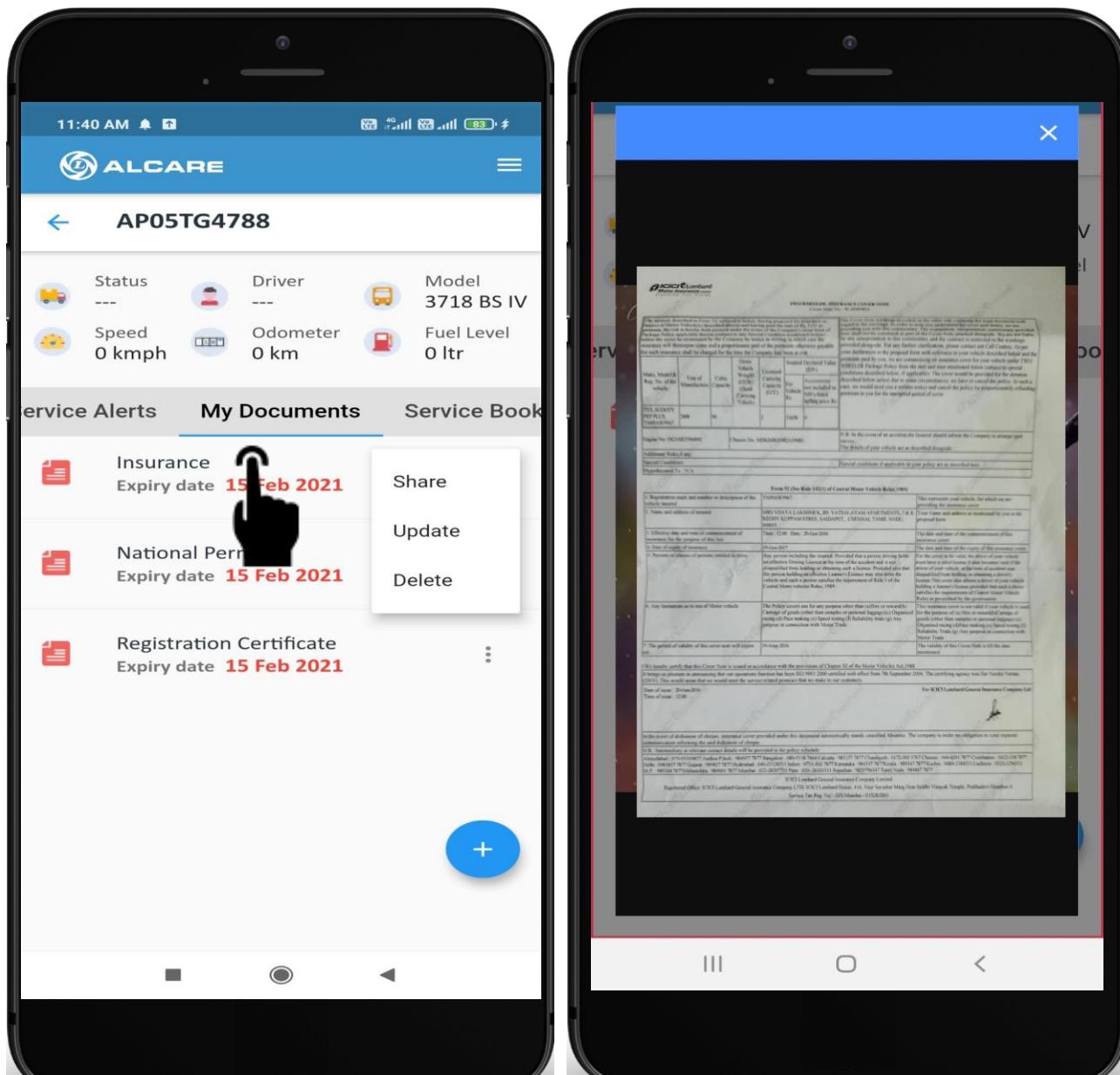
- **Red color** : Document will expire in next 30 days
 - **Yellow color** : Document will expire between 31 to 60 days
 - **Blue color** : Document has more than 61 days to get expired
-
- Option to Share, update and delete the uploaded documents



User e- guide: My Documents



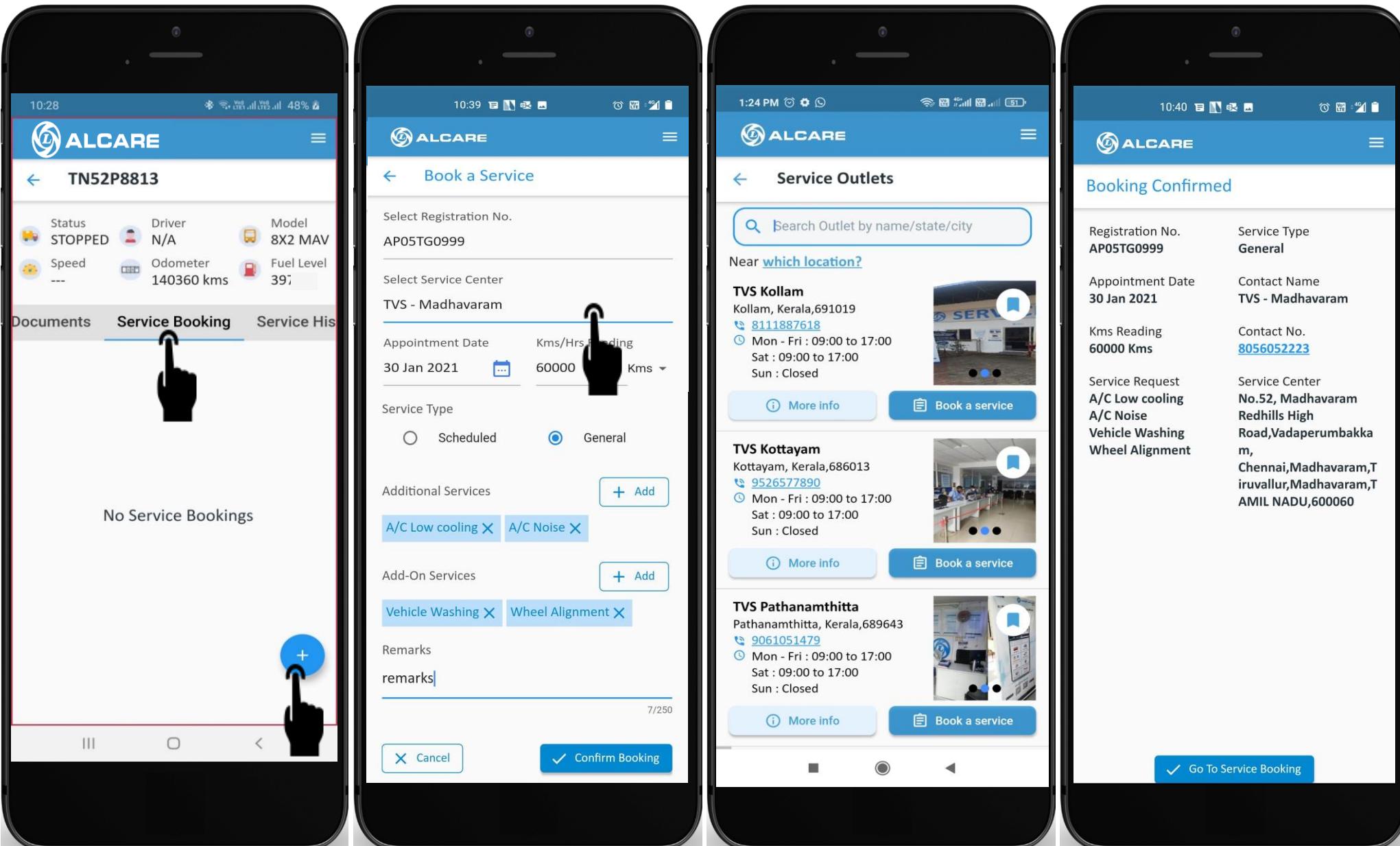
- Click document to view the uploaded copy



User e- guide: Service Booking **NEW**



- Click “Service Booking” to view booking tab
- Click “+” to do booking
- Select Vehicle, Dealer appointment date, additional and add on services
- Click “Book” to submit your request



User e- guide: Service Booking **NEW**



- Click “Booked on” date to view booking information
- User can also **Cancel or reschedule the service bookings** before the appointment date

The image displays two screenshots of the ALCARE mobile application interface. Both screens show vehicle details and service booking history for a vehicle with Registration No. AP05TG4788.

Screenshot 1: Service Booking Details

This screen shows the vehicle's status (Status: ---), driver (Driver: ---), model (Model: 3718 BS IV), speed (Speed: 0 kmph), odometer (Odometer: 0 km), and fuel level (Fuel Level: 0 ltr). Below this, there are three tabs: Documents, Service Booking (selected), and Service History. The Service Booking tab lists two entries:

- Service Appointment Date: 2021-02-26
Booked On: 27 Jan 2021
TVS - Madhavaram
- Service Appointment Date: 2021-02-17
Booked On: 15 Feb 2021
Lead Motors Madukarai

A large black hand icon is placed over the second service entry. At the bottom right of the screen is a blue circular button with a white plus sign (+).

Screenshot 2: Booked Service Info

This screen provides detailed information for the service booking made on 15 Feb 2021 at Lead Motors Madukarai. It includes:

- Registration No.: AP05TG4788
- Status: Active
- Appointment Date: 17 Feb 2021
- Booked On: 15 Feb 2021
- Outlet Name: Lead Motors Madukarai
- Contact No.: [9791378099](tel:9791378099)
- Outlet Address: 13/516 B, L&T Bypass Road Marapalam Post
- Services Requested:
 - 6th Service (240000 km/ 3500 hours/ 36 months)
 - A/C belt Cut/Damaged
 - A/C n/w
 - Vehicle Washing
 - Wheel Alignment
 - test data

At the bottom of the screen are two buttons: "Cancel Booking" (with a crossed-out X icon) and "Reschedule" (with a checkmark icon).

