

Help Document

eCRMS

Customer:

Volkswagen Group of Americas, Inc. (VWGoA)

Contractor:

Infosys Ltd.

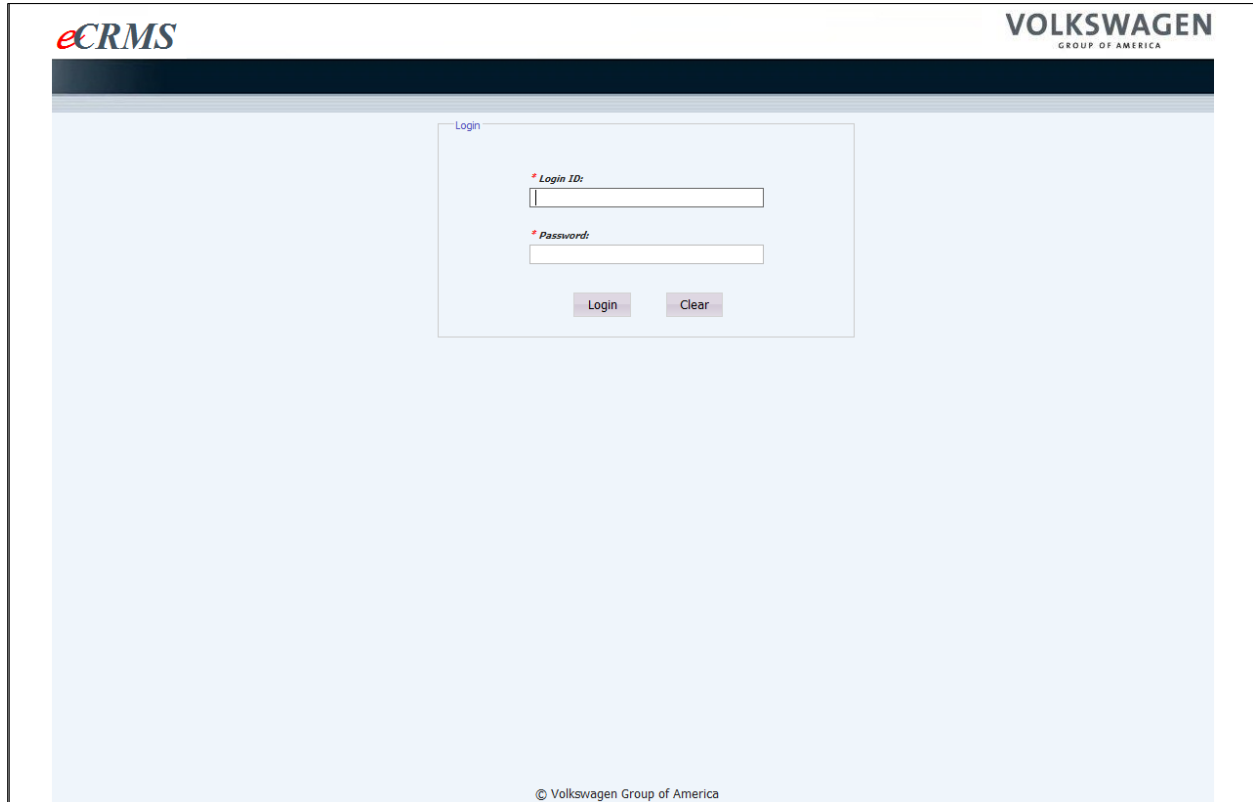
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1. Login Page

1.1.Login Functionality



The screenshot displays the eCRMS login interface. At the top left is the eCRMS logo, and at the top right is the VOLKSWAGEN GROUP OF AMERICA logo. The main content area is light blue and contains a white login box. Inside the box, the word 'Login' is at the top. Below it are two input fields: the first is labeled 'Login ID:' and the second is labeled 'Password:'. At the bottom of the box are two buttons: 'Login' and 'Clear'. The footer of the page shows the copyright notice '© Volkswagen Group of America'.

Depending upon the User:-

- UDE Users:-
 - UDE Users can use the eCRMS application by clicking on the eCRMS link from the Service & Quality Page.
 - UDE Users will be directed to the Certificate management screen of the eCRMS application after clicking on the eCRMS link.
- VINNIE Users:-
 - VINNIE Users will have to login to use the eCRMS application.
 - VINNIE Users need to enter valid credentials and click Login button.
 - If User has entered invalid credentials then he/she can clear the data by clicking on the Clear button.

