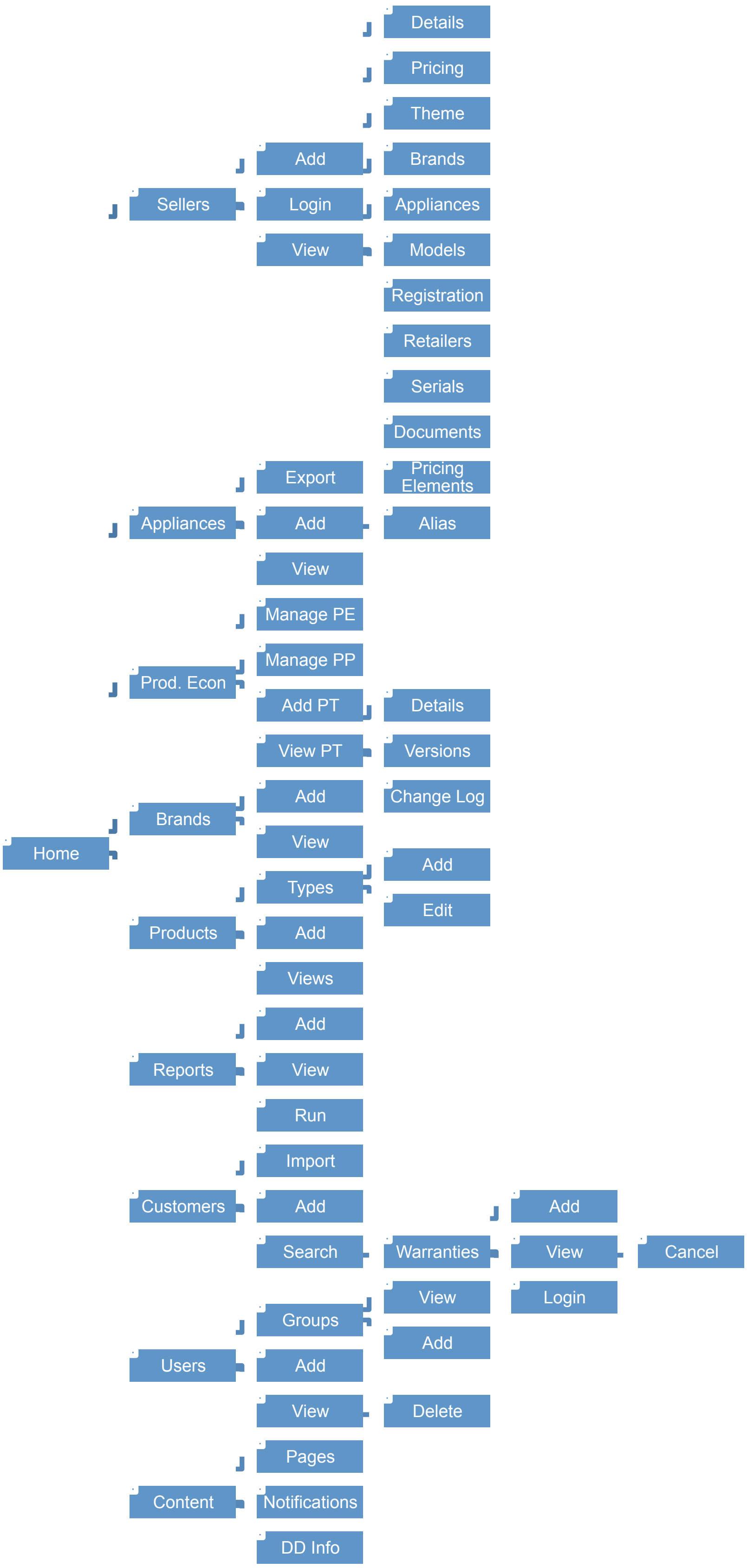
Warranty Online

A User Guide

System Structure

The following site map shows the module and menu structure for WoL. This indicates the scope of the features and functions covered by this guide.



Glossary

WoL uses a number of terms to describe entities used to enable the system to operate in the desired way and to associate item as with one another in order to create a comprehensive picture of trading and activity against individual sellers and customers. The following glossary lists the main terms used to describe the key entities used throughout the WoL system.

Term	Definition
Seller	A client on whose behalf UK Warranty operates warranty or service agreement contracts. Sellers can be either retailers or brands.
Appliance	An electrical or other item purchased by a customer from a seller.
Brand	A recognised name attached to appliances, usually a manufacturer trade name.
Product	A warranty product sold to a seller or a customer to provide various types of cover for appliances.
Customer	The purchaser and end user of an appliance.
User	An individual with rights and permissions to use some or all of the features and functions available through WoL.
User Group	A collection of users with identical rights and permissions describing their access to WoL.
Theme	The customisable visual representation of customer facing pages reflecting the identity of the seller organisation.
Registration	The act of registering the manufacturer warranty associated with a specific appliance on WoL, or the record used to hold registration data within WoL.
Warranty	A product held by a customer against a specific appliance, which is either issued by the seller or purchased via WoL.
Retailer	The trade name of the physical or online store from which appliances are purchased. Please note that clients such as Buy It Direct can have multiple retailer names that will also be set up as sellers.
Serial Number	The unique identifier associated with an individual appliance.
Model	The manufacturer reference given to a specific version of an appliance.
Alias	A variation on the spelling of a brand or appliance name that enables WoL to validate data.
Notification	An email produced by WoL as the result of an event and sent to the customer on an automated basis.
Note	A descriptive text attached to an event either on an automated basis or by the user transacting the event.

Global Set up

In order for WoL to function there is a requirement for a range of global items to be set up. These enable controlled values to be associated with individual **seller** accounts in the system so that control of the types of registrations and sales transacted via the system can be maintained.

Operation of the system is founded on the principle of the existence of a **seller** account with which **customers** and **products** can be associated to enable the sales cycle and customer service operations to be managed efficiently.

Seller accounts are key to the processing of all transactions, enabling the WoL database to be organised so that individual **customers** can transact **warranties** with multiple **sellers** without risk of crossover between their records. In turn **seller** accounts are associated with **data owners** so that data exports and **reports** can be associated with the correct accounting entities within Pacifica Group.

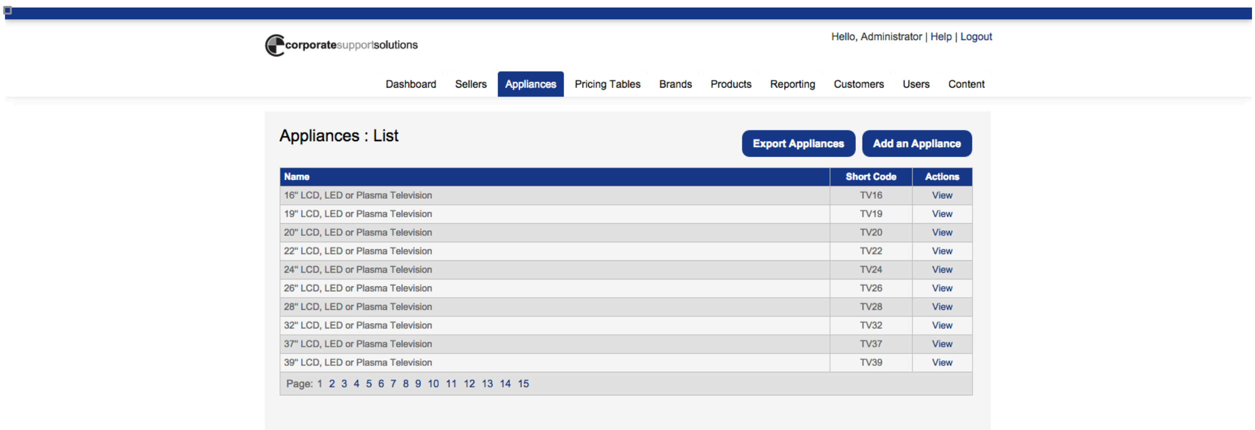
Before any activity is possible on WoL the following global set up is required:

- Appliances
- Brands
- Products
- Product Economics

Only when these are available can sellers by set up and used successfully.

Appliances

The appliance list is accessed from the primary menu or dashboard. This list is used to define the valid range of appliance types that are permissible within WoL and to indicate whether warranties can be transacted against them. On selecting Appliances from the primary menu, the following page will be opened. This shows the existing list of appliances available within the system in alphabetical order. Within the appliances tab, there are three actions available: Export, Add and View.

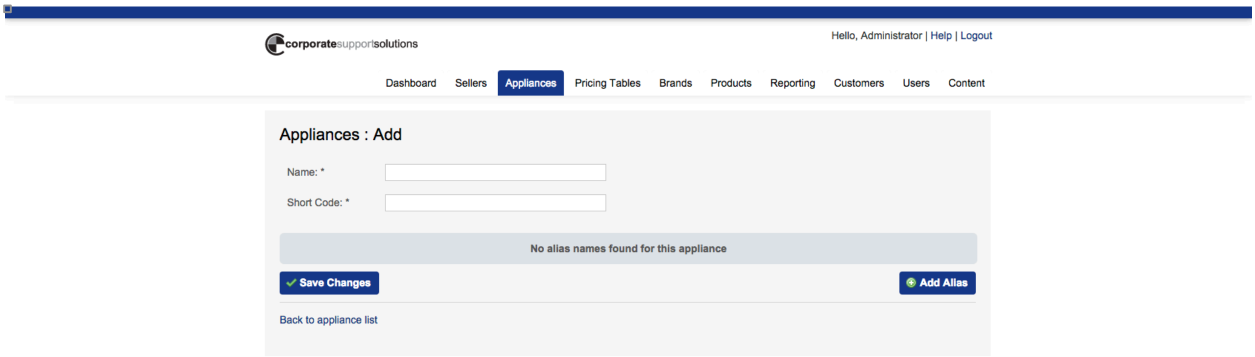


Export

Clicking on this button causes the system to create and download an Excel list of the current list of appliances. The resultant file is deposited in the download folder on the user's computer.

Add

On clicking the **Add an Appliance** button, the user is taken to a new page (below) that provides input fields for the values required to support a new appliance.



The **name** field should be used to describe the appliance using familiar and intuitive terms. The **short code**, should be a unique value comprising three alphanumeric characters. The latter is used to assign an appliance type to records in the WoL database and is also used to identify an appliance when importing customer warranty registration records into the system.

Alias

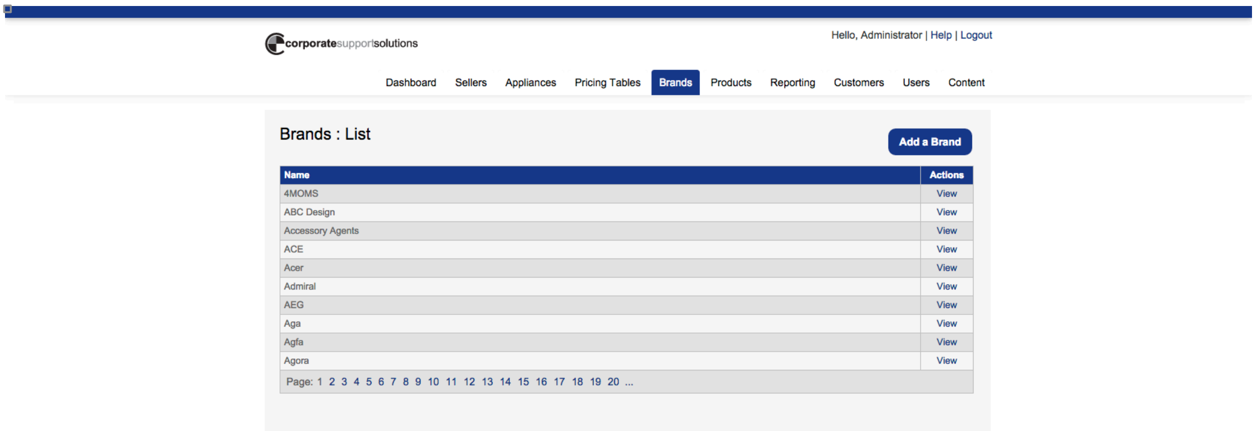
The alias feature is used to ensure that commonly misspelt terms or alternative names can be handled by the system. By adding alias values here, it is possible to minimise the instances of import failures when adding bulk customer records. The system uses alias values to look up permitted appliance types and, associating them with the correct short code and writing the correct appliance type name to the database.

View

The view button opens a new page that enables the user to update an appliance name or to add new alias values as above.

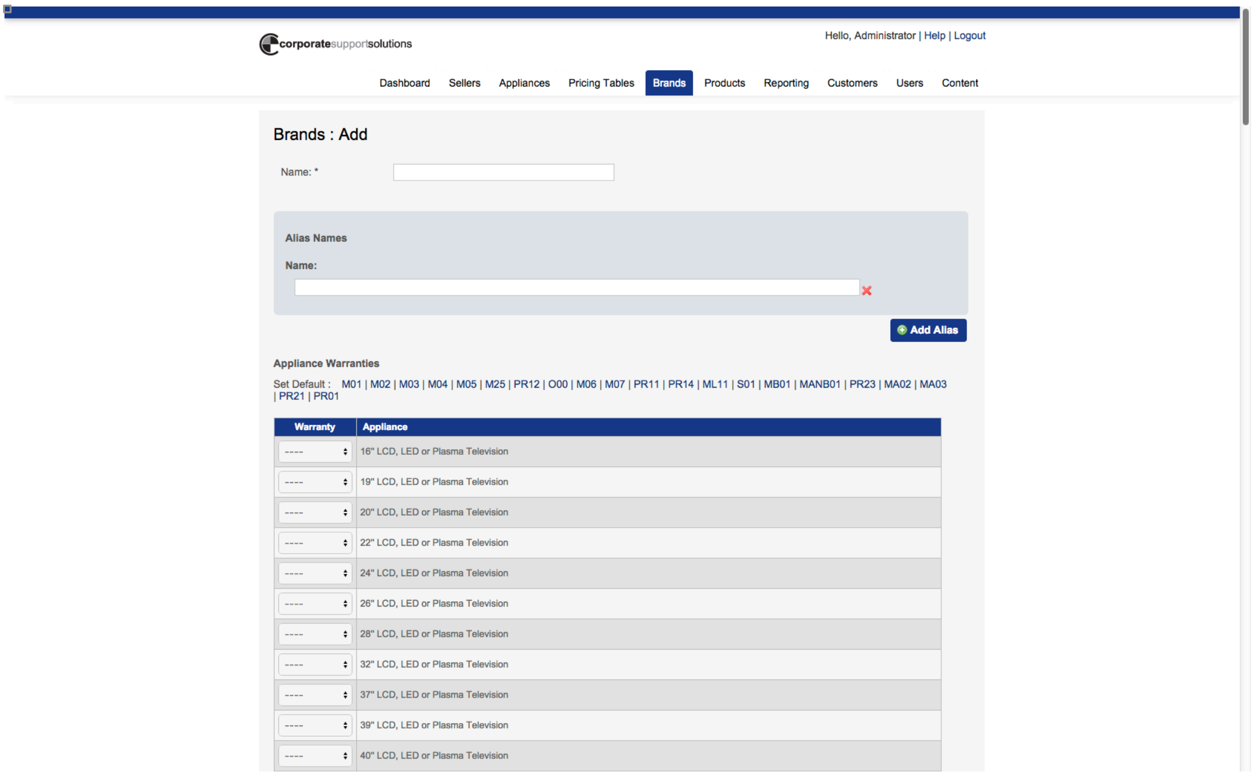
Brands

The brand list is accessed from the primary menu or dashboard. This list is used to define the valid range of brands that are permissible within WoL and to indicate whether warranties can be transacted against them. On selecting **Brands** from the primary menu, the following page will be opened. This shows the existing list of brands available within the system in alphabetical order. Within the brands tab, there are two actions available: Add and View.



Add

On clicking the **Add a Brand** button, the user is taken to a new page (below) that provides input fields for the values required to support a new brand.



The **name** field should be used to describe the brand using familiar and intuitive terms. Appliance warranties applicable to the brand should then be added. Above the list of appliances, there is a list of warranty products. If the standard manufacturer warranty for all appliances is common, then selecting a default from this list will quickly populated this value for all appliance types. Revisions can then be made to the default warranty by selecting a different warranty product code from the drop down list to the left of each appliance name. Once all appliance warranties have been set the changes can be saved by clicking the save button in the page footer.

Alias

The alias feature is used to ensure that commonly misspelt terms or alternative names can be handled by the system. By adding alias values here, it is possible to minimise the instances of import failures when adding bulk customer records. The system used alias values to look up permitted brands and, associating them with the correct short code and writing the correct brand name to the database.

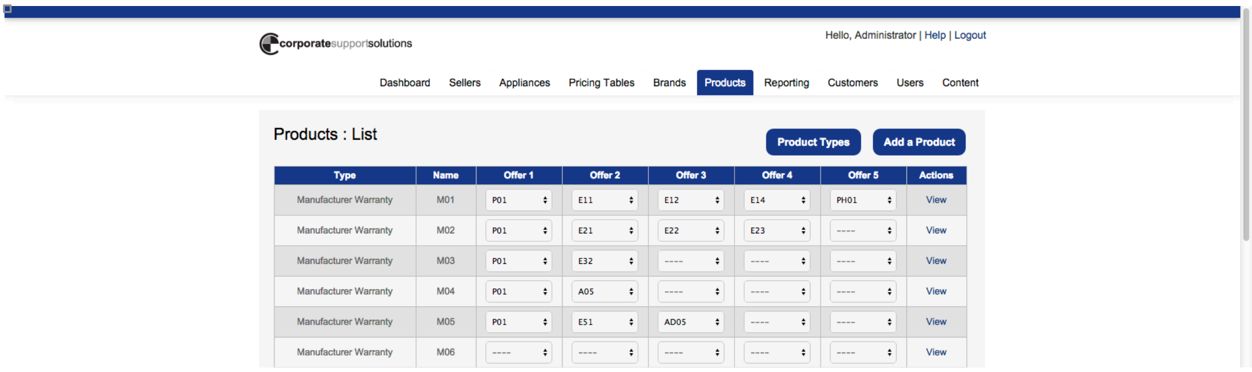
View

The view button opens a new page that enables the user to update an appliance name or to add new alias values as above.

Products

Within WoL, products are defined as the warranties and service contracts registered and purchased by customers via sellers. The range of product options supported by the system makes it possible to set up many variations to accommodate a range of contractual requirements. Products are organised according to type and have parameters set against them to cause them to behave in different ways according to need.

When selecting the products tab from the dashboard or the primary menu, the following page is displayed. This offers three main options: Product Types, Add a Product, View. In addition to these navigation options, the user can also manage the relationships between products within the page. This enables the user to specify the sequence of products that will be offered to a customer on the expiry of a warranty held against as specific appliance.



Type	Name	Offer 1	Offer 2	Offer 3	Offer 4	Offer 5	Actions
Manufacturer Warranty	M01	P01	E11	E12	E14	PH01	View
Manufacturer Warranty	M02	P01	E21	E22	E23	----	View
Manufacturer Warranty	M03	P01	E32	----	----	----	View
Manufacturer Warranty	M04	P01	A05	----	----	----	View
Manufacturer Warranty	M05	P01	E51	AD05	----	----	View
Manufacturer Warranty	M06	----	----	----	----	----	View

In the above extract from the products panel, six warranties are displayed. These all have the type Manufacturer Warranty. However, each has a different name. The warranty name is structured for ease of use, based on the following coding standard. Please note that this is not validated and is not universal.

M	0	1
The first character denotes the warranty type, in this case M for manufacturer. Other types in use include E for extended and A for annual.	The second character denotes the number of years from purchase that elapse before the warranty becomes active, based on the warranty products being linked sequentially. This does not apply to concurrent warranties.	The third character defines the period of cover for the product, in this case 1 year.

Offer columns 1 to 5 show the sequence of warranty products offered to customers via WoL. This sequence assumes that warranties run sequentially with each commencing on the expiry of its predecessor, subject to the customer having purchased it. Where an offer does not have a successor, this indicates that the cycle of warranty offers has ended.

Warranty products for individual offers are selected using the drop down lists in each warranty / offer cell.

