

Warranty Information

Warranty Communication

Subject: Audi Warranty Online Operations: Doc-IT Module
Attach Claim Specific Documents
U.S., Puerto Rico Dealers

Number: AWC-15-34

Date: Dec 01, 2015

This document conveys General Information from Audi Warranty

As announced in the Dealer Regional Conference Calls in November, the new Audi Warranty Online Operations module, Doc-IT, is launched.

The module allows claim specific documents to be placed in Audi Warranty Online where the Warranty Claim Specialists can view them, and for dealer Service personnel, eliminates the time-consuming process of faxing or emailing requested documents. There is capability to archive the documents so all users may retrieve them at a later time if necessary.

The process to place the documents is simple; just enter the Repair Order number and VIN, then attach the documents. Doc-IT written and video instructions are published in the Audi Warranty Online Resource Center. (The written instructions accompany this document.)

Questions or concerns may be directed to Audi Warranty at 866.677.2834 or AudiWarranty@audi.com.

Warranty Information

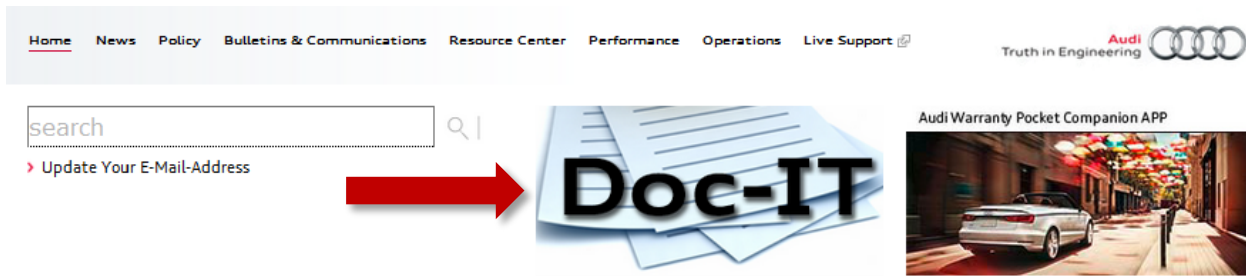
Warranty Communication

Date: November 30, 2015

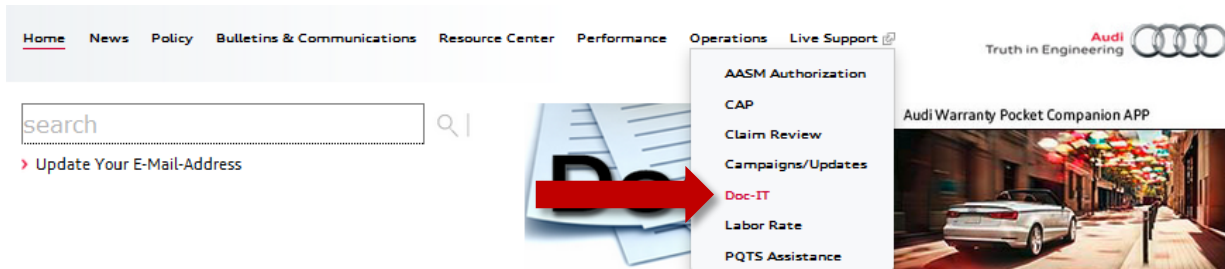
Subject: Doc-IT User Instructions

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To access Doc-IT, click on the image from the home page or navigate to the Operations section and click on Doc-IT.



Or:



Next, fill in the required fields; RO Number, VIN number, and select an attachment. Multiple attachments may be selected for each upload by clicking the “Browse” button again after selecting the first file.

Add document	Doc-IT	Archived
<p>Add document</p> <p>RO number*: <input type="text"/></p> <p>VIN*: <input type="text"/></p> <p>Attachment*: <input type="button" value="Browse..."/> No file selected.</p> <p> Send Save entry </p>		

When all the necessary information is entered, click “Send” and the files will be available for Audi Warranty to review. If the files are not ready to be sent, click “Save entry” and the information will be saved to complete later.

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The Doc-IT tab will list the file which is sent or saved. Those that have been sent will have a “Yes” under the “Uploaded” heading and a date under “Uploaded date”. The files which have been saved for later, will have a “No” under the “Uploaded” heading and no upload date.

Add document

Doc-IT

Archived

Doc-IT

Date from:
Date to:
RO number:
VIN:

Search

Information

Uploaded	RO number	VIN	Upload date	Participant
Yes	12345	12345678912345678	11/18/2015	
No	12345	12345678912345678	-	

To complete a saved entry, click on either the “No” or the “RO Number”, add the remaining files and click “Send”. Entries may be deleted from a saved status but will not have this capability once they have been sent.

The short Full Throttle video titled *Doc-IT* is available for reference when using the Doc-IT application. It is located in the Resource Section of the Audi Academy's Video Portal.

Questions about Doc-IT may be directed to Audi Warranty 866.677.2834 or AudiWarranty@audi.com.