2. Certificate Management Screen

2.1. Certificate Management Screen

eCRMS **VOLKSWAGEN**
GROUP OF AMERICA

View Certificate Create Certificate Advanced Search Go To eShop System Administration User Manual Close eCRMS

Search

Dealer Number: 402144 Status: All Search

Certificate Management

Dealer Number 402144 Dealer Name Central Volkswagen In Evanston

<input type="checkbox"/>	Request Number	Device Name	Hardware ID	Status	Expiration Date	Device Type
<input type="checkbox"/>	1659	test	34545446456546565656565656565656	Active	01/27/2013	SCSDACX
<input checked="" type="checkbox"/>	1660	ts	111111111111116666661111ec66666666	Active	01/27/2013	DVC8
<input type="checkbox"/>	1107	ts	1111111111111166666611166666666666	Expired	03/16/2015	DVC8
<input type="checkbox"/>	501	test	34545446456546565656565656565656	Expired	08/04/2012	DEC1000
<input checked="" type="checkbox"/>	1213	ad	44444242424242424242424242444444	Pending Review		TESTTT
<input type="checkbox"/>	1676	APP TEST	88888888888888888888888888888888	Pending Review		BBB_HNMHG
<input type="checkbox"/>	1302	asda	45884588458845884588458845884588	Pending Review		JAYZZZ
<input type="checkbox"/>	1323	test_21	43453456465657657657657657657657	Pending Review		DVC8
<input type="checkbox"/>	1409	sacsa	sxcscscacacscscacscda45131513112	Pending Review		1111
<input type="checkbox"/>	1415	eff4	7w3547364783eff4eff8734677787778	Pending Review		ODIS

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Print Download Certificate Create Certificate Revoke Certificate Reactivate Certificate

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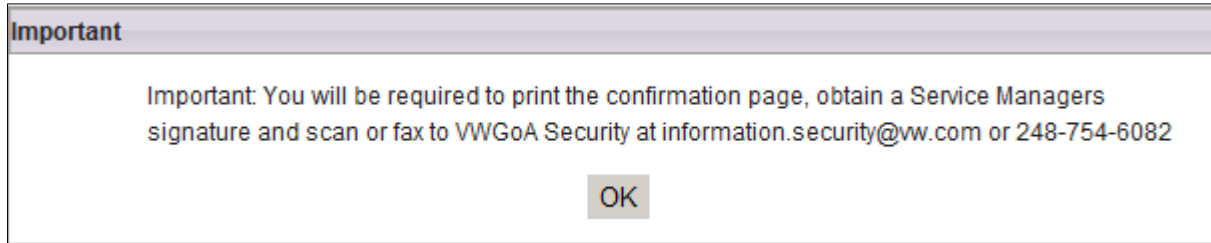
- This is the certificate management screen after the User logs into the application with valid credentials.
- To see the status of the certificates requested, User can enter the dealer number in the search area.
- User can filter the results on the basis of their status by selecting the status in the drop down in the search area.
- User can select a particular device name or select all by selecting the check box in the Search results.
- User can 'Print', 'Download Certificate', 'Create New Certificate', 'Revoke Certificate', and 'Reactivate Certificate' depending upon the status and the User role in the Certificate Management screen.
- User can view the details about a certificate request by clicking on the particular device name.
- Search results can be sorted by clicking on the column name like 'Request Number', 'Device Name' etc.

Functionality depending upon User role:-

- DEALER USER:-
 - The “Dealer Number” field gets pre-populated and the User can filter the search by selecting any status from the drop down available.
 - For the requests whose status is Stall/Pending Review/Approve, the ‘Print’ button gets enabled, clicking on which User can print the certificate request form.
 - For the requests whose status is Active/Expired, the ‘Download’ button and ‘Create New Cert’ gets enabled, clicking on which the User can download the certificate or create a new certificate with similar information as the selected request.
 - The request can only be revoked when their status is either Active or Expired.
- SECURITY ADMINS/SUPER USERS/CORPORATE USERS:-
 - User can enter the valid dealer number in the “Dealer Number” field and hit enter or click ‘Search’ button to view the available requests and their status.
 - User can filter the request according to the status selecting the same from the dropdown.
 - Only Admin User can reactivate an ‘Active’ certificate by clicking on the Reactivate Certificate button.

2.2.Print

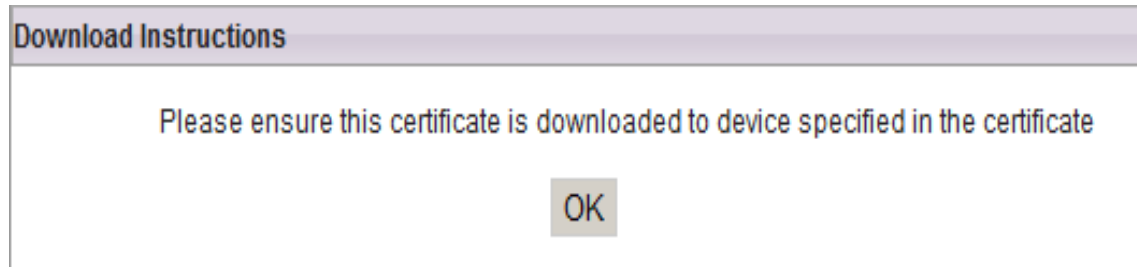
2.2.1. Print Confirmation Alert



- When User clicks on the 'Print' Button from the Certificate Management Screen for any request in Stalled,Approved,and Pending Review status, a confirmation alert opens up which provides the necessary information about what User needs to do with the certificate.
- User is directed to the print details alert after clicking on the 'OK' button from this confirmation.

