



Warranty Information

General Communication

Number: VWC-12-21

Subject: WISE Operations Webinar Registration

Date: Oct. 9, 2012

This document conveys
Volkswagen Warranty general
information.

Volkswagen Warranty is pleased to announce an additional training webinar that will be taking place for the Operations section on the WISE website. The webinar is offered **Friday, October 12, 2012 from 3:00 PM – 3:30 PM EDT.**

The Operations section will allow Volkswagen Dealers to submit authorization requests for:

- 1) Goodwill claims above the Dealer's self-authorization limit and
- 2) Campaign claims with consequential damage.

Please register for the session through the Volkswagen University Certification Resource Center (CRC), **Course 708326 - Volkswagen Warranty Info and Service Evaluation Webinar.**

Once registered, you will receive an email confirming your registration along with the information you need to join the Webinar.

System Requirements

PC-based attendees: Required: Windows® 7, Vista, XP or 2003 Server

Mac®-based attendees: Required: Mac OS® X 10.5 or newer

Mobile attendees: Required: iPhone®, iPad®, Android™ phone or Android tablet

Additional Training

Additionally, user guides for the Operations Section are available on WISE under Resource Center > Dealer Processes & Guides > Warranty Information and Service Evaluation (WISE) > *Goodwill Authorization for Claims Exceeding the Dealer's Self-Authorization Limit* and *Campaign Authorization for Claims with Consequential Damage.*