User e- guide: Service History



- Click “Service History” to view service labor and parts details of the vehicle
- Click “i” icon to view more details

The screenshots demonstrate the ALCARE mobile application interface for viewing service history.

Screenshot 1: The main service history screen for vehicle TN52P8813. It shows basic vehicle information (Status: STOPPED, Driver: N/A, Model: 8X2 MAV, Speed: ---, Odometer: 140360 kms, Fuel Level: 397 %) and three service entries. The first entry is highlighted with a red box and two black hand icons pointing to the "i" detail icon and the "Amount" column. The second entry is partially visible below it.

Job Card	Date	Description	Quantity	Amount
12356789	29 Mar 2019	PDI SERVICE	1	₹ 649
123456789	20 Apr 2019	Body building Check up	1	590
		EDC Circuit Diagnosis	1	234

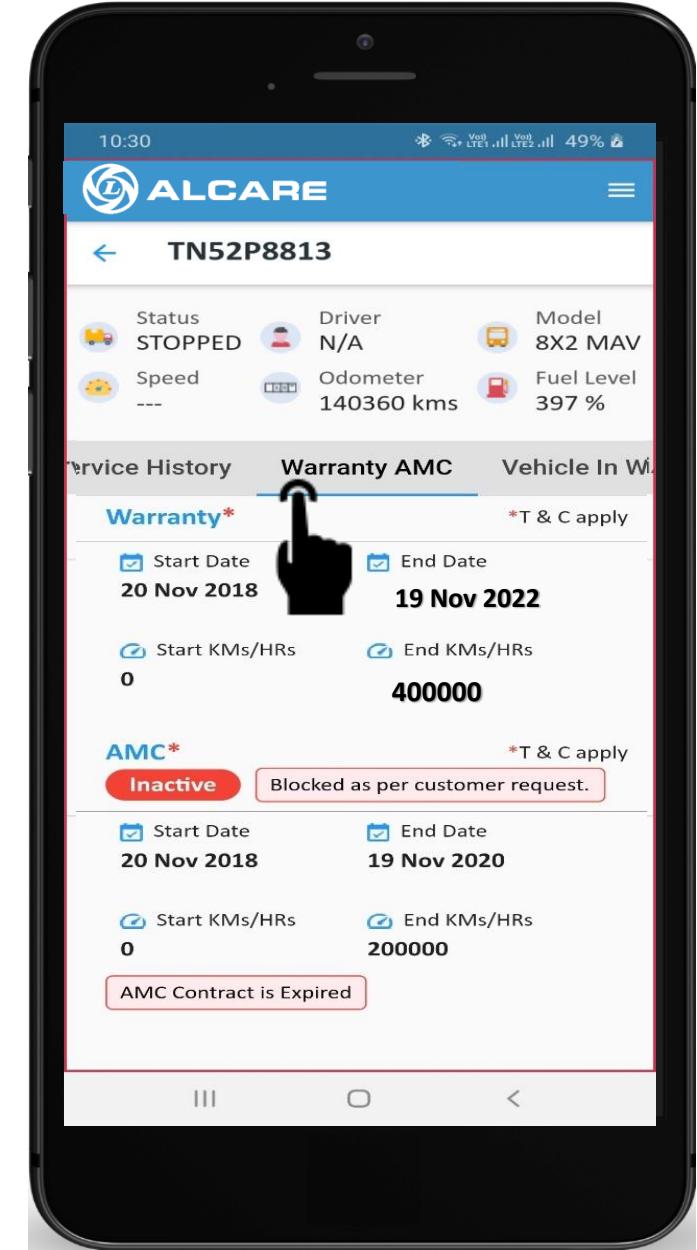
Screenshot 2: A detailed view of the second service entry from Screenshot 1. A white callout box highlights the "i" detail icon next to the date. The callout box contains the following information:

Job Card	Date	Service Type	Dealer Name
2004204097	20 Apr 2019	KM 42	TVS-Sankagiri

The callout box also includes a close button (X).

Click “Warranty / AMC “ tab to view

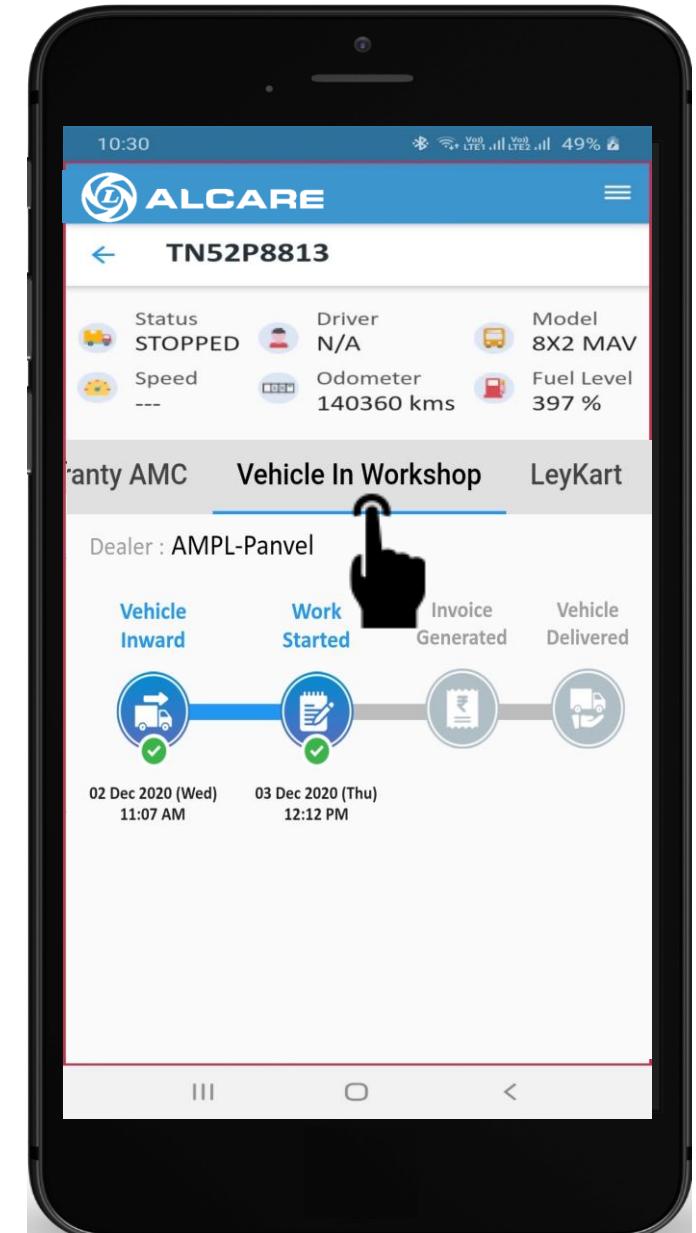
- Warranty and AMC validity period
- AMC active or Inactive status
- Reason for Inactive status
- AMC contract expiry alert msg



User e- guide: Vehicle in Workshop



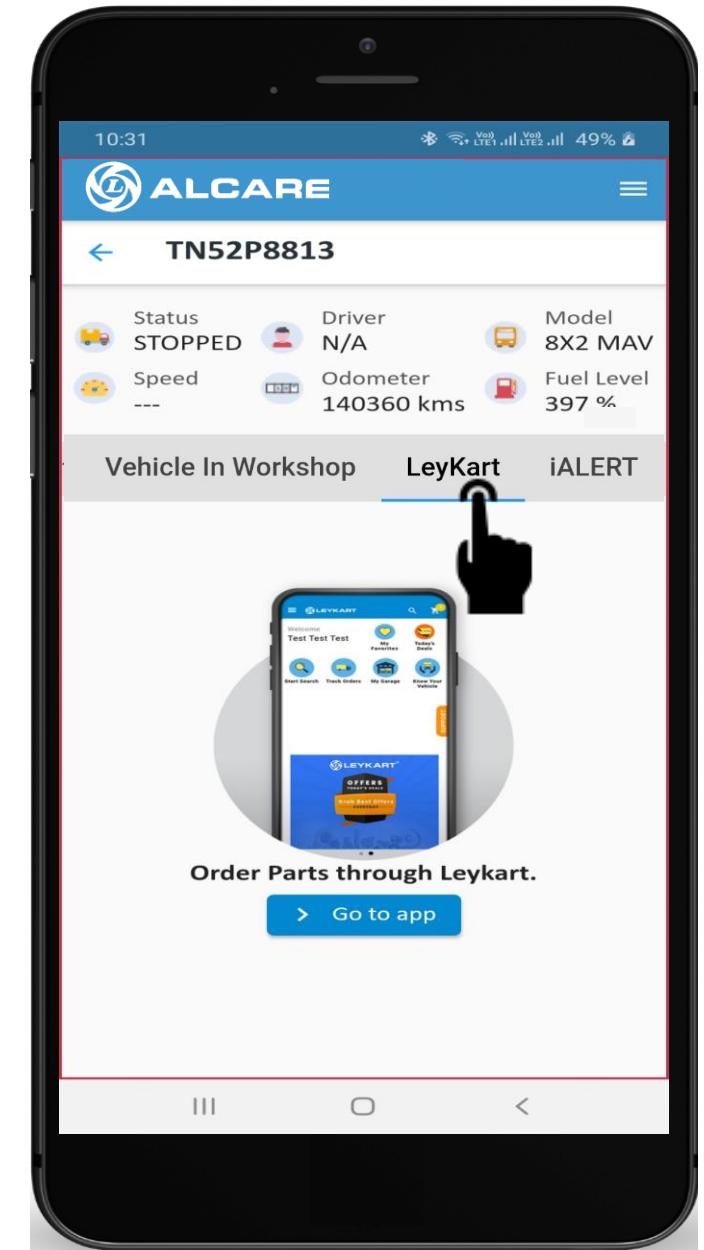
- Click “Vehicle In Workshop” to know live repair status in dealership by 4 stages with date and time
 - Vehicle Inward
 - Work started
 - Invoice Generated
 - Vehicle delivered



User e- guide: Leykart



- Click “Leykart” tab to navigate to Leykart app without any login(ensure the same mobile number is registered in Leykart app)