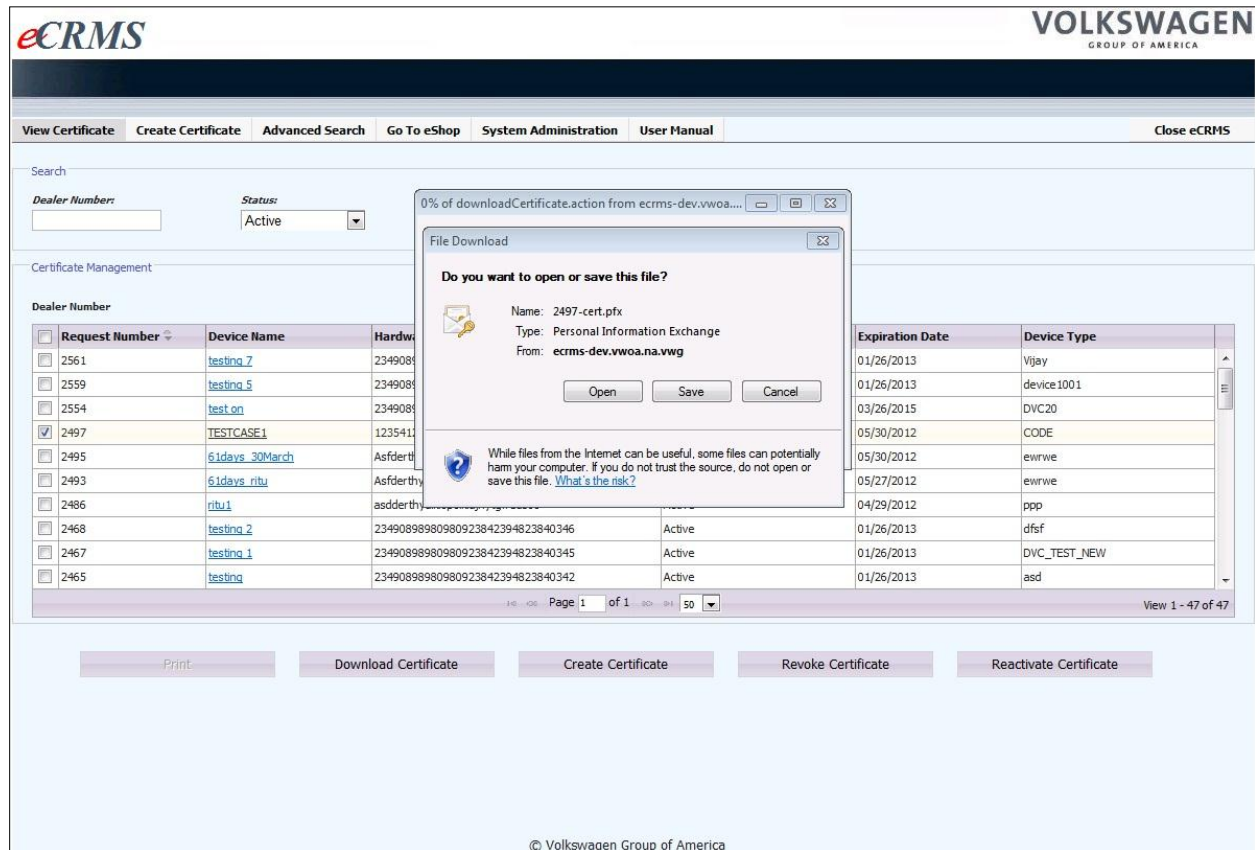
2.3.Download Certificate

2.3.1. Download Confirmation Alert



- User can download the certificate which are in 'active' state by clicking on the 'Download' button in the bottom of the Certificate Management screen.
- User can read the Download Instructions in this alert message and can download the certificate by clicking 'OK' button.
- User is then directed to the Download Pop Up where options to 'Save' and 'Cancel' would be available.

