

window 1.0

Customer panel

**Autorization**

login password... Login forgot password

Language: en pl ru

window 1.1

Customer panel

Customer "Name 1" logout change password

**Pending List**

Claim ID	Name of customer	Date of return	Part Number	Batch number	Details	Decision	Messages
1	Mr Tom	21-05-2015	01SKV001	S5 E15	edit	replace	no messagess
2	Garage on street	28-06-2015	01SKV013	S9 E14	edit	deduct	message history
3	My wholeseller	28-07-2015	02SKV015	S3 E14	edit (window 3)	pending	1 message

what that means? History

export to xls ADD new

window 2

Customer panel

Customer "Name 1" logout

**Adding new claim....**

start typing number then choose from list

SKV Part Number

01S ... I Add

Back add file... sent

Columns in the table:  
in table customer see all  
claims which he apply for,

In Decision should be:

- rejected
- accepted, will replace with new order
- accepted, amount will be deduct from new order
- pending (if administrator hasn't decided yet)

In Details we can go to claim card to edit it, delete it or view (window 3)

Messenger 'Claim ID 3' Customer "Name 1"  
History

Admin: can you add Batch number photo?

Customer "Name 1": its not seen good

1 file

New

Admin: that's not our product

type a message

sent

**window 3 Customer panel**

**Customer "Name 1" logout**

**Claim ID 4 Card**

**Chosen Part: 01SKV001**

**Date of sale** / /   **Date of return** / /   **Product foto** (loads from server)

**Batch number** S1K14   **Load Batch number photo**   **not visible**   **1 photo** download delete

**Load Photo of broken Part (full view)**   **2 photo** download delete   **3 photo** download delete

**Final customer name** mr.Thomson   **not necesary-you can leave empty**

**Final customer type** retail customer   **autoservice**   **wholesaler**

**17 DIGITS OF VIN NUMBER** 121232123123123123   **The claims without the VIN code could be rejected**

**Reason of Return**

- dint work from beggining
- was working for (write in description)
- recived broken
- was difference than OE
- product no complete
- other

**More informations (Details)**

**Demands for solution**

Deduct  
Replace product  
Add missing part in new order  
Other.....

It other show up window

**Messenger 'Claim ID 4' Customer "Name 1"**

Customer "Name 1": its 3-d claim from this batch  
1 file

type a message  
add file... sent

**Alert**  
New claim apply has been saved/deleted  
OK

**window 4 Customer panel**

**Customer "Name 1" logout**

**History**

**back to pending list**

12/10/13 till 01/01/15

Claim ID +-	Date +-	Part Number +-	Batch number +-	Details <b>link window 3</b>	decision +-	messages	date of closed+-	invoice number +-
1	23-12-2013	02SKV123	S1E12	link	rejected	1 message	27-12-2013	
2	23-10-2013	01SKV13	S12A12	link	replaced same	history	09-01-2014	IT34567
3	21-12-2014	05SKV122	S10B13	link	deduct	history	28-12-2014	IT34567

**export to xls**

**When export to XLS, XLS also include 2 columns with links to Claim photo and batch number photo.**

**back to pending list**

text in any windows could be edited from translation manager win 24

meaning N1 (unique number by default)

when point show - "What that means?"  
when click - show the meaning.

This is add new claim window or edit claim card from window 1 details column

When click -view foto

Waring!!!  
Check please Batch number again!  
Does not corespond to database!!!

Discribed in Window 18

will be just 3 types of final customers - so we dont need to manage list in setup

Reason of Return  
No matter which field customer check in, will see the window to type more informations

Customer can not change anything in that table but !!!!! sent a message!!!!, date of closed will be taken from the administrator panel

The algoritm - how the request go to history:

customer place order - you check customers claims requests- make invoice according decisions you made for requests (or reduce invoice or include parts which need to replace) - then close claims request fields with pasting invoice number by which you solved the request.

Each column data should be able to sort by lower to higher or backward.

Thats the rule for hole program, all tables!

window 5.0

Administration Panel

**Autorization**

Login	password...	Login	Language
		Language en pl ru	

window 5.1

Administration Panel Full rights

**Administrator'full rights' logout**

**Customer List**

Customer Name +-	How many pending +-	Date of oldest pending +-	Notes +-
Name 1	2	21-05-2015	from window 17
Name 2	0	28-05-2015	note
Name3	5	31-05-2015	note

Choose customer Name 1

Each column data should be able to sort by lower to higher or backward.  
That's the rule for hole program, all tables!

window 6

Administration Panel

**Administrator'full rights' logout**

**Customer Name1**

Claim ID	Name of customer	Date of return	Part Number	Batch number	Q-ty	Details	messages	Notes for us/edit
1	Mr Tom	21-05-2015	01SKV001	S5 E15	1	link to window 7	1 message	needs to be solved by phone
2	Garage on street	28-06-2015	01SKV013	S9 E14	1	link	message history	need to check other parts from this batch

By default q-ty will be 1 pcs, if customer 'Importer' category hasn't set any other.



