User Guide

KSR Group GmbH – DEALERSPACE

Version 2.0

1.   INTRODUCTION

This introduction gives you an overview over the key features and benefits of KSR Group's dealer portal as well as the system requirements and installation process.

1.1.   FEATURES OF THE DEALER PORTAL

The dealer portal will facilitate and accelerate the processing of

- Spare part orders
- Warranties
- Dealer information etc.

To use the portal, a password and a user name must be requested. You can get the information by sending an email to

onlinesupport@ksr-group.com

The email must contain your name and costumer ID. Normally, you will receive your login data within seven business days.

If you have forgotten your password or need a new one for other reasons, also contact the provided email address.

1.1.1. Benefits
- Faster processing of your orders and warranty claims with less work for you and us.
- In the Online Shop, you can easily and conveniently search for items, select them and order them immediately.
- Warranty Handling allows you to quickly and easily process warranty claims. With the graphic interface, you always have an overview of all pending and completed claims.
- The news feed keeps you up to date about new products and prices.

1.1.2. System Requirements
All you need to use our portal is a current browser and Adobe® Acrobat Reader, which is available as a free download at https://acrobat.adobe.com.

CAUTION: Older browsers can have problems with the functionality of the portal and only allow limited use. Furthermore, we recommend broadband internet access. With a slow modem connection, you might have long waiting times. This will not affect the use of the portal.

1.1.3. Installing the Portal

Since the Trader Portal is a pure online solution, you don't need to install any software except for the Adobe® Acrobat Reader.

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2. GETTING STARTED

Before you can login to the Dealer Portal for the first time, it is important you request your personal login data. You can find more information about this in the introduction.

2.1. THE EMAIL

After you have been successfully integrated into our ERP System, you will receive an email with a link to our Dealer Portal and your access data.

The password will be generated automatically and sent to you. KSR Group GmbH has no influence on your password and will not have any knowledge of it.

2.2. LOGGING IN

After you have opened **shop.ksr-group.com**, the login window for the dealer portal pops up. This is where you need your login data, which were sent to you via email.

Enter your user name (XXXXXX) in the top field and your password in the bottom field. For security

reasons, your password will only be displayed as ********.
The "**Remember**" button will save your data. Confirm your data with the **Return** key or the "**Login**" button.