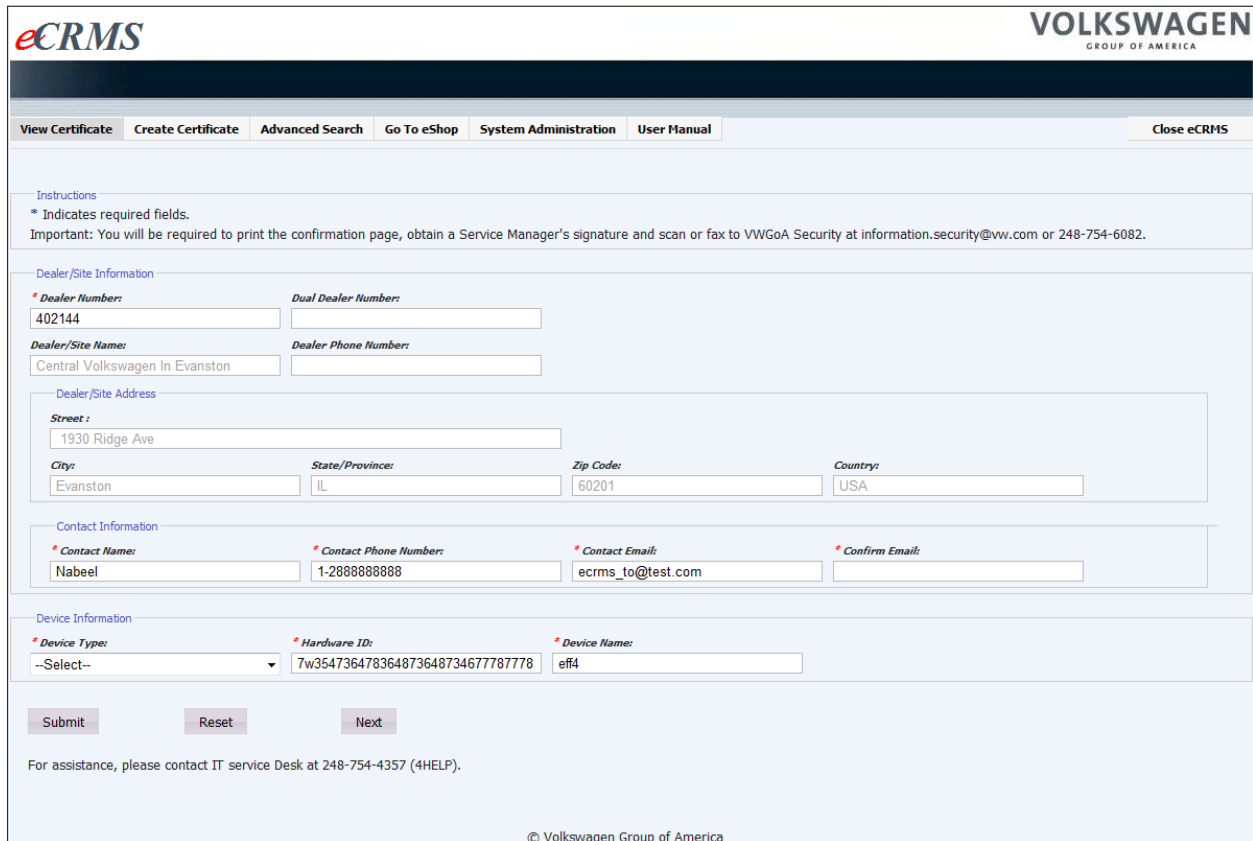
2.3.2. Download Pop Up



- User can verify the file name from the download pop up.
- User can download the certificate by clicking on the Save button.
- User can save the certificate to the desired location by specifying the location.
- Within ODIS software, User needs to select this certificate file in 'Client Certificate' screen. Make sure to install the certificate into the corresponding device for which the cert was requested for.
- User can click 'Cancel' button to cancel the download and go back to the certificate management screen.

2.4. Multiple Create

2.4.1. Multiple Create Certificate



eCRMS VOLKSWAGEN GROUP OF AMERICA

View Certificate Create Certificate Advanced Search Go To eShop System Administration User Manual Close eCRMS

Instructions
* Indicates required fields.
Important: You will be required to print the confirmation page, obtain a Service Manager's signature and scan or fax to VWGoA Security at information.security@vw.com or 248-754-6082.

Dealer/Site Information
* Dealer Number: 402144 Dual Dealer Number:
Dealer/Site Name: Central Volkswagen In Evanston Dealer Phone Number:

Dealer/Site Address
Street : 1930 Ridge Ave
City: Evanston State/Province: IL Zip Code: 60201 Country: USA

Contact Information
* Contact Name: Nabeel * Contact Phone Number: 1-2888888888 * Contact Email: ecrms_to@test.com * Confirm Email:

Device Information
* Device Type: --Select-- * Hardware ID: 7w354736478364873648734677787778 * Device Name: eff4

Submit Reset Next

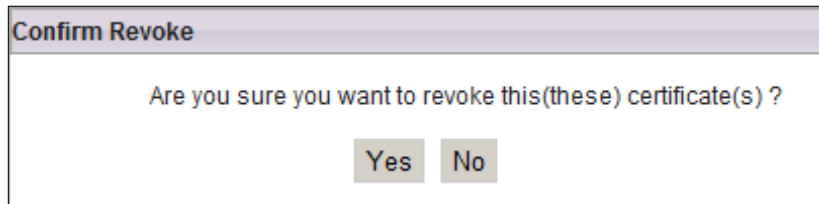
For assistance, please contact IT service Desk at 248-754-4357 (4HELP).

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- User can create multiple certificate request by selecting multiple active requests which have their expiry date in the next 60 days and then clicking on the 'Create Certificate' button below the Certificate Management results.
- The Dealer Information and Dealer/Site Address will be pre populated in the multi create cert screen.
- Dealer Number is displayed only for the dealer/corporate Users while it is editable for security admins/super Users.
- User can edit the Contact Information and Device Information.
- User can submit the request by clicking on the 'Submit' button.
- In case User has checked multiple request on the certificate management screen, this page will contain a 'Next' button for the User to navigate among all the checked requests.
- User can go to the next request by clicking on the 'Next' button.
- If User commits any mistake he can reset all the fields by clicking on the 'Reset' button.
- Reset will refresh all the fields.