User e- guide: i alert



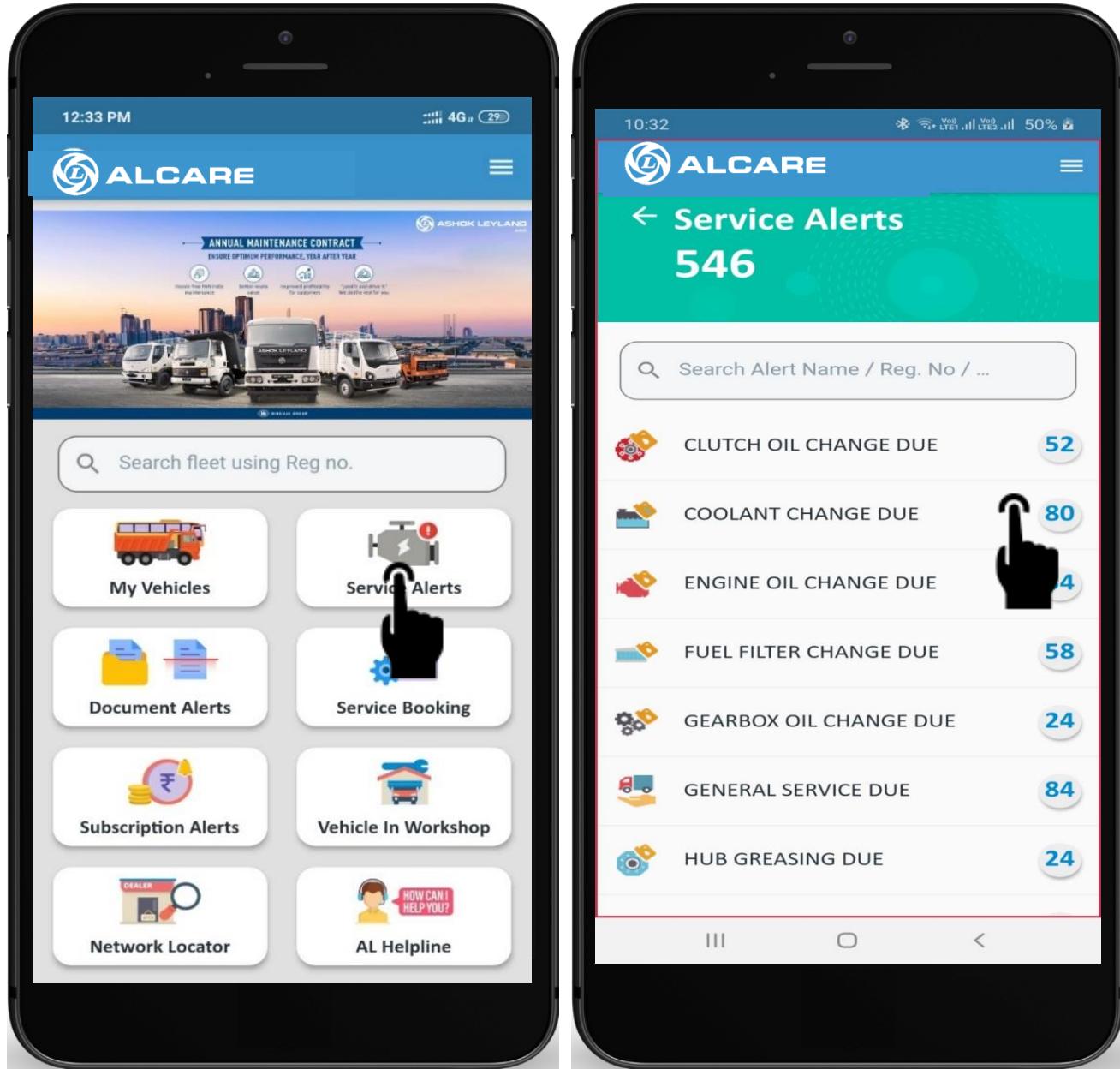
- Click “i alert” tab to navigate to i alert app without any login(ensure the same mobile number is registered in i alert app)

A screenshot of a smartphone displaying the ALCARE mobile application. The screen shows vehicle details for "TN52P8813": Status STOPPED, Driver N/A, Model 8X2 MAV, Speed ---, Odometer 140360 kms, and Fuel Level 397 L. Below this, there are tabs for "Vehicle In Workshop", "LeyKart", and "iALERT". The "iALERT" tab is highlighted with a black hand cursor pointing at it. Below the tabs, there is a circular inset showing a smaller screenshot of the iALERT app interface with various vehicle data and a "Go to app" button.

User e- guide: Service alerts



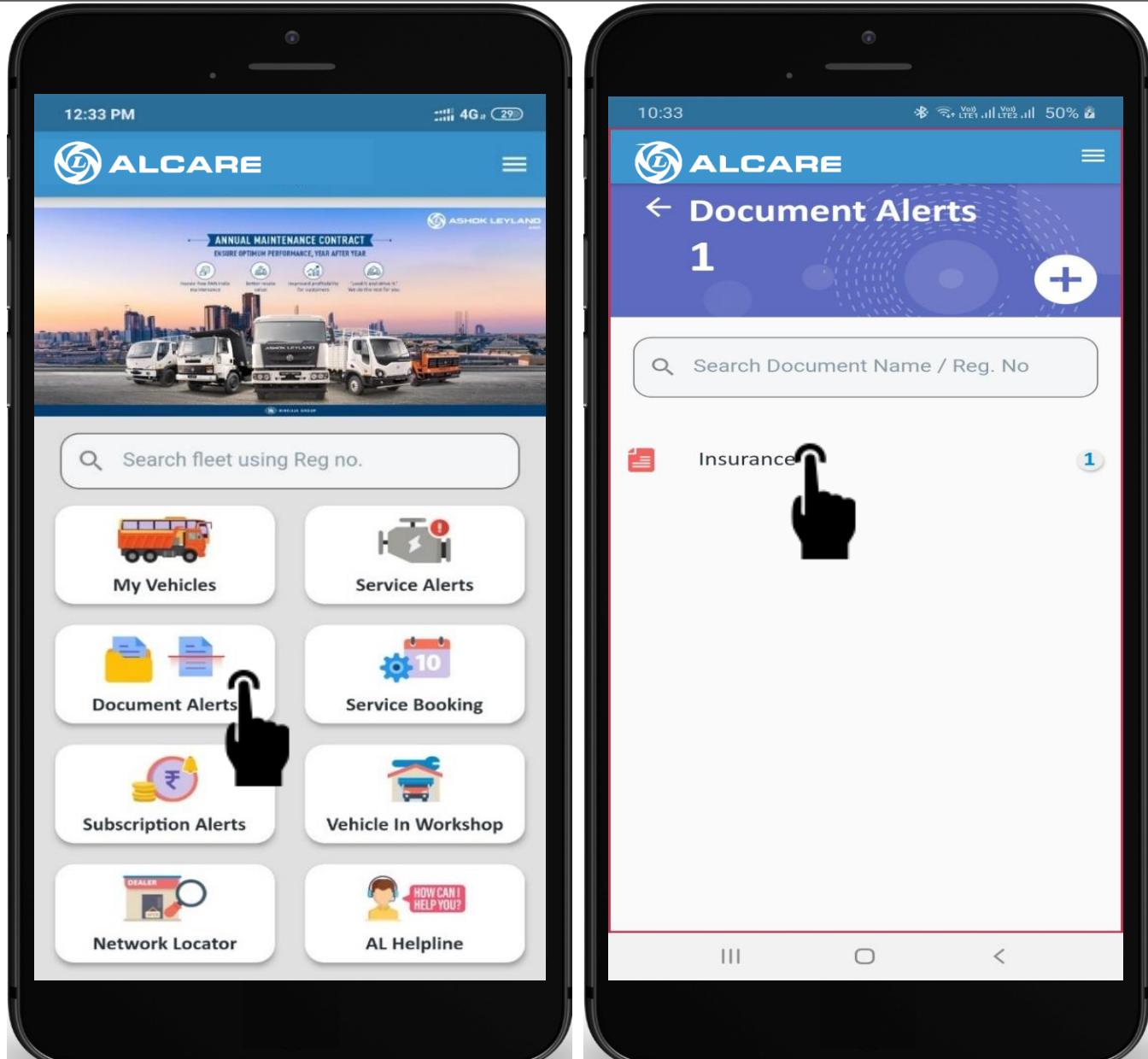
- Click “Service Alerts” to view all vehicles service dues in one go