2.3. FORGOT YOUR PASSWORD?

If you forget your password, you can request a new one. Just click on "Forgot your password?" Enter your user name in the text box that will appear and click "Submit". Within ten minutes, you will receive a link to reset your password in an email to your contact address.
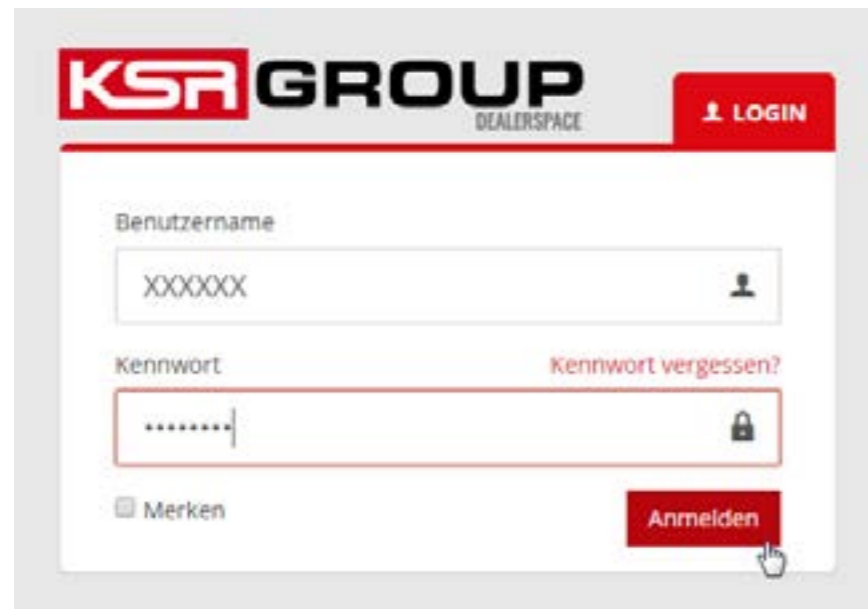
After successfully logging in, you are redirected on the portal's home page, which gives you an overview on all news. It also takes you to all further steps.
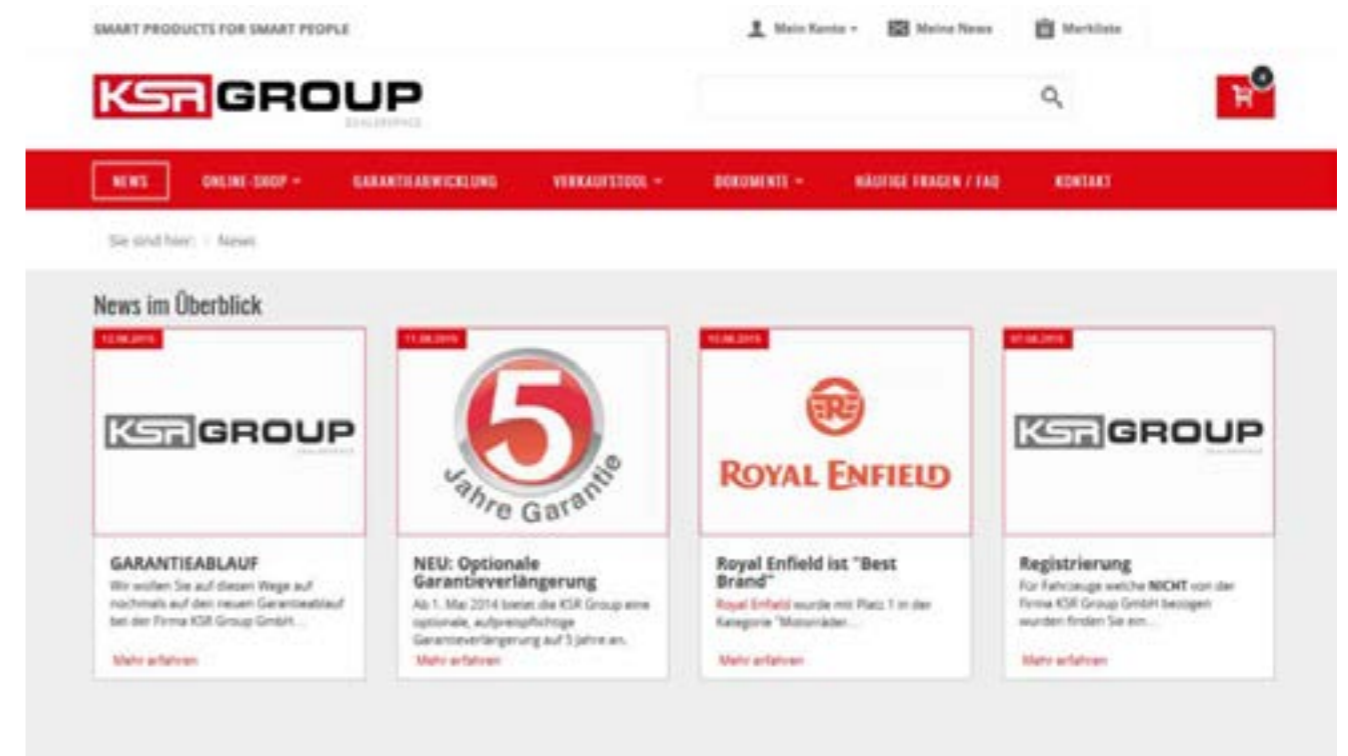
The top screen has the following buttons: "My Account", "My News", "Quick Access List", the search field, and the "Shopping Cart". A little further down, you can see all the features available in the portal. They include "News", "Online Shop", "Warranty Handling", "Sales Tool", "Documents", "FAQ" and "Contact".

3. ONLINE SHOP

In the Online Shop, you can order spare parts for all brands and models distributed by KSR Group in just a few simple steps. Just hover your mouse over the "Online Shop" button in the upper menu and click "Spare Parts".

