



Volkswagen

Warranty Information

General Communication

Number: VWC-16-05

Subject: **WISE Operations Tab: Launch of *Doc-IT* and *Estimate Verification Request***

Date: Oct. 17, 2016

This document conveys
Volkswagen Warranty general
information.

Volkswagen Warranty is pleased to announce the launch of two new modules in the *Operations* Tab of the Warranty Information and Service Evaluation (WISE) Website. The new modules, entitled *Doc-IT* and *Estimate Verification Request*, were developed to greatly improve dealers' day-to-day warranty activities as well as create transparency between Volkswagen Warranty and the dealer. Both modules will replace the existing email/fax processes for sending all documentation (i.e. SAGA claim documentation, body shop estimates, invoices, final repair orders); however, the communication process through the Warranty Parts Portal remains.

Doc-IT is for claim specific documents, which are requested through SAGA, to be uploaded in WISE.

Estimate Verification Request is for the paint and corrosion process. It is designed to easily upload body shop estimates and supplemental repair requests. Dealers will also be able to obtain the warranty allowance and SAGA claim coding in the Estimate Verification Request module from Volkswagen Warranty.

Noteworthy Benefits:

- User-friendly.
- Complete visibility of uploaded documents.
- Validation of delivered documents, removing uncertainty.
- Clearly identified dealer information associated with dealer documents.
- Time efficiency to upload documents instead of faxing/emailing.
- Eliminate duplicate document transmissions.
- Supplemental paint/corrosion repair requests can be sorted by Volkswagen Warranty for prioritization.
- Minimize sending documentation to both the Warranty Support Specialist and WPRC.

Step-By-Step Process Guides for both *Doc-IT* and *Estimate Verification Request* are attached to this communication for reference. The guides are also available on WISE in the Resource Center under Dealer Processes & Guides > Warranty Information and Service Evaluation (WISE).

Questions

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



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Doc-IT

Process Guide for Dealers



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WISE Operations Section – Doc-IT

Doc-IT Process

Doc-IT allows claim specific documents to be placed in WISE where corporate Warranty personnel can view them. For dealer Service personnel, it eliminates the time-consuming process of faxing or e-mailing requested documents to Volkswagen Warranty. The process to place the documents in WISE is simple. On the *Doc-IT Add Documents* tab, enter the claim number, VIN, attach the document(s), and click “Send”.

Step 1 - Log into WISE

My Account | Contact | Help

Welcome | Log Out

My Page | All Apps | All Documents

Enter a Keyword Search

System Alerts

Click here for VOLKSWAGEN TDI Settlement Program

My Favorite Apps Edit

- Service
 - Alignment Worksheet
 - ElsaPro
 - GFF Paperless
 - Infotainment Worksheet
 - Pending Service Solutions(PSS)
 - ServiceNet
 - VW IQ
 - Volkswagen Special Tools and Equipment
 - ePDI
- Warranty
 - SAGA System
 - Warranty (WISE)
 - Warranty Parts Portal (WPP)

VOLKSWAGEN NEWS ON-DEMAND September Edition

My Document Topics Edit

- Calendar
- New Vehicle Sales
- Parts
- Product
- Service

Latest News

Sep 1, 2016, 8:00:15 PM EDT
VWGOA FOUNDATION
DONATES \$100,000 TO
AMERICAN RED CROSS
TO AID LOUISIANA FLOOD

Messages

TDI Dealer Asset Communication 9.6.2016 Sep 6, 2016, 11:15:53 AM EDT
Please see attachment for more information.



