



LifeShine

Warranty Management System

Dealer Manager
Help Documentation
Version 1.1

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More Help

For more help with the LifeShine Warranty Management System please contact Autoglym on 01462 677766 or email lifeshine@autoglym.co.uk

1. System Login

1.1 Welcome (System Log-in)

Welcome to the LifeShine Warranty Management System.

On arrival at the welcome screen you will be prompted to enter your user name and password, which, should have been provided to you in advance by Autoglym.

If you do not have a username and password please contact Autoglym on 01462 677766

1.2 Lost Password

If you have forgotten your password, please click on the “Lost Password” facility where you will be asked to provide either the username provided to you or the email address which is associated with your account.

If you do not have a username and password please contact Autoglym on 01462 677766

1.3 Activate your Account

If this is the first time you have used the system you will be asked to activate your account and agree to the site terms and conditions before continuing. This is for security purposes and because we have provided you with temporary login details which you will also be asked to change.

Terms and Conditions

Please read the site terms and conditions they are there to protect the security of information that you provide about the warranties you register. Once you have read the terms and conditions please tick the acceptance box.

Confirming your details and activating your account

Please check the Name and Email address that we have associated with your account and if desired please change the username and password provided to something more memorable. Once you are happy please click “Activate My Account” to continue.

1.4 Log-in

Please note you will be returned the main login screen where you will be required to enter your new login details.

2. Retailer/Branch/Dealer Manager Home

Once you have successfully logged into the system, please check that the personal and business details shown in the main screen are correct, if not please report any errors to Autoglym.

2.1 Welcome/Overview Screen

This section is the home page for the system and provides you with a snapshot of the system usage for your company, retailer, branch, dealership or group and is the same as the statistics section.

The home page consists of a number of quick references as follows

Number of Registered Retailers/Branches/Dealers

This is how many branches or dealers you are authorised to administer

Total Number of Warranties Registered (to date)

How many warranties your group of users has produced to date as a combined group

LifeShine (Full Product) Registrations

The number of combined warranties registered for LifeShine “Full” Products

LifeShine (Exterior) Registrations

The number of combined warranties registered for LifeShine “Exterior” Products

Number of Retailers/Branches/Dealers yet to Activate.

This represents the number of retailers, branches or dealers who have been issued with a username and password but have yet to use the system for the first time.

Total number of customer’s in mailing database.

These are the details of customers who have agreed that their information can be used for marketing purposes.

Total Number of Claims (in progress).

The total number of customer’s warranties that are under claim with Autoglym.

You can access each section in more details by clicking on the “View” button next to the relevant section you are interested in.

2.2 Admin

2.2 a User Administration

This section is designed to enable you as a Retailer/Branch/Dealer Manager to add or edit users within your authorised user group. You can use this are to edit existing user, for example change their usernames and or passwords or change their email address.

Add User

To add new users simply complete the fields within the form ensuring that all items are completed.

Username

This should be between 6 and 20 characters or numbers and should not contain spaces

Password / Confirm Password

This should be between 6 and 20 characters or numbers and should not contain spaces

Real Name

This must be the full name of the user you are adding

Email Address

This should be the email address of the user you are adding. This will be used when the user creates a warranty as a copy of the warranty can be emailed directly to both the customer and the user. This will also be used in the case of system wide communications.

User Type

This allows you as the Administrator to set-up additional users. Some users have different privileges and therefore the following explains which user level should be set for each type.

Manufacturer

This is the top level and is for manufacturers who want reporting privileges over entire groups and will allow the user to view information relating to multiple retailers/branches/dealers. Manufacturers have access to all levels.

Retailer

This is a manager/administrator of a Retailer or Branch and allows new users to be created or edited but will not allow reporting on multiple branches/retailers. This user can also create and edit warranties with full authorisation to print and activate warranties.

User

This user can only create or edit warranties and have no authority to create or edit users.

Able to activate warranties

This section should be ticked if the user you are creating is not able to activate warranties. For example they are able to enter most of the details into the warranty document but they will not be able to print or activate them.

Once you have entered or edited the user information please click on the final button to add or edit your user.



2.2 b Registering New Warranties

If you are ready register a new warranty please click on the “Register Warranty” button in the main content area or from the navigation links at the top of the page.

Validate your warranty Number

Please enter the LifeShine warranty number that was provided with the Kit. This can be found on the labels that accompany the product bag.

Warranty numbers will consist of a combination of 16 letters and digits similar to the example below

LifeShine Warranty (Example) **1234-BC1A-1234-ABC1**

Please ensure you type the code accurately and exactly as they appear on the documentation.