User e- guide: Document alerts



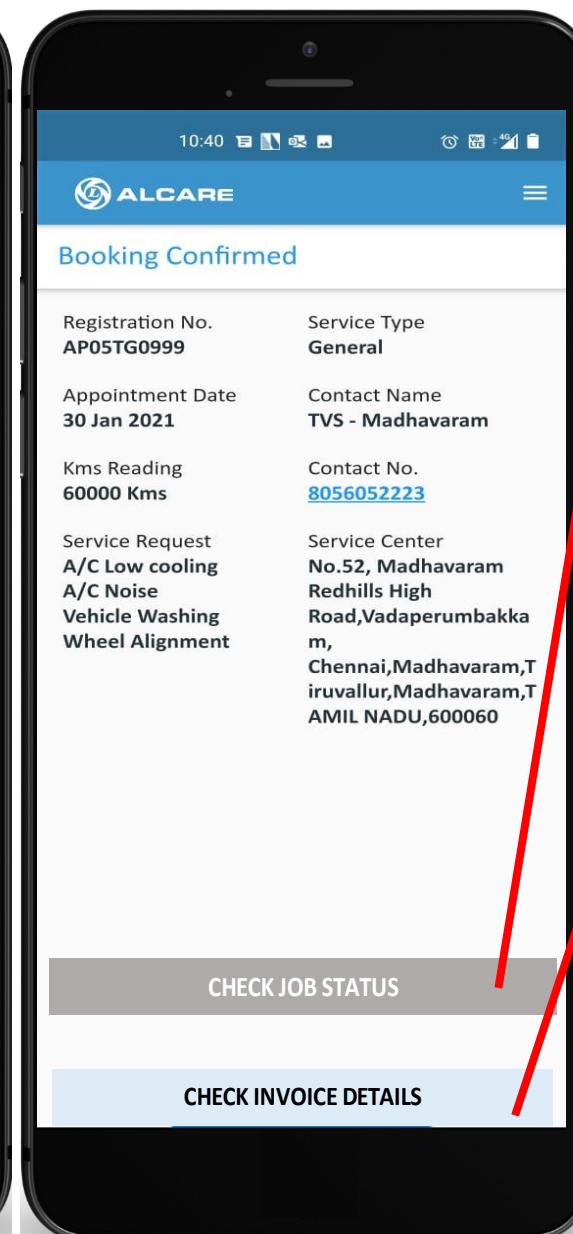
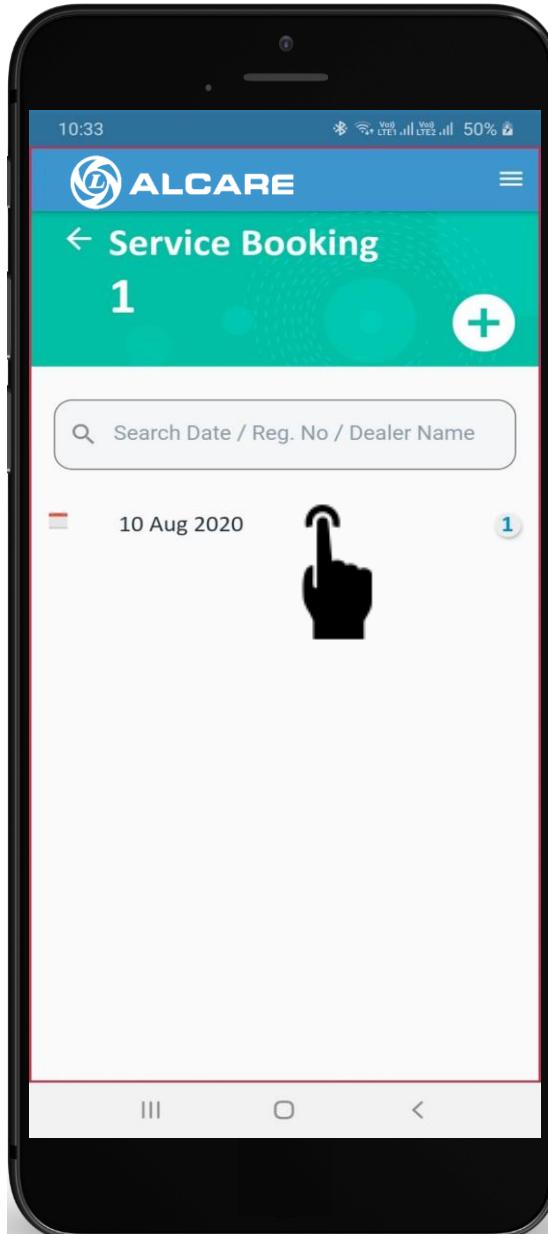
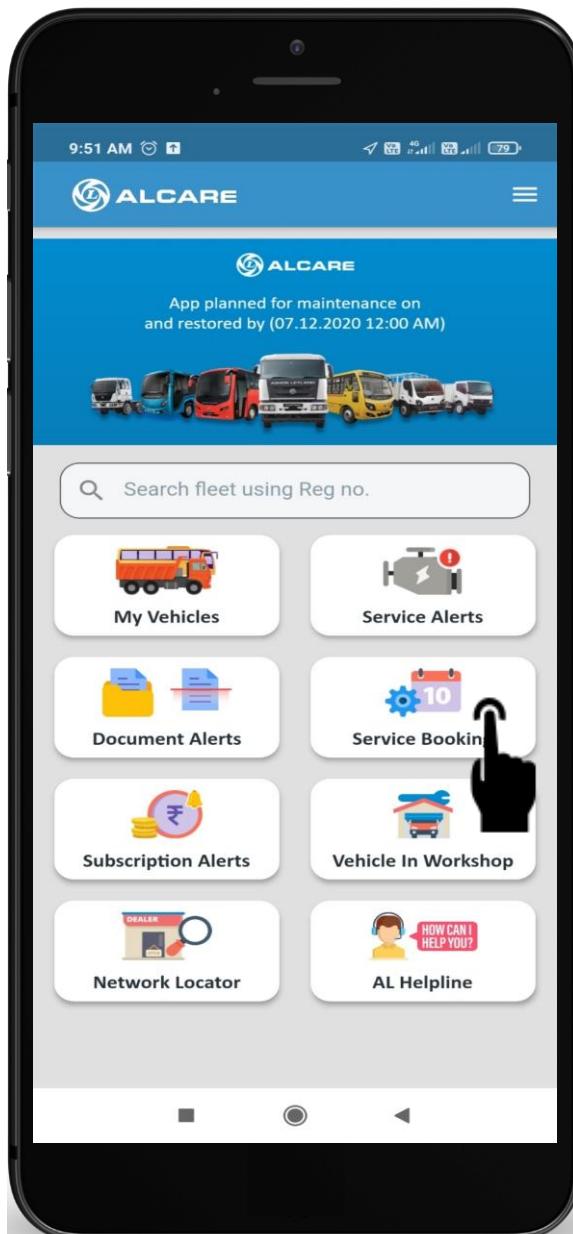
- Click “Document Alerts” to view all documents which are going to expire in next 30 days



User e- guide: Service Booking



- Click "Service Bookings" to view all bookings made for next 30 days



Vehicle In workshop



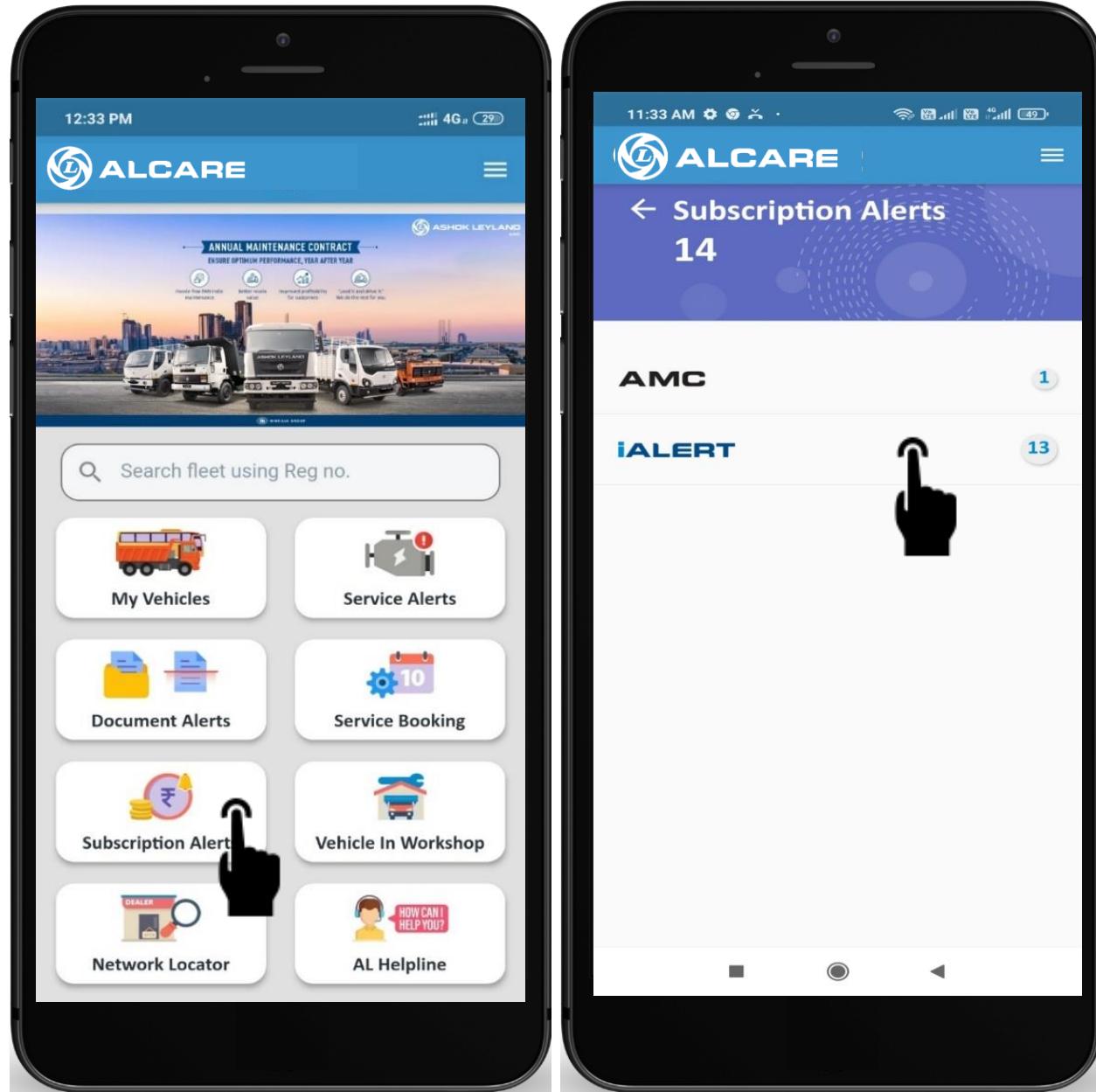
Service History

TN52P8813			
Status	Driver	Model	
STOPPED	N/A	8X2 MAV	
Speed ---	Odometer 140360 kms	Fuel Level 397 %	
Service Booking	Service History	Warranty	
Job Card 2003961338	Date 29 Mar 2019	Amount 649	
Description PDI SERVICE	Quantity 1	Bill Amount ₹ 649.00	
Job Card 2004204097	Date 20 Apr 2019	Amount 590	
Description Body building Check up EDC Circuit Diagnosis	Quantity 1	Bill Amount ₹ 824.00	

