VCARE USER GUIDE

Configure the Warranty easily!

Contents

1) Steps to check the Warranty:

1. Log in into the "Warranty Configuration" application
2. Select "Warranty configuration" tab
3. Select the needed filters from "Warranty configuration details" form
4. Click on "search warranty".
5. Warranty details displayed in a table named "Warranty details"
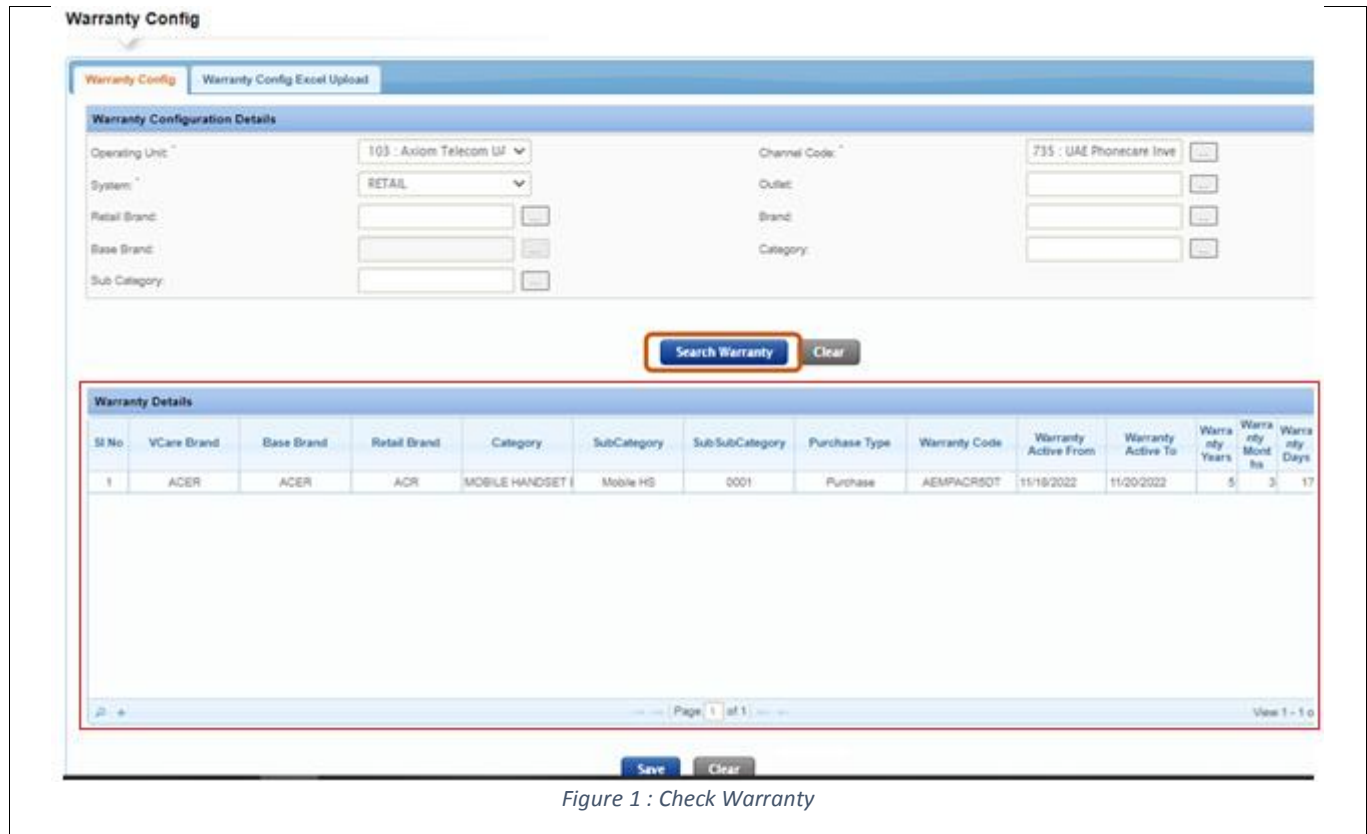

Figure 1 : Check Warranty

Note: System checks if all the mandatory filters selected or not. If not, a pop up with an error message to select the mandatory filters displayed.
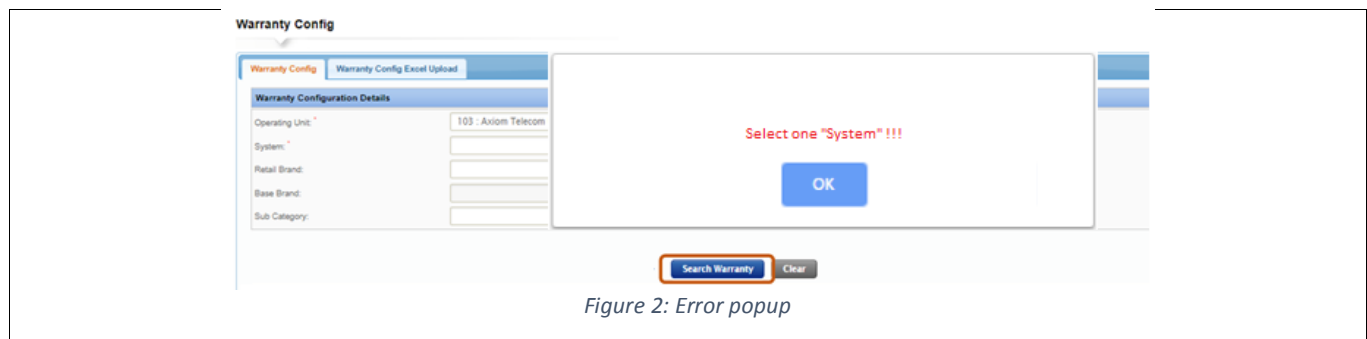