[Customer](#) [suplier](#) [Anallizys](#) [settings](#)

Administrator 'full rights' [logout](#)

## Customer name1 > Claim ID 1

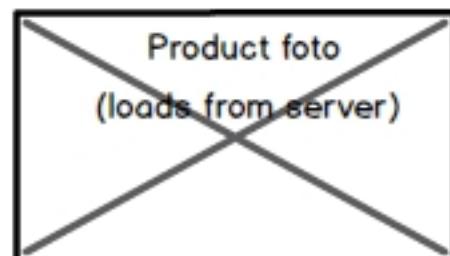
Chosen Part: 01SKV001

Date of return : 21-05-2015

Date of sale: 12-05-2015

Batch number

S1K14



back

Edit data

Can Edit: Part number;  
Batch number, VIN; can  
edit everything

Batch number photo

not visible

1 photo

[download](#) [delete](#)

Photo of broken Part (full view)

2 photo

[download](#) [delete](#)

3 photo

[download](#) [delete](#)

Final customer name

mr.Thomson

Final customer type

autoservice

17 DIGITS OF VIN NUMBER

1212321231231231223

### Reason of Return

was difference than OE

other

[More informations \(Details\)](#)

customer said that is too short

### Messenger 'Claim ID 1' Customer "Name 1"

New

Customer "Name 1": its 3-d claim from this batch

1 file

[type a message](#)

[add file...](#)

block

[sent](#)

Demands for solution:

Money back

### Decision

- rejected

- accepted, will replace with new order

- accepted, amount will be deduct from new order

when savede it moves to  
waiting for close bookmark if  
rejekted moving to history

[save card](#)

[delete card](#)

### Alert

Claim ID 1 apply has  
been moved to waiting  
for close/desition table

OK

back

Notes for us



copy from 'notes for us'

Notes for Factory

**Customer Name1**

o waiting for close

waiting for desition history customer list

Claim ID	Name of customer	Date of return	Part Number	Batch number	Details	decision	messages	Notes for us/edit	mark
1	Mr Tom	21-05-2015	01SKV001	S5 E15	link to window 7	replace	message history	need to check other parts from this batch	<input checked="" type="checkbox"/>
2	Garage on street	28-06-2015	01SKV013	S9 E14	link	money back	message history	need to check other parts from this batch	<input type="checkbox"/>

move marked to waiting for desition table

export to XLS

Invoice number: IT44444  
Invoice date: 12/10/15

Amount deducted from invoice /usd:  
 1000     replace same item     Replace with other part: 01SKV555

Move marked to History

**Alert**  
Marked items has been moved to waiting for desition/history table

OK

**Customer Name1 history**

Closing date filter: 12/10/13 - 12/10/13

Claim ID	Name of customer	Date of return	Part Number	Batch number	Q-ty	Details	Invoice number	date of closing	close decision	messages	Notes for us/edit	mark
1	Mr Tom	21-05-2015	01SKV001	S5 E15	1	link to window 7	IT44444	12.10.15	replace same	message history	need to check other parts from this batch	<input checked="" type="checkbox"/>

move marked to waiting for close table

export to XLS

**Alert**  
Marked items has been moved to waiting for close table

OK

If replaced with other part in history window in "Close desition" column will appears - "replaced with Part number" chosen in window 8.  
If deduced - written "deduced"  
If replaced with same item - written "replaced same"



Administrator'full rights' logout

Customer Suplier Anallizys settings

## Factories List

Factory Name	Factory Code	Pending products	Date of oldest pending	Notes
Factory 1	S1	3	21-05-2015	from window 18
Factory 2	S2	10	28-05-2015	note
Factory 3	S3	11	31-05-2015	note

Choose Factory 1



Customer Suplier Anallizys Settings

Administrator'full rights' logout

o waiting for desition  
waiting for close  
history  
factories list

## Factory 1 waiting for desition table

Claim ID	Date of return	Part Number	Factory number	Batch number	Q-ty	Details	Mark
1	23-12-2013	01SKV123	KD5555	S1E12	1	link window7	<input checked="" type="checkbox"/>
2	23-10-2013	01SKV13		S1A12	1	link	<input type="checkbox"/>
3	21-12-2014	05SKV122		S1B13	1	link	<input checked="" type="checkbox"/>

All the items goes to this list from customers history except rejected once filtering by begining of batch numbers

Move marked for waiting for close table as:

Money deduct from invoice....

Replace to same part  
Replace with other model....  
Rejected

save


[Customer](#) [Supplier](#) [Analizys](#) [Settings](#)

Administrator 'full rights'

[logout](#)

o waiting for close

waiting for desition  
history  
factories list

## Factory 1 waiting for close list

Claim ID	Date	Part Number	Factory number	Batch number	Q-ty	Details	decision	mark
1	23-12-2013	01SKV123	KD5555	S1E12	1	link	rejected	<input checked="" type="checkbox"/>
3	21-12-2014	05SKV122		S1B13	1	link	money back	<input checked="" type="checkbox"/>

[move marked to waiting for desition table](#)[export to XLS](#)

Invoice number  Invoice date

Amount deducted from invoice /usd

 1000 replace same item Replace with other part 01SKV555

### Alert

Marked items has been moved to waiting for desition/history table

[OK](#)[Move marked to History](#)
[Customer](#) [Supplier](#) [Analizys](#) [Settings](#)

Administrator 'full rights'

[logout](#)

o history

waiting for desition  
waiting for close  
factories list

## Factory1 history

Closing date filter

Decision: one of 4 choice from the list  
rejected  
Reduced amount  
replaced same item  
Replaced with a part  
01skv555

Claim ID	Date of return	Part Number	Batch number	Q-ty	Factory number	Details	Invoice number	date of closing(invoice)	decision	move to pending
143	21-05-2015	01SKV001	S5 E15	1	KD5555	detail card window 7	IT44444	12-10-15	replaced with same item	<input checked="" type="checkbox"/>

[move marked to waiting for close table](#)[export to XLS](#)

### Alert

Marked items has been moved to waiting for close table

[OK](#)

window 14.0

Supplier panel

**Autorization**

login... password... Login

[forgot password](#)

window 14.1

Supplier panel

Supplier name "Factory 1" [logout](#) [change password](#)