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Step 2 - Select *Operations*



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News | Policy Manual | Bulletins & Communications | Resource Center | Performance | **Operations**

Document title text



News

Policy Manual

Bulletins & Communications

What's New

- ▶ The Warranty Helpline will be closing for the Labor Day Holiday
- ▶ Updated Warranty Support Specialist Information REVISED

Resource Center

Performance

Operations

Contact Us



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Step 3 - Select *Doc-IT* and Complete the *Add Documents* Tab Information

Add Documents Tab

The screenshot shows the Volkswagen Doc-IT interface. On the left is a sidebar with a list of options: Goodwill Exception Request, Warranty Repair Acceptance, Campaign Authorization, Campaign/Update/Recall Closure, Dealer Labor Rate Information, **Doc-IT** (highlighted with a red box), Estimate Verification Request, Contact Us, Profile, and Home. The main content area is titled 'Add Document(s)' and has three tabs: 'Add Document(s)' (highlighted with a red box), 'Uploaded Documents', and 'Archived'. Below the tabs are input fields for 'Claim Number*:' and 'VIN*:', each with a text box. Below these is a section titled 'Attach Documents (Maximum 10):' containing an 'Attachment*:' label, a text box, and a 'Browse...' button. Below the attachment section is a 'Type of Document:' label and a text box. At the bottom of the form are two buttons: 'Send' and 'Save Entry', both highlighted with red boxes. An arrow points from the 'Notes' section below to the 'Doc-IT' option in the sidebar.

Notes:

- ▶ Enter claim number and VIN
- ▶ Attach document(s)
- ▶ Enter the type of document(s) (optional)
- ▶ Click [Send](#) or [Save Entry](#)



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Send or Save Entry

If “Send” is selected in the *Add Documents* tab, WISE generates a **“Thank you for your submission!”** confirmation message. The files are then available for Volkswagen Warranty to review. If the files are not ready to be sent, click “Save Entry” and the information will be saved to complete later. Files that have been “Sent” or “Saved” will then move to the *Uploaded Documents* tab.

 Volkswagen

News | Policy Manual | Bulletins & Communications | Resource Center | Performance **Operations**

Document title text

[Live Chat](#)

Goodwill Exception Request

Warranty Repair Acceptance

Campaign Authorization

Campaign/Update/Recall Closure

Dealer Labor Rate Information

Doc-IT

Estimate Verification Request

Contact Us

Profile

Home



Add Document(s) | [Uploaded Documents](#) | [Archived](#)

Document

Thank you for your submission!

Dealer Number:	123456
Dealer Name:	Anywhere Volkswagen
Participant:	Doe, John
Date:	09/23/2016 04:24PM
Claim Number:	33321
VIN:	12345678945612345
Attachment:	1.docx
Type of Document:	Repair Order

[Back](#)

Confirmation Message



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Uploaded Documents Tab

The *Uploaded Documents* tab lists the files which are “Sent” or “Saved”. To complete a “Saved” entry, select it from the *Doc-IT Search Results*, add the remaining information, and click “Send”.

Entries may be deleted from a “Save” status but will not have this capability once they have been “Sent”.

Goodwill Exception Request
Warranty Repair Acceptance
Campaign Authorization
Campaign/Update/Recall Closure
Dealer Labor Rate Information
Doc-IT
Estimate Verification Request

Doc-IT Search Filters

Date From:
Date To:
Claim Number:
VIN:

Search

Doc-IT Search Results

Uploaded	Claim Number	VIN	Upload Date	Participant
Saved	00000	12345678901234567	-	Doe, John
Sent	12345	12345678901234567	07/14/2016	Doe, John
Sent	12345	12345678901234567	08/09/2016	Doe, John

Search

A restricted search may be performed by using any combination of the four fields available.

Or simply click on [Search](#) and then scroll through the list of *Doc-IT Search Results* and select one to view the details.



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Archived Tab

Entries in the *Uploaded Documents* tab automatically move to the *Archived* tab after 90 days.