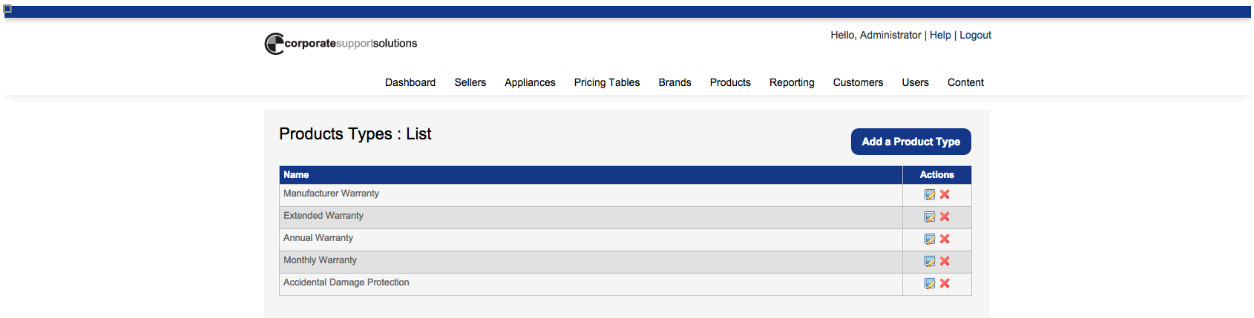
Product Types

Product types define the top level of the product hierarchy, determining the categories of product that can be offered to a customer. Among the product types available are:

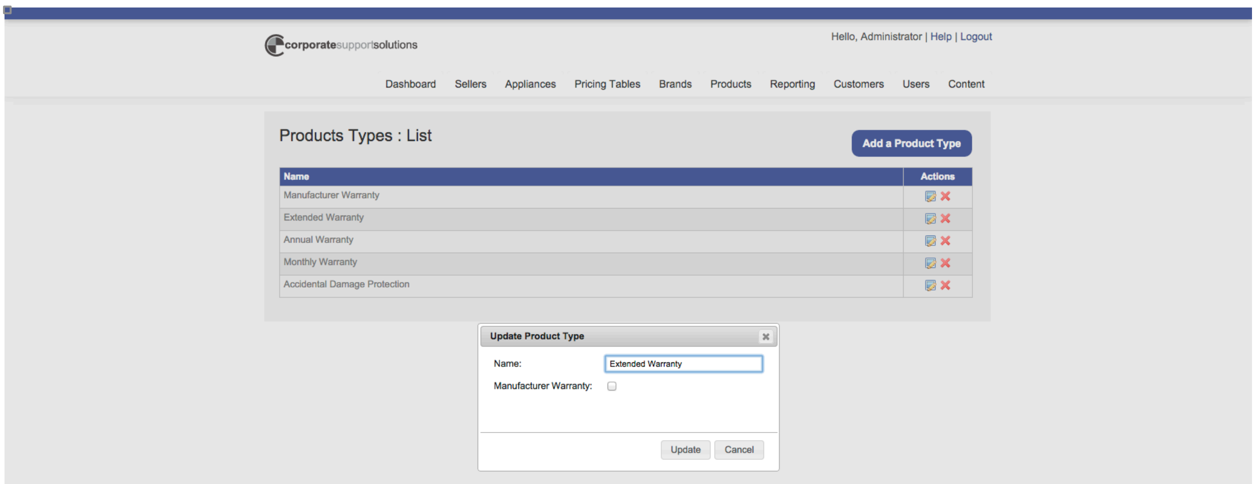
- Manufacturer Warranty
- Extended Warranty
- Annual Warranty
- Monthly Warranty

Each of these possesses different characteristics that cause WoL to handle them differently according to the needs of the seller.

Product types are managed using the following pages, accessed using the **Product Types** button.



This page shows the list of existing product types, providing options to **view** or **delete** them. A further navigation option is given to enable the addition of new product types via the **Add a Product Type** button.



Add Product Type

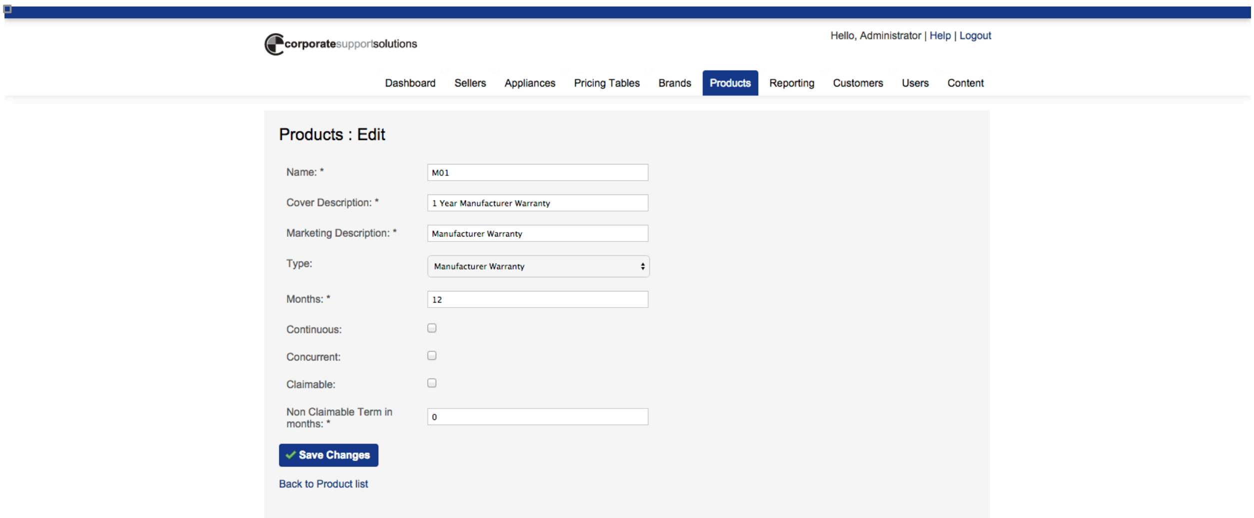
When **adding a new product type**, this pop-up is opened. The **name field** is used to enter a label for the product type, while the **Manufacturer Warranty check box** is used to determine whether the warranty type needs to be associated with pricing and product economics. By **checking this box** the link to pricing is broken, enabling the specified warranty type to be made available to customers on a free of charge basis. This means that this warranty type is only available for registration purposes and not for sale.

Edit Product Type

Clicking the edit button to the right of each product type will enable the editing of the name and Manufacturer Warranty flag for a given product type using the pop-up shown above.

Add and Edit Products

Products are the specific warranties offered to customer as part of the registration and sales process. Each product has different characteristics, enabling the system to handle a variety of sales scenarios. Products are added using the following page:



Correct product set up is critical to the effective operation of the system. The fields and flags in this page have a major impact on how other parts of the system behave as follows:

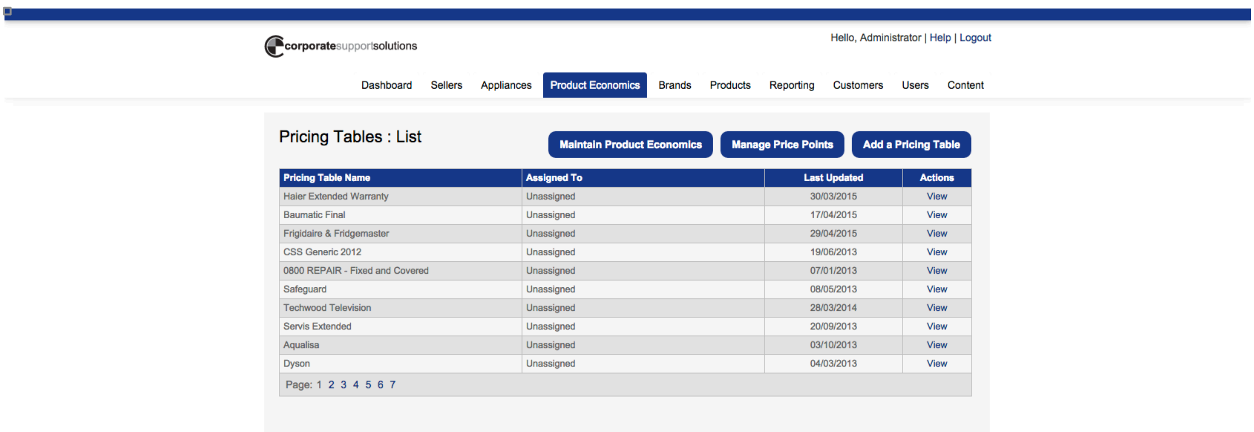
Field	Value	Use / impact
Name	Alphanumeric	The name used throughout the system as the primary label for the product
Cover Description	Alphanumeric	The long label used for the product on notifications and policy documents such as certificates
Marketing Description	Alphanumeric	The long label used for the product on customer facing warranty offer pages

Field	Value	Use / impact
Type	Selection	Designation of warranty type to determine whether it is available for sale or registration
Months	Numeric	The term of cover provided by the warranty on months
Continuous	Boolean Flag	When checked this flag causes the system to ignore the succession sequence set up in the product page, instead renewing the product onto a new iteration of itself.
Concurrent	Boolean Flag	When checked this flag causes the cover period of the product to begin at the date of sale, rather than following the expiry of a predecessor. In this way, the product can run alongside a manufacturer warranty.
Claimable	Boolean Flag	When checked this flag indicates whether the product can be claimed against.
Non-claimable term	Numeric	Used in conjunction with the “is claimable” flag, this value determines the period of time from warranty start date that the product cannot be claimed against.

Should the specification of a product change at anytime, revisions can be made by accessing the same screen using the **View** button in the actions column against the product on the main product page. Revisions made to products only impact on future sales transactions, not those already established.

Product Economics

Product Economics are the building blocks of warranty pricing. They provide analysis of the different components that contribute to the final retail price of the warranty, creating a basis for reporting. The build up of pricing uses a series of pricing elements, which when combined equate to the retail price. The permitted pricing elements are set up and maintained globally through the Product Economics (PE) tab. On clicking the PE tab, the following page is loaded.

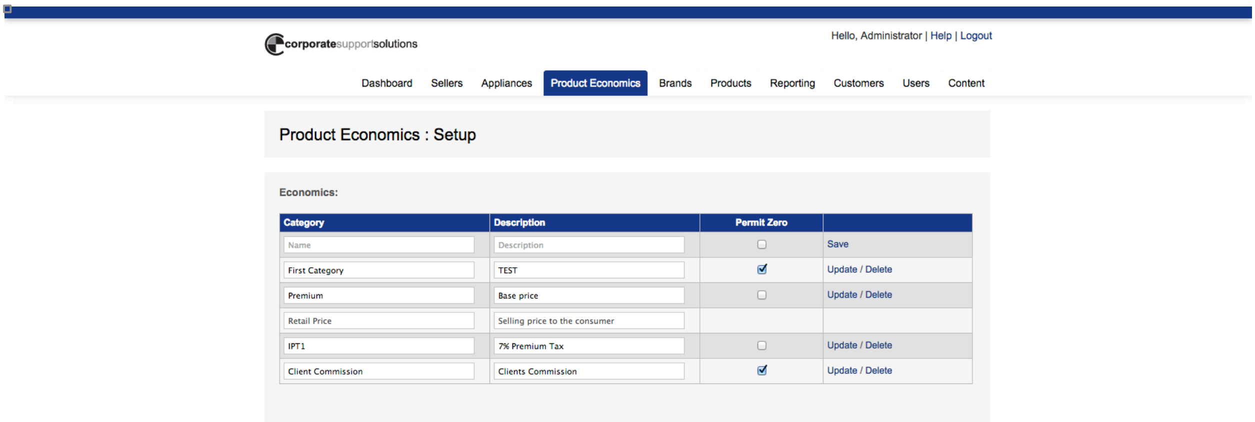


This page shows a list of existing pricing tables and offers a range of navigation options: Manage PE, Manage Price Points, Add a Pricing Table and View a Pricing Table. The latter also provides facilities to edit pricing tables.

Manage Product Economics

Product economics are maintained through this page to provide a comprehensive list of options that can be offered at the seller setup stage to create flexibility in the pricing of warranty products at seller level. New PE categories are added directly into this page in the row below the header bar, each one requiring three values:

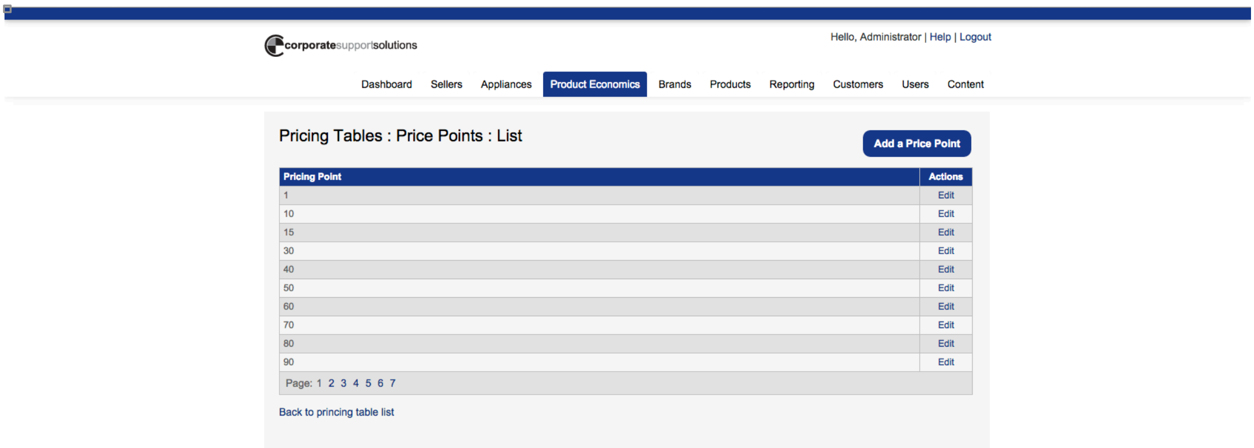
Field	Value	Use / Impact
Category	Text	A short label used to identify the category in pricing tables and reports
Description	Text	A longer label to further define the content of the category
Permit Zero	Boolean Flag	When checked this flag allows a zero value to be used for the category within the pricing table. When not checked the system required a value greater than zero before the pricing table can be validated and saved.



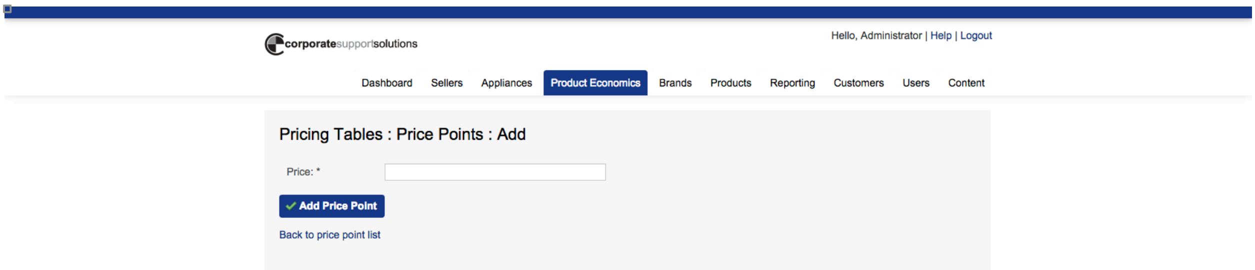
Once PE categories have been set up, they can be updated by changing values within the list and clicking **Update**. PE categories can also be deleted. Once deleted, they will not be available for inclusion in new pricing tables.

Manage Price Points

Price points are used within pricing tables to designate the appliance purchase prices against which specific warranty prices are applied. The values in the price point list are plain text values and therefore can take any form required. Price points are maintained via the following pages:



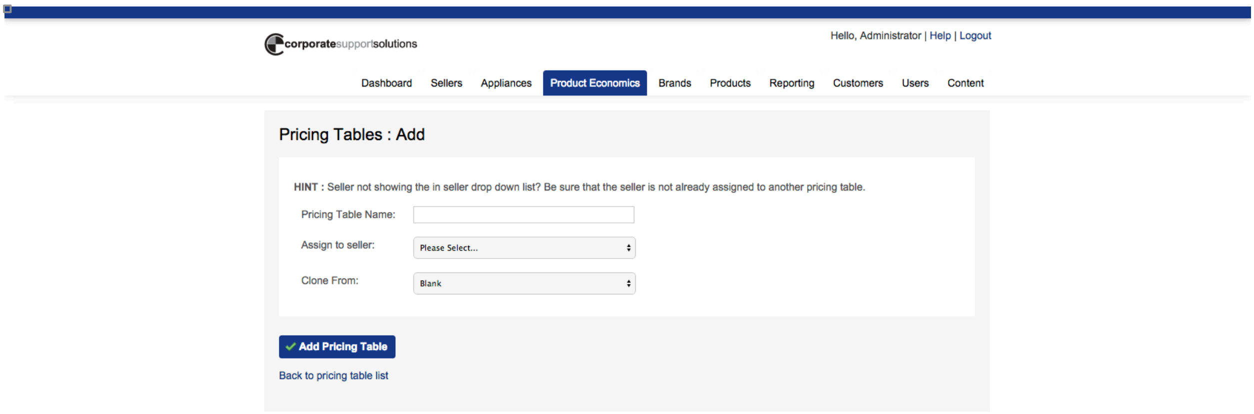
This page shows the existing list of price points. These can be updated by clicking the **Edit** button in the Actions column, or added to using the **Add a Price Point** button. When adding a price point, the following page is used:



A price point is added by adding text to the price field and clicking **Add Price Point**.

Adding a Pricing Table

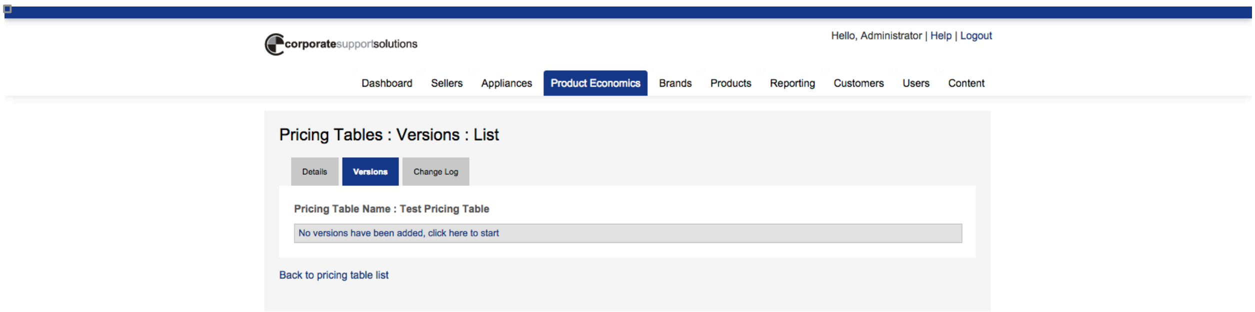
Pricing tables are used to organise pricing data for specific sellers. Each pricing table consists of specific elements:



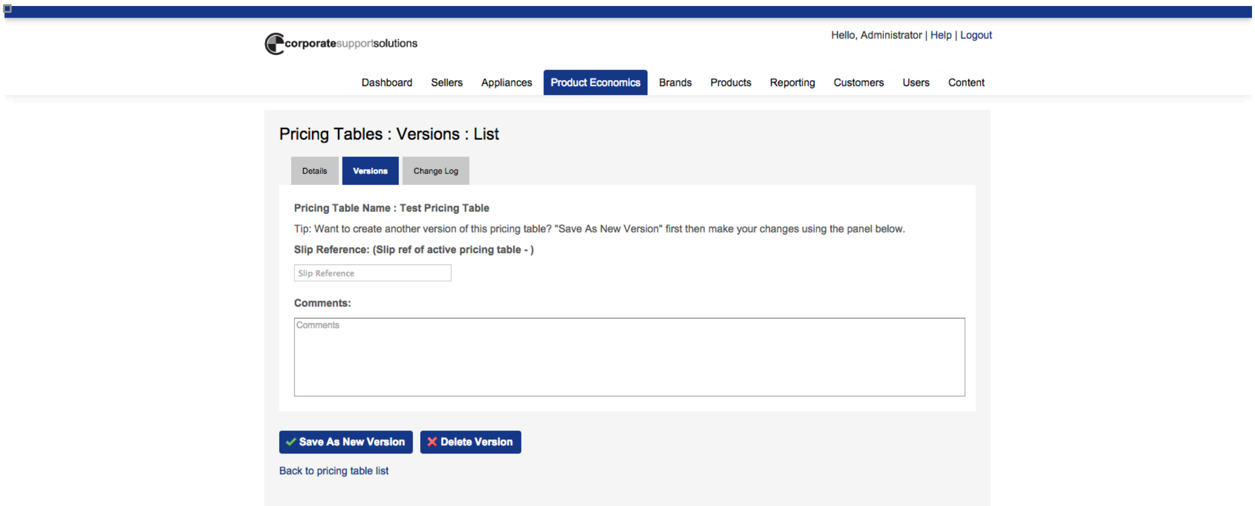
Field	Value	Use / Impact
Pricing Table Name	Text	This is the label that is used to identify the pricing table throughout the system. When a purchase is made, the pricing table version is saved against the purchase record to provide an audit trail for all transactions.
Assign to Seller	Drop Down	Each pricing table must be assigned to a seller. A seller is selected from a list of sellers that have previously be set up via the sellers tab. The relationship between sellers and pricing tables is one to one, therefore if a pricing table is to be used for more than one seller, it must first be cloned using the feature below.
Clone From	Drop Down	In order to reduce the administration required to set up new pricing tables, this feature enables a new table to be cloned from an existing one. When this feature is used, the new pricing table inherits the structure of the table it is cloned from and the existing pricing. **Variations to prices must be made manually.**

Pricing Versions

Once a pricing table has been established its content must be added by creating a new version. The initial version of a pricing table is created through the following page:



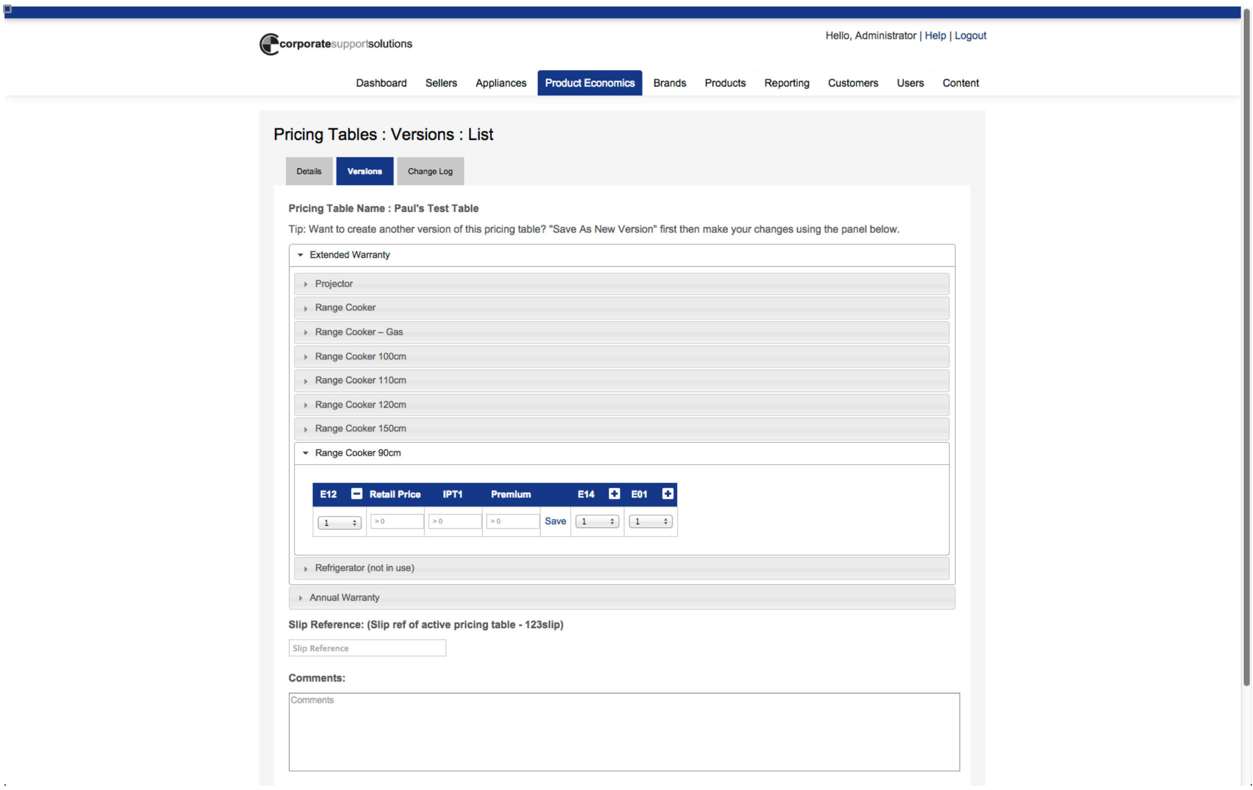
Clicking on the start link will open a new pricing table header page that requires key information:



Field	Value	Use / Impact
Slip Reference	Text	The slip reference is a required value that associates each pricing table with an underwriting contract. The slip reference must be updated as each new version of a pricing table is added.
Comment	Text	The comment box is used to describe the nature of the changes made to the new version of the pricing table.