**Pending List** [History](#)

Claim ID	Date of return	Part Number	Factory numbe	Batch numbe	Q-ty	Details <a href="#">?</a>	Notes wir	claim photo link	Batch number photo link	Mark
1	23-12-2013	01SKV123	KD5555	S1E12	1	link window 15	wind7	<a href="http://esen.pl/abirvalk2gh3">http://esen.pl/abirvalk2gh3</a>	<a href="http://esen.pl/abirvalk2gh3">http://esen.pl/abirvalk2gh3</a>	<input checked="" type="checkbox"/>
2	23-10-2013	01SKV13		S1A12	1	link	wind7	<a href="http://esen.pl/abirvalk2gh3">http://esen.pl/abirvalk2gh3</a>	<a href="http://esen.pl/abirvalk2gh3">http://esen.pl/abirvalk2gh3</a>	<input type="checkbox"/>
3	21-12-2014	05SKV122		S1B13	1	link		<a href="http://esen.pl/abirvalk2gh3">http://esen.pl/abirvalk2gh3</a>	<a href="http://esen.pl/abirvalk2gh3">http://esen.pl/abirvalk2gh3</a>	<input checked="" type="checkbox"/>

**Export marked to xls**

if in claim card is more then 1 photo - it does export in xls first foto link

Bellow is a list of product which you already confirm but we have not clear balance yet (waiting for close)

Claim ID	Date of retu	Part Numbr	Factory numb	Batch numbr	Q-ty	Detail <a href="#">?</a>	Notes wir	factory decis	claim photo link	Batch number photo link	Marl
1	23-12-2013	01SKV123	KD5555	S1E12	1	link window	wind7	rejected	<a href="http://esen.pl/abirvalk2g">http://esen.pl/abirvalk2g</a>	<a href="http://esen.pl/abirvalk2g">http://esen.pl/abirvalk2g</a>	<input checked="" type="checkbox"/>
2	23-10-2013	01SKV13		S1A12	1	link	wind7	replaced	<a href="http://esen.pl/abirvalk2g">http://esen.pl/abirvalk2g</a>	<a href="http://esen.pl/abirvalk2g">http://esen.pl/abirvalk2g</a>	<input checked="" type="checkbox"/>
3	21-12-2014	05SKV122		S1B13	1	link		money back	<a href="http://esen.pl/abirvalk2g">http://esen.pl/abirvalk2g</a>	<a href="http://esen.pl/abirvalk2g">http://esen.pl/abirvalk2g</a>	<input checked="" type="checkbox"/>

**Export marked to xls**

They see same claims which we do in window 11.  
 They just can export it in xls  
 - confirm everything by mail or skype, then we do move "waiting for desition" positions to "waiting for close" table our own.

links should be hard to guess and not visible by google.  
 page can not be that easy as [www.esen.pl/claims/claim01.html](http://www.esen.pl/claims/claim01.html) [claims02.html](http://www.esen.pl/claims/claims02.html)

window 15

Supplier panel

Supplier name "Factory 1" [logout](#)

[History](#)

**Claim ID 1 card**

SKV Part :01SKV001  
 Factory 1 Part :KD5555  
 Q-ty :1  
 Invoice number :IT234543  
[?](#) Batch number S5 E15  
[?](#) Date of return : 21-05-2015

[?](#) Broken product batch number foto  not visible [?](#) foto of broken product (full view) 

[?](#) Reason of Return  was difference than OE  other  
 customer said that is too short

[?](#) Notes for Factory from Window 7

[back](#)

Supplier name "Factory 1" [logout](#)

## Factory1 history

[Pending list](#)