If you have a problem with the warranty number provided please contact Autoglym on 01462 677766 or email lifeshine@autoglym.co.uk making sure that you record any error messages that appear.

Entering Warranty Information

Once you have successfully validated your warranty number you will arrive at the main registration page. The Warranty Number and the type of product you are registering will be displayed at the top of the page.

Car Make

Please choose the appropriate Make/Manufacturer of the vehicle

Car Model

Please choose the appropriate Make/Manufacturer of the vehicle.

Note: If the model you require is not available please choose “ANY” and provide the actual model description in the box provided. This will automatically be updated by Autoglym shortly after you have registered the warranty so that you can use it for your next warranty.

Vehicle Condition

Please choose the appropriate Condition of the vehicle.

Date of First Registration

Please choose the first registration date. Please note that entering a date prior to today date is acceptable and that significantly earlier registration dates have an affect on the how long the customer’s warranty will be valid for (Please check with Autoglym for more information).

Vehicle Identification Number (VIN)

Please note that this is not checked against a VIN database but is used by Autoglym to validate any warranty claims that may arise in the future and is therefore essential to customer.

Registration Number

Please note that this is not checked against a DVLA database but is used by Autoglym to validate any warranty claims that may arise in the future and is therefore essential to customer.

Customer Details

Please enter as much information as possible in this section ensuring that the information provided is as accurate as possible.

Email Address

Whilst this is not mandatory, all new warranties may be immediately emailed to the customer on completion if your user account has sufficient privileges.

Warranty Start Date

Please note this may be different to the first registration date but may not have a variance of more than 1 month. (This may differ for specific warranties – please check with your system administrator for more information)

Confirmation

Application

If applicable please confirm that you have applied the relevant products to the vehicle. This may not be available if your user privileges are not sufficient to allow for full warranty registration. (Please check with your system administrator for more information)

Customer Information

If applicable please confirm that the customer is happy to be kept informed of News etc. by your organisation or by Autoglym.

Customer Approval

Please confirm that you have completed the document in accordance with the customer's wishes. If you are completing the document ahead of time, please disregard this option.

Registration / Activation

Once you have checked and are happy with the details you have provided please click "Register Warranty" to continue.

Please Note: If you do not have sufficient user privileges the warranty document will not be active until an authorised user has activated it for you. (Please check with your system administrator for more information)

Registration Confirmation

Once you have finished registering / editing the warranty document the warranty the final screen will display some additional information about the warranty this should be recorded and kept on file for future reference these include:

LifeShine Registration Code

This is automatically generated by the system for security and validation purposes

Registered to

The registered Customer's name

Date of Warranty Registration

This is the day that the warranty was entered into the system and not the starting date of the warranty

Date of Warranty Commencement

This is the date that the warranty starts from

Date of Warranty Expiry

This is when the warranty will expire

Vehicle Registration Number

The registration number of the vehicle associated with the warranty

VIN Number

The VIN Number of the vehicle associated with the warranty

Please Note: Confirmation details can also be found on the Warranty document itself if you not have sufficient privileges to print the warranty document and are used for validation purposes by Autoglym.

(Please check with your system administrator for more information)

2.2 c Editing Existing Warranties

If you want to edit an existing warranty please click on the “Edit Warranty” button in the main content area or from the navigation links at the top of the page.

Validate your warranty Number

Please enter the LifeShine warranty number that was used to register the warranty originally

Editing Information

Once you have successfully validated your warranty number you will arrive at the warranty edit page. The Warranty Number and the type of product you are registering will be displayed at the top of the page.

Please note you may only change certain information here and some items will be clearly unavailable for edit and this section is only used for Authorised Warranty Activation or for changing customer contact details

Customer Details

Please enter as much information as possible in this section ensuring that the information provided is as accurate as possible.

Email Address

Whilst this is not mandatory, all new warranties may be immediately emailed to the customer on completion if your user account has sufficient privileges.

Warranty Start Date

Please note this may be different to the first registration date but may not have a variance of more than 1 month. (This may differ for specific warranties – please check with your system administrator for more information)

Confirmation

Application

If applicable please confirm that you have applied the relevant products to the vehicle. This may not be available if your user privileges are not sufficient to allow for full warranty registration. (Please check with your system administrator for more information)

Customer Information

If applicable please confirm that the customer is happy to be kept informed of News etc. by your organisation or by Autoglym.

Customer Approval

Please confirm that you have completed the document in accordance with the customer's wishes. If you are completing the document ahead of time, please disregard this option.