Having set up this header information, warranty pricing values can be added only when pricing elements, brands and appliances have been set up for the relevant seller.

Assuming that these details are present, as outlined in the **Sellers** section of this document, pricing information can be added using the following page:



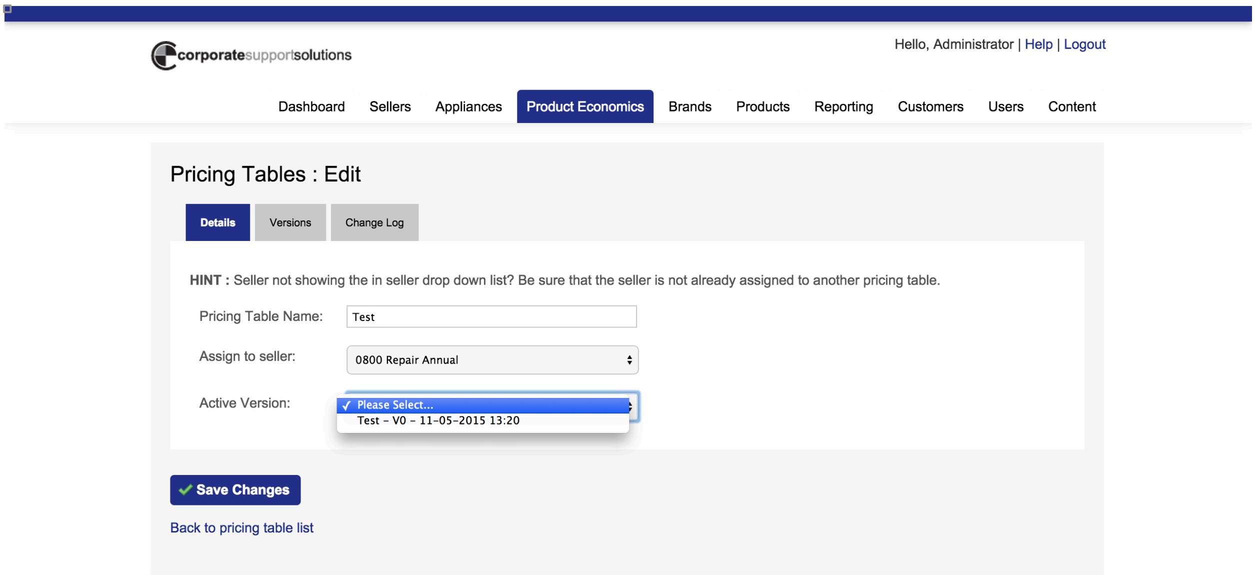
Here, values are entered by accessing specific appliance types using the available drop down lists, in the example a **Range Cooker 90cm** has been selected. Selecting an appliance opens a panel showing the warranty types available for this seller, based on the seller set up. Here warranty types **E12, E14** and **E01** have been made available.

By default, each warranty type is followed by a **+** sign. Clicking on the plus sign enables the user to view the pricing elements available, as shown above for **E12**. This view can be collapsed again by clicking the **–** sign adjacent to the warranty product name.

On initial set up, only the lowest price point is available. This is shown in the column below the warranty name. This drop down list provides access to all price points, enabling only those required for this pricing table to be selected. Each pricing element field contains a place holder that indicated whether a zero value is permitted for that field. If not, the system will not allow the price information to be saved until a value greater than zero is present. In addition, the pricing will not be saved if the sum of the pricing elements is not equal to the retail price.

Activating a Pricing Table Version

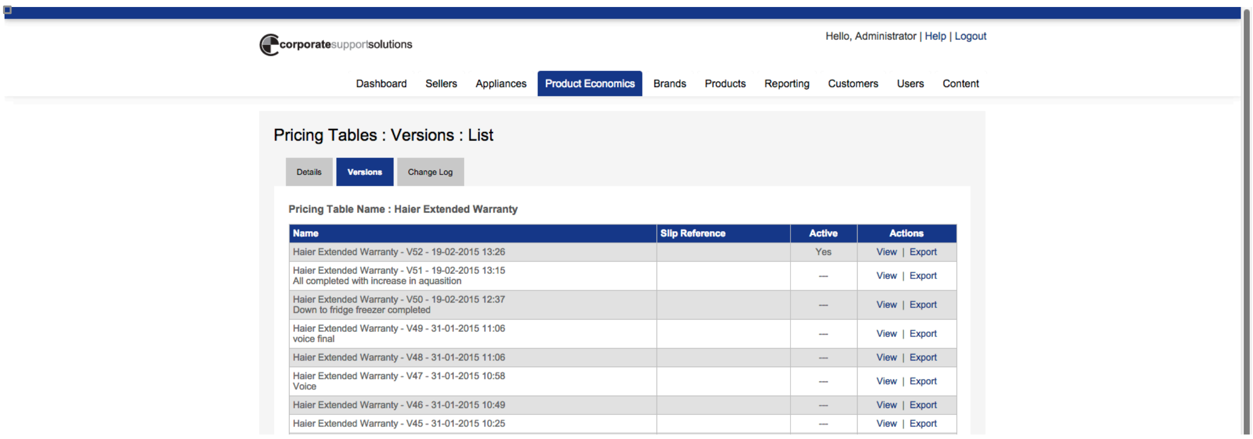
Once saved, the new pricing version is added to the pricing version list. Before the new version can be used, it must be made active. Only one version of a price list can be active at any time, however it is possible to roll-back to an earlier version if necessary. Pricing table activation is carried out in the following page:



The version to be made active can be selected from the drop down box labelled **Active Version**. On becoming active, this version will be used to price all warranty sales until a further update to the active version is made.

Versions

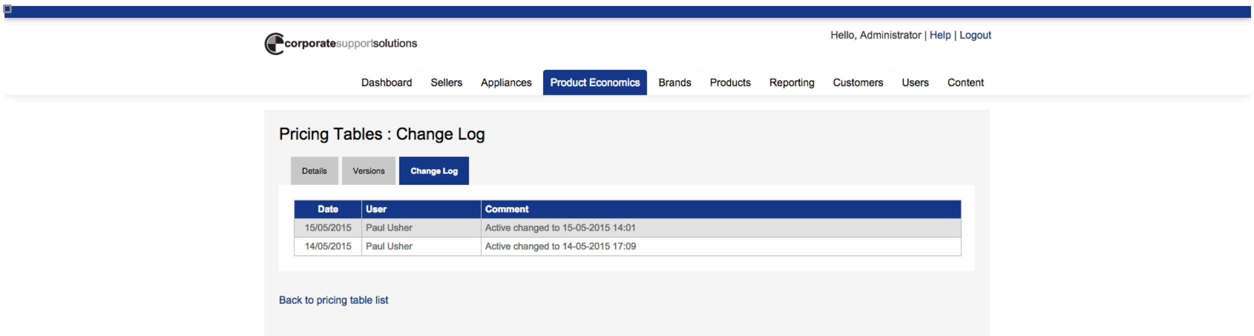
The pricing version list can be used to view the development of a specified pricing table and to initiate changes to an existing pricing table. Clicking the **Versions** tab opens the following page.



The example shows that a number of updates have been made to this pricing table. It also shows which version of the table is currently active. Two actions are available in this page; View and Export. Clicking **View** enables the use to view and edit the pricing table as described above. The **Export** button causes the contents of the pricing table to be deposited into the user's downloads folder in the form of an Excel file.

Change Log

The change log provides an audit trail of the changes made to the pricing table, tagging a user id to each change. The change log is in the following format:



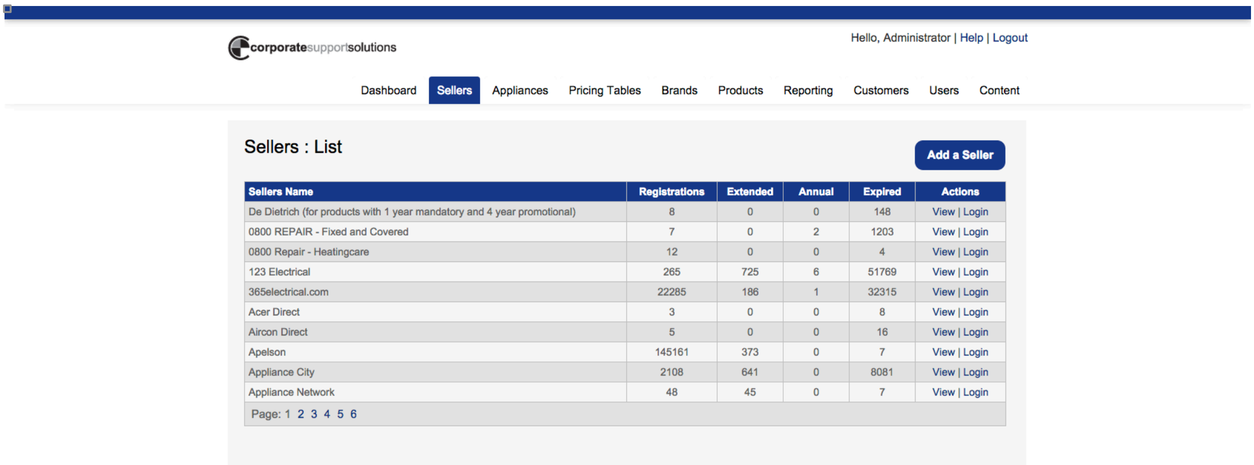
Sellers

Sellers sit at the heart of WoL, bringing together information relating to customers, their appliances and the warranties they hold or have held against those appliances. The term "seller" is used to refer to a company that has contracted UK Warranty to manage it's warranty sales, renewal and management processes. As such a seller can be:

- an appliance brand
- a manufacture, or
- a retailer.

Prior to setting up a seller it is important that the global lists of appliances and brands reflects the range of options that will be transacted against the seller. It is also vital that products, product economics and pricing tables have been set up to enable sales to be transacted against the seller successfully.

To add a seller, begin by selecting the sellers tab from the dashboard or primary menu. This will result in presentation of the following page displaying the status of existing sellers in terms of the numbers of customer records stored according to status. This page provides three main navigation options: Add, View and Login. The first two are used to manage the set up parameters for new (**Add**) or established (**View**) sellers. The latter (**Login**) is used to enable a user to login as a seller and transact warranty registrations and sales by utilising the same pages made available to external customers.



Sellers Name	Registrations	Extended	Annual	Expired	Actions
De Dietrich (for products with 1 year mandatory and 4 year promotional)	8	0	0	148	View | Login
0800 REPAIR - Fixed and Covered	7	0	2	1203	View | Login
0800 Repair - Heatingcare	12	0	0	4	View | Login
123 Electrical	265	725	6	51769	View | Login
365electrical.com	22285	186	1	32315	View | Login
Acer Direct	3	0	0	8	View | Login
Aircon Direct	5	0	0	16	View | Login
Apelson	145161	373	0	7	View | Login
Appliance City	2108	641	0	8081	View | Login
Appliance Network	48	45	0	7	View | Login
Page: 1 2 3 4 5 6					

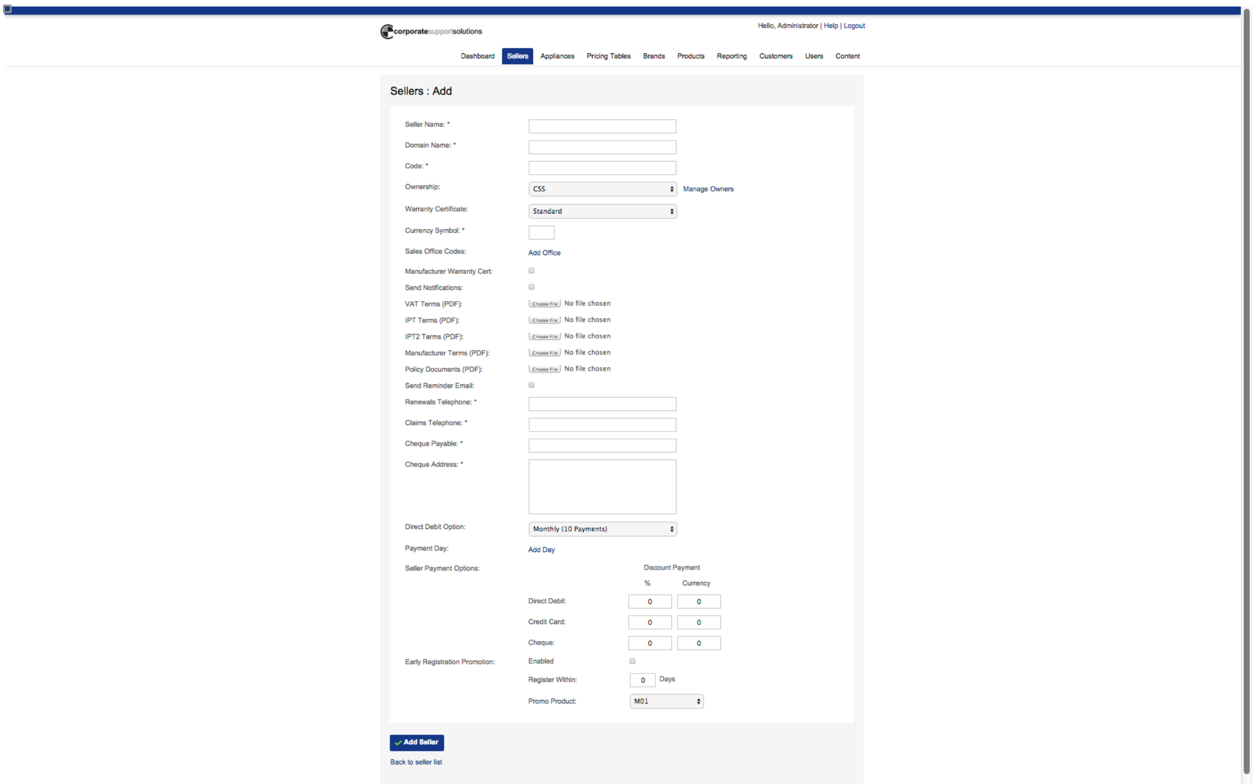
Add or Manage a Seller

Seller set up determines how WoL presents content to users and the offers that are made to customers. It is therefore critical that set up is comprehensive due to the interdependencies among different elements of the system.

Some elements of set up are Mandatory, while others are Optional. Therefore, each element is labelled (M) or (O) to designate this status.

Details (M)

Each seller account has a set of header details that establish the key parameters used to operate the account. These details determine basic behaviour throughout the system. Details are set up and managed via the following page:



Field	Type	Use / Impact
Seller Name	Text	The primary label used to identify the seller throughout the system
Domain Name	Text	The domain name used to access the seller specific registration page. This should be registered and directed to the correct location on the system server before the seller is set up. The usual structure for he domain name is SellerName.warrantyonline.co.uk, although any domain name is permissible.
Code	Three Character Text	This code is used within the WoL database to identify the seller and to make connections between the seller and other data types such as customers and product.
Ownership	Drop Down	The ownership of the data in the database is linked to one Pacifica Group company. However, this feature creates the ability to vary the link so that sellers can be owned by different companies within the Group.

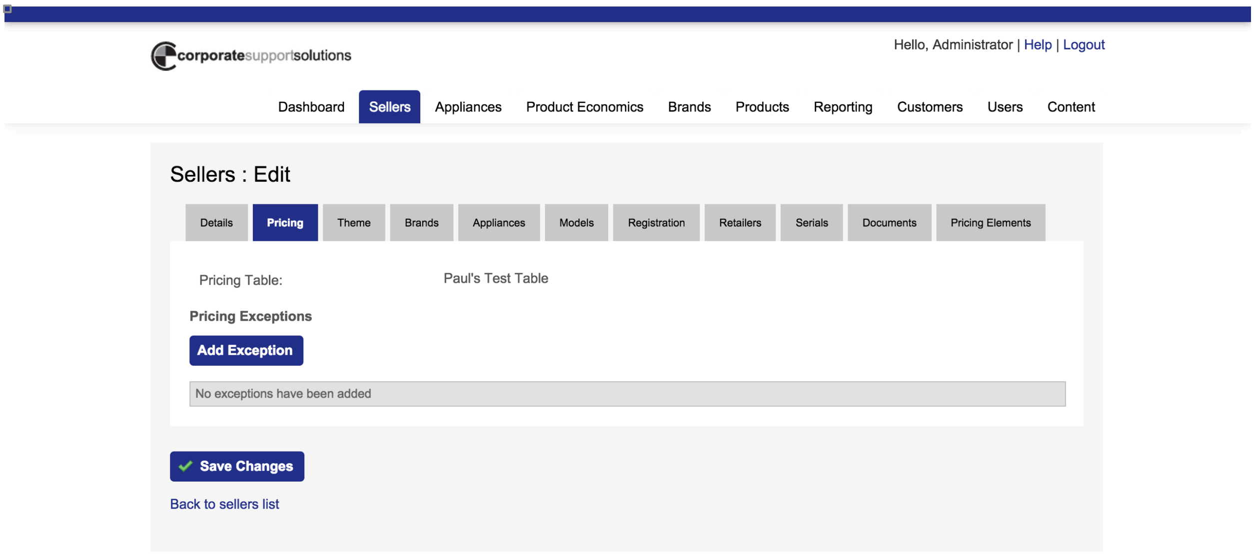
Field	Type	Use / Impact
Warranty Certificate	Drop Down	This feature enables the user to select from a range of warranty certificate templates, although at present only one template (standard) is available.
Currency Symbol	£ or €	The currency symbol used for the seller is a text value only. It has no impact on the currency used by the system. Pricing information for the seller should be set up in the pricing table in the correct currency as the system does not support currency exchange rate calculations.
Sales Office Codes	Text	This **optional** value can be set up to subdivide a seller into differ sales reporting entities. For instance physical versus online channels. When importing data, it can be associated with different sales offices for analysis.
Manufacturer Warranty Certificate	Boolean Flag	When checked this flag causes the manufacturer certificate to be available via the **Download Certificate** feature on the customer account page.
Send Notifications	Boolean Flag	When checked this flag causes the system to send notifications to the customer when specific events occur, such as the set up of a new direct debit instruction. Notifications are disabled when this flag is not checked.
VAT Terms (pdf)	File Upload	The file uploaded here is used to populate the policy documentation sent to the customer on **purchase** of a product that attracts VAT. This would normally apply to service contracts.
IPT1 Terms (pdf)	File Upload	The file uploaded here is used to populate the policy documentation sent to the customer on **purchase** of a product that attracts Insurance Premium Tax Rate 1 (IPT1). This would normally apply to insurance backed warranty products.
IPT2 Terms (pdf)	File Upload	The file uploaded here is used to populate the policy documentation sent to the customer on **purchase** of a product that attracts Insurance Premium Tax Rate 2 (IPT2). This would normally apply to insurance backed warranty products.
Manufacturer Terms (pdf)	File Upload	The file uploaded here is used to populate the policy documentation sent to the customer on **registration** of a manufacturer warranty.