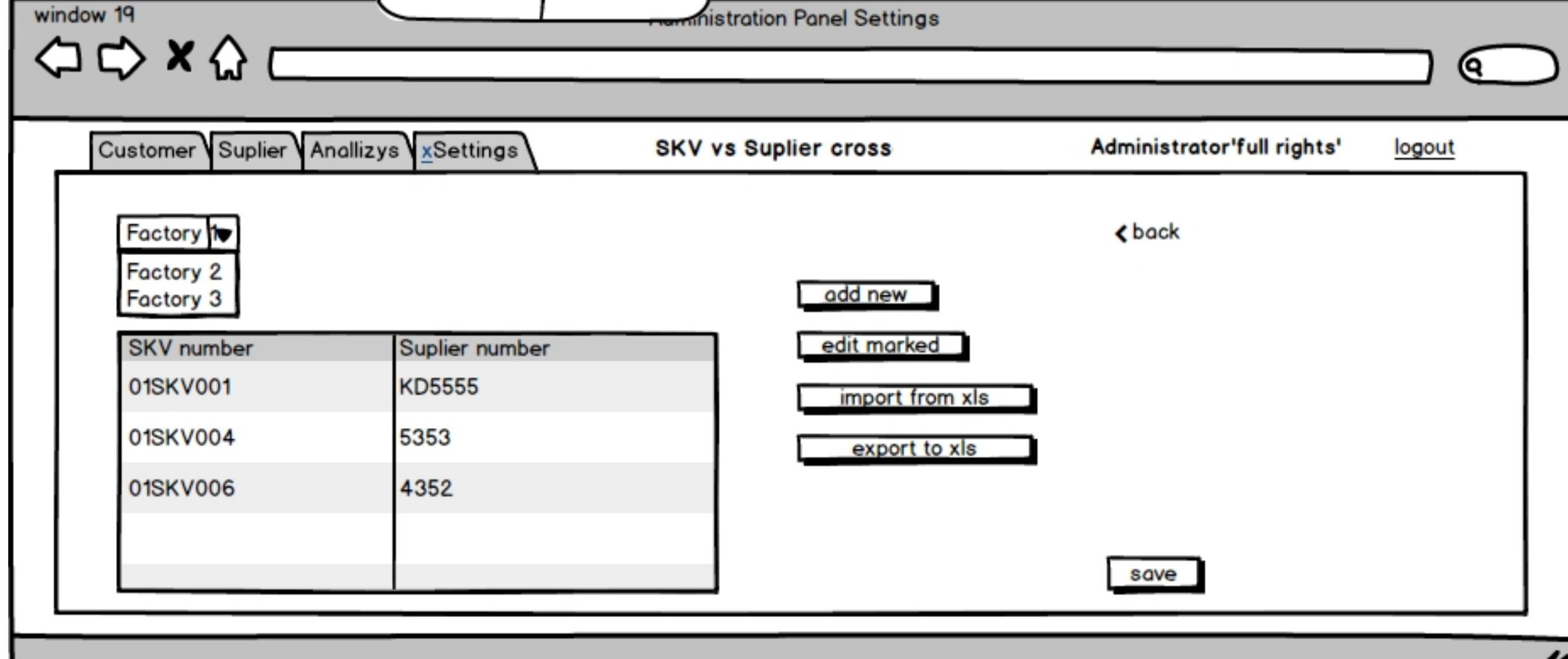
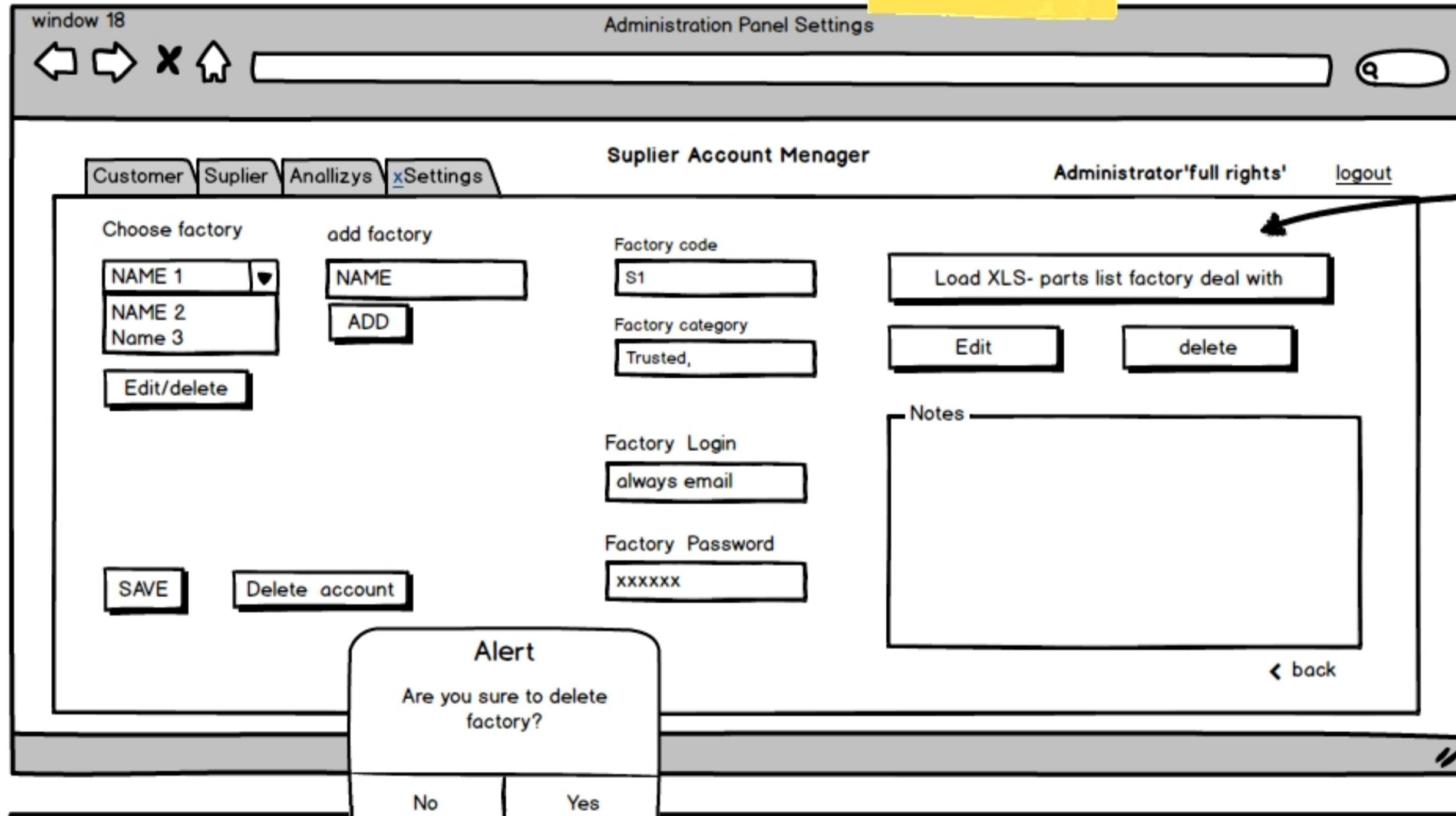