User e- guide: Subscription alerts



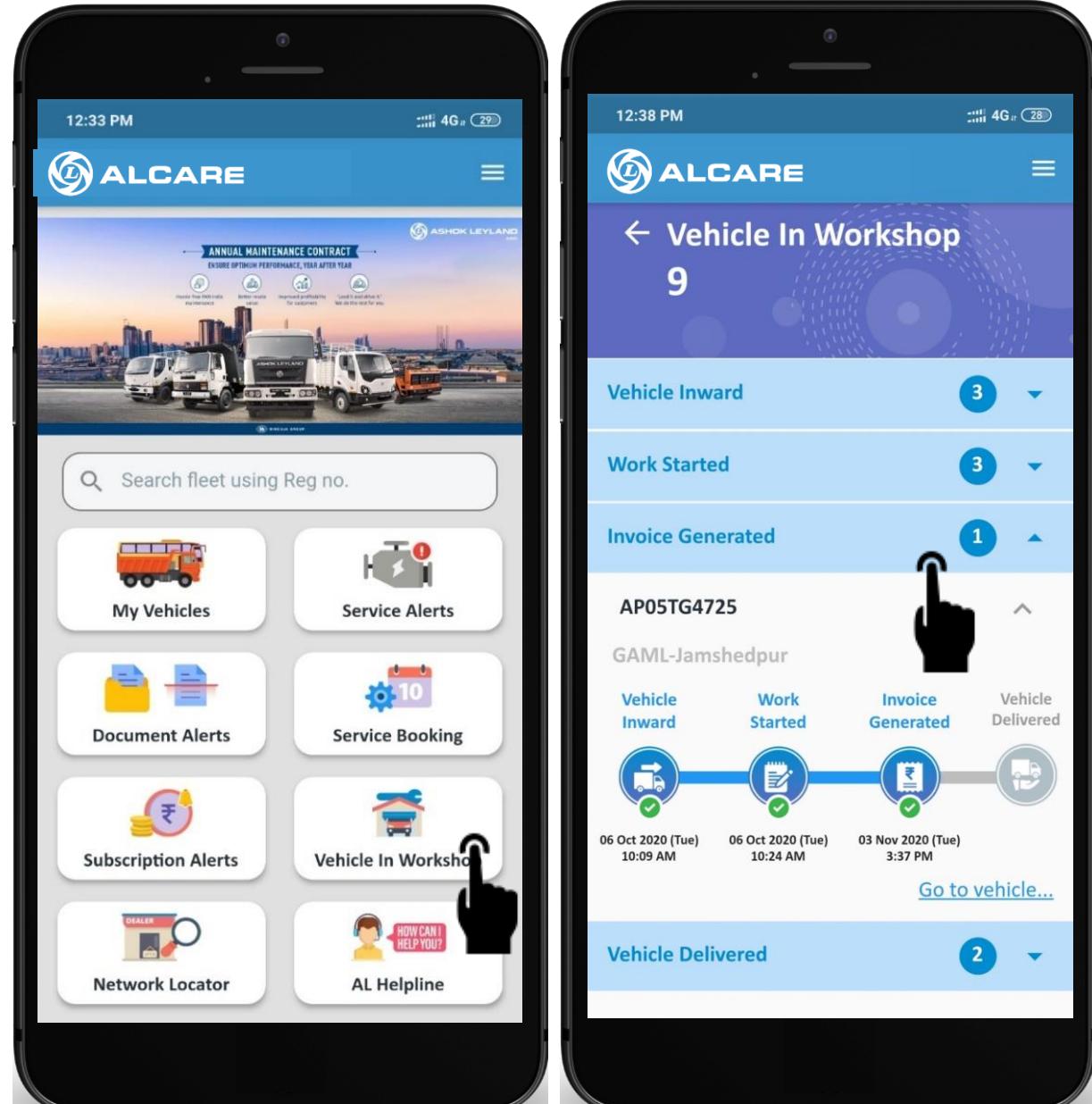
- Click “Subscription Alert” to know vehicles whose AMC contract or ialert Subscription is going to expiry in next 30 days



User e- guide: Vehicle in Workshop

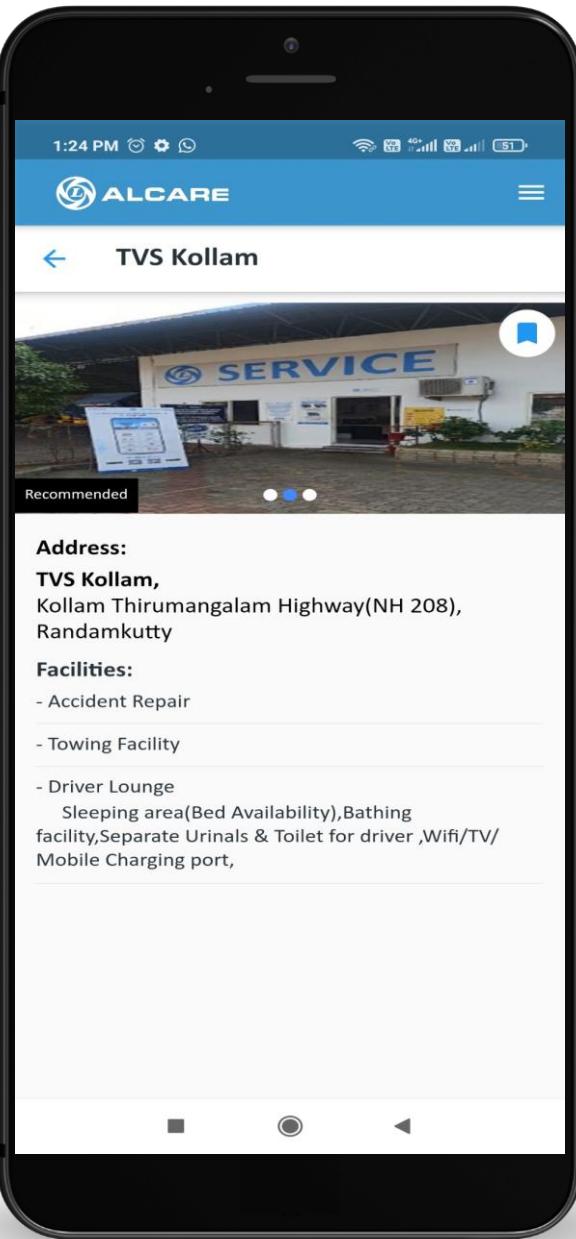
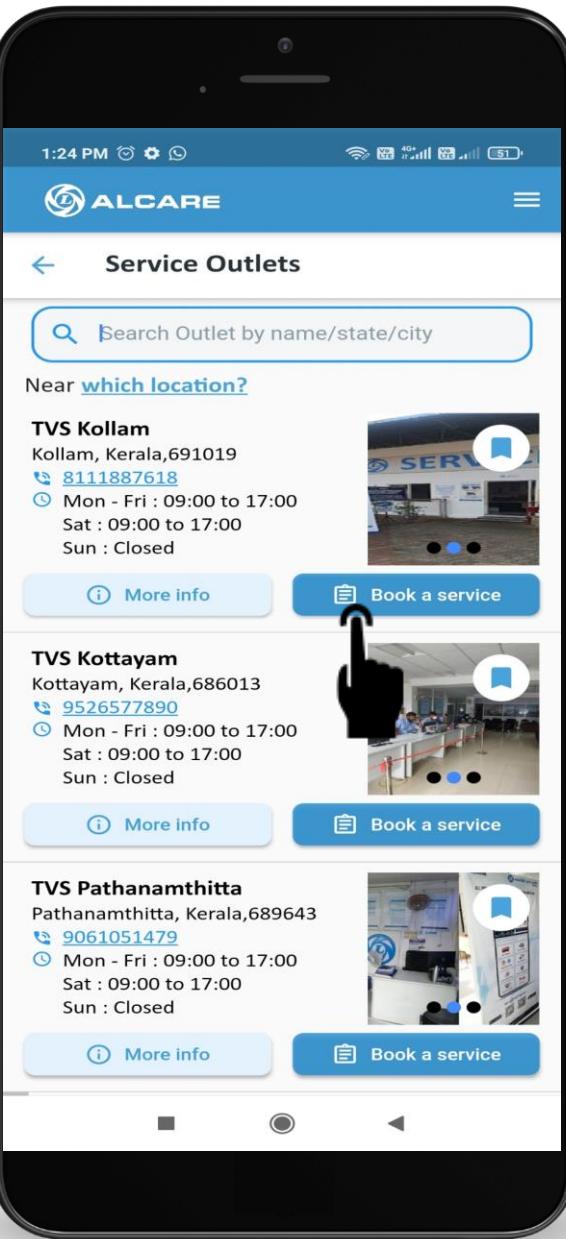
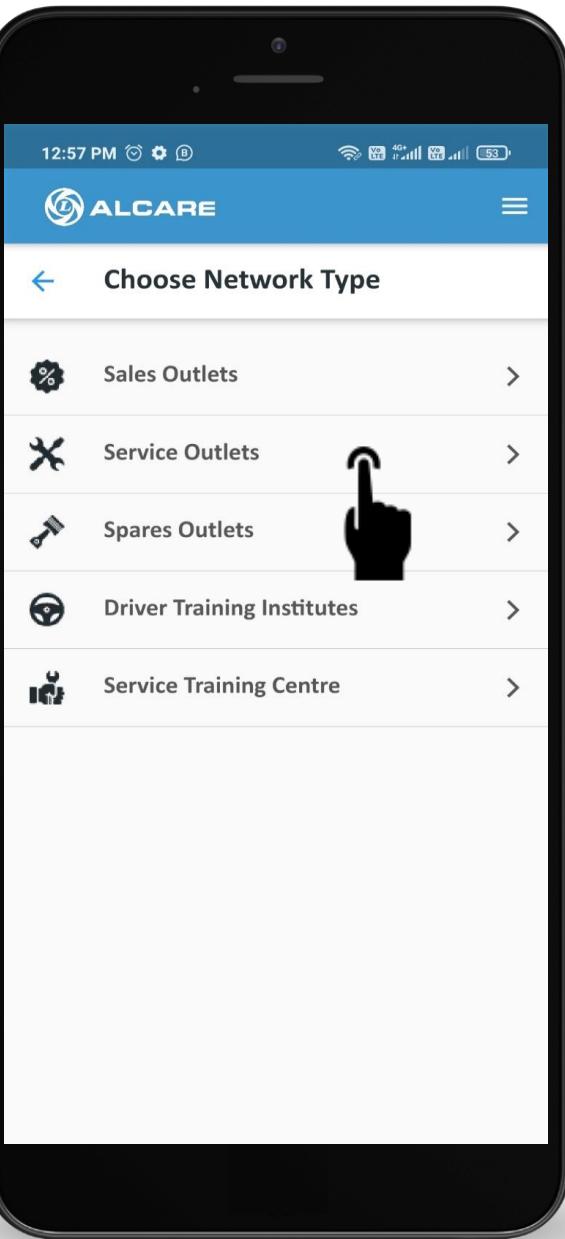
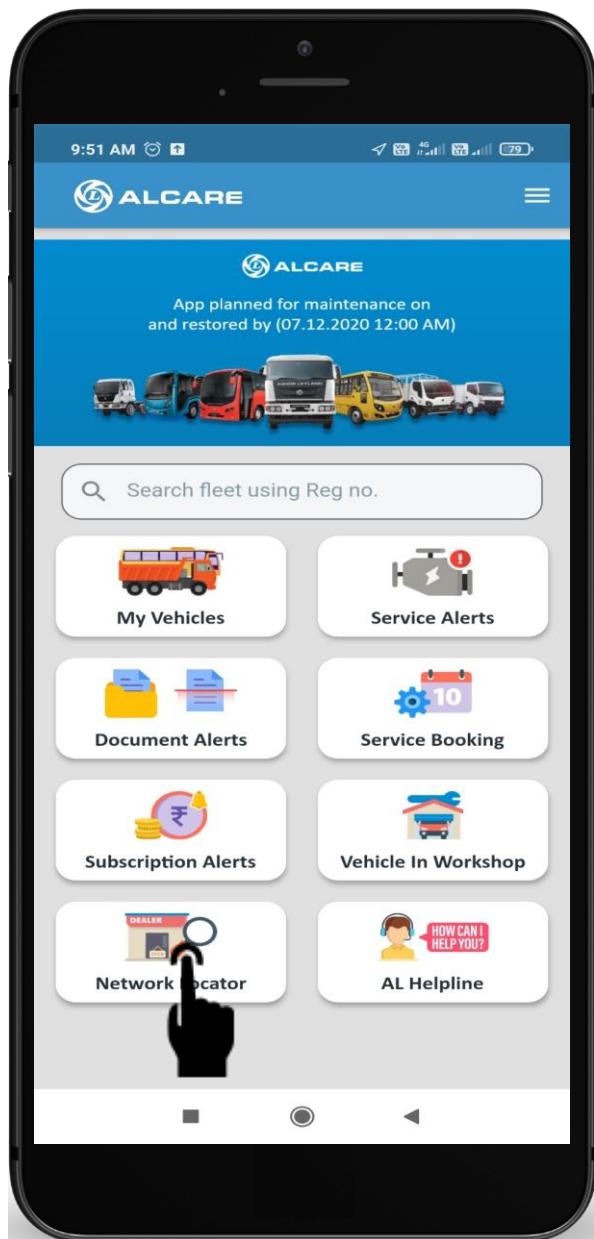


