

ERPS Warranty Registration – UX & Verification Specification

Purpose

This document defines the **new UX structure and verification model** for the ERPS Warranty Registration form.

It replaces the legacy warranty form and is designed to:

- Reflect real workshop workflows
- Allow store staff to complete administration
- Ensure the **installer who performed the work** verifies accuracy
- Capture defensible evidence (photos + declarations)
- Reduce disputes and warranty risk

This document focuses on **UX, responsibility boundaries, and verification logic**, not backend implementation details.

Core Principle (Locked)

The person who physically performed the installation must verify the warranty details, regardless of who entered the data.

Verification is an **attestation of reality**, not an administrative approval.

User Roles

Account (User)

- May create warranty registrations
- May enter all administrative and vehicle data
- May upload photos
- May save the warranty registration
- May submit the warranty registration

- Cannot verify the warranty registration

Account (Installer) - This user can only be setup by ERPS

- Physically installs the ERPS system
 - Is accountable for installation accuracy
 - Must verify warranty details before activation via their registered mobile number (two-factor)
 - May create warranty registrations
 - May enter all administrative and vehicle data
 - May upload photos
 - May save the warranty registration
 - May submit warranties and must still complete verification via their registered mobile number (two-factor)
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Warranty Registration UX Structure

Section 1 – Administrative Details (Store-Entered)

Purpose: Capture customer and vehicle information.

Includes:

- Account Store Name (auto-filled)
- Vehicle owner details
- Vehicle details (make, model, VIN, registration, build date)
- Product installed
- Installers Name (drop down list)
- Generator serial number
- Installation date
- Number of Pads Installed
- Generator Voltage
- Location of Electro Pads Installed
- Corrosion or chips found (description box)

These fields may be completed by **any authorised Account user**.

Section 2 – Installer Attribution (Critical)

Purpose: Identify who performed the physical installation.

Field:

- **Installation Performed By (Installer)**
 - Required
 - Dropdown list of **Accredited Installer linked to the Account**
 - Locked after submission

This field determines:

- Who must verify the warranty
 - Who carries installation accountability
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Section 3 – Mandatory Photo Evidence

Purpose: Capture objective evidence of installation and vehicle condition.

Minimum requirement: 3 photos total. Submission blocked if not met.

Photo Group A – Generator (Required)

- At least 1 clear photo of installed generator
- Serial number visible where possible

Photo Group B – Coupler Pad / Installation Area (Required)

- At least 1 photo showing coupler pad location and wiring condition

Photo Group C – Vehicle Condition (Required)

One of:

- Photos showing existing stone chips or corrosion
- OR clear photos showing vehicle body with no visible corrosion

Photos are visible to the verifying Installer and form part of the warranty record.

Section 4 – Condition Declaration (Structured)

Purpose: Capture corrosion exclusions clearly and consistently.

Fields:

- **Existing Corrosion Found?** (Yes / No – required)

If **Yes**:

- Short structured notes field
- Vehicle condition photos become mandatory

Free-text is intentionally limited to reduce ambiguity and mobile typing.

Section 5 – Submission State

Important rule:

- **Installer confirmation is NOT completed during submission**

Instead, the form displays a read-only notice:

“This warranty will not be active until verified by the installer.”

Draft & Submission States

Record States

The Warranty Registration form supports three states only:

1. **Draft**
2. **Submitted – Pending Verification**
3. **Verified (Active Warranty)**

No verification or warranty activation may occur outside these states.

Draft State

Purpose: Allow incomplete forms to be saved while awaiting photos or missing details, especially in mobile environments.

Draft behaviour:

- Form may be saved with missing required fields
- Photos may be missing or partially uploaded
- No SMS or verification actions are triggered
- Warranty is **not active**

- Drafts are visible to Account users

UX requirements:

- Prominent banner: “This warranty is saved as a draft and is not active.”
- Primary actions:
 - Save Draft
 - Submit for Verification (disabled until requirements are met)

Photos and field data must auto-save as they are added.

Submission Rules (Draft → Submitted)

Submission is permitted only when all required information is present:

- Installation Performed By (Installer selected)
- Vehicle VIN
- Product and Generator serial number
- Installation date
- Minimum of 3 photos uploaded:
 - Generator
 - Coupler pad / installation area
 - Vehicle condition (stone chips, corrosion, or clear body)
- Corrosion declaration completed

When submitted:

- Record becomes **Submitted – Pending Verification**
- Form is locked from further editing
- Verification SMS is sent to the assigned Installer

Verification Workflow

When Verification Is Required

A warranty registration always requires verification after submission.

Verification must be completed by:

- The **Installer selected as ‘Installation Performed By’**

Verification Identity Rule (Locked)

Verification must always be completed by the **Installer selected as “Installation Performed By”**.

This is true regardless of who submitted the record.

Two-Factor Verification Requirement (Phone-Based)

All warranty verifications require a second factor bound to the Installers **registered mobile number**.

Rules:

- Verification is completed via a secure, link delivered by SMS (or equivalent phone-based second factor).
- The verification action is only valid when completed by the Installer authenticated through their registered number.
- Verification is required **even when the Installer also submitted the warranty registration**.

This ensures the installer attestation is explicit and tied to the installers phone credential.

Submission Source Scenarios

Scenario A — Admin/Staff submits

- Record is submitted and locked
- System sends verification SMS to the “Installation Performed By” Installer
- Warranty remains **Submitted – Pending Verification** until installer verifies

Scenario B — Installer submits

- Record is submitted and locked
 - System sends verification SMS to the same Installer registered number
 - Warranty remains **Submitted – Pending Verification** until installer verifies
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Installer Verification Experience

The installer accesses verification via:

- Secure magic link (default)

They see:

- All submitted data (read-only)
- All uploaded photos (prominent and tappable)

Available actions:

- **Confirm details are correct**
- **Decline verification** (reason required)

Confirmation statement:

“I confirm I personally performed this installation and that the information and photos accurately reflect the vehicle at the time of installation.”

Upon confirmation:

- Warranty becomes active
- Verification details are audit-logged

Declined Verification Handling (Locked)

When a Installer Declines Verification

If the Installer selects **Decline verification**:

- The warranty does **not** activate
- The warranty enters the state **Rejected – Installer Declined**
- A decline reason is **mandatory**

The decline represents a formal statement that the submitted details do not accurately reflect the installation or vehicle condition.

Decline State Behaviour

Record state:

- **Rejected – Installer Declined**

System behaviour:

- Warranty record becomes **unlocked**
 - Editing is permitted to Account users
 - Previously submitted data remains visible (read-only reference)
 - Decline reason is permanently attached and not editable
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Account Dashboard Behaviour (Declined Warranties)

Declined warranties must:

- Be clearly visible in the Account dashboard
- Display status badge: **Rejected – Installer Declined**
- Show installer name and decline timestamp
- Display an indicator: “Installer declined verification – action required”

Declined warranties must not appear as active or pending.

Resubmission After Decline

After correction, the Account may:

- Edit warranty details
- Upload additional or corrected photos

To proceed, the Account selects **Resubmit for Verification**.

Resubmission rules:

- Record returns to **Submitted – Pending Verification**
 - A new verification SMS is sent to the same Installer
 - All previous declines remain in the audit history
 - Only the latest submission version may be verified
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Audit & Compliance (High-Level)

Each warranty record must retain:

- Submitted by (user)
- Installation performed by (installer)

- Verified by (installer)
- Verification timestamp
- Verification outcome

One-Sentence Definition (Locked)

The ERPS Warranty Registration process allows stores to enter data, but only the installer who performed the work can verify and activate the warranty.

End of Document