Field	Type	Use / Impact
Policy Documents (pdf)	File Upload	The file uploaded here is used to populate the policy documentation sent to the customer in combination with the appropriate product specific terms according to whether the product is insurance backed or service contract and therefore attracts VAT or IPT.
Send Reminder Email	Boolean Flag	When checked this flag results in customers being sent an email reminder in advance of the expiry of a warranty. This feature is not currently active.
Renewals Telephone	Text	The telephone number inserted here is used to populate relevant fields in the customer facing pages of WoL and within policy documentation forwarded to the customer as a result of a registration or purchase.
Claims Telephone	Text	The telephone number inserted here is used to populate relevant fields in the customer facing pages of WoL and within policy documentation forwarded to the customer as a result of a registration or purchase.
Cheque Payable	Text	The company name inserted here is the legal entity to whom cheques should be made payable during the purchase process. This information is used in the checkout process when the customer selects cheque payment and also in the pro-forma letter forwarded to them for inclusion with their cheque.
Cheque Address	Text	The address inserted here is the location to where cheques should be posted. This information is used in the checkout process when the customer selects cheque payment and also in the pro-forma letter forwarded to them for inclusion with their cheque.
Direct Debit Option	Drop Down	Direct debit options can be varied to offer 10, 12 or 4 payments. The 10 and 12-month options cause payments to be collected monthly for the appropriate number of months following purchase. The 4-payment option causes the system to schedule 4 quarterly payments. In all cases, full payment is made within 12 months of warranty purchase. The value selected here is also used to calculate the monthly pricing values offered to customers during the purchase process.

Field	Type	Use / Impact
Payment Day	Numeric	By default the system sets the direct debit collection day as the first of the month. This feature creates the opportunity for the administrator to set alternative collection days. This feature then enables the customer to select a preferred collection day from within checkout pages.
Seller Payment Options Discounts	Numeric	The WoL checkout system supports payment by card, cheque or direct debit. At seller level it is possible to set pricing discounts to incentivise specific payments types. Discounts can be specified in either percentage terms or value terms. In either case, the discount is applied during the checkout process so that customers have visibility of such discounts before they make their payment selection. Discount values can be entered for some or all of the fiddles in this section of the details page.
Early Registration Promotion		Early registration promotions are intended to encourage customers to register their appliance purchases promptly in return for enhanced warranty cover. This encourages sign-up, enlarging the marketing database. The parameters outlined below are used to control these incentives.
Enable	Boolean Flag	When checked this flag causes the early registration rules to be applied to registrations for the seller.
Register Within	Numeric	This value is the number of days from the declared appliance purchase date within which the customer has to register to benefit from the enhanced cover offer. The purchase date is captured in the warranty registration form and compared to the registration date. If the interval between the two is less than or equal to this value, the enhanced cover is given.
Promo Product	Drop Down	This list is used to select the level of enhanced cover that will be provided should the early registration conditions be met. For instance, if the product selected here are an M02 and the standard manufacturer warranty for the particular appliance type and brand was M01, the customer would receive an additional year of cover.

Pricing (M)

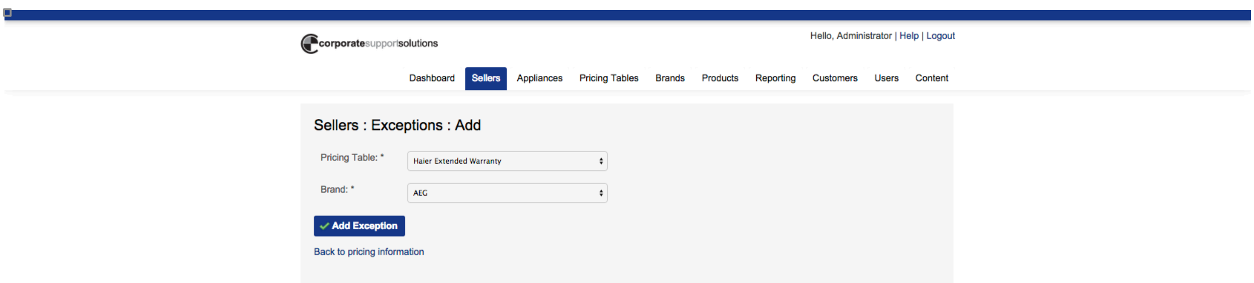
Warranty pricing is determined via a pricing table. Pricing tables are seller specific and are defined according to the set up outlined in the section **Product Economics**. Within the seller section of the system, pricing functions are restricted to identification of the correct pricing table and the addition of pricing exception. Pricing tables are indicated in the following page:



This page identifies the pricing table that is associated with the seller. Should the administrator update the active version of the table, resultant changes to pricing will automatically be reflected in new warranty purchases. Changing the pricing table selected will also result in revised pricing for purchases made after the pricing table is selected.

Pricing Exceptions

Pricing exceptions can be used to vary pricing from that set as the standard for the seller. Pricing exceptions can be set at brand level, so that any warranties sold against a specified brand can be linked to an alternative pricing table to, for example, reflect variations in levels of risk. Pricing exceptions are set be clicking the **Add Exception** button to launch the following page:



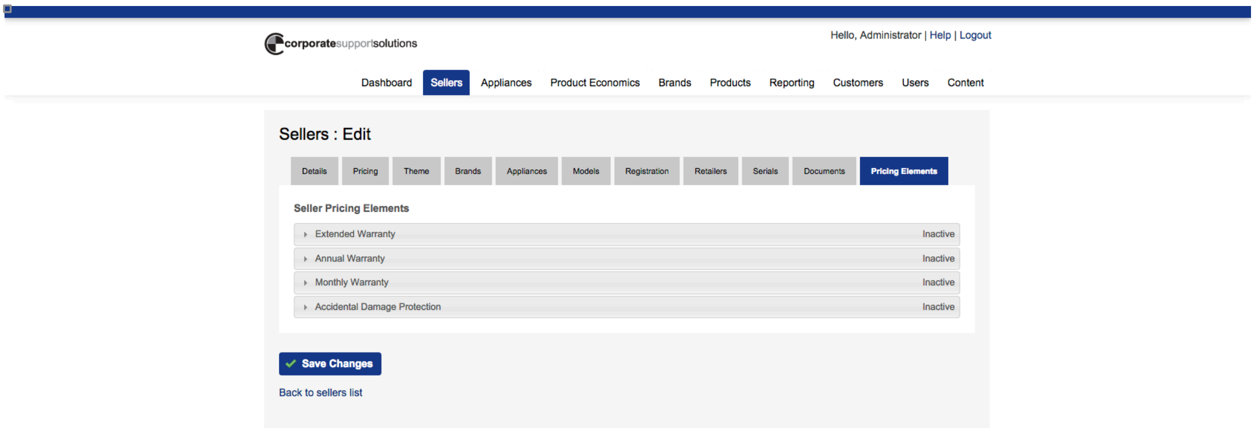
By using this page to select a new pricing table and associated brand, all transaction for the brand and seller will reference the new table, rather than the seller default pricing.

Pricing Elements (M)

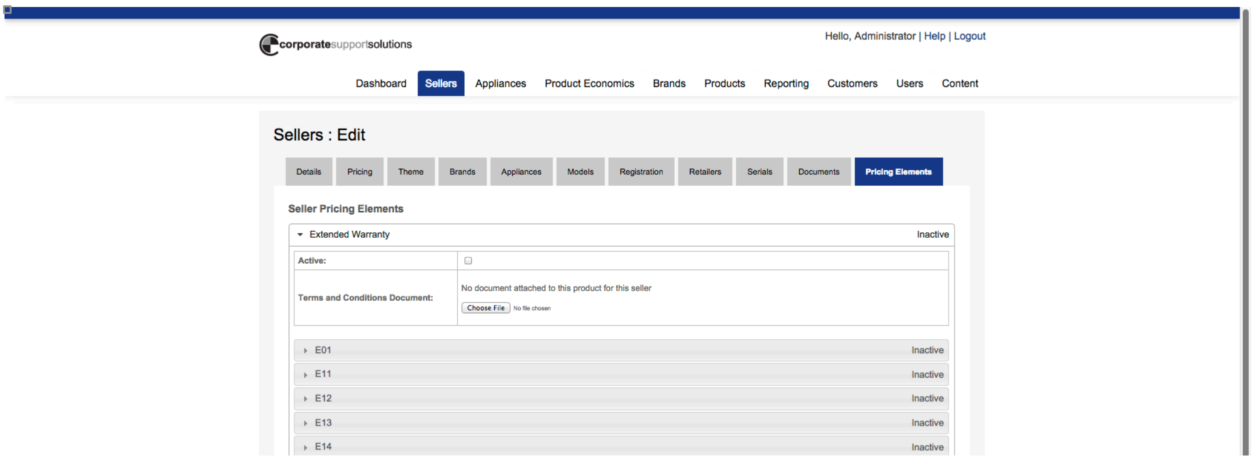
Pricing elements are used in conjunction with brands and appliances to determine the structure of the pricing tables maintained for the seller in the **Product Economics** tab. The range of pricing elements selected for the seller dictates:

- The range of warranty products that can be offered to customers by the seller
- The terms and conditions attached to those warranty products
- The price build of those products

Pricing elements for each seller are maintained via the following pages:

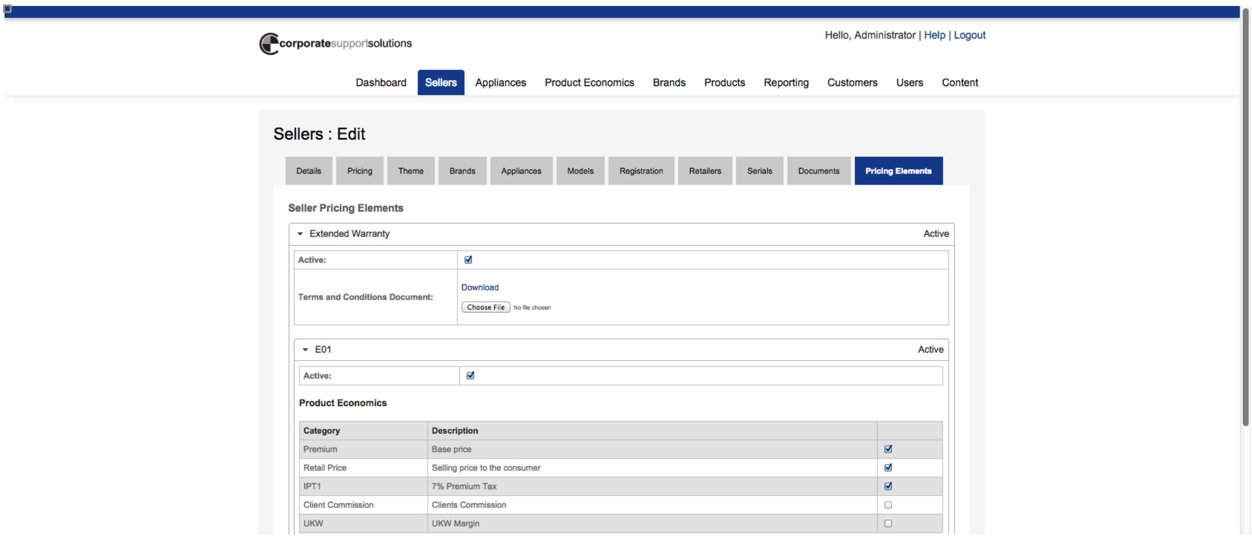


This image shows the collapsed view of the pricing elements page. Here all warranty product types are shown and are inactive be default. Warranty types are activated by first clicking on the arrow adjacent ot the warranty type name to expand the view of that type to reveal the view below.



Once this view is visible, the warranty type is activated by checking the **Active** flag. Once active, a pdf file containing terms and conditions for the product type must be uploaded for inclusion with policy documents produced by the system.

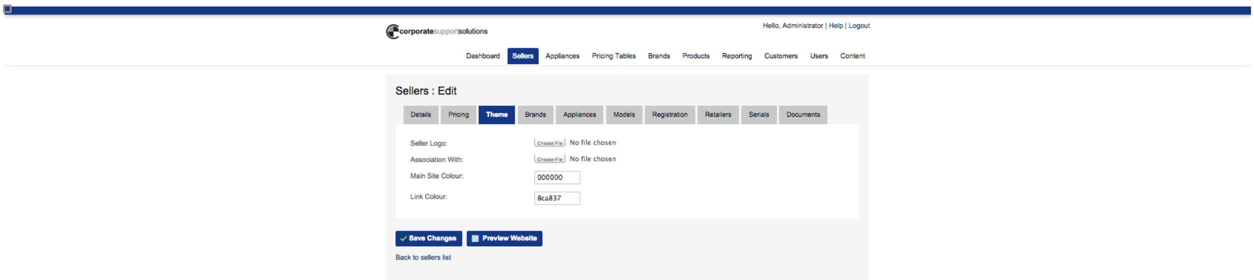
The **Active** flag must be set for all required warranty products within the product type before they will be available for inclusion in the pricing table. Once activated, products appear in this page as below:



Having activated the required product types and products and uploaded terms and conditions, the final process is to define the range of pricing elements required for each product. This is done by checking the box adjacent to each required pricing element. Please note that the retail price is included by default.

Theme (M)

The theme settings in Warranty Online determine the branding that is used in the seller specific registration, sales and checkout pages and the warranty documentation supplied to customers following registration and / or purchase. The theme setting enable the administrator to set specific colour values for these pages and to present logos and other content that are reflective of the seller’s established visual identity. These options are managed through the following page:



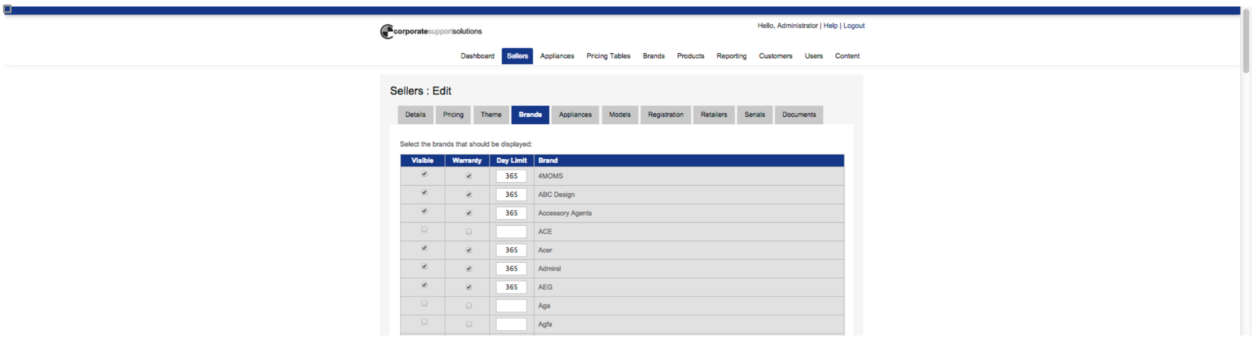
The values that are required to set up a theme are as follows:

Field	Value	Use / Impact
Seller logo	Logo file (jpeg)	The image file uploaded here will be used as the primary identifier in the customer facing web-pages and documents generated by WoL. The optimum size for the image file is based on a width that should not exceed 315 pixels.
Association with	Logo file (jpeg)	The image file uploaded here will be used to identify the Pacifica company associated with the seller on customer facing web-pages and documents generated by WoL. The optimum size for the image file is based on a width that should not exceed 315 pixels.
Main Site Colour	Hex Colour Reference	Hex colour references define colour values that are browser friendly. To achieve consistency with the seller’s brand colours, values such as RGB references should be converted to Hex and the resultant codes should be used here. Sellers should be able to provide RGB references for the colours to be used on the site, which can be converted via the following link: http://www.javascripter.net/faq/rgbtohex.htm
Link Colour	Hex Colour Reference	

Brands (M)

The range of brands that can be used by a seller are selected from the main brands list managed by the administrator via the primary menu. The brands option in the seller menu enables selection of a subset of brands for use by the seller. Where the seller is a manufacturer, it is likely that only one brand will be selected, i.e. that reflecting the manufacturer name. Where a seller is a retailer, it is likely that multiple brands will be selected.

The brands list is maintained using the following page:



In the example different values have been set for Visible, Warranty and Day Limit for each brand. These values should be defined for each brand against which the seller can accept registrations and make warranty sales. These fields function as follows for each brand:

Field	Value	Use / Impact
Visible	Boolean Flag	When checked this flag makes the brand visible in the drop down list in the registration form, thereby permitting warranty registrations against the seller.
Warranty	Boolean Flag	When checked this flag makes allows the system to offer warranty products, other than manufacturer warranties, to the customer for purchase. When the flag is not checked, no such purchases will be possible.
Day Limit	Numeric	This value determines the period of time after the appliance purchase date declared in the registration, that the system would accept warranty registrations. Should the number of days between the declared purchase date and the registration date exceed this number, the registration will be declined.

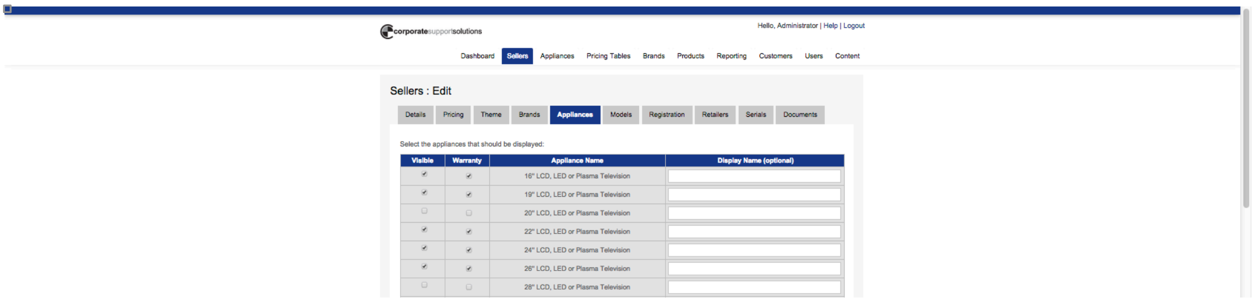
In addition to the above, the inclusion of these brands at seller level also determines whether they are available for inclusion within the seller's pricing table.

Appliances (M)

The range of appliances that can be used by a seller are selected from the main appliances list managed by the administrator via the primary menu. The appliances option in the seller menu enables selection of a subset of appliances for use by the seller.

Appliance types are generic and need not be set up to include brand names.

The appliances list is maintained using the following page:



In the example different values have been set for Visible and Warranty for each appliance. These values should be defined for each appliance type against which the seller can accept registrations and make warranty sales. These fields function as follows for each appliance type:

Field	Value	Use / Impact
Visible	Boolean Flag	When checked this flag makes the appliance visible in the drop down list in the registration form, thereby permitting warranty registrations against the seller.
Warranty	Boolean Flag	When checked this flag makes allows the system to offer warranty products, other than manufacturer warranties, to the customer for purchase. When the flag is not checked, no such purchases will be possible.
Appliance Name	Text	This value is retrieved from the main appliance list and is common to all sellers.
Display Name	Text	This field provides for the use of an alternative appliance name that can be used at seller level to reflect individual requirements.

In addition to the above, the inclusion of these appliances at seller level also determines whether they are available for inclusion within the seller's pricing table.

Optional Seller Variables

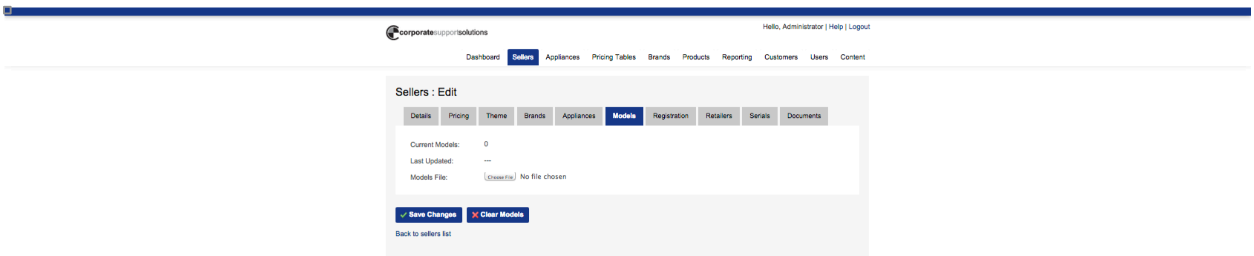
In addition to the mandatory variables set out above, there is scope for additional, optional variables to be included for each seller. These are used to tailor the way registration forms function and to impose further restrictions on the range of appliances that can be registered via those forms. The key categories of additional parameters that can be managed are:

Models:	A defined list of appliance model references that is used to validate registrations.
Serials:	A defined list of serial numbers that restricts permitted registrations to that list alone.
Retailers:	A defined list of retailers that restricts permitted registrations to that list alone.
Registration:	A selection of optional registration form fields that enable registration forms to be customised at seller level
Documents:	A depository for documentation pertinent to the seller.