- Click “Vehicle in workshop” to get live repair status of vehicle in dealership



User e- guide: Network Locator

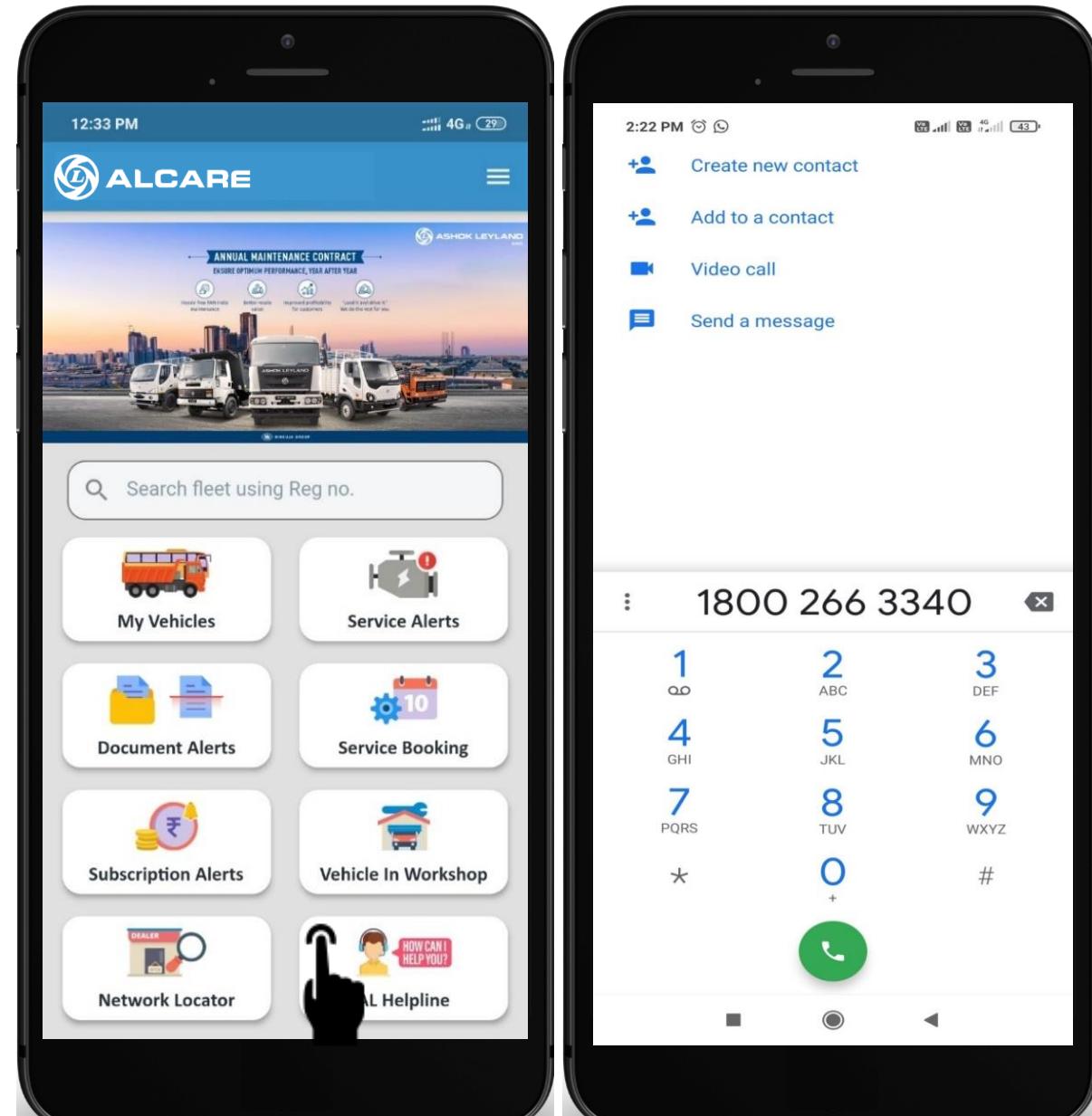
NEW



User e- guide: AL Helpline



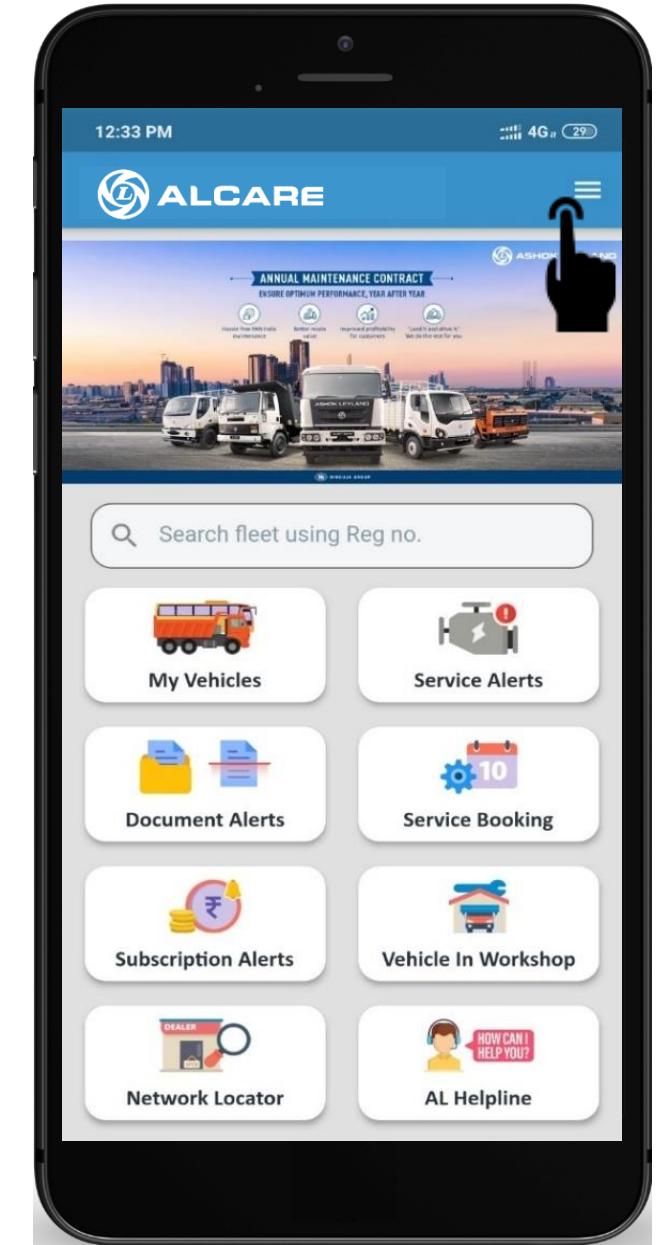
- Click “AL Helpline” to call **Toll free number** for Breakdown assistance
- If the user is SELECT it will take him SELECT support cell.