Activation (After edit)

Once you have checked and are happy with the details you have provided please click “Update Warranty” to continue.

Please Note: If you do not have sufficient user privileges the warranty document will be not be active until an authorised user has activated it for you. (Please check with your system administrator for more information)

Registration Confirmation

Once you have finished registering / editing the warranty document the warranty the final screen will display some additional information about the warranty this should be recorded and kept on file for future reference these include:

LifeShine Registration Code

This is automatically generated by the system for security and validation purposes

Registered to

The registered Customer’s name

Date of Warranty Registration

This is the day that the warranty was entered into the system and not the starting date of the warranty

Date of Warranty Commencement

This is the date that the warranty starts from

Date of Warranty Expiry

This is when the warranty will expire

Vehicle Registration Number

The registration number of the vehicle associated with the warranty

VIN Number

The VIN Number of the vehicle associated with the warranty

Please Note: Confirmation details can also be found on the Warranty document itself if you not have sufficient privileges to print the warranty document and are used for validation purposes by Autoglym.

(Please check with your system administrator for more information)

2.2 d Print Warranty

You should now be able to print your warranty document by clicking on the “Print Warranty” button. This will produce Adobe PDF document, a copy if which can be given to your customer and a copy retained for your use.

Please note if you have entered a customer email address in the section provided both they and you should receive a copy of the warranty document shortly.

2.3 Retailer/Dealer Statistics

This section of the system provides you with a snapshot of the system usage for your company, retailer, branch, dealership or group and is the same as is displayed on the home page

The home page consists of a number of quick references as follows

Number of Registered Retailers/Branches/Dealers

This is how many branches or dealers you are authorised to administer

Total Number of Warranties Registered (to date)

How many warranties your group of users has produced to date as a combined group

LifeShine (Full Product) Registrations

The number of combined warranties registered for LifeShine "Full" Products

LifeShine (Exterior) Registrations

The number of combined warranties registered for LifeShine "Exterior" Products

Number of Retailers/Branches/Dealers yet to Activate.

This represents the number of retailers, branches or dealers who have been issued with a username and password but have yet to use the system for the first time.

Total number of customer's in mailing database.

These are the details of customers who have agreed that their information can be used for marketing purposes.

Total Number of Claims (in progress).

The total number of customers' warranties that are under claim with Autoglym.

You can access each section in more details by clicking on the "View" button next to the relevant section you are interested in.

2.4 Reporting.

This area allows authorised users to quickly run activity reports on groups of users within their control. Reports can be viewed on screen or exported to CSV and can be viewed between two date ranges. Reports include:

- Number of Registered Retailers/Branches/Dealers
- Total Number of Warranties Registered (to date)
- LifeShine (Full Product) Registrations
- LifeShine (Exterior) Registrations
- Number of Retailers/Branches/Dealers yet to Activate
- Total number of customer's in mailing database
- Total Number of Claims (in progress)

To run reports simply choose the type you wish to view and then specify a date range to generate the report. You can leave the date fields blank if you want to see a complete history report.

To export a report simple run the report as described above and the click the “Generate CSV” button.

The report will only provide information relating to the retailers/branches or dealers within you authorised group.

2.5 Retailer / Dealer Search

To look at activity by specific retailer, branch or dealer choose search “Search” from the main navigation area.

Then if you have access to more than one retailer, branch or dealer within your group selects the appropriate one from the drop down list.

This are provides information about specific dealer activity including

Dealer Active?

Show whether the dealer has activated their main account yet.

LifeShine Full

The number of Full LifeShine warranties produced by this dealer

LifeShine Exterior

The number of Exterior LifeShine warranties produced by this dealer/branch

Totals

The total number of combined Full and Exterior warranties produced by this dealer/branch

To view each warranty produced by this dealer/branch click on the “View” button.

You will then be presented with a quick summary of warranties registered by the branch/dealer you have chosen With the option to view the original PDF warranty generated for each warranty registered.

2.6 Warranty Search

To view specific warranties created by anyone within your user group, simply click on the Warranty Search tab in the main navigation area.

You will then be asked to input some information relating to the original warranty registration, this information can be found on the warranty document itself or would have been provided immediately after you produced the warranty. (Please see the section dealing with Registration Confirmation above)

The information you will need to provide in order to find a warranty is as follows:

LifeShine Code

Generated at time of original registration

Vehicle Registration.

This must match the original registration number you used to create the warranty.

VIN Number.

This must match the original registration number you used to create the warranty

or

Original Warranty Number

The number which was provided with the original product

Once this information has been provided you will be able to re-print the original warranty document