Each of these variables is managed as follows:

Models (O)

Warranty online supports the inclusion of a list of permitted appliance models at seller level. When a list of models is present the system automatically includes a model field in the registration form, requiring the customer to specify a valid model reference in order to progress the registration. If a valid model reference cannot be selected, or a claim is made against an invalid model reference, then the warranty is void. Model lists are added to the system using the following page:

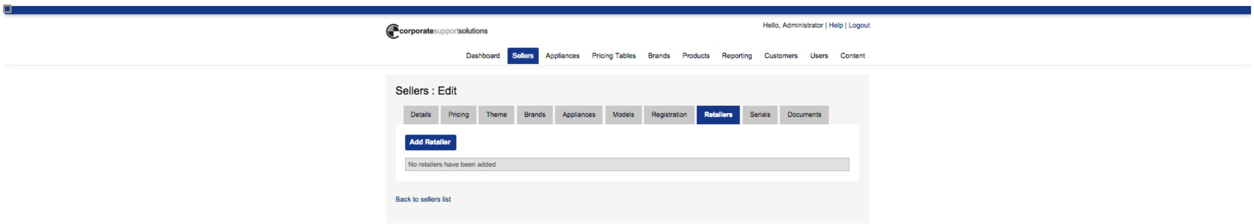


This page displays the number of models in the current list and indicates the date of the last update or import. Model lists managed by adding new ones as changes are required. Model lists should be maintained outside of WoL and imported as revised versions. Each list imported to the system overwrites its predecessor.

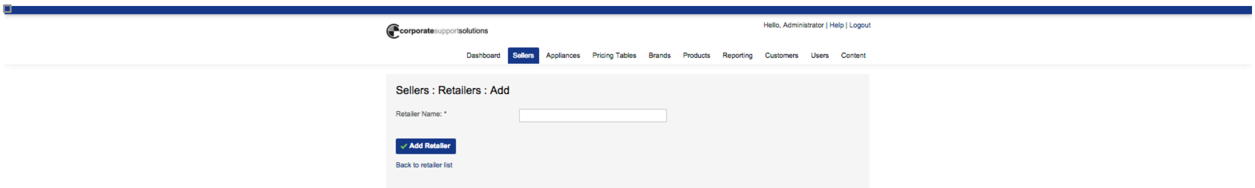
Should you wish to remove model validation from the seller, this is achieved by clicking on **Clear Models**.

Retailers (O)

Warranty online supports the inclusion of a list of permitted appliance retailers at seller level. When a list of retailers is present the system automatically includes a retailer field in the registration form, requiring the customer to specify a valid retailer in order to progress the registration. If a valid retailer cannot be selected, or a claim is made against an invalid retailer, then the warranty is void. Retailer lists are added to the system using the following pages:



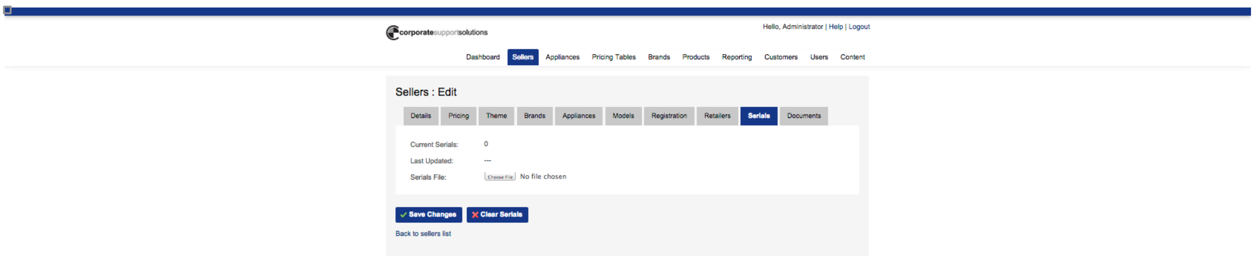
This page displays the current list of retailers associated with the seller. Retailers are managed by adding new ones, as changes are required. To append a retailer to the list click **Add Retailer** to access the page below:



The retailer name should be added to the **Retailer Name** field, as it is to appear in the registration form.

Serials (O)

Warranty online supports the inclusion of a list of permitted serial numbers at seller level. When a list of serial numbers is present the system automatically includes a serial number field in the registration form, requiring the customer to specify a valid serial number in order to progress the registration. If a valid serial number cannot be selected, or a claim is made against an invalid serial number, then the warranty is void. Serial numbers are added to the system using the following page:

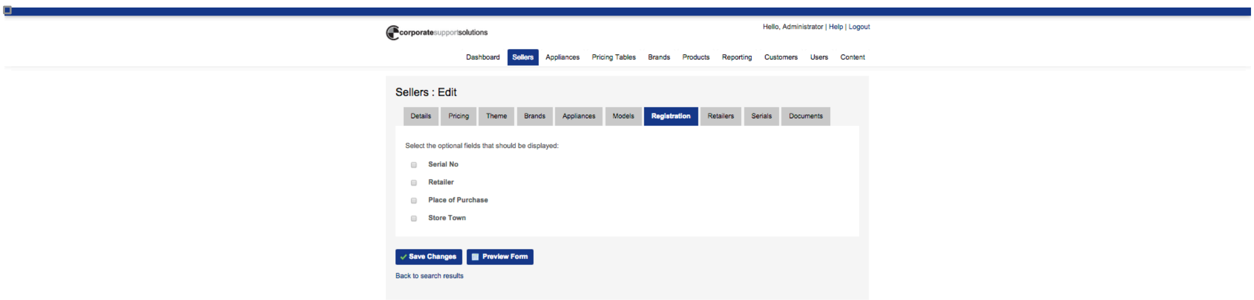


This page displays the number of serial numbers in the current list and indicates the date of the last update or import. Serial numbers managed by adding new ones as changes are required. Serial number lists should be maintained outside of WoL and imported as revised versions. Each list imported to the system overwrites its predecessor.

Should you wish to remove serial number validation from the seller, this is achieved by clicking on **Clear Serials**.

Registration (O)

WoL allows for the customisation through the inclusion or omission of certain fields. The status of these fields is controlled through a series of flags as follows:

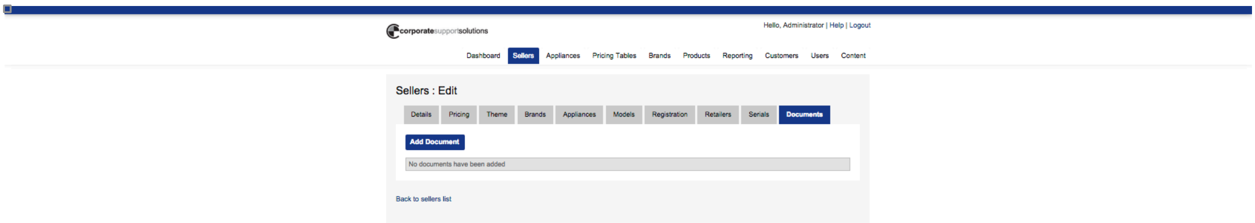


Field	Value	Use / Impact
Serial No.	Boolean Flag	When checked this flag causes the inclusion of a free text field for the submission of a serial number. The serial number is not validated against an imported list.
Retailer	Boolean Flag	When checked this flag causes the inclusion of a free text field for the submission of a retailer name. The retailer is not validated against an imported list.
Place of Purchase	Boolean Flag	When checked this flag causes the inclusion of a drop down list enabling the customer to indicate whether their appliance purchase was made in-store or online.
Store town	Boolean Flag	When checked and where the customer selects “in-store” as place of purchase, this flag causes the inclusion of a free text field for the submission of a town where the appliance purchase was made.

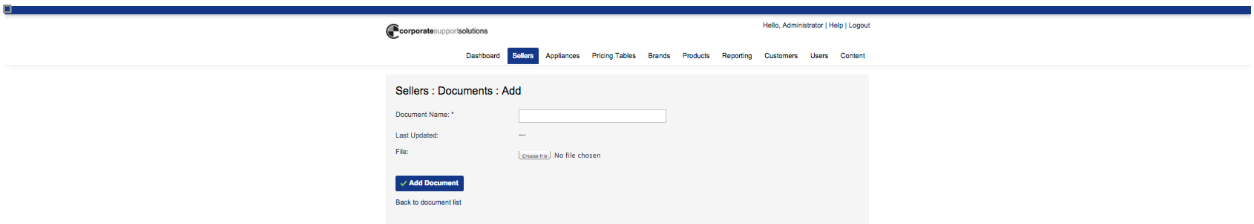
These flags can be toggled on and off at any time, resulting in immediate changes to the registration form presented to new customers. The **Preview Form** button on this page is currently inactive.

Documents (O)

Within the seller, WoL provides a space for the storage of documentation pertinent to the operation of the contract. This might include policy documents, customer service guides or any other type of reference material. Documents are added by importing files to the system via the following pages:



This page displays the current list of documents associated with the seller. Documents are managed by adding new ones, as changes are required. To append a document to the list click **Add Document** to access the page below:

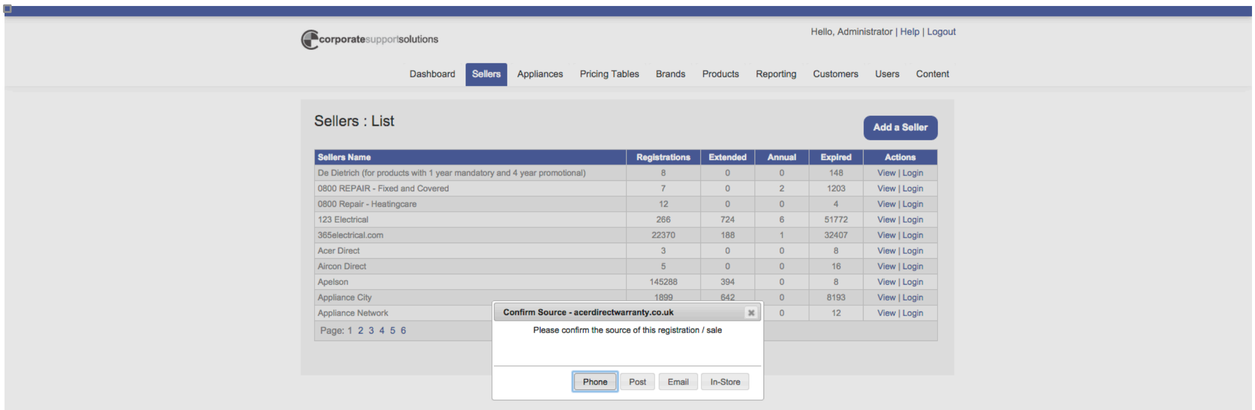


The document name is used to describe the document in the list on the seller document page. The last update date assists with version control.

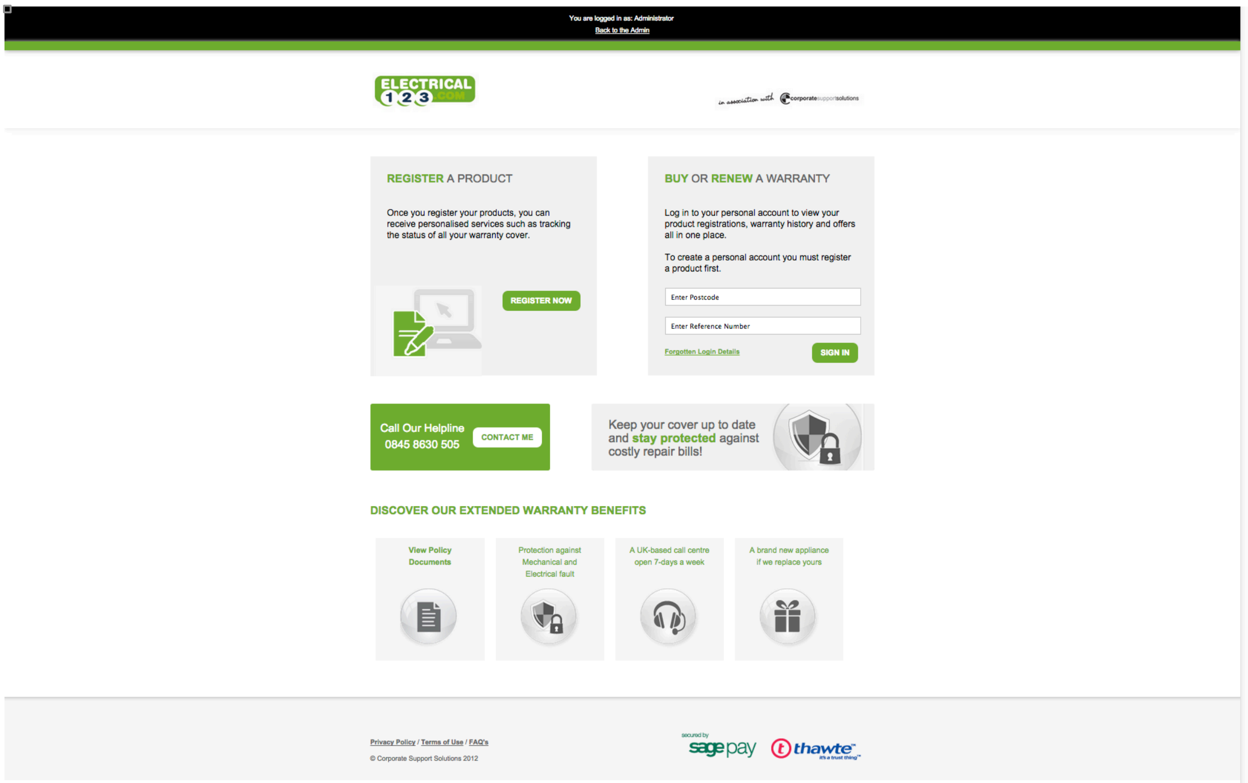
Login as Seller

This feature enables a customer service user to transact new warranty registrations and sales utilising the same user interface developed for customers, thereby benefiting from the same user experience and the same levels of data capture and validation.

On clicking Login, the user is first asked to indicate the channel from which the transaction originates. Using the pop-up shown below:



Having selected a source type, the use is delivered to the appropriate seller home page. Note that this page features a navigation bar at the top (highlighted) that enables the user to navigate back to the administration system at any time.



Reports

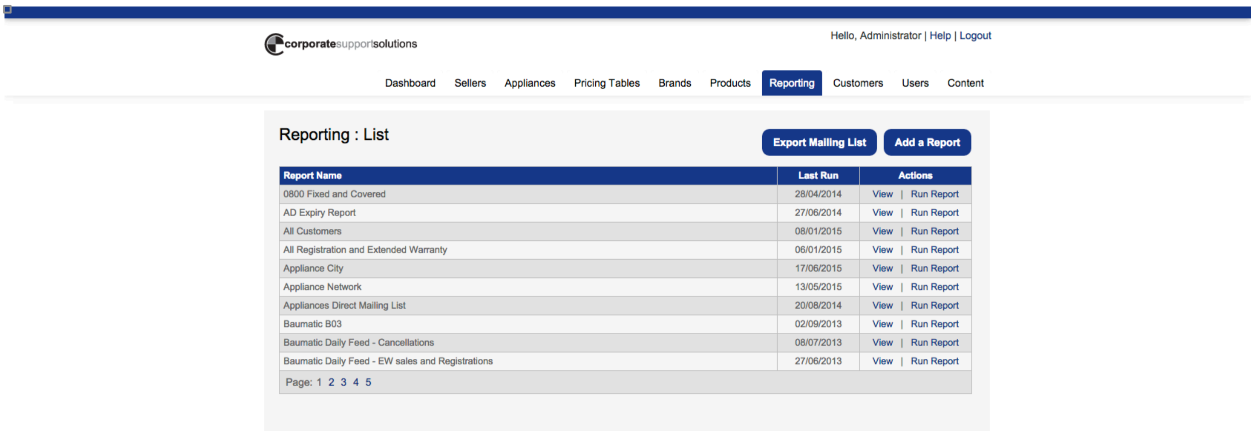
WoL enables the user to report on a wide variety of data based on customer and product records using a wide variety of filters to limit the view of the data returned to suit a specific purpose. Users with appropriate permissions can add new reports, view and amend the specification of existing reports and run reports to refresh results.

The process of adding a new report and modifying an existing one are largely the same and are tackled together.

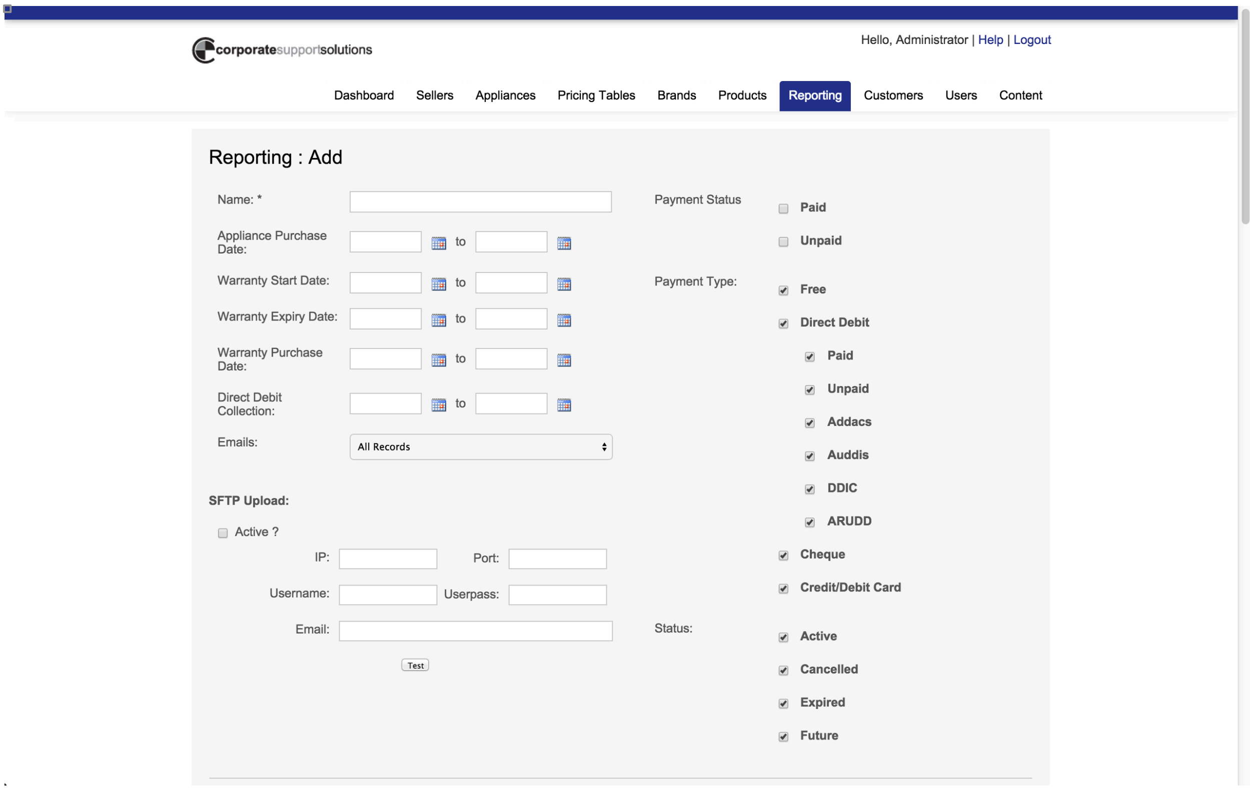
Add, View and Amend Reports

Reports are specified in two stages. First a range of global filters are used to determine the basis for the report in terms of the period of time to be interrogated, based on a number of date range options, the status of the warranty records to be returned and the payment types and status to be included and excluded. Once these parameters are established, the scope of the report can be refined further by selecting a subset of other values including warranty types, sellers, brands and appliances.

The example below shows the main reports list, providing access to existing reports that can viewed and updated via the **View** option, or run by clicking **Run Report**. When a report is run, the results are compiled and deposited in the user's downloads folder in the form of a CSV file.



Adding a report involves first the selection of values for the filters shown in the example below:



The function of each of these filters is as follows:

Field	Value	Use / Impact
Name	Text	Label used to identify the report in the reports list and used as the file name stem for downloads.
Appliance Purchase Date	Date Range	The to and from dates describing the period to be reported on, based on the appliance purchase date declared by the customer at registration or added to the system via a customer upload or the web service.
Warranty Start Date	Date Range	The to and from dates describing the period to be reported on based on the commencement of cover dependant on the status of the warranty. If the warranty product is set up as a concurrent type, the warranty start date will be the same as the warranty purchase date, otherwise the start date with depend on the expiry of its predecessor.
Expiry Date	Date Range	The to and from dates describing the period to be reported on based on the expiry of the warranty product.