Figure 2: Error popup

2) Steps to configure a new Warranty

1. Log in into the "Warranty Configuration" application
2. Select "Warranty configuration" tab
3. Click on Add (+) button present at left bottom left of the form
4. Fill in the form and clicks "save" button. Mandatory parameter/fields shall not be left empty.
5. Warranty record saved in DB successfully. User can search the same record to verify if the record is saved in DB or not.
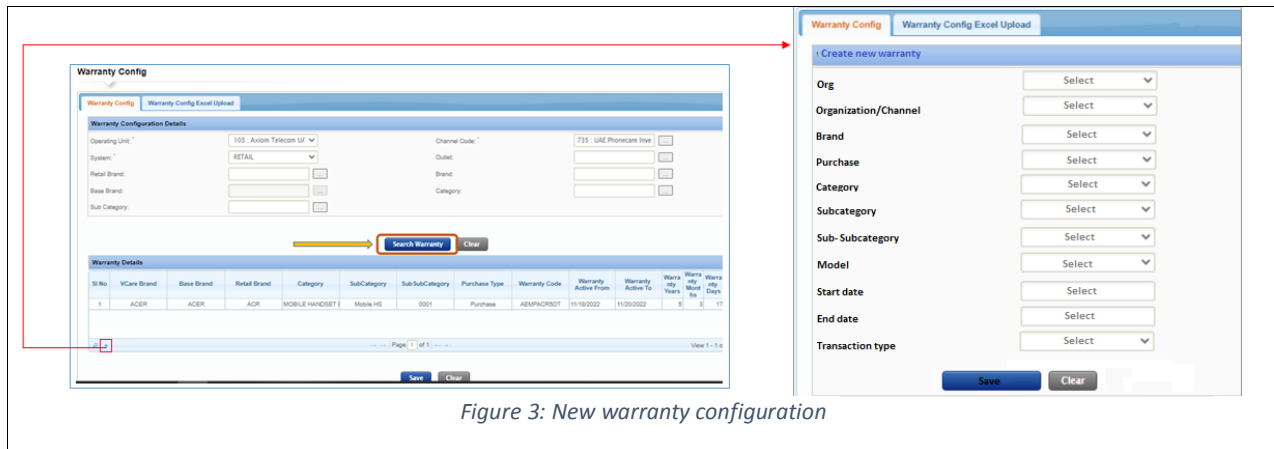

Figure 3: New warranty configuration

Note:

1. System shall display an error message on a Popup the User clicks on "save" button without filling the mandatory fields.
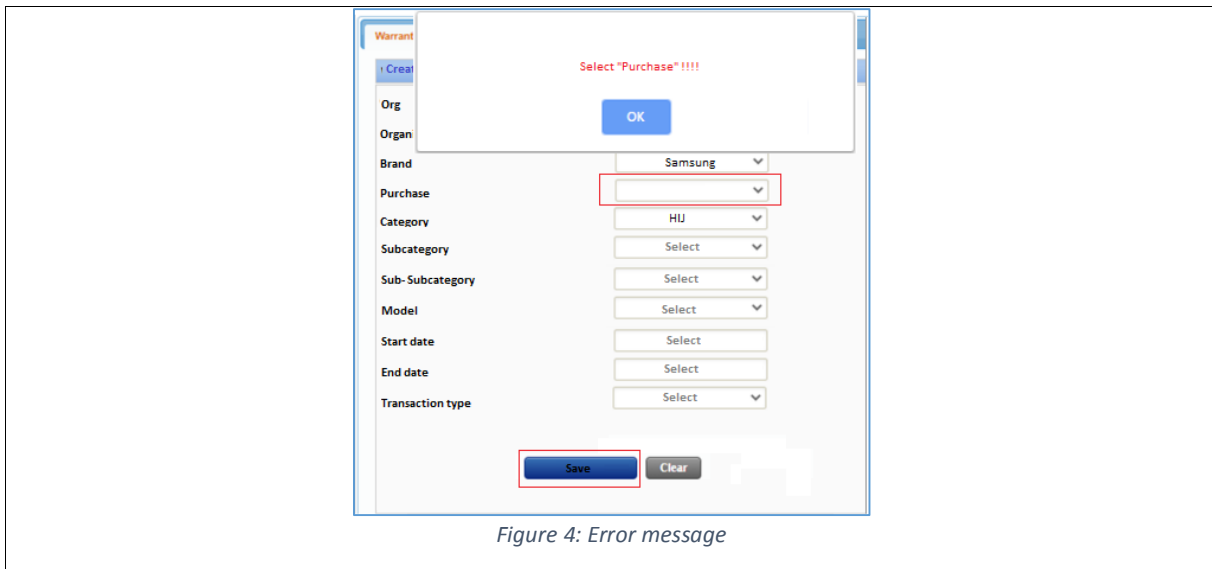

