



Warranty Information

Warranty Parts Return Center Communication

Number: VWR-15-05

Subject: Warranty Parts Portal (WPP) FAQ

Date: Dec. 07, 2015

This document conveys
Volkswagen Warranty Parts
Return Center information.

Frequently Asked Questions (FAQ):

- 1. What should I set up before using the Warranty Parts Portal (WPP) for the first time?**
The Dealer Profile must be filled in before you can ship parts. The Primary Part Manager's Name and Phone number are required fields and must be updated as necessary. You must also make sure to add a Package Ready Time, a Company Closing Time, and a Pickup Location. Make sure to leave at least a five-hour time window between the Package Ready Time and the Company Closing Time to ensure a pickup can be scheduled.
- 2. How does someone receive access to the Warranty Parts Portal (WPP)?**
At the time of the launch, all the authorized users of WPSP were automatically granted access to the new WPP. Any new users must have the *WPP_Dealer* role assigned by your extranet administrator at your dealership.
- 3. Which Internet browser should be used with the Warranty Parts Portal (WPP)?**
Internet Explorer 11 (IE11). In earlier versions of IE, or in other browsers, some functions of the WPP may be missing or not working. Your dealership should already have IE11 installed as it is also required to run ElsaPro.
- 4. Why am I unable to change some of the information in my Dealer Profile?**
Some information is directly tied to the FedEx account and can only be changed by an administrator. Contact the WPRC to update this information.
- 5. What do I do with requests that were in the Warranty Parts Shipping Portal?**
All requests in the WPSP must be shipped by the launch date of the WPP. Requests not shipped on time will be debited and can be resubmitted **only if you still have the requested part.**
- 6. Where do I find the Warranty Part Return Document (WPRD) for requests?**
To print the WPRD, click the small check box on the request line and then click the blue Print button. The WPRD will pop up as a PDF, ready to be printed.
- 7. How does FedEx know if there is a Ground or Freight package ready for pick-up?**
Pickup requests for FedEx Ground and Freight are automatically scheduled for the next business day as soon as the shipping documents are processed for a request in the WPP.



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- 8. What is the best method to ensure that my parts will be picked up by FedEx the next day?**
1. Print out the Warranty Part Return Document
 2. Locate and package the part
 3. Click the Ship button located in the expanded line of the request
 4. The FedEx label will be generated and a pickup will be scheduled for the next business day for Ground and Freight packages
- 9. My FedEx Ground/Freight package was not picked up as scheduled, how can I schedule a new pickup time?**
- a. **FedEx Ground (HAZMAT):** Manually schedule a pickup for the next business day in the Warranty Parts Portal through the Dealer Profile section > Manual Pickup Scheduling.
 - b. **FedEx Freight:** Call FedEx directly at 1-(800)-GoFedEx (1-(800)-463-3339) to set up a new pickup time. Have a copy of the Bill of Lading on hand for reference.
- 10. My dealership does not have daily FedEx Express pickups. Can I schedule one using the WPP?**
- A FedEx Express pickup can be scheduled manually in the Warranty Parts Portal through the Dealer Profile section > Manual Pickup Scheduling.
- 11. Can anyone process a HAZMAT part?**
- NO.** Only a HAZMAT-certified employee can package, print labels and process HAZMAT requests.
- 12. Where do I find the FedEx Ground shipping documents?**
- For a HAZMAT part, an OP-900, OP-950, and a FedEx Ground shipping label will all display on the screen for printing as soon as the Ship button is clicked.
- 13. My FedEx labels were damaged/lost. Where can I go to reprint them?**
- As long as the Part Transition Status of a claim is still "Pending Pickup", all of the necessary FedEx labels can be reprinted using the Reprint button in the expanded line of a request.
- 14. How do I inform the WPRC if I do not have a part to return for this request?**
- You will need to send a WPRC Assistance Email. Select the appropriate Reason from the drop-down list and provide a detailed explanation for why there is not a part to return. You should also include any necessary documents.
- 15. How do I request the return of a warranty part if a claim was rejected?**
- Once the claim has entered a "To be Debited" or "Debited" status, you may use the WPRC Assistance Email link to request the part back. See section 2.5.2.3 of the *Volkswagen Warranty Policy & Procedures Manual* regarding manufactured parts.
- 16. How do I attach multiple documents that were requested by the WPRC?**
- Currently only one document can be attached.
1. Send the first document using the Dealer Communication screen.
 2. Attach the other document in a WPRC Assistance Email and select the Reason: Additional Documentation.



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17. Why can I no longer see the Part Destruction and Core and Disposition Report in My Dealership Reports & Publications?

You can now run a Scrap or Core report through the Warranty Parts Portal > Home Screen > Scrap/Core tab at any time, instead of waiting for a weekly report.

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.