The screenshot shows the Volkswagen portal interface. At the top, there is a navigation bar with the Volkswagen logo, a 'Live Chat' button, and a search bar. Below the navigation bar, there is a sidebar with various links: 'Goodwill Exception Request', 'Warranty Repair Acceptance', 'Campaign Authorization', 'Campaign/Update/Recall Closure', 'Dealer Labor Rate Information', 'Doc-IT' (highlighted with a red box), 'Estimate Verification Request', 'Contact Us', 'Profile', and 'Home'. The main content area is titled 'Archived Search Filters' and contains four input fields: 'Date From:', 'Date To:', 'Claim Number:', and 'VIN:'. A 'Search' button is located below these fields. The 'Archived Search Results' section below the filters shows 'No entries available.'

Search

A restricted search may be performed by using any combination of the four fields available.

Or simply click on [Search](#) and then scroll through the list of *Archived Search Results* and select one to view the details.

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Estimate Verification Request
Process Guide for Dealers



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WISE Operations Section – Estimate Verification Request

Estimate Verification Request Process

Estimate Verification Request replaces the paint/corrosion email/fax process to submit body shop estimates to Volkswagen Warranty for verification and to obtain correct SAGA claim coding.

Step 1 - Log into WISE

My Account | Contact | Help

Welcome | Log Out

My Page | All Apps | All Documents

Enter a Keyword Search

System Alerts

Click here for VOLKSWAGEN TDI Settlement Program

My Favorite Apps Edit

Service

- Alignment Worksheet
- ElsaPro
- GFF Paperless
- Infotainment Worksheet
- Pending Service Solutions(PSS)
- ServiceNet
- VW IQ
- Volkswagen Special Tools and Equipment
- ePDI

Warranty

- SAGA System
- Warranty (WISE)**
- Warranty Parts Portal (WPP)

My Document Topics Edit

- Calendar
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- Service

Latest News

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TDI Dealer Asset Communication 9.6.2016 Sep 6, 2016, 11:15:53 AM EDT
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Step 2 - Select *Operations*



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 Live Chat

Warranty Information and Service Evaluation (WISE)



News

Policy Manual

Bulletins & Communications

What's New

- ▶ The Warranty Helpline will be closing for the Labor Day Holiday
- ▶ Updated Warranty Support Specialist Information REVISED

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Step 3 - Select *Estimate Verification Request* and Submit the Request

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Document title text search

Live Chat

Goodwill Exception Request

Warranty Repair Acceptance

Campaign Authorization

Campaign/Update/Recall Closure

Dealer Labor Rate Information

Doc-IT

Estimate Verification Request

Contact Us

Profile

Home

Estimate Verification Request Pending Awaiting Correction(0) Completed Archived

Paint or Corrosion Estimate Verification Request

All fields are required for successful processing of the request.

Dealer Number:

Contact Name*:

Contact E-mail*:

Repair Order Number*:

Service Number*:

VIN*:

Description of Concern and WISE
Warranty Repair Acceptance
Tracking Number and/or Technical
Bulletin Number*:

Is this a Supplement to an Existing
Repair?*:

Attach Digital Documents and/or
Images (Maximum 10)*: Browse...

Submit

Notes:

- ▶ **Complete All Fields**
All fields are required to be completed for successful processing of the request.
- ▶ **Attach Digital Documents and/or Image(s)**
- ▶ **Click [Submit](#)**
Assuming there are no input errors when [Submit](#) is clicked, the request automatically moves to the *Pending* tab.



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Pending Tab

After the Estimate Verification Request is submitted, a tracking number is assigned to it and the request moves to the *Pending* tab. A request in the *Pending* tab is awaiting action by Volkswagen Warranty personnel. While in this status, Volkswagen Warranty will review and respond to the request. Volkswagen Warranty will (1) Accept the request, (2) Decline the request, or (3) Request additional/corrected information from the dealer.