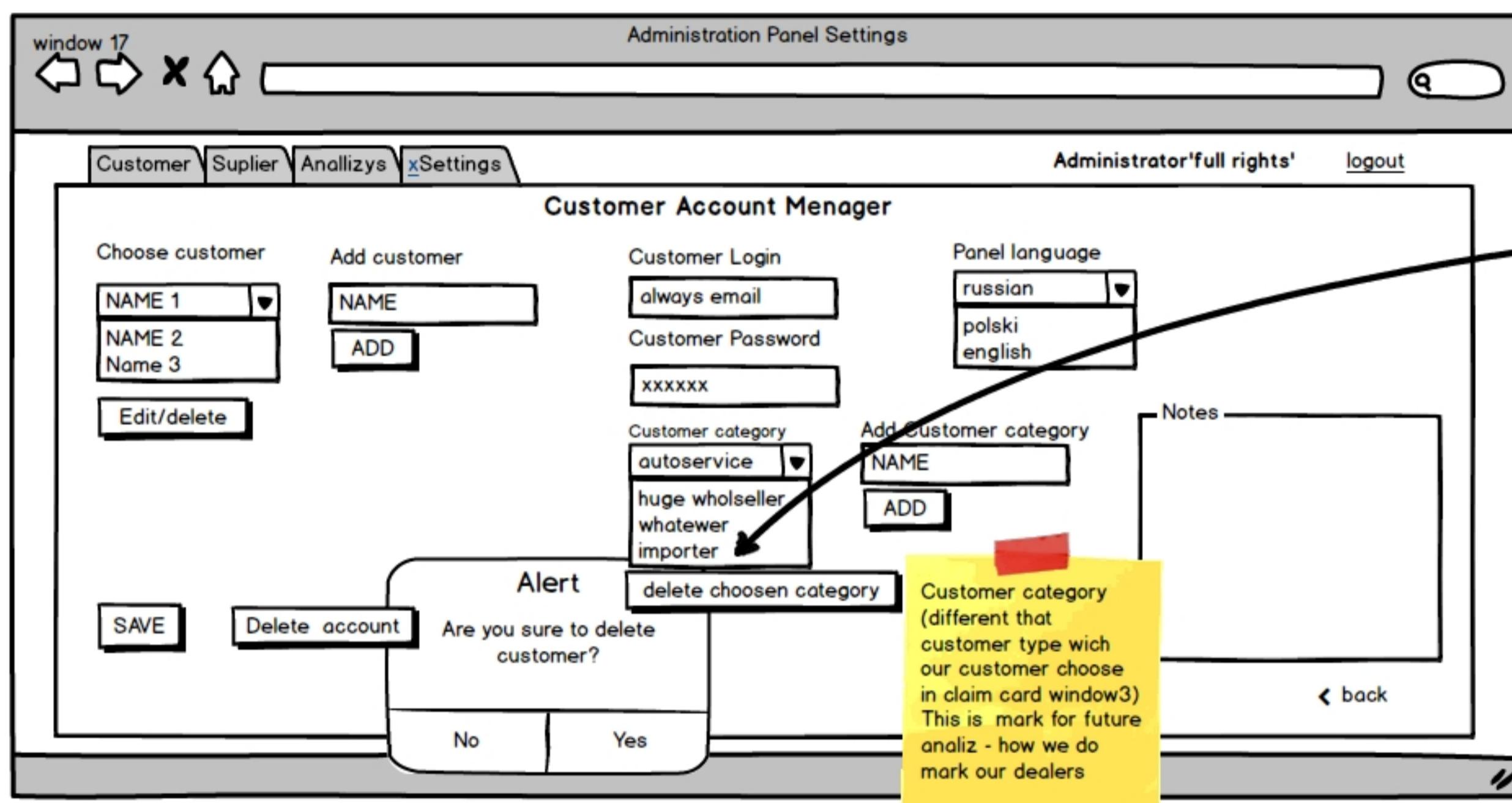
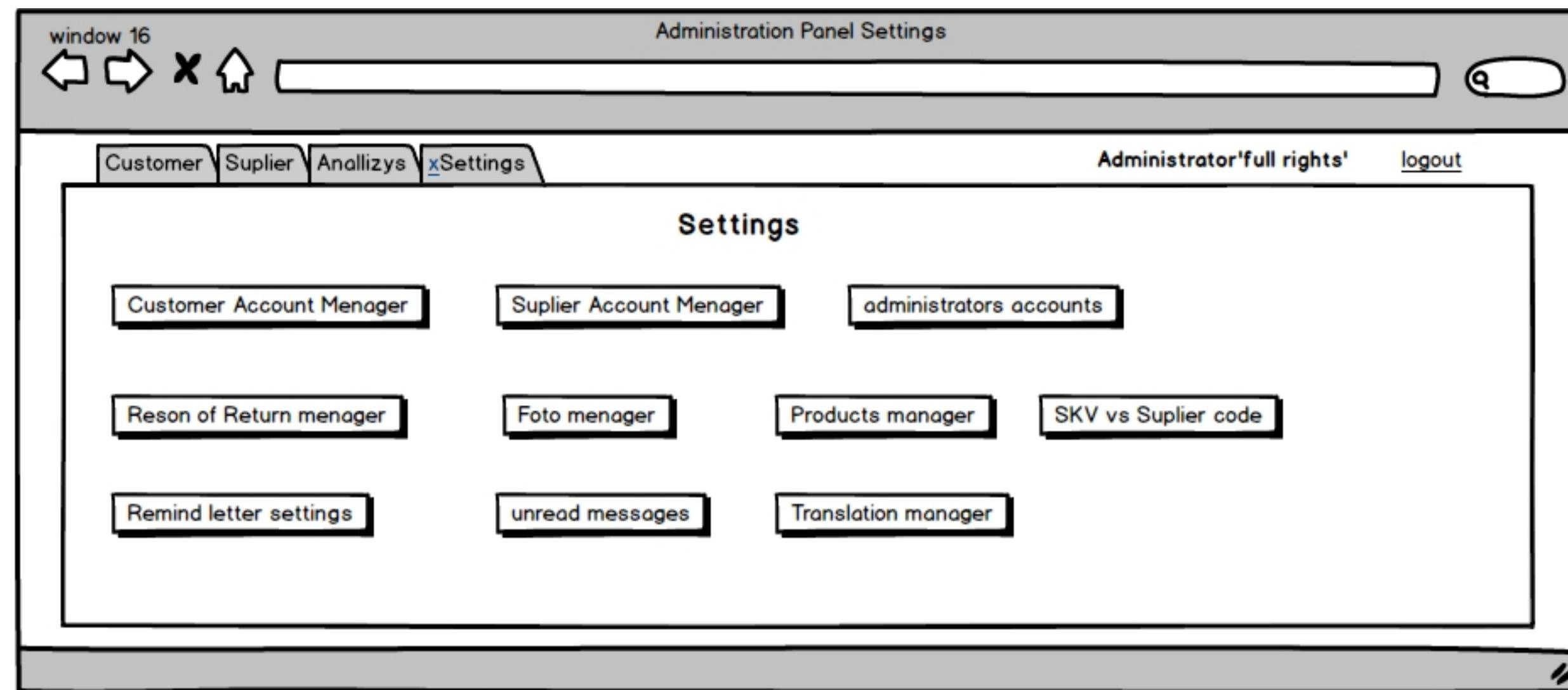
② Closing date filter