2.5.Revoke Certificate

2.5.1. Revoke Certificate Confirmation



Confirm Revoke

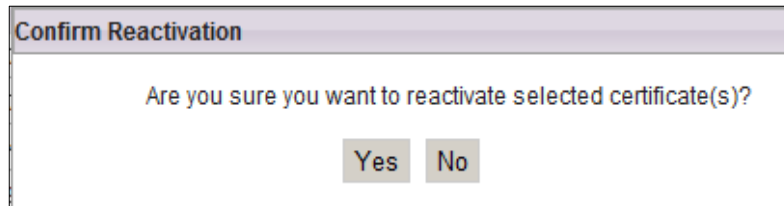
Are you sure you want to revoke this(these) certificate(s) ?

Yes No

- User can revoke one or many certificates by selecting them and then clicking on the 'Revoke Certificate' button below the Certificate Management Table.
- After clicking the 'Revoke' button the revoke confirmation appears on screen.
- User can revoke the selected certificate by clicking 'Yes' on the Revoke Confirmation.
- User can cancel the revoke request by clicking on 'No' on the Revoke Confirmation.
- User is directed back to the certificate management screen after clicking on 'No' at the confirmation.

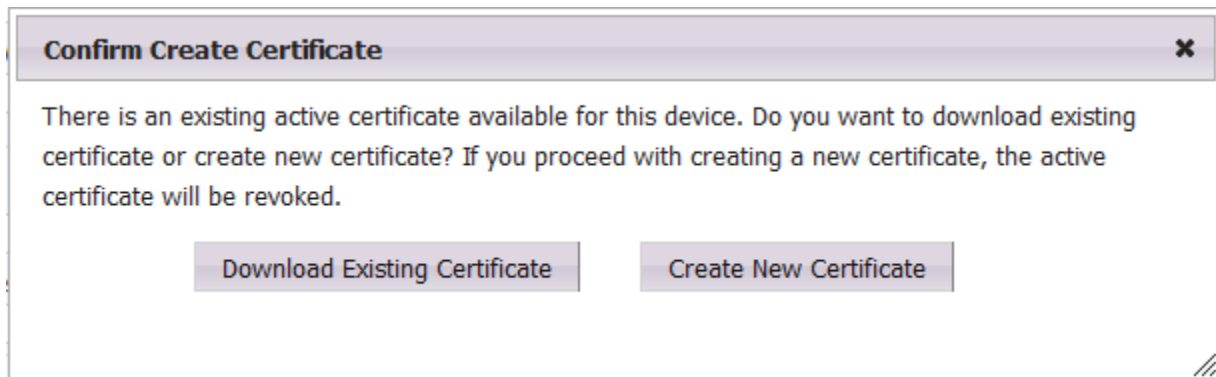
2.6.Reactivate Certificate

2.6.1. Reactivate Confirmation



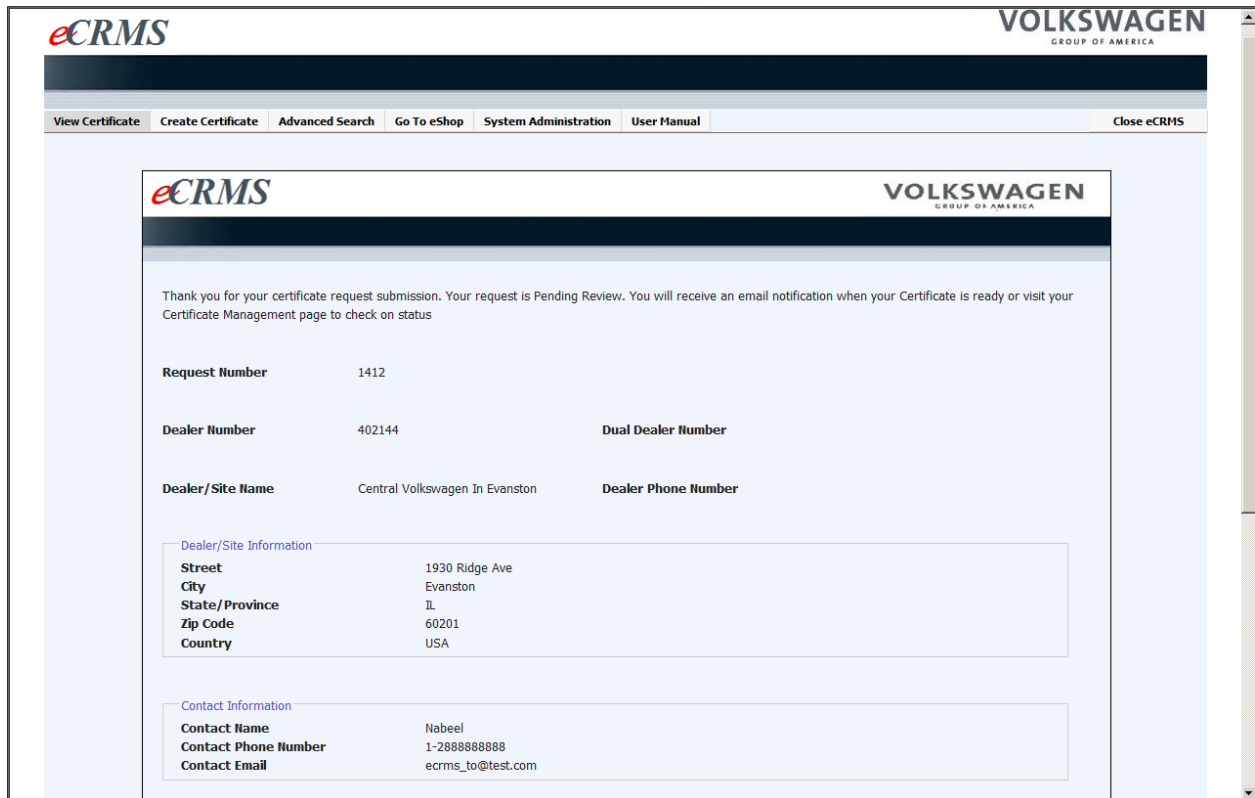
- User can reactivate the active certificates which are not available to download by selecting these certificates on the certificate management screen and clicking on the 'Reactivate Certificate' button below the Certificate Management results.
- After clicking on the 'Reactivate Certificate', User will be presented with the confirmation alert.
- User can reactivate multiple certificate requests by clicking on the Yes button from this confirmation alert.
- User can cancel the reactivate request and go back to the certificate management screen by clicking on the 'No' button from this confirmation alert.