User e- guide:



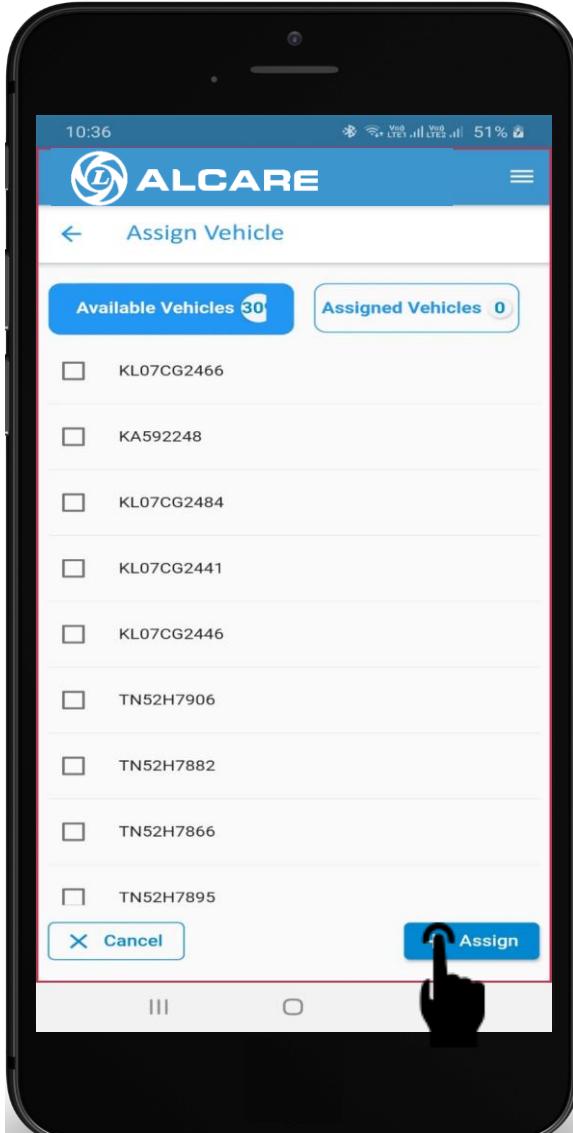
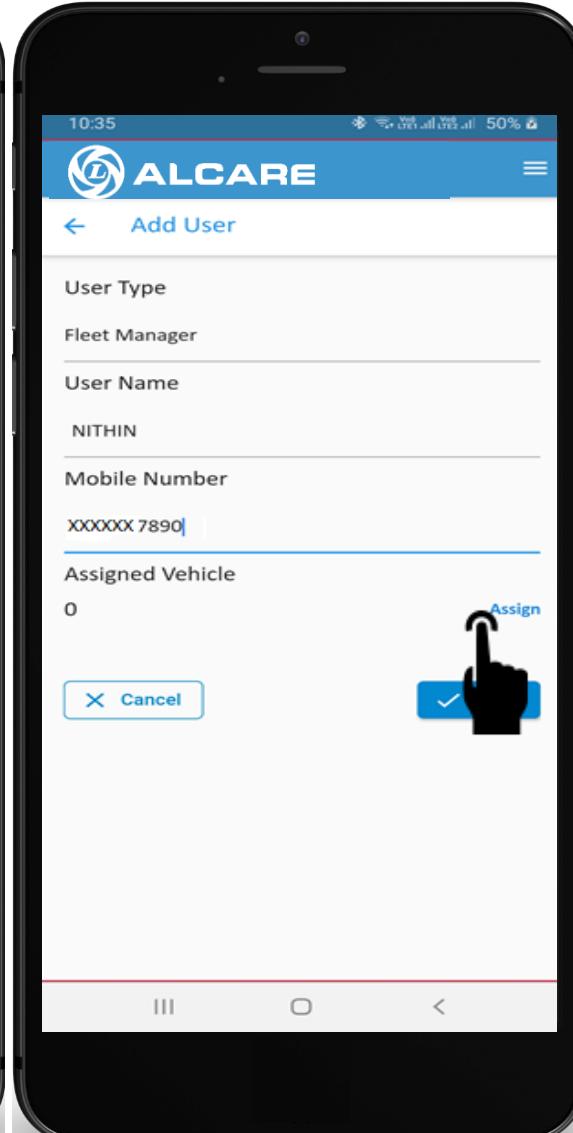
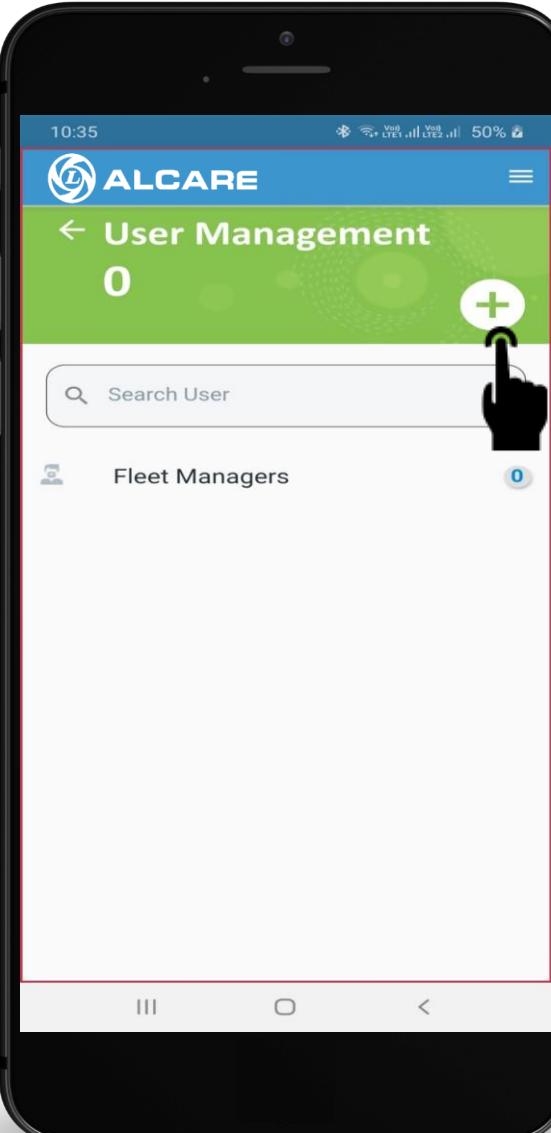
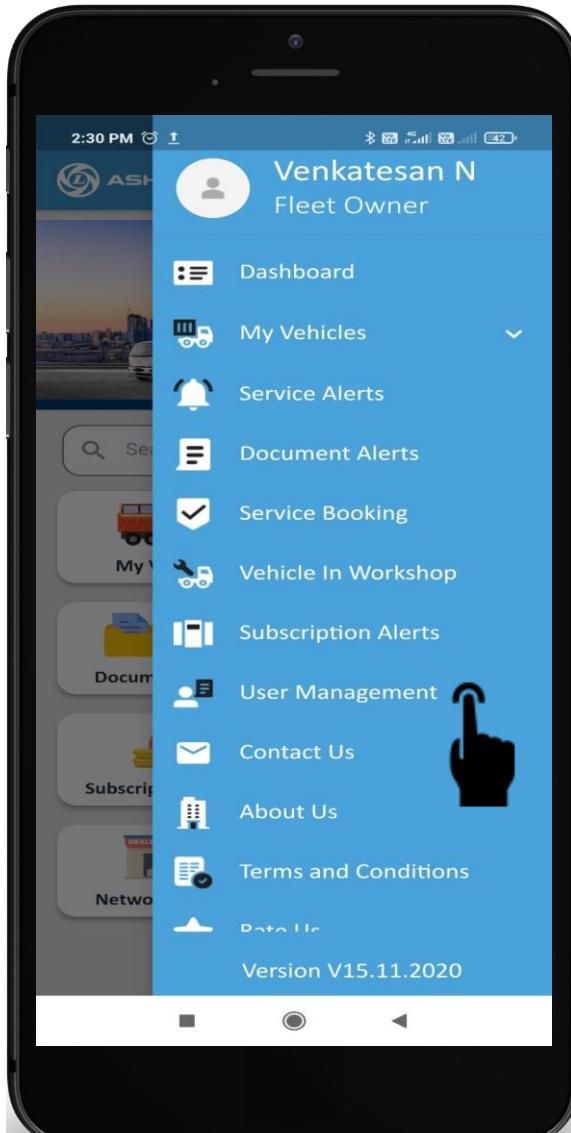
- Click “Hamburger menu” to view all add on features