② Anallizys filters - >

Part group	Part number	Batch	Factory number	Invoice number	Factory desition
<input type="button" value="find..."/>	<input type="button" value="find..."/>	<input type="button" value="find..."/>	<input type="button" value="find..."/>	<input type="button" value="find..."/>	<input type="button" value="find..."/>
01SKV <input checked="" type="checkbox"/> 02SKV <input type="checkbox"/> 03SKV <input checked="" type="checkbox"/>	01SKV001 <input checked="" type="checkbox"/> 01SKV002 <input checked="" type="checkbox"/> 01SKV003 <input checked="" type="checkbox"/>	S1A15 <input type="checkbox"/> S1D15 <input type="checkbox"/> S1F15 <input type="checkbox"/>	KD5555 <input checked="" type="checkbox"/> KD5456 <input checked="" type="checkbox"/> KD3456 <input checked="" type="checkbox"/>	IT11111 <input type="checkbox"/> IT11112 <input type="checkbox"/> IT11113 <input type="checkbox"/>	Name 1 <input type="checkbox"/> Name 2 <input type="checkbox"/> Name 3 <input type="checkbox"/>
<input type="button" value="mark all"/>	<input type="button" value="unmark all"/>	<input type="button" value="mark all"/>	<input type="button" value="unmark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>

Claim ID	Date of return	Part Number	Batch number	Q-ty	Factory number	Details	Invoice number	date of closing(invoice)	factory decision	notes win7	claim photo link	Batch number photo link	mark
143	21-05-2015	01SKV001	S5 E15	1	KD5555	detail card window 15	IT44444	12-10-15	replaced with same item		<a href="http://esen.pl/abirvalk2gh34">http://esen.pl/abirvalk2gh34</a>	<a href="http://esen.pl/abirvalk234">http://esen.pl/abirvalk234</a>	<input checked="" type="checkbox"/>





window 20

### Administration Panel Settings

Administrator'full rights' [logout](#)

**Reason of Return manager**

Part group: 01SKV, 02SKV, 03SKV, ..., 70SKV

choose language: EN, PL, RU

Reasons list ENGLISH version:

- didn't work from beginning
- was working for (write in desc)
- recived broken
- was difference than OE
- product no complete
- other

Buttons: back, export to xls, import translation from xls, add reason, edit reason, remove reason, save.

**Note:** whatever language reason was added  
it does copy same language to other languages fields if they are empty, could be translated manually from this menu, by xls import in this menu or could be translated from translation manager

window 21

### Administration Panel Settings

Administrator'full rights' [logout](#)

**Foto manager**

URL to folder with foto: www.esem.pl/foto

Buttons: Add, Remove.

window 22

### Administration Panel Settings

Administrator'full rights' [logout](#)

**Product manager**

SKV number	Product name	Mark
01SKV001	Fuel pump	<input checked="" type="checkbox"/>
01SKV004	Fuel pump	<input type="checkbox"/>
01SKV006	Fuel pump	<input type="checkbox"/>

Buttons: add new one, edit marked one, import from xls (without change), export to xls, delete, save.

window 23

### Administration Panel Settings

Administrator'full rights' [logout](#)

**Remind letters Settings**

Supplier Name	How often send	Message type	Add/Edit Email
Factory 1	every 20 weeks	Draft1	factory1@gmail.com
Factory 2	every 4 weeks	Draft2	
Factory 3	every 2 weeks	Draft2	
Factory 4.	every 2 weeks	Draft1	

Buttons: back, add Message frequency, every 20 weeks, every 4 weeks, every 2 weeks, newer, Choose message draft, Draft 1, Draft 2, Edit/delete, draft 3, ADD, Draft, Save draft, remove draft, save.

window 24

### Administration Panel Settings

Customer Suplier Anallizys **Settings** Administrator'full rights' logout

#### Translation manager

how does XLS looks like

English Tags	PL	RU	CZ
Add		добавить	
Delete		удалить	
Reson of returning	Powód zwrotu		
sent	wystąpy		

**export tags to xls**

**import tags from xls**

< back

Main language is English.

Software should export all "tags" to xls.  
First column is always english, other columns for other languages.  
If another language column is empty - program use by default data from english column.  
If we wrote sms in empty column - program use those data in place of english.  
English meanings could be edited also - by default all the text fields in program got any unique text - like meaning N23.

window 25

### Administration Panel Settings

Customer Suplier Anallizys **Settings** Administrator'full rights' logout

#### Unread messages

Customer	Claim ID	Date	answer	open claim card	notes add/edit
Customer Name 1	123	23/12/15	link to claim id 123 messenger	link to window 7	will answer tomorrow need to check the shit
Customer Name 1	124	24/12/15	link to claim id 124 messenger	link to window 7	
Customer Name 2	333	25/12/15	link to claim id 333 messenger	link to window 7	