The screenshot shows the Volkswagen Warranty system interface. On the left is a navigation menu with options like 'Goodwill Exception Request', 'Warranty Repair Acceptance', 'Campaign Authorization', 'Campaign/Update/Recall Closure', 'Dealer Labor Rate Information', 'Doc-IT', 'Estimate Verification Request' (highlighted with a red box), 'Contact Us', 'Profile', and 'Home'. The main content area has a top navigation bar with 'News', 'Policy Manual', 'Bulletins & Communications', 'Resource Center', 'Performance', and 'Operations' (highlighted with a red box). Below this is a search bar with 'Document title text' and a 'search' button. The main content area is titled 'Pending Requests Search Filters' and includes a 'Select filters and click search.' section with input fields for 'VIN:', 'Repair Order Number:', 'Service Number:', 'Tracking Number:', and a dropdown for 'Is this a Supplement to an Existing Repair:'. Below the filters is a 'Search' button. The 'Pending Requests Search Results' section displays a table with columns: Tracking Number, Submission Date, VIN, Repair Order Number, Service Number, and Supplement. The table contains four rows of data, with the first row highlighted by a red box. An arrow points from the 'Estimate Verification Request' link in the left menu to the 'Search' button.

Tracking Number	Submission Date	VIN	Repair Order Number	Service Number	Supplement
E20160930002	09/30/2016	12345678945612345	12345	5055	No
E20160922003	09/22/2016	12345678978978978	45612	5055	Yes
E20160922002	09/22/2016	12345678945612378	12345	1510	No
E20160908002	09/08/2016	12345678978945612	55511	5055	No

Search

A restricted search may be performed by using any combination of the five fields available.

Or simply click on [Search](#) and then scroll through the list of *Pending Requests* and choose one.

Select the tracking number to view details of an individual request.



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Awaiting Correction Tab

Estimate Verification Requests appear in the *Awaiting Correction* tab when Volkswagen Warranty requests additional/corrected information from the dealer. When this occurs, WISE generates an email to the dealer requestor indicating that additional/corrected information is requested (see *Dealer Emails* on page 7).

Once the additional/corrected information provided by the dealer is satisfactory, Volkswagen Warranty has two options to move the Estimate Verification Request forward.

- (1) Accept the Estimate Verification Request, or
- (2) Decline the Estimate Verification Request.

The number of requests awaiting correction for the dealer is shown in parentheses next to the *Awaiting Correction* tab title.

The screenshot shows the Volkswagen WISE system interface. On the left is a navigation menu with the Volkswagen logo at the top. The menu items include: Goodwill Exception Request, Warranty Repair Acceptance, Campaign Authorization, Campaign/Update/Recall Closure, Dealer Labor Rate Information, Doc-IT, and Estimate Verification Request (which is highlighted with a red box and an arrow pointing to the 'Search' button). Below the menu are links for Contact Us, Profile, and Home. The main content area has a top navigation bar with 'News | Policy Manual | Bulletins & Communications | Resource Center | Performance | Operations' (where 'Operations' is highlighted with a red box). There is a search bar with the text 'Document title text' and a 'search' button. Below this is a 'Live Chat' button. The main content area displays the 'Awaiting Correction Requests Search Filters' section. It has tabs for 'Estimate Verification Request', 'Pending', 'Awaiting Correction(1)' (highlighted with a red box), 'Completed', and 'Archived'. Below the tabs is a section titled 'Awaiting Correction Requests Search Filters' with the instruction 'Select filters and click search.' There are five input fields: 'VIN:', 'Repair Order Number:', 'Service Number:', 'Tracking Number:', and 'Is this a Supplement to an Existing Repair:' (with a dropdown arrow). A 'Search' button is below these fields. Below the search filters is a section titled 'Awaiting Correction Requests Search Results' which contains a table with the following data:

Tracking Number	Submission Date	VIN	Repair Order Number	Service Number	Supplement
E20160822001	08/22/2016	12345678912345678	55555	5055	No

Search

A restricted search may be performed by using any combination of the five fields available.

Or simply click on [Search](#) and then scroll through the list of *Awaiting Correction Requests* and choose one.

Select the tracking number to view details of an individual request.