Field	Value	Use / Impact
Warranty Purchase Date	Date Range	The to and from dates describing the period to be reported on based on the date the warranty purchase was recorded on the WoL database, unless the record is added via a web service in which case the purchase date may be imported as part of this process.
Direct Debit Collection	Date Range	The to and from dates describing the period to be reported on based on the direct debit payment collection attempt(s) falling between the dates.
Email	Drop Down	A range of variables enabling the user to select records with or without email addresses, or all records.
SFTP Upload		
Active	Boolean Flag	When checked this flag causes a copy of the CSV file produced when the report is run to be posted to the SFTP location defined via the fields below.
IP	Text	The IP address of the destination server.
Port	Text	The port through which the connection to the destination server is made. The default SFTP port for most servers is 22.
User	Text	The FTP user name used to secure the server.
Userpass	Text	The FTP password used to secure the server.
Email	Text	The email address to which a confirmation notification is sent.
Payment Status	Flag	If both the **Paid** and **Unpaid** flags are unchecked or checked, then all records are reported. If only one flag is checked, then only records with that status are reported.
Payment Type	Flag	If records will only be reported if their payment type is checked. The available payment types are **Free, Direct Debit, Cheque** and **Card**. With specific regard to **Direct Debit, the Paid, Unpaid, Addacs, Auddis, DDIC** and **ARUDD** flags can be used to select subsets of records where transactions have been reported via on of these **BACS** reports in order to include addition report fields showing details of payment failures and amendments.
Status	Flag	When all status flags are checked or unchecked, then all records are reported. When one or more of the **Active, Expired, Cancelled** and **Future** flags are checked, then only records with those statuses will be reported.

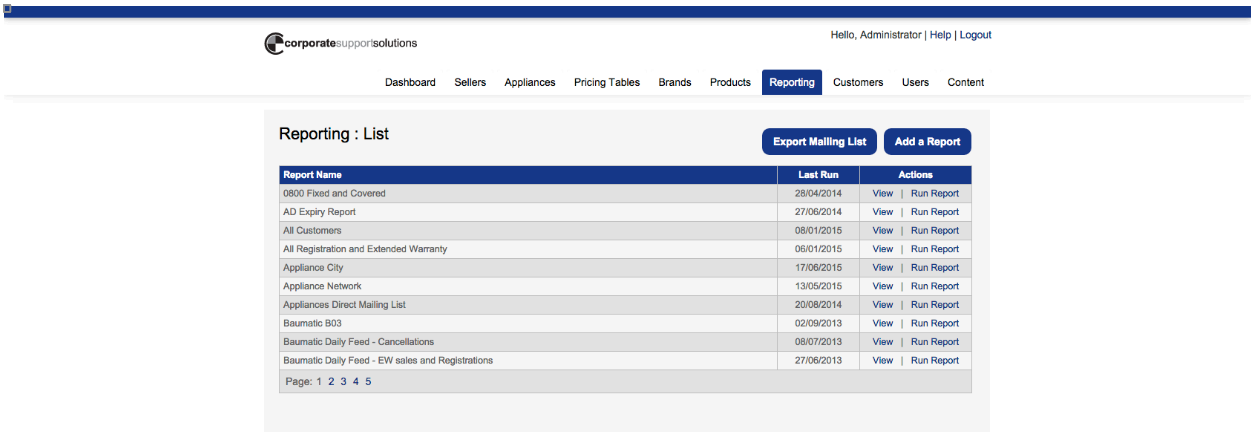
Having made the above selections to define the overall scope of the report, further filters are used to define the content by making selections from the categories shown below using the **Hide/Show** buttons to access the available options under each heading.

The values accessed through this page are:

Warranty Types	Select either whole groups of warranties, e.g. Extended or Annual, or single warranty products, e.g. E12, A07.
Sellers	Select either all selects, combinations of sellers, single sellers or sales offices within sellers.
Brands	Select single, all or a combination of brands.
Appliances	Select single, all or a combination of brands.
Users	Select single, all or a combination of users to tag user names ot the records they transacted.
Pricing Tables	Select single, all or a combination of pricing versions to link transactions to the pricing version associated with them at the point of sale.
Permitted Users	Select single, all or a combination of permitted users to determine who can access the report. **IMPORTANT NOTE: The user producing the report must select themselves and the administrator here or the report will be rendered inaccessible.**
Export Fields	Select single, all or a combination of export fields to include these in the report. Additional export fields are included over and over the contents of this list based on the selections made relating to direct debit payments.

Run Reports

To run a report simply click the **Run Report** button in the Action column of the report list as shown below. The report will be compiled and deposited in the user's downloads folder as a CSV file.

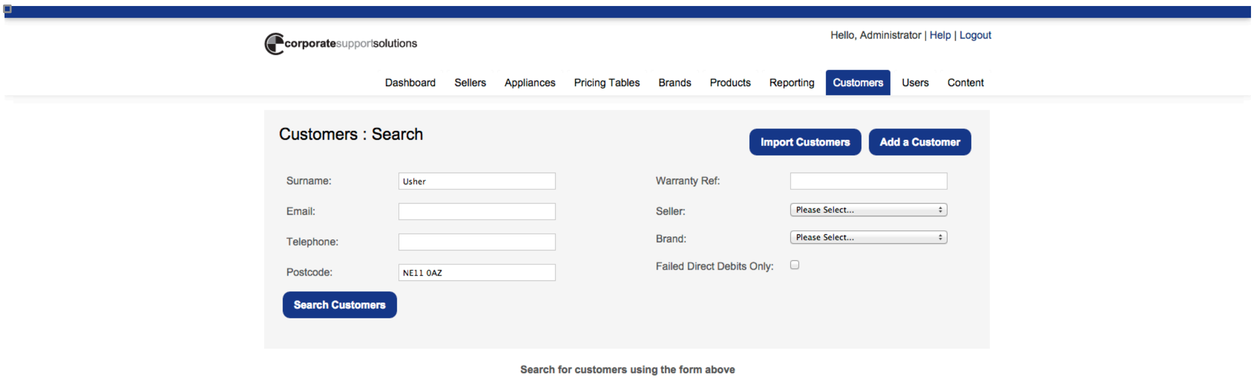


Customers

The **Customers** tab provides access to a range of features that support the following key functions:

- Import or customer records to the WoL database
- Manual addition and update of customer records
- Manual addition and update of customer warranties
- Customer search, review and update
- Administrator login as customer for warranty registration and sale.

Interaction with the facilities in the customers tab will impact on the charges made to customers and the notifications they receive. The customer home page provides a number of options as shown below:



The main actions available are

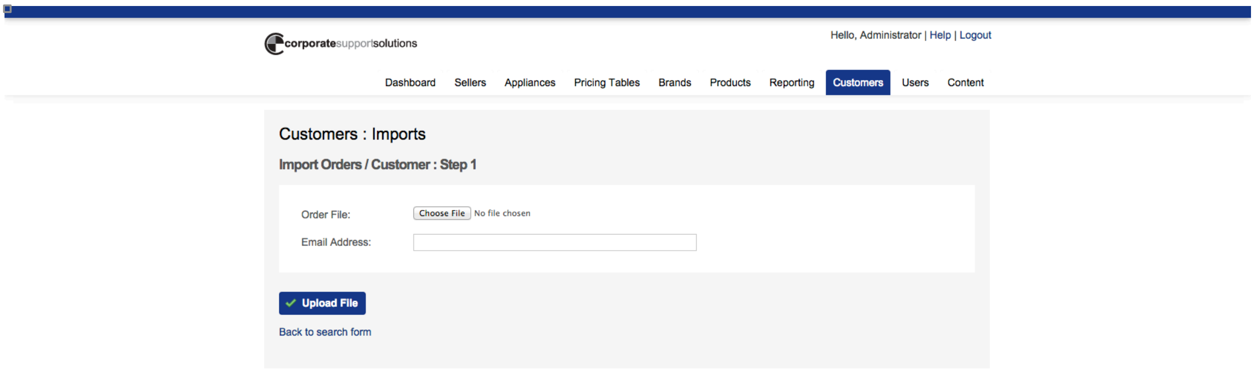
- Import Customers
- Add a Customer
- Search Customers.

Importing Customer Records

The customer import function enables the upload of a file of customer records in a specified layout to automatically populate new customer accounts and to add new warranty records. The process is designed to append warranty records to existing customer accounts where an individual is identified as having an existing WoL account with the same seller as that tagged to the new warranty. Where the same person has a new warranty for a seller they have not had transactions with before, this will result in a new customer record being created. This feature is designed to ensure that seller data is segregated securely so that customer transactions cannot be incorrectly related to sellers.

The file layout for customer imports is available as a download from the help section in WoL.

To import a new list of customers click on **Import Customers** in the Customers tab to access the following page.

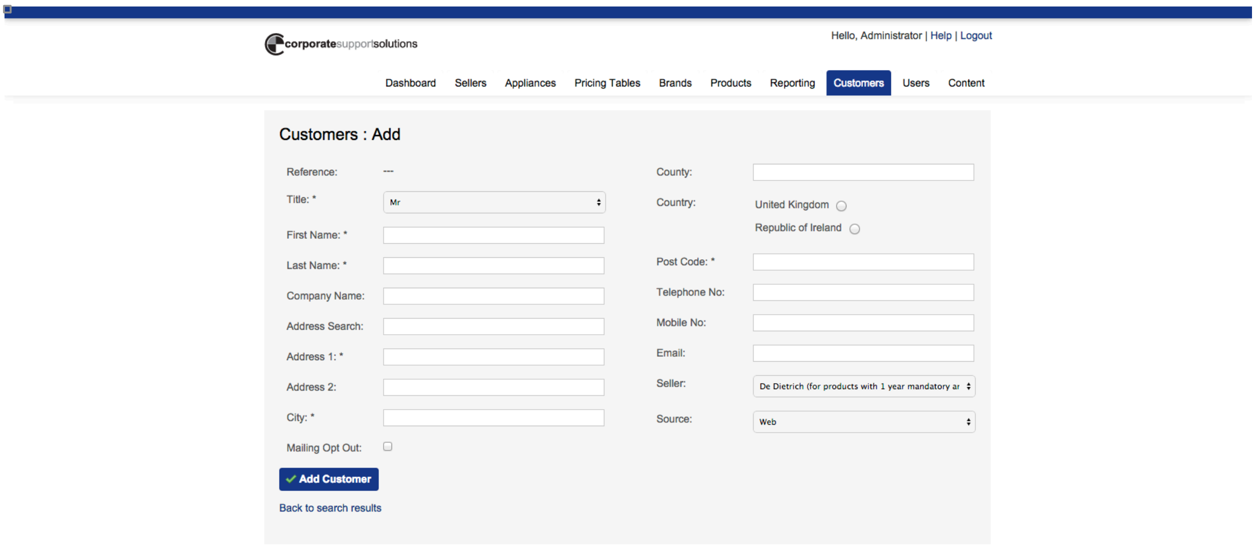


To carry out the import ensure that the data is in the correct format and select the file using the **Choose File** option to browser the user's computer. Enter an email address in the **Email Address** field. This is the address that will receive a notification when the import has been completed, or alternatively a failure report if the import is not completed successfully.

Once the appropriate file has been attached and the email address provided, click **Upload File** to commence the import process. The import script runs a 15-minute intervals so the data will not be available for use immediately. Once a confirmation email is received, the data can be interrogated in the usual way.

Adding Customer Records

Customer records can be added to the system individually via a page containing all the required values to enable the account to be added to the database, as shown below:



The information used to establish a customer account is as follows:

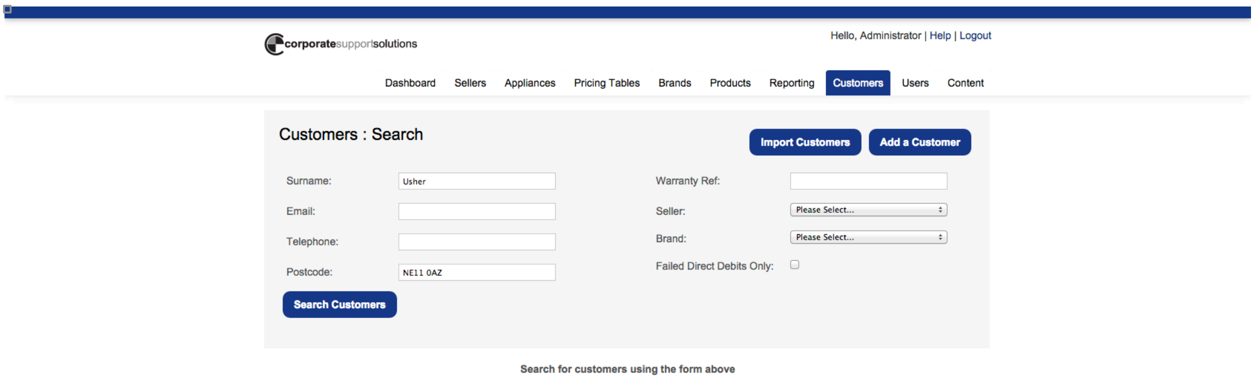
Field	Value	Use / Impact
Reference	Number	A unique numerical reference for the customer is added automatically when this form is submitted.
Title	Drop Down	The appropriate title for the customer can be selected from this drop down list.
First Name	Text	Plain text entry for the customer's first name.
Last Name	Text	Plain text entry for the customer's last name.
Company Name	Text	Plain text entry for the customer's company name if they are registering on behalf of an organisation.
Address Search	Text	This field enables the user to search for an address via the Postcode Anywhere service. By entering any string of characters, such as the first line of the address or a postcode, the system will automatically populate all the address fields with data that reflects the official postal address file maintained by Royal Mail.

Field	Value	Use / Impact
Address 1	Text	Plain text entries for the customer's address if Postcode Anywhere cannot return a value.
Address 2	Text	
City	Text	
County	Text	
Country	Flag	
Postcode	Text	
Telephone Number	Text	Number stored as text so that the leading zero is not omitted.
Mobile Number	Text	Number stored as text so that the leading zero is not omitted.
Email	Text	Email address used for all automated WoL notifications
Seller	Drop Down	The seller that the customer is associated with should be selected from this list.
Source	Drop Down	Source is defined as the channel through which the customer was originally acquired.
Mail Opt Out	Flag	When checked, this flag indicates that the customer does not wish to receive promotions from Pacifica Group.

Once this information has been added to the system, the customer can located through the search feature and have warranty information added against the account.

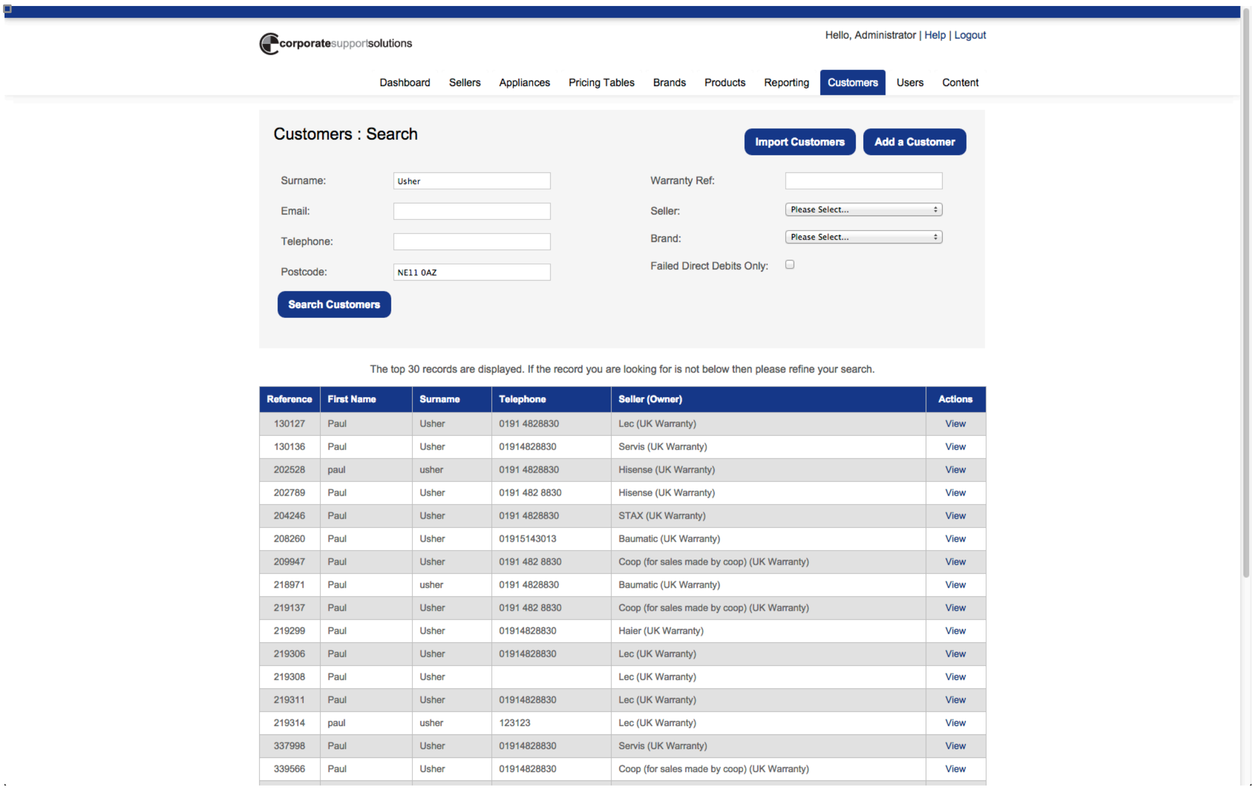
Customer Search

The search function enables customer details to be accessed using a number of identifiers, as shown in thh form below:



The simplest way to retrieve a customer record is to input a **Warranty Ref**. This is a unique value assigned to the warranty at the point of sale. The warranty reference can be found in all correspondence sent to the customer by WoL.

If the warranty reference is not available then be populating one or more of the other search fields, the customer record can be identified, or at least the search results can be filtered to a small number. If a unique customer record is identified through the search, then the user will access the customer details page immediately. If multiple possible matches are found, the user will be required to select one from the short list shown below by clicking the **View** button in the action column.

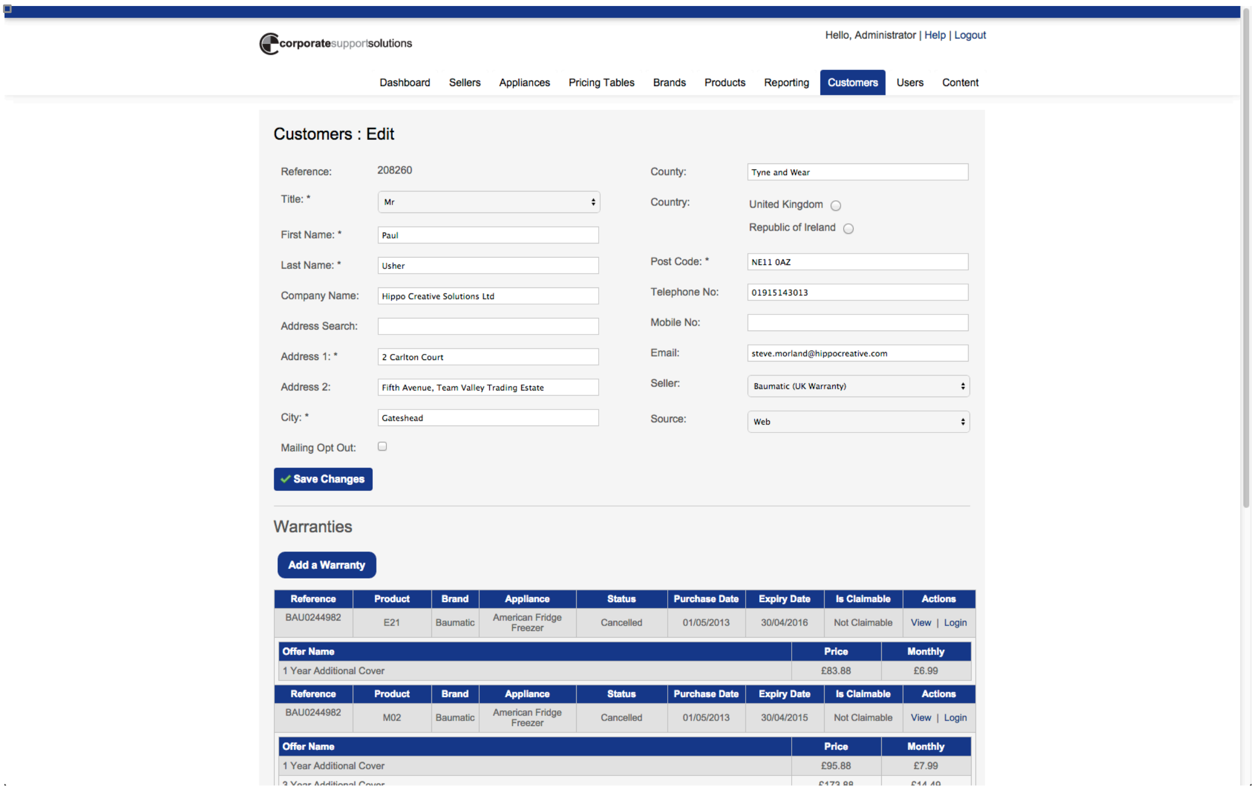


Reference	First Name	Surname	Telephone	Seller (Owner)	Actions
130127	Paul	Usher	0191 4828830	Lec (UK Warranty)	View
130136	Paul	Usher	01914828830	Servis (UK Warranty)	View
202528	paul	usher	0191 4828830	Hisense (UK Warranty)	View
202789	Paul	Usher	0191 482 8830	Hisense (UK Warranty)	View
204246	Paul	Usher	0191 4828830	STAX (UK Warranty)	View
208260	Paul	Usher	01915143013	Baumatic (UK Warranty)	View
209947	Paul	Usher	0191 482 8830	Coop (for sales made by coop) (UK Warranty)	View
218971	Paul	usher	0191 4828830	Baumatic (UK Warranty)	View
219137	Paul	Usher	0191 482 8830	Coop (for sales made by coop) (UK Warranty)	View
219299	Paul	Usher	01914828830	Haier (UK Warranty)	View
219306	Paul	Usher	01914828830	Lec (UK Warranty)	View
219308	Paul	Usher		Lec (UK Warranty)	View
219311	Paul	Usher	01914828830	Lec (UK Warranty)	View
219314	paul	usher	123123	Lec (UK Warranty)	View
337998	Paul	Usher	01914828830	Servis (UK Warranty)	View
339566	Paul	Usher	01914828830	Coop (for sales made by coop) (UK Warranty)	View

All updates and information requests relating to customer accounts can be managed via the customer details page. This includes the following common actions:

- Updating address details
- Adding warranties
- Cancelling warranties
- Revising warranties
- Managing direct debit payments
- Purchasing warranties.