Messenger 'Claim ID 123' Customer "Name 1" History

Admin: can you add Batch number photo? **1 file**

New

Customer "Name 1": its not seen good

type a message

**add file....** **sent**

All new messages from all claim cards goes to unread panel

window 26

### Administration Panel Settings

Customer Suplier Anallizys **Settings** Administrator'full rights' logout

#### Administrators accounts

##### Create new account

Login  password...  notes

##### Accounts list

Login	Password	Note	Rights
Esen@gmail.com	esen123asdf	Wojteks	full rights


[Customer](#) [Supplier](#) [Anallizys](#) [Settings](#)
[Administrator 'full rights'](#) [logout](#)

## Anallizys

### Anallizys filters

Part group	Part number	Factory	Batch	Customer	Reason of return	Our desition	Factory desition	Customer category	Invoice number
<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="unmark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>	<input type="text"/> find... <input type="button" value="mark all"/>
01SKV <input checked="" type="checkbox"/> 02SKV <input type="checkbox"/> 03SKV <input checked="" type="checkbox"/>	01SKV001 <input checked="" type="checkbox"/> 01SKV002 <input checked="" type="checkbox"/> 01SKV003 <input checked="" type="checkbox"/>	S1 <input type="checkbox"/> S2 <input type="checkbox"/> S3 <input type="checkbox"/>	S1A15 <input type="checkbox"/> S1D15 <input type="checkbox"/> S1F15 <input type="checkbox"/>	Name 1 <input type="checkbox"/> Name 2 <input type="checkbox"/> Name 3 <input type="checkbox"/>	Name 1 <input type="checkbox"/> Name 2 <input type="checkbox"/> Name 3 <input type="checkbox"/>	Name 1 <input type="checkbox"/> Name 2 <input type="checkbox"/> Name 3 <input type="checkbox"/>	Name 1 <input type="checkbox"/> Name 2 <input type="checkbox"/> Name 3 <input type="checkbox"/>	IT11111 <input type="checkbox"/> IT11112 <input type="checkbox"/> IT11113 <input type="checkbox"/>	

Search in databases:

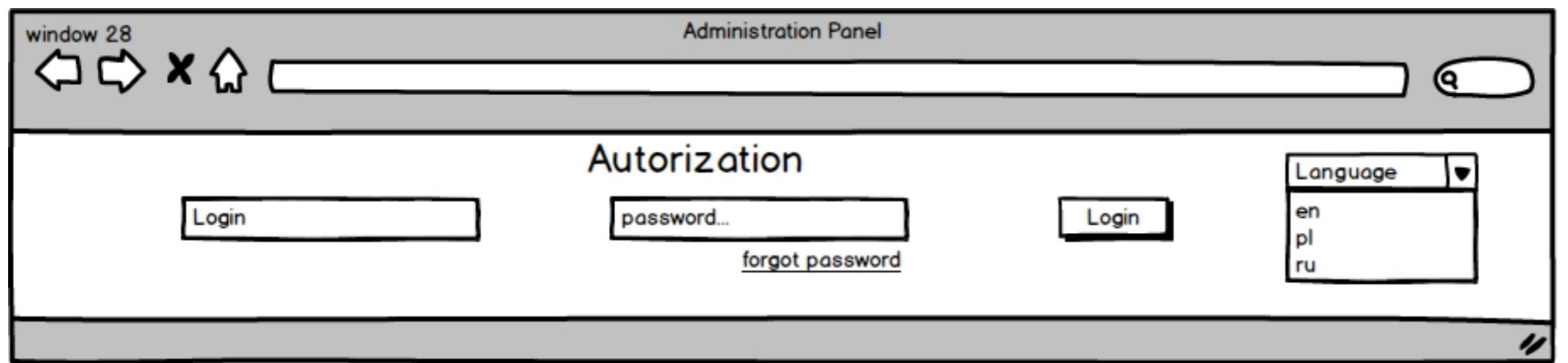
status (Factories panel)	<input type="checkbox"/> history	<input type="checkbox"/> waiting for close	<input type="checkbox"/> Mark	
		Date of closing period:	<input type="text"/> 12/10/13 <input type="button" value="ok"/>	<input type="text"/> 01/01/15 <input type="button" value="ok"/>
OR				
		Date of return period:	<input type="text"/> 12/10/13 <input type="button" value="ok"/>	<input type="text"/> 01/01/15 <input type="button" value="ok"/>

### Anallizys results

Claim ID	Part Group	Part number	Factory	Factory number	Batch number	Q-ty	Customer	date of return	date of close	Reason of return	Our desition	factory desition	Customer category	Invoice Number	Status Factories	Details
01SKV123	S2	S2A15	S3	KD33333	S3A15	1	Customer Name 1	12-10-14	14-10-14	low pressure	replace	reduce invoice	retail	IT4444	waiting for close	link window 7

Choose columns which should be included in report  
Columns list

<input type="text"/> find... <input type="button" value="mark all"/>
Claim ID <input checked="" type="checkbox"/> Part number <input checked="" type="checkbox"/> Factory <input checked="" type="checkbox"/> Batch <input checked="" type="checkbox"/>



window 29

Administration Panel Settings

The screenshot shows the 'Settings' section of the administration panel. It features a navigation bar with 'Customer', 'Analizys', and 'Settings' (which is underlined). It also shows the user 'Administrator' and a 'logout' link. Below the navigation, there are several buttons: 'Customer Account Manager', 'Reson of Return manager', 'Foto manager', 'Products manager', 'unread messages', and 'Translation manager'. The window has standard browser controls at the top.