3.2.Create Certificate Confirmation



- This confirmation alert appears when User tries to create a new request for a device for which an existing Active certificate is available.
- User can download the existing certificate by clicking on the 'Download Existing Certificate' button.
- User can continue with creating new request by clicking on the 'Create New Certificate' button.

3.3.Confirmation Page



The screenshot shows the eCRMS Confirmation Page. At the top, there is a header with the eCRMS logo on the left and the VOLKSWAGEN GROUP OF AMERICA logo on the right. Below the header is a navigation bar with links: View Certificate, Create Certificate, Advanced Search, Go To eShop, System Administration, User Manual, and Close eCRMS. The main content area has a light blue background and contains the following information:

Thank you for your certificate request submission. Your request is Pending Review. You will receive an email notification when your Certificate is ready or visit your Certificate Management page to check on status

Request Number	1412		
Dealer Number	402144	Dual Dealer Number	
Dealer/Site Name	Central Volkswagen In Evanston	Dealer Phone Number	

[Dealer/Site Information](#)

Street	1930 Ridge Ave
City	Evanston
State/Province	IL
Zip Code	60201
Country	USA

[Contact Information](#)

Contact Name	Nabeel
Contact Phone Number	1-2888888888
Contact Email	ecrms_to@test.com

- The view request page opens as a screen displaying the details of the certificate request created by the User.
- User can print the certificate request by clicking on the 'Print' button.
- User can close the screen by clicking on the 'Close' button and will be redirected to the "Create Certificate" page.

4. Approve/Stall/Revoke request

4.1.View Request

View Request Details

Street :
1930 Ridge Ave

City:
Evanston

State/Province:
IL

Zip Code:
60201

Country:
USA

Contact Information

Contact Name:
Nabeel

Contact Phone Number:
1-2444444444

Contact Email:
ecrms_to@test.com

Device Information

Device Type:
DVC2

Hardware ID:
21312131216584894849456333314444

Device Name:
axoosaxsa

Comments

New Comment:

Add Comment

Login ID	Comment Date	Comments
ECRMS_ADMIN	03/20/2012 17:47:43	test
ECRMS_ADMIN	03/20/2012 17:43:16	3444444
ECRMS_ADMIN	03/20/2012 17:20:22	3344
ECRMS_ADMIN	03/20/2012 17:02:52	345345
ECRMS_ADMIN	03/20/2012 17:02:16	345345

Approve

Stall

Revoke

Close

For assistance, please contact IT service Desk at 248-754-4357 (4HELP).

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- The View Certificate appears as the screen to view the certificate details of the device name.
- The request can be approved, stalled, and revoked by clicking on the buttons which will be enabled depending upon the User role and status of the request.
- User can add comment under the “Comments” section and click on the ‘Add Comment’ button.
- If the comment is saved successfully the system will display a success message “Comment added successfully” and the User can view the same on the page.
- User can click ‘Close’ button to navigate to the “View Certificate” page.