On arriving at the customer details page, the user will see the following information:



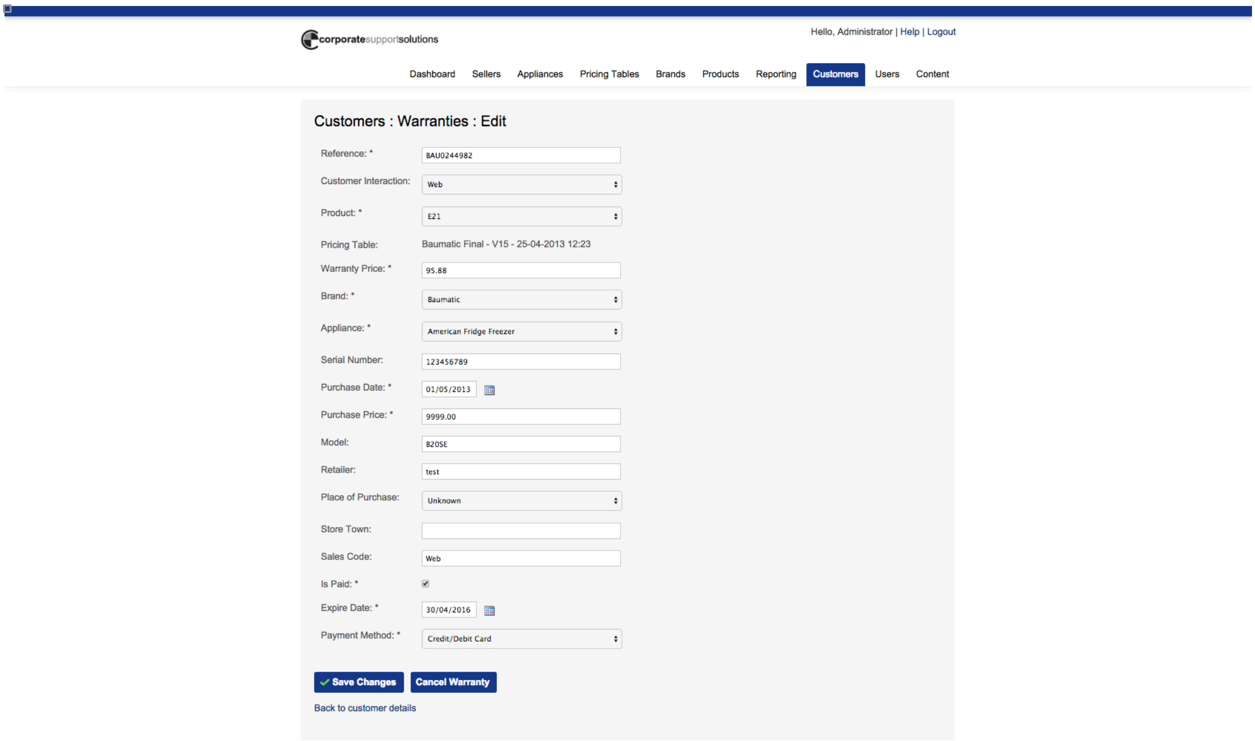
This page includes all of the customer record information currently held by WoL. All of these values can be updated with the page should the customer's details change. In addition there are a number of navigation options to facilitate other actions associated with the customer's account. These are **Add a Warranty, View, Login**.

Adding Warranties

A warranty can be added by clicking on the Add a Warranty button. By doing so the user will open a new window containing the warranty registration for the seller in to which they will enter the pertinent warranty details.

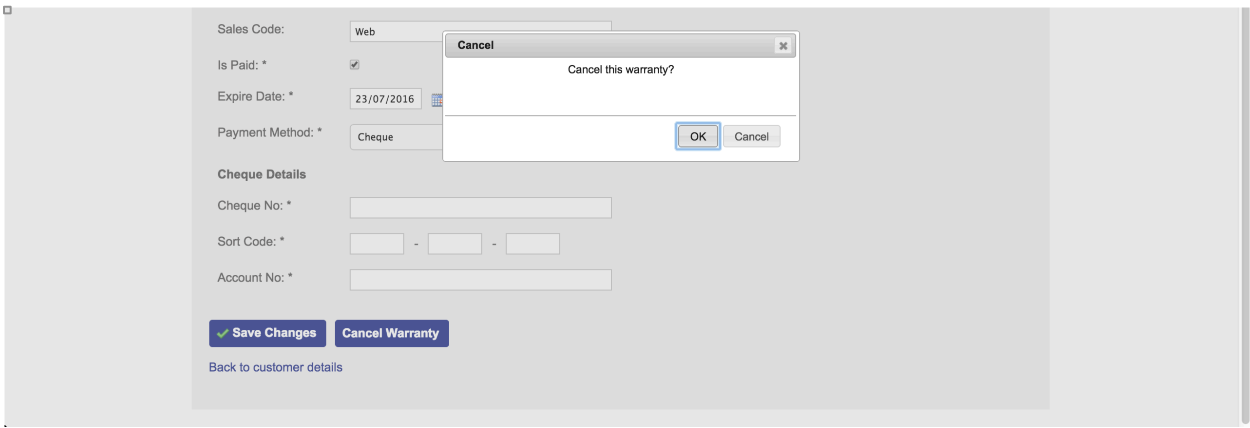
Viewing, Amending and Cancelling Warranties

The details of any warranty can be viewed by clicking on the **View** button in the action column of the Customer Edit page. By clicking this link, the user will access the following page:



All values shown can be edited within the page, with the exception of the pricing version, which is locked.

To cancel a warranty, click on the Cancel Warranty button. This will launch a pop-up, as shown below requesting confirmation before the warranty is cancelled.



Any changes made to warranties in this page will result in a note being attached to the record detailing the nature of the change, the date and time and the user who transacted it.

Managing Direct Debit Payments

The management of direct debit payments within WoL is largely automated, however when collection failures occur, users have the facility to carry out a range of remedial actions against specific payments.

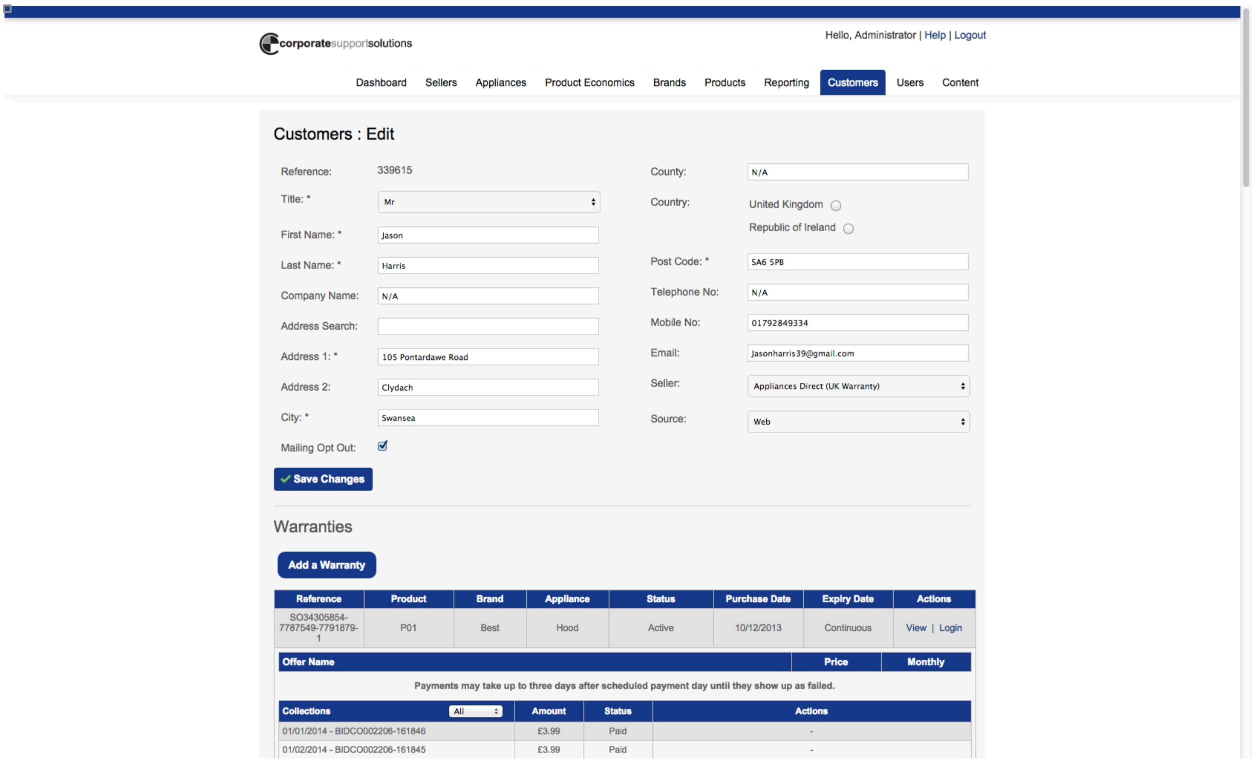
In the normal course of events, when a customer selects direct debit as a payment type, the system validates their bank details at the point of capture using Postcode Anywhere. Using these bank details, together with details of the warranty purchased, such as purchase date and price, the system creates a payment schedule reflecting the appropriate number of payments. For non-continuous warranty products this will usually be 10 or 12 monthly payments determined by the seller set up. For a continuous product, usually a monthly warranty, the schedule will be calculated for a longer period to provide for on-going automated renewals of the policy.

New direct debit instructions and payment collections are handled through the automated production of files in a specified format (.INP) that are downloaded from WoL before being imported to a proprietary BACS approved payment system. Following each collection attempt, BACS provide a range of exception reports detailing a variety of reasons for collection failures. Importing these back into WoL causes payment records to be flagged with a range of failure codes. A full range of BACS report and reason code definitions is available in the appendix **Direct Debit Reason Codes**.

Certain failure codes result in direct debit and warranty cancellations on an automated basis, which others require review by the accounts or customer service teams to resolve them.

In order to view the status of direct debit payments a report can be produced showing all current failures, alternatively, a flag in the customer search screen can be checked to only return customer records that contain direct debit failures.

Once a failed direct debit has been identified, it can be managed via the following page shown below, the standard Customer Edit. For all warranties with payment type direct debit the schedule of calculated payments will be shown below the warranty record. This image shows the first two payments for the warranty in the example as paid…



… later in the schedule we see that three payments have failed. In this scenario, the user has a number of options in terms of resolving the issue. These are;

- Set a retry date
- Take payment via another method and mark as paid
- Reinstate direct debit

In each of these scenarios different conditions apply.

Setting a Retry Date

If the seller has multiple direct debit collection dates set up and the customers wants a further collection attempt to take place then a retry date can be set. This is achieved by selecting the retry date from the drop down box and clicking **Set Retry Date**. Please note that only collection dates preceding the next scheduled payment will be permitted. If no dates are available the customer has the options to pay by another method.

Making a Payment by Another Method

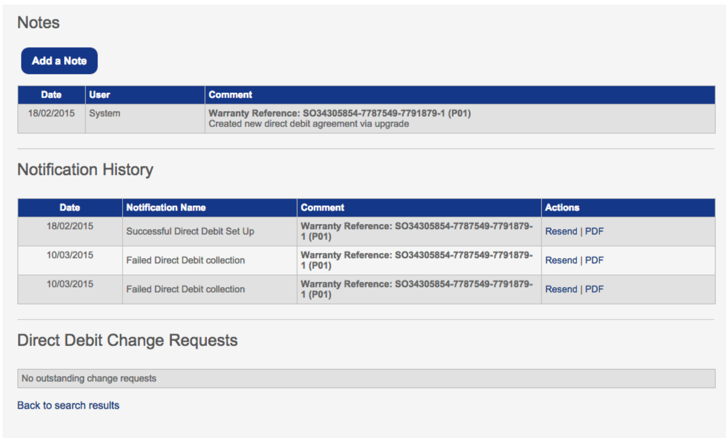
Should the customer wish to bring payments up to date by making a card payment, the payment can be collected through an off line payment system. Once a successful payment has been collected, the user completes the transaction by clicking **Mark as Paid** against the appropriate failed payment.

Reinstate Direct Debit

In the event that a customer cancels a direct debit and is persuaded to reconsider, the existing direct debit instruction can be recommenced by clicking **Reinstate Direct Debit** against the failed payment.

Direct Debit Notifications and Changes

WoL sends out a variety of notifications at various stages of the direct debit process to confirm successful set up of a direct debit schedule or to advise of a collection failure for instance. All of these notifications are automatically recorded and displayed against the customer account as shown below. In addition any direct debit change requests are also logged to reflect changes to bank changes. The notification and change request details are displayed in the footer of the Customer page as shown below:

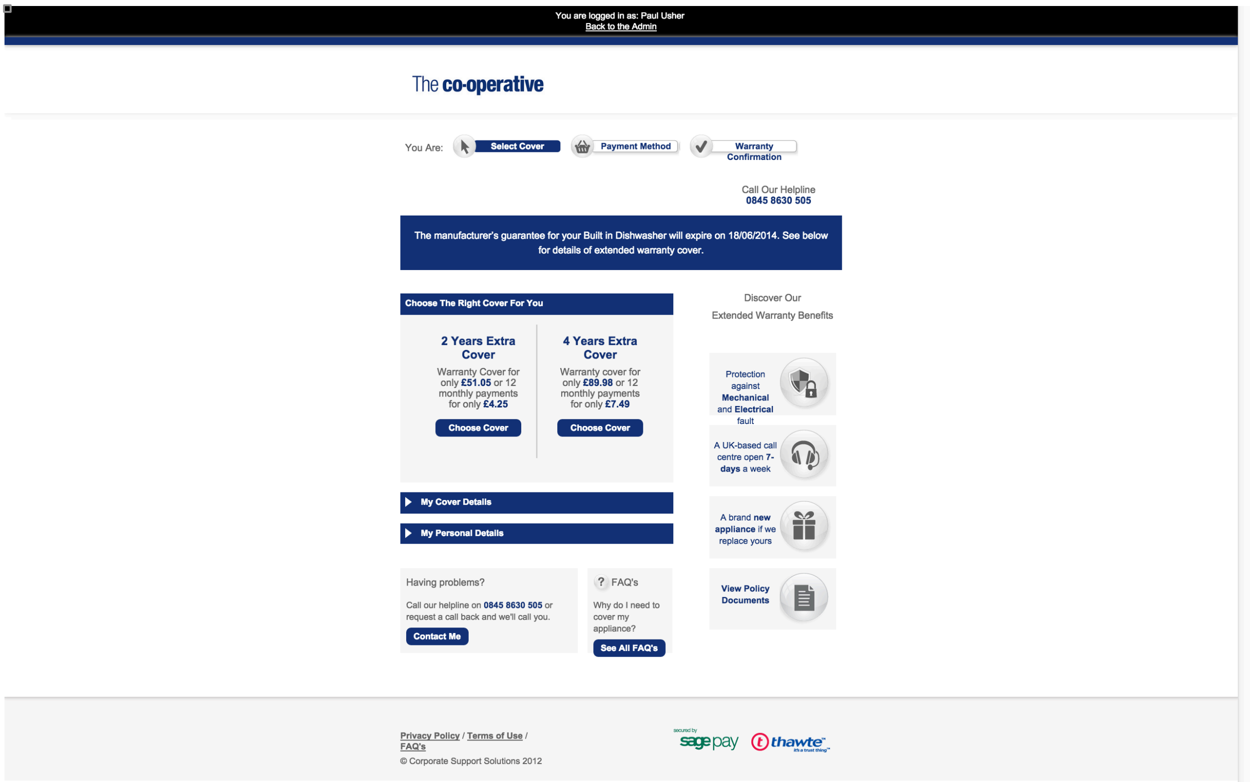


Login as Customer

The login feature at warranty level enables the user to launch the customer facing account detail page, from which three actions are possible:

- Purchase Warranty
- Review Cover and Download Certificate
- Update Customer Details.

These features are delivered through a series of show/hide panels within the page as shown below:



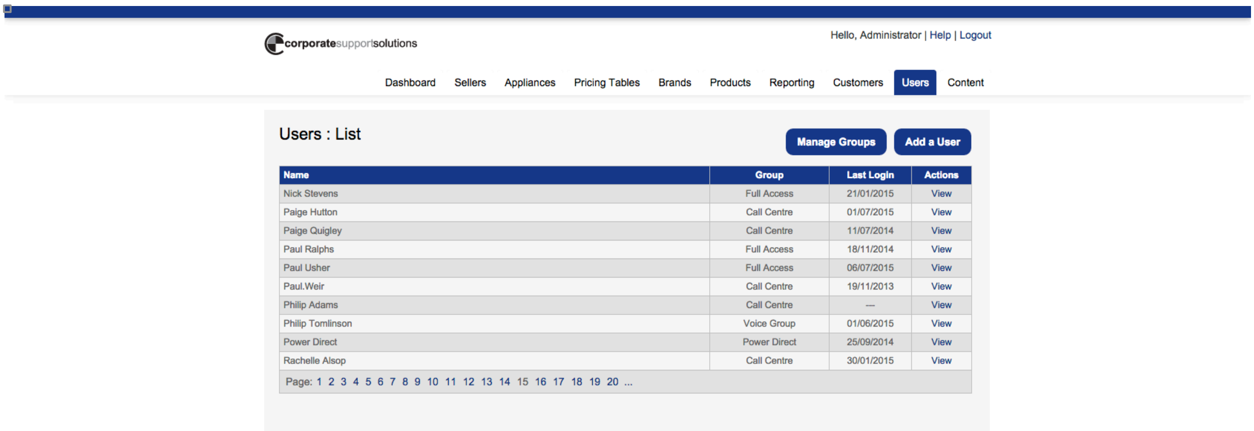
Having reviewed the information required or completed a transaction, the user clicks on the link in the page header bar to return to the Customer Edit page.

Users

WoL user accounts are managed through the **Users** tab. Here user groups and individual permissions can be set to ensure that users have access to everything they need, and nothing they don't. The range of permissions available can be tailored to suit the needs of both in-house and external users, creating scope for customers to be given limited access to download reports relating to their contracts. Within the Users tab there are three main actions available:

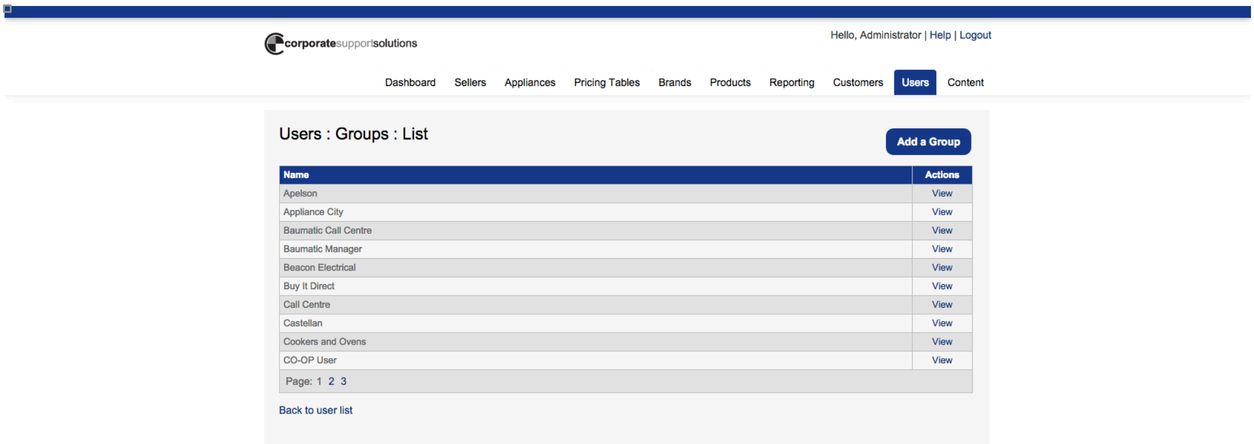
- Manage Groups
- Add a User
- View a User.