Figure 4: Error message

2. System shall display an alert message on a Popup if the User is trying to save a duplicate record?(Record with same parameters already exists) in DB

3) Steps to configure bulk warranty:

1. Log in into the 'Warranty Configuration' application.
2. Select 'Warranty configuration Excel upload' tab.
3. Enter the warranty parameters in Excel file in each record (columns) as per the template file (1).
4. Click on 'Upload' button (2 Upload) to upload the selected file.
5. Click on 'Upload' button (3 Upload).
6. A pop op displayed with error message "mandatory parameters missing".
7. File uploaded successfully and warranty records saved in DB.

Figure 5: Bulk upload

Note:

1. A pop up with error message "mandatory parameters missing" shall be displayed if the User clicks on upload (2) button without entering all the mandatory parameters.

Figure 6: Error message
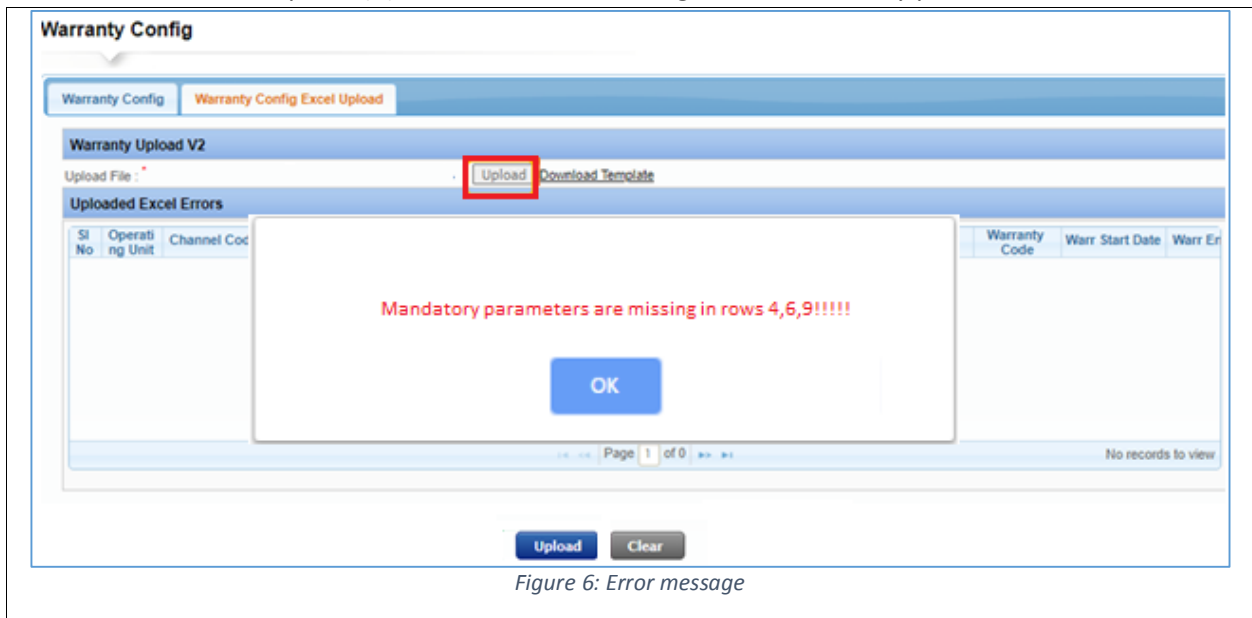
2. Sample Values for Warranty Configuration :
   a) Operation Unit: OU001, OU002
   b) Channel: CH001, CH002, CH003
   c) Brand: APPLE, SAMSUNG, HUAWEI, OPPO
   d) Purchase: SELLABLE_ITEM
   e) Category: HANDSET / ACCESSORY

4) Steps to search warranty using IMEI Dashboard

1. Login in into **IMEI search application.**
2. Enter the IMEI number/Select brand name and other details and click 'search' button. Systems checks if the entered IMEI details exists in Warranty Pool DB table or not. If not, no records will be displayed).
3. All the IMEI records are displayed which are has been flagged as Failed/Error(Interface flag column)
4. Selects "Re push" check box to push the details to Warranty pool DB.

Figure 7: IMEI dashboard

Note:

1. Once user clicks on search button (after filling the IMEI dashboard fields), the systems checks if the entered IMEI details exists in Warranty Pool DB table or not. If not, no records will be displayed).
2. If no records exists, the User configures the warranty record of that brand from Warranty configuration dashboard and comes back to IMEI dashboard and selects "Re push" check box to push the details to Warranty pool DB.