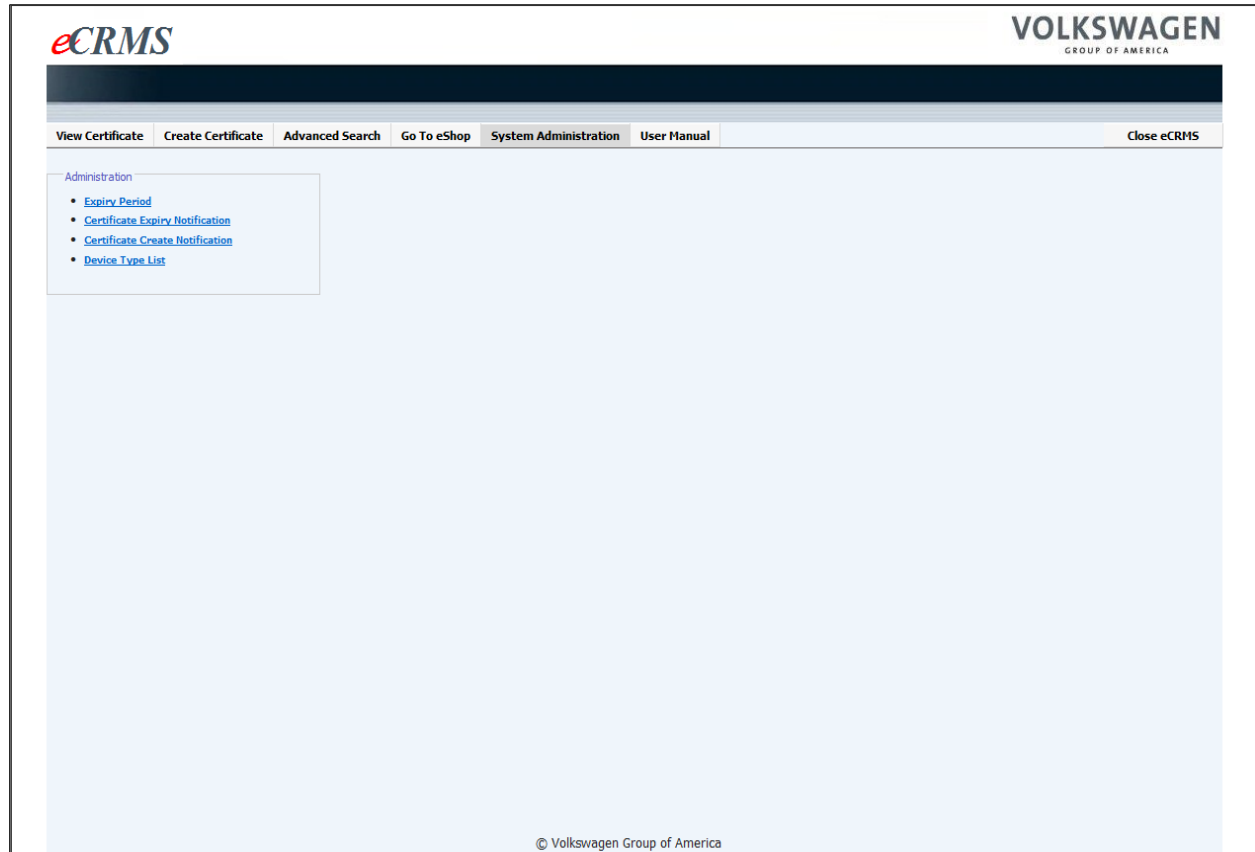
5. Advanced Search

5.1. Advance Search Page

- The “Advance Search” link is only visible to Corporate users who have admin access.
- User can search the certificate request depending upon the various filters such as Request Number, Dealer Number, Hardware Id, Status, Device Type, Certificate Issue Date Range, Certificate Expiring Date Range, and Revocation Date Range.
- User can also perform a wild card search for the Dealer Number and the Hardware Id.
- Search results can be sorted by clicking on the column headers like Request Numbers, Dealer Number etc.
- User can export the entire search results by clicking on the ‘Excel’ icon which is available below the results.

6. System Administration

6.1.Administration Index Page



- Only Security admins/Super Users can view “System Administration” link.
- User with rights of SECURITY ADMINS can view this page.
- User can navigate through the links available under administration to perform various tasks.

6.2.Expiry Period

The screenshot displays the eCRMS (eCustomer Relationship Management System) interface. At the top, the eCRMS logo is on the left, and the VOLKSWAGEN GROUP OF AMERICA logo is on the right. Below the logos is a navigation bar with tabs: View Certificate, Create Certificate, Advanced Search, Go To eShop, System Administration (selected), User Manual, and Close eCRMS. The main content area is titled 'Administration' and contains a list of links: Expiry Period (selected), Certificate Expiry Notification, Certificate Create Notification, and Device Type List. To the right of this list is a form titled 'Expiry Period' with a text input field containing the value '134' and the unit '(Days)'. Below the input field are two buttons: 'Save' and 'Reset'. At the bottom of the page, there is a copyright notice: '© Volkswagen Group of America'.