Among them, these options give the administrator complete control over the security of the system.

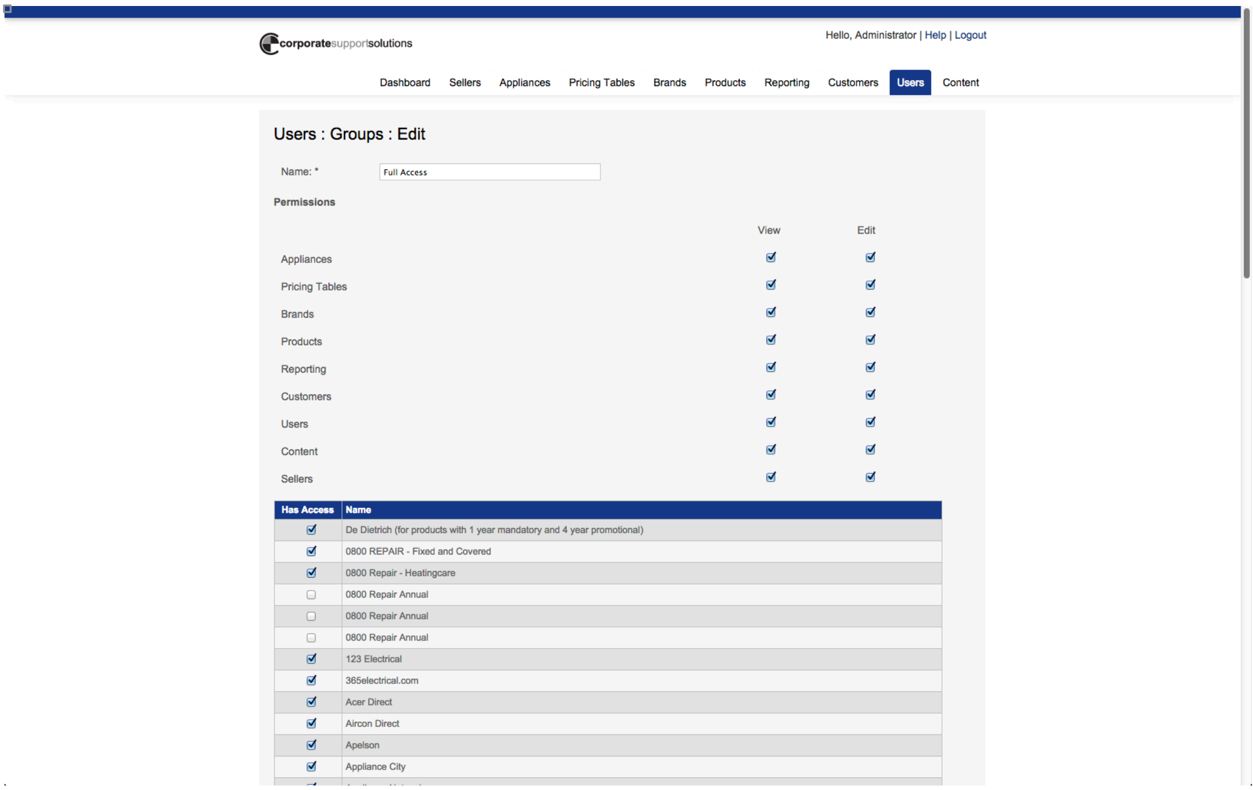


Manage User Groups

User groups are used to define specific sets of permissions that can be given to individuals within team or with similar access requirements. By clicking **Manage Users**, the administrator gains access to the following page that provides the tools required to set up and manage user groups:



Clicking either **Add a Group** or the **View** button in the action column takes the user to the same page. The difference being that for Add a Group the page will be blank, while for an existing group the page will display the access options previously set. Both types of view can be updated in the same way as shown below:

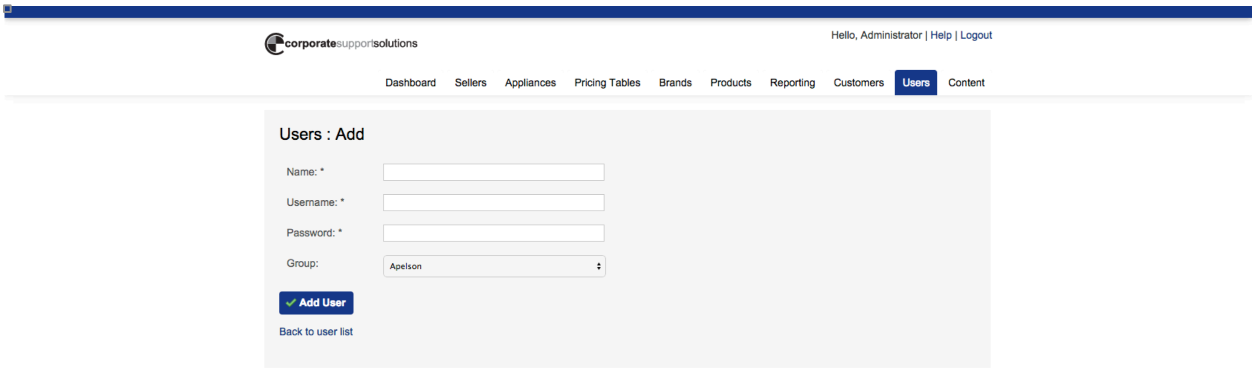


Within this page changes to user groups are made to update access rights. The fields given in this page act as follows:

Field	Value	Use / Impact
Name	Text	This is the identifier that will be given to the user group and should describe the collective nature of the users that will be assigned to it.
View	Flag	When checked these flags provides viewing rights for the primary menu tabs adjacent to the flag in the left hand column.
Edit	Flag	When checked these flags provide editing rights for data relating to the primary menu tabs adjacent to the flag in the left hand column.
Has Access	Flag	When checked these flags gives access to the sellers adjacent to them. **Important Note: If new sellers are added to the system, any user groups requiring access to those sellers must be updated.**

Add, View and Amend a User

New users can be added to the system by clicking on the **Add a User** link to launch this page:

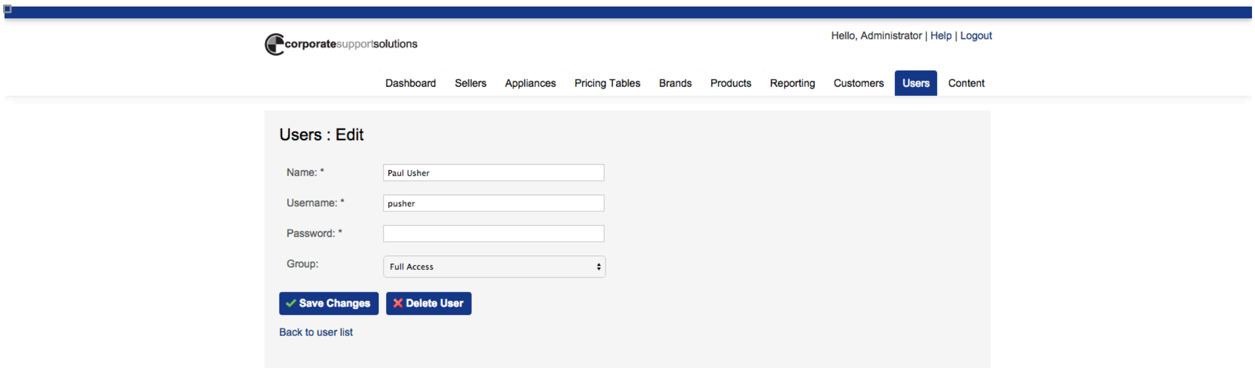


User credentials are added by completing the fields shown as follows:

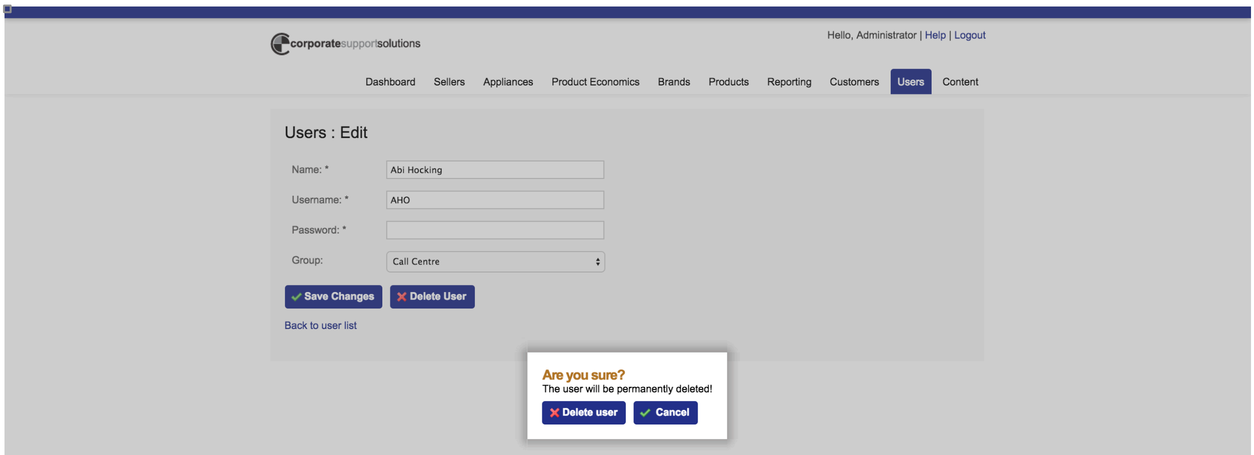
Field	Value	Use / Impact
Name	Text	The user's full name should be entered here. This will be used to tag transactions completed by the user and added to notes generated by the system.
Username	Text	User names are used in the login process. It is recommended that the user name should be the user's email address to ensure that it is both unique and memorable.
Password	Text	A password is set up be the administrator and can be reset by them at any time via this page should a password be forgotten or if access is to be revoked.
Group	Drop Down	Selecting a user group from this list will assign access rights set up for that group to the user. Access rights can be varied by changing the user group the user is assigned to at any time.

Deleting Users

Should a user leave the organisation or no longer require access to WoL, their access rights can be revoked by deleting their user account. To delete a user, click the View button in the action column on the user list page. This will open the following page, giving access to the **Delete** button.



On clicking delete, the user will be asked to confirm the action by confirming using the pop-up shown below:

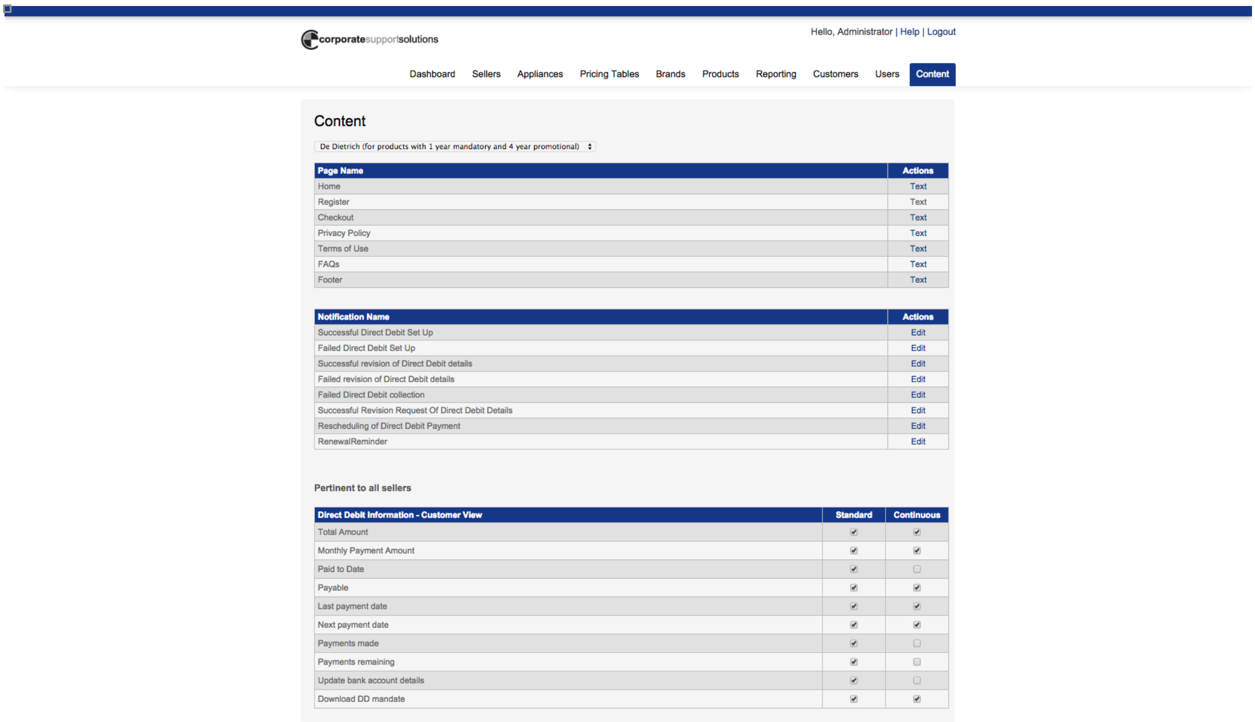


Deleting the user account will prevent anyone from accessing the system using those log-in details, however it will not impact on any transactions or notes previously attributed to the user.

Content

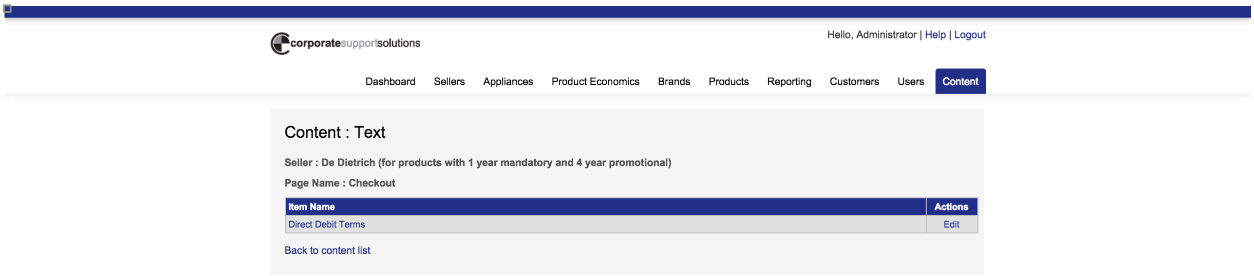
The content tab is use to control seller specific content and actions used in a variety of pages throughout WoL. This feature provides for a level of customisation based on seller preferences. The **Content** tab provides the following options:

- Manage Page Text
- Manage Notification Content
- Manage Direct Debit Information Display

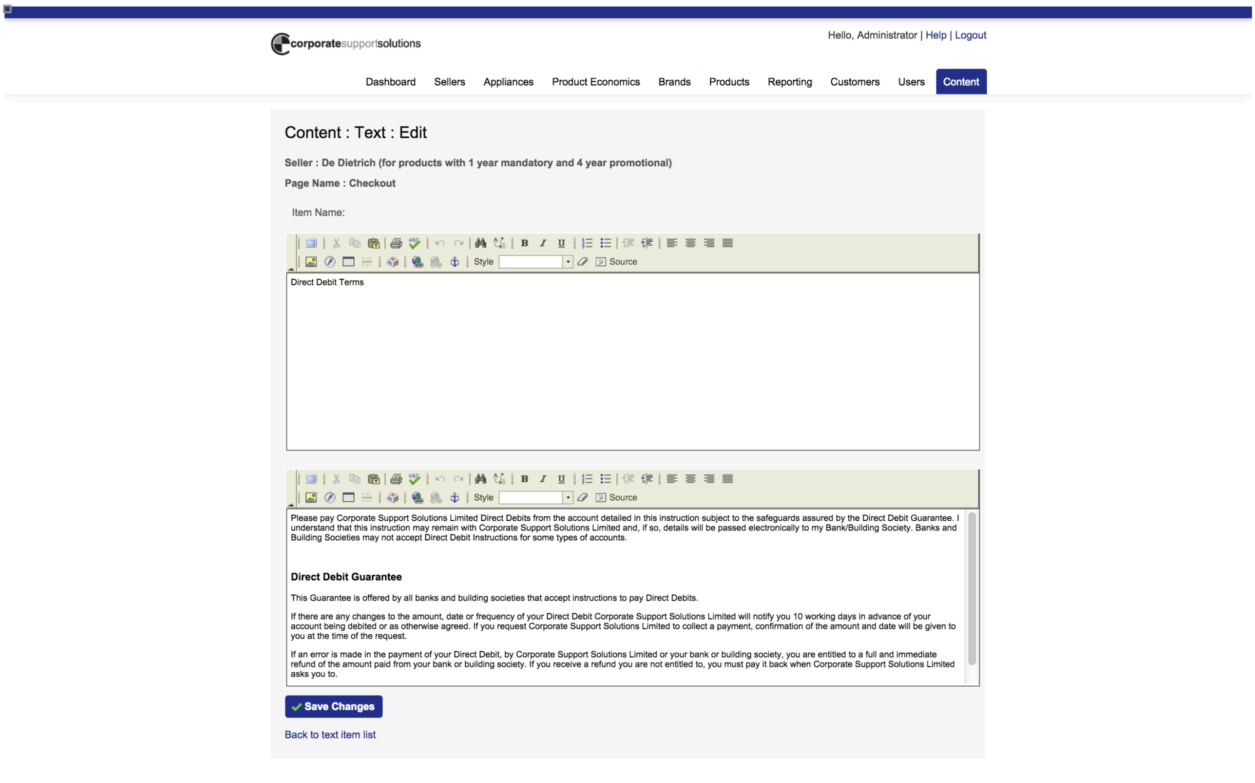


Manage Page Text

Page text options provide scope for the customisation of content delivered to end users / customers relating to elements that are likely to vary from seller to seller such as direct debit terms. Page content is managed at seller level by selecting a seller from the drop down list at the top of the page before selecting the page to be edited by clicking **Text** in the action column. On clicking this link, the user will open the following page:



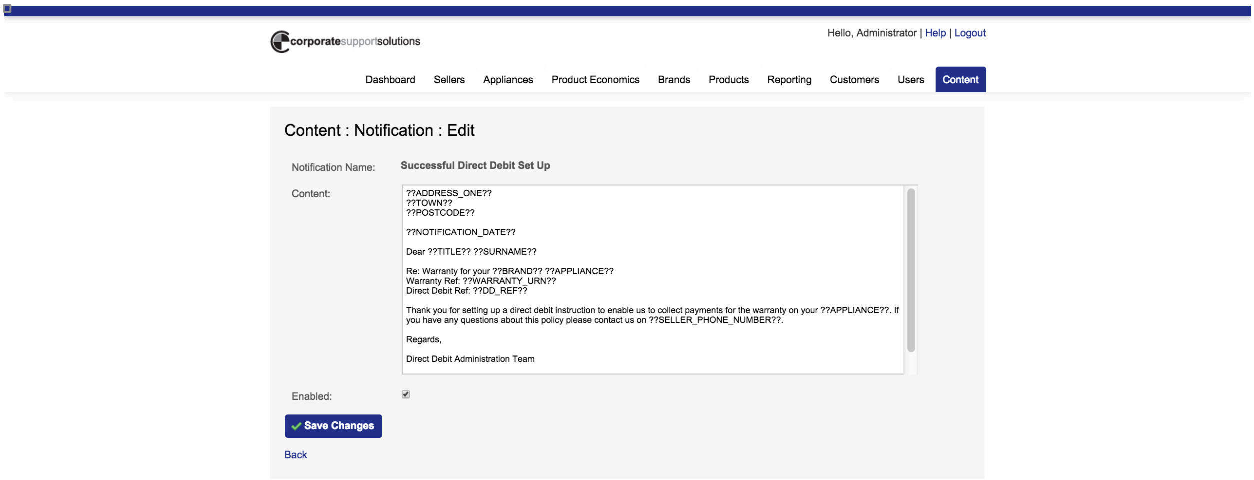
This page shows a list of the items within the page selected that can be edited. To edit a specific text item, the user clicks on the **Edit** button in the action column to open the following page:



Text is entered into the above text editor and formatted according to the needs of the seller. The text editing tools provided will be familiar to anyone with a working knowledge of Microsoft Word.

Manage Notifications

Notifications are triggered automatically by WoL when certain transactions or actions occur. The content of these notifications can be edited at seller level to ensure that the content is appropriate to need. The content of a notification and its status is maintained by first selecting the appropriate seller from the drop down list at the top of the Content page then clicking **Edit** in the Action column against the notification that is to be updated. Clicking edit opens the following page:



Each notification contains dynamic fields that are populated by WoL as the notification email is produced. These fields are linked to the WoL database and are used to personalise the messages sent to customers. Dynamic fields are identified by inserting **??** before and after the field name of the value that is to be inserted. These dynamic values should be situated within the main text of the notification so that the message flows correctly when converted into an HTML email message. All notifications sent by WoL are available for download as they are saved against the customer account of the recipient.

Enabling Notifications

To control the use of notifications, they can be flagged as enabled by checking the **Enabled** flag at the bottom left of the page.

Displaying Direct Debit Information

WoL provides customers with different ranges of direct debit information depending on whether the product they are viewing is standard, i.e. non-continuous or continuous warranty. The specific range of values shown here can be customised by checking the flags adjacent to the required values in the list on the **Content** page.