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Dealer Emails

WISE automatically generates an email to the dealer requestor within the Estimate Verification Request process when:

- Volkswagen Warranty requests additional/corrected information regarding a request. (Requests that require additional/corrected information move to the *Awaiting Correction* tab. Once the dealer corrects the request and clicks “submit”, the request moves back to the *Pending* tab.)
- A decision is made on a request by Volkswagen Warranty, either “Accepted” or “Declined”. (Once a decision is made on a request, it moves to the *Completed* tab.)

Email Structure

All emails generated by WISE to the dealer requestor (a request for additional/corrected information, an “Accepted” decision or a “Declined” decision) have a similar structure. They each have:

- A subject line that describes the email notification
- The Estimate Verification Request details with the tracking number

Below is an example of a dealer email for an Estimate Verification Request that was “Accepted” by Volkswagen Warranty.

Subject: Dealer 12345 VIN 12345678912345678 Estimate Verification Request has been Accepted

The following Estimate Verification Request has been accepted.

Dealer: 123456 Anywhere Volkswagen
VIN: 12345678912345678
Supplement to an Existing Repair: No

Repair Order Number: 12345
Service Number: 5055
Contact Name: Doe, John

Request Decision: Accepted
Decision Remarks: Absolutely perfect!

Log into WISE and search for the request in the Completed tab for details.

Tracking Number: E20160907005

This email was automatically generated by WISE.



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Completed Tab

After an “Accepted” or “Declined” decision is made by Volkswagen Warranty, the requestor is notified through an email generated by WISE and the request moves to the *Completed* tab (see *Dealer Emails* on page 7).

From this tab, the dealer may search for any request that was completed in the last 90 days.

The screenshot shows the Volkswagen WISE system interface. At the top, there is a navigation bar with the Volkswagen logo, a 'Live Chat' button, and a search bar. Below the navigation bar, there is a sidebar with a list of menu items: 'Goodwill Exception Request', 'Warranty Repair Acceptance', 'Campaign Authorization', 'Campaign/Update/Recall Closure', 'Dealer Labor Rate Information', 'Doc-IT', 'Estimate Verification Request' (highlighted with a red box), 'Contact Us', 'Profile', and 'Home'. The main content area is titled 'Completed Requests Search Filters' and features a search bar with the text 'Document title text' and a 'search' button. Below the search bar, there is a section for 'Select filters and click search.' with five input fields: 'VIN:', 'Repair Order Number:', 'Service Number:', 'Tracking Number:', and 'Is this a Supplement to an Existing Repair:'. A red box highlights the 'Completed' tab in the top navigation bar, and an arrow points from the 'Estimate Verification Request' menu item to the search filters section.

Search

A restricted search may be performed by using any combination of the five fields available.

Or simply click on [Search](#) and then scroll through the list of *Completed* requests and choose one.

Select the tracking number to view details of an individual request.



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Archived Tab

After 90 days, all the Estimate Verification Requests in the *Completed* tab automatically move to the *Archived* tab.

The screenshot shows the Volkswagen Operations portal. The left sidebar contains links: Goodwill Exception Request, Warranty Repair Acceptance, Campaign Authorization, Campaign/Update/Recall Closure, Dealer Labor Rate Information, Doc-IT, Estimate Verification Request (highlighted with a red box), Contact Us, Profile, and Home. The top navigation bar includes News, Policy Manual, Bulletins & Communications, Resource Center, Performance, and Operations (highlighted with a red box). The main content area is titled 'Archived Requests Search Filters' and includes a search filter section with fields for VIN, Repair Order Number, Service Number, Tracking Number, and a dropdown for 'Is this a Supplement to an Existing Repair'. A 'Search' button is at the bottom of the filter section. A black arrow points from the 'Search' text below to the 'Search' button.

Search

A restricted search may be performed by using any combination of the five fields available.

Or simply click on [Search](#) and then scroll through the list of *Archived* requests and choose one.

Select the tracking number to view details of an individual request.