Thats the Only bookmarks and buttons left for Manager2.  
Customer bookmark stay exactly same as for  
Administrator"full rights"  
Supplier bookmark - he doesnt have  
Settings bookmark - just this buttons left - each button  
open exact same windows as for Administrator"full rights"

Analizys bookmark - will be less filter option window 30


[Customer](#) [Anallizys](#) [Settings](#)
Administrator'Manager 2' [logout](#)

## Anallizys

### Anallizys filters

Part group	Part number	Factory	Batch	Customer	Reason of return	Our desition	Factory desition	Customer category	Invoice number
<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>	<input type="text"/> find... <input type="button" value="▼"/>
01SKV <input checked="" type="checkbox"/> X 02SKV <input type="checkbox"/> [] 03SKV <input checked="" type="checkbox"/> X	01SKV001 <input checked="" type="checkbox"/> X 01SKV002 <input checked="" type="checkbox"/> X 01SKV003 <input checked="" type="checkbox"/> X	S1 <input type="checkbox"/> [ ] S2 <input type="checkbox"/> [] S3 <input type="checkbox"/> []	S1A15 <input type="checkbox"/> [ ] S1D15 <input type="checkbox"/> [] S1F15 <input type="checkbox"/> []	Name 1 <input type="checkbox"/> [ ] Name 2 <input type="checkbox"/> [] Name 3 <input type="checkbox"/> []	Name 1 <input type="checkbox"/> [ ] Name 2 <input type="checkbox"/> [] Name 3 <input type="checkbox"/> []	Name 1 <input type="checkbox"/> [ ] Name 2 <input type="checkbox"/> [] Name 3 <input type="checkbox"/> []	Name 1 <input type="checkbox"/> [ ] Name 2 <input type="checkbox"/> [] Name 3 <input type="checkbox"/> []	IT11111 <input type="checkbox"/> [ ] IT11112 <input type="checkbox"/> [] IT11113 <input type="checkbox"/> []	
<input type="button" value="mark all"/>	<input type="button" value="unmark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>	<input type="button" value="mark all"/>

**Search in databases:**

status (Factories panel)	<input type="checkbox"/> Mark	Date of closing period:	<input type="text" value="12/10/13"/> <input type="button" value="calendar"/>	<input type="text" value="01/01/15"/> <input type="button" value="calendar"/>
history	<input checked="" type="checkbox"/>	OR		
waiting for close	<input type="checkbox"/>	Date of return period:	<input type="text" value="12/10/13"/> <input type="button" value="calendar"/>	<input type="text" value="01/01/15"/> <input type="button" value="calendar"/>
<input type="button" value="ok"/>				

## Anallizys results

Claim ID	Part Group	Part number	Factory	Batch number	Q-ty	Customer	date of return	date of close	Reason of return	Our desition	factory desition	Customer category	Invoice Number	Status Factories	Details
01SKV123	S2	S2A15	S3	S3A15	1	Customer Name 1	12-10-14	14-10-14	low pressure	replace	reduce invoice	retail	IT4444	waiting for close	link window 7

For manager2  
is only differens in Anallizys with Full rights administrator  
In anallizys results table - we do hide Factory number column.

Choose columns which should be include in report  
Columns list

<input type="text"/> find... <input type="button" value="▼"/>
Claim ID <input checked="" type="checkbox"/> X
Part number <input checked="" type="checkbox"/> X
Factory <input checked="" type="checkbox"/> X
Batch <input checked="" type="checkbox"/> X

window 31

Customer panel

**Autorization**

login password... Login forgot password

Language: en pl ru

window 32

Customer panel

Customer "Importer" logout change password

**History**

Claim ID	Name of customer	Date of return	Part Number	Batch number	Details ?	Q-ty	Invoice number
1	Mr Tom	21-05-2015	01SKV001	S5 E15	edit	1	IT235353
2	Garage on street	28-06-2015	01SKV013	S9 E14	edit	1	IT235353
3	My wholeseller	28-07-2015	02SKV015	S3 E14	edit (window 34)	1	IT235353

export to xls ADD new

If customer is Logged as Importer category customer he can see straight History Table then add or delete claims.

Also he will have 2 more options in Claim card creator/editer - Q-ty of claims and Invoice number (when goods were bought from factory, invoice number is not necessary )

We dont need here desition or Message columns - we dont need to confirm anything with administrator.

All we add goes straight to history and Suppliers waiting for desition table.

window 33

Customer panel

Customer "Importer" logout

start typing number then choose from list

Adding new claim....

SKV Part Number

01S ...I Add

01SKV001  
01SKV002  
01SKV003  
01SKV004

< Back



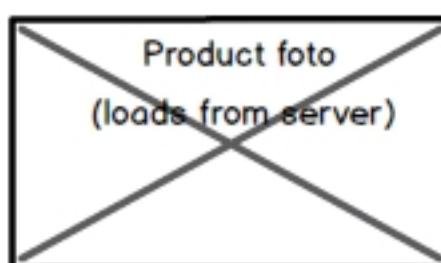
Customer "Importer" logout

## Claim ID 4 Card

&lt; back

Chosen Part: 01SKV001

Q-ty: 1 (by default)

Invoice number: 

Date of sale

 / /  / / 

Date of return

Batch number

 S1K14  Load Batch number photo  not visible  1 photo [download](#) [delete](#)
 Load Photo of broken Part (full view)  2 photo [download](#) [delete](#)  3 photo [download](#) [delete](#)

(?) Final customer name

Final customer type

 mr.Thomson

not necesary-you can leave empty

 retail customer   
 autoservice  
 wholesaler

(?) 17 DIGITS OF VIN NUMBER

 1212321231231231223

The claims without the VIN code could be rejected

(?) Reason of Return

- didn't work from beginning
- was working for (write in description)
- received broken
- was different than OE
- product not complete
- other

More informations (Details) Notes for us 

copy from 'notes for us'

Notes for Factory 

## Alert

New claim apply has been  
saved/deleted

OK

[save card](#)[delete card](#)Add new claim or Edit  
card view for Importer  
category customer