- To manage the Expiry Period of certificates, click on the link “Expiry Period”.
- Only Security admins/Super User can view “System Administration” link.
- User can view the existing expiry period under the “Expiry Period” functionality.
- User can update the expiry period by entering a value which must be numeric as well as must be greater than 0.
- If the new expiry period gets saved a success message “Expiry Period updated successfully” is displayed.
- User can reset the value of the expiry period to the default value by clicking on the ‘RESET’ button.

6.3.Certificate Expiry Notification

The screenshot shows the eCRMS interface. At the top, there's a header with the eCRMS logo on the left and the VOLKSWAGEN GROUP OF AMERICA logo on the right. Below the header is a navigation bar with links: View Certificate, Create Certificate, Advanced Search, Go To eShop, System Administration, User Manual, and Close eCRMS. On the left side, there's a sidebar menu under 'Administration' with links: Expiry Period, Certificate Expiry Notification, Certificate Create Notification, and Device Type List. The main content area is titled 'Certificate Expiry Notification'. It contains three text input fields: 'From:' with the value 'ecrms_from@test.com', 'Subject:' with the value 'Expiry Notification', and 'Body:' with the value 'Your certificate is going to expire.'. Below these fields are two buttons: 'Save' and 'Reset'. At the bottom of the page, there is a copyright notice: '© Volkswagen Group of America'.

- To manage the content for the Certificate expiry notification email, User can click on the link “Certificate Expiry Notification”.
- Only Security admins/Super Users can view “System Administration” link.
- User can view the notification email which needs to be sent to all the dealers whose certificate is getting expired in the duration specified in “Expiry Period”.
- The values of the fields From, Subject, and Body are pre-populated.
- User can enter the email Id of the security admin group in the “From” field which is a mandatory field.
- User can update the subject and body of the notification.
- Reset will refresh all the manually populated fields.

6.4.Certificate Create Notification

The screenshot shows the eCRMS interface. At the top, there's a header with the eCRMS logo on the left and the VOLKSWAGEN GROUP OF AMERICA logo on the right. Below the header is a navigation bar with tabs: View Certificate, Create Certificate, Advanced Search, Go To eShop, System Administration, and User Manual. A 'Close eCRMS' button is on the far right. On the left side, under the 'Administration' section, there's a list of links: Expiry Period, Certificate Expiry Notification, Certificate Create Notification (which is highlighted), and Device Type List. The main content area is titled 'Certificate Create Notification'. It contains three input fields: 'From:' with the value 'ecrms_from@test.com', 'Subject:' with the value 'Certificate Download Notification', and 'Body:' with the value 'Your certificate is ready for download.'. Below these fields are two buttons: 'Save' and 'Reset'. At the bottom center, there's a copyright notice: '© Volkswagen Group of America'.

- To manage the content of Create certificate notification email, click on the link “Certificate Create Notification” in the Administration section.
- User can view the content of the notification email which needs to be sent to all the dealers whose request has been approved and certificate has been created.
- The values of the fields From, Subject, and Body are pre-populated.
- User can enter security admin group’s email Id in the “From” field which is a mandatory field.
- User can update the subject and body of the notification.
- Reset will refresh all the manually populated fields.

6.5.Device Type List

The screenshot displays the eCRMS interface for managing device types. The top navigation bar includes links for View Certificate, Create Certificate, Advanced Search, Go To eShop, System Administration, User Manual, and Close eCRMS. The left sidebar lists navigation options: Expiry Period, Certificate Expiry Notification, Certificate Create Notification, and Device Type List. The main content area shows the 'Device Type List' table with the following data:

Device Type Code	Device Type Description	Active
090909	090909	<input checked="" type="checkbox"/>
1111	asas	<input checked="" type="checkbox"/>
23123	234234234	<input type="checkbox"/>
2343434344343	234234	<input checked="" type="checkbox"/>
353X 15C 1D531D	vfdvf	<input checked="" type="checkbox"/>
AZAZ	zz	<input type="checkbox"/>
CDSCVD1351	dvdv	<input type="checkbox"/>
DEC1000	DESC1000	<input type="checkbox"/>
DECEEE3455	sxsx	<input type="checkbox"/>
DECSDDCDC	ascasc	<input type="checkbox"/>
DEVC1500	DESC1500	<input type="checkbox"/>
DEVC2500	DESC2500	<input checked="" type="checkbox"/>
DFVDFV	edfdfivef	<input checked="" type="checkbox"/>

Below the table is the 'Add Device Type' form with the following fields:

Device Type Code:

Device Type Description:

Buttons: Save, Reset

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- To manage the Device type list click on the link “Device Type List”. Only Security admins/Super Users can view “System Administration” link.
- User can view all the available device type codes, their description and their status whether they are active or not.
- User can add a new device type code and description by entering the unique device type code and its description and click the save button.
- If the new device type is added, the system will show a success message “Device Type added successfully” and the user can see the same status in the list with active status.
- User can change the status of available device type by toggling through the check boxes and then clicking on “SAVE” button.
- If the status of the device is changed successfully, the system will show a success message “Device Type updated successfully”.
- Reset will refresh all the manually populated fields.