User e- guide: User Management



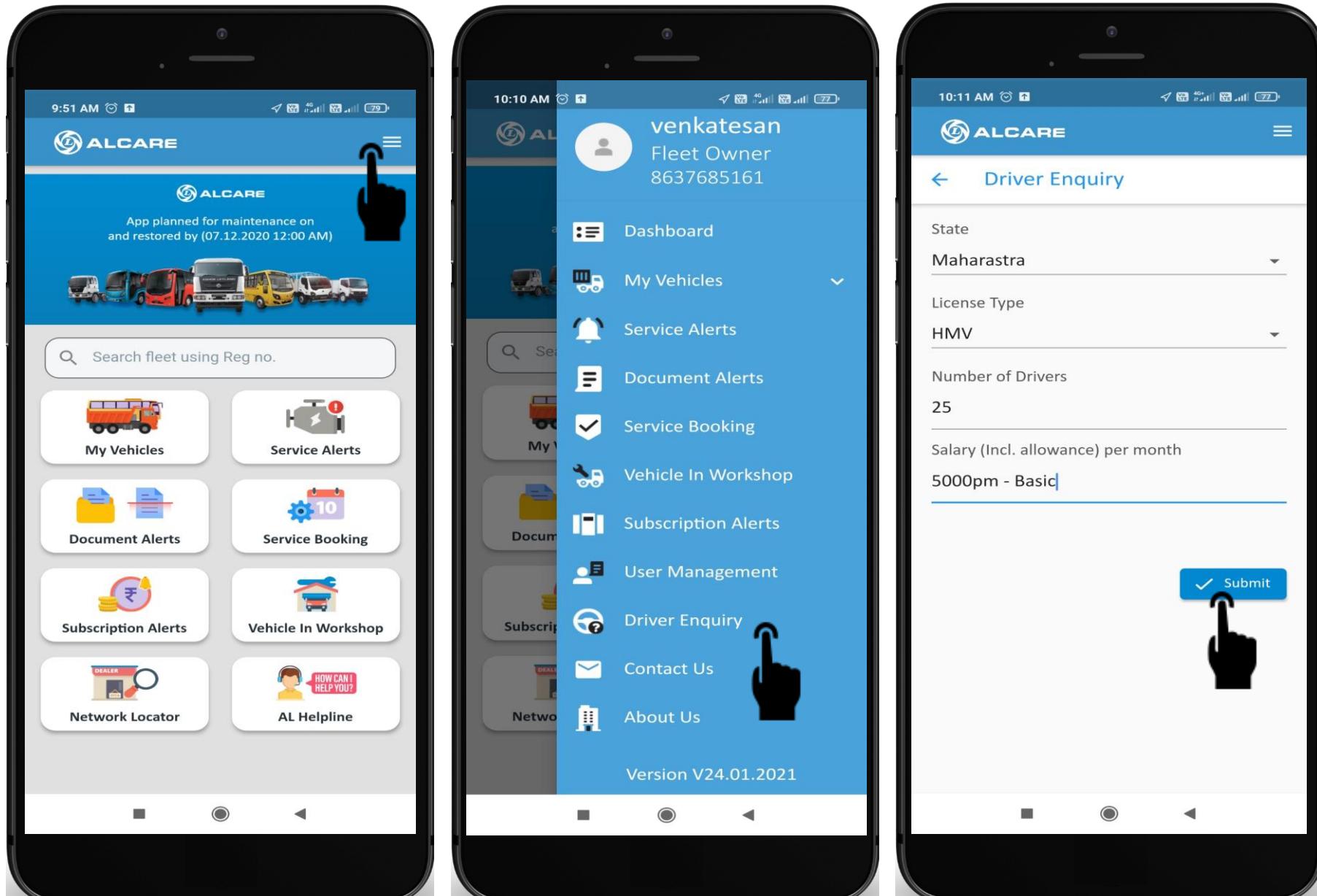
Click “User Management” and follow below sequence to create Fleet Manager Login ID



User e-guide: Driver Enquiry/Recruitment



- Customer can choose “Driver Enquiry” module to make a request to Ashok Leyland DTI for recruiting trained drivers

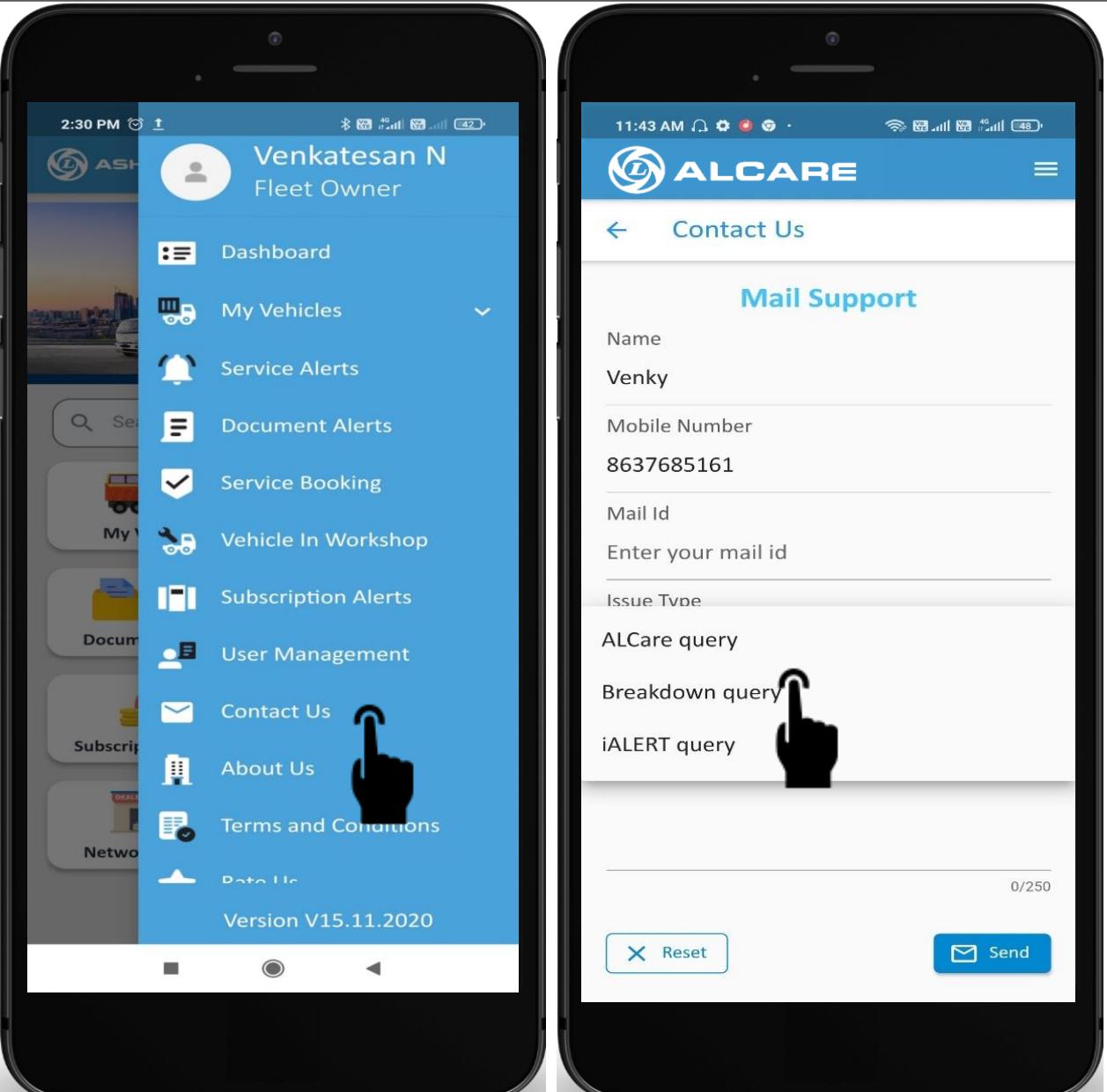


User e- guide: Contact Us



- Click “Contact us” to register

- Breakdown Query – To raise Breakdown ticket
- i alert Query – For i alert activation and for other issues.
- AL Care Query – for AL Care app related issues

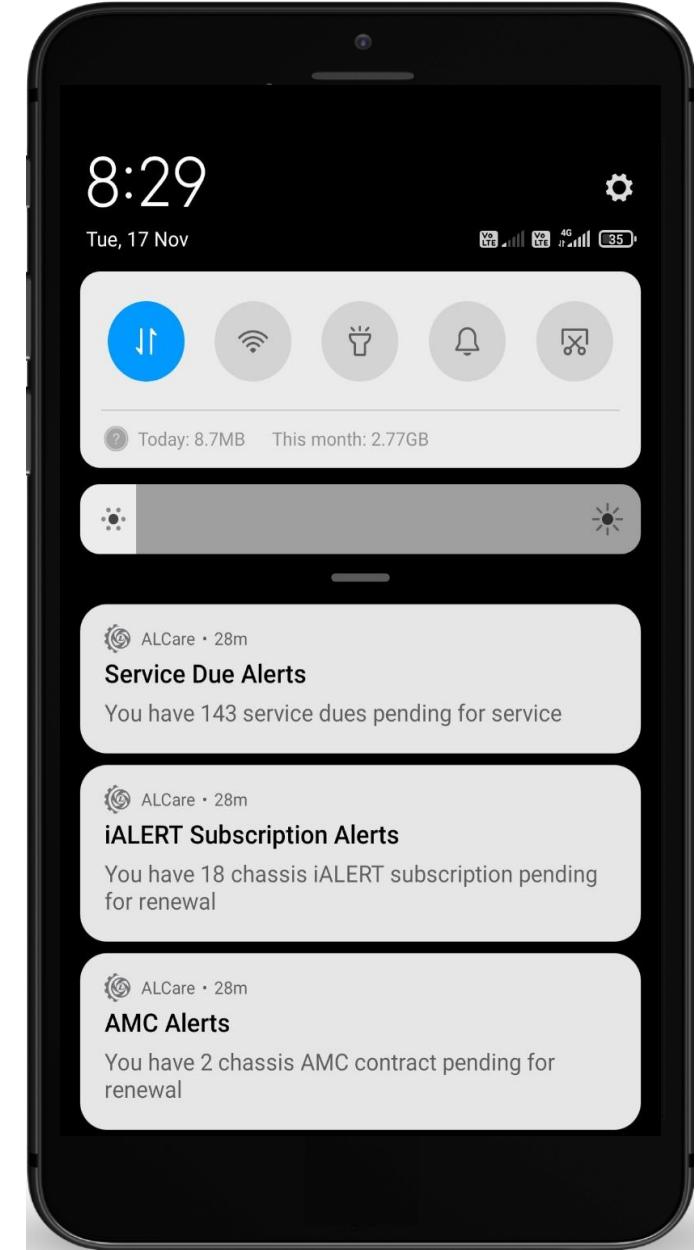


User e- guide: Push Notification



User will get “Push notification” once in a day for the following dues:

- Service due alert
- Document expiry alert
- i alert Subscription alerts
- AMC Contract renewal alerts





ASHOK LEYLAND

Aapki Jeet. Hamari Jeet.

Thanks for being part of AL Care
For any queries please write to : ALCare@ashokleyland.com