3.1. SPARE PARTS

Now you can browse spare parts for all KSR Group vehicles. There are three options for your search:

- Search by VIN
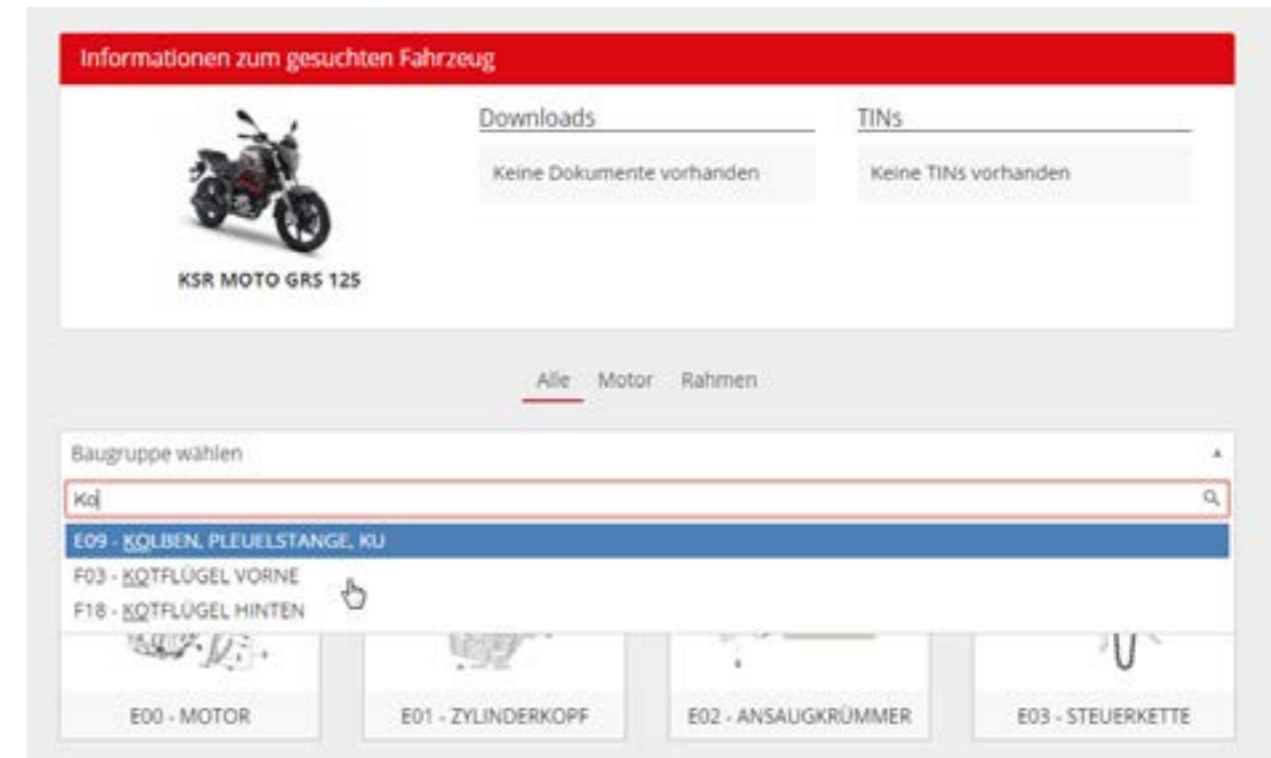- Search by Brand
- Search by Item Number

3.1.1. Search by VIN

One option is to search directly by a vehicles VIN (Vehicle Identification Number). Enter the first five digits of the number. If the vehicle is already in your database, the identification number will be completed automatically and available for you to select. Otherwise, please enter the complete VIN.


After confirming the number, you will see general information about the vehicle and all assembly groups. To further facilitate the search, you can filter the components by categories (e.g. "**Engine**" or "**Frame**"). This way, only the parts from the chosen category will be displayed.

You can also search for certain items by entering the relevant assembly group into the search field.

3.1.2. Search by Brand

Additionally, you can look for the right spare parts by entering brand, model and year of manufacturing. This might be helpful if e.g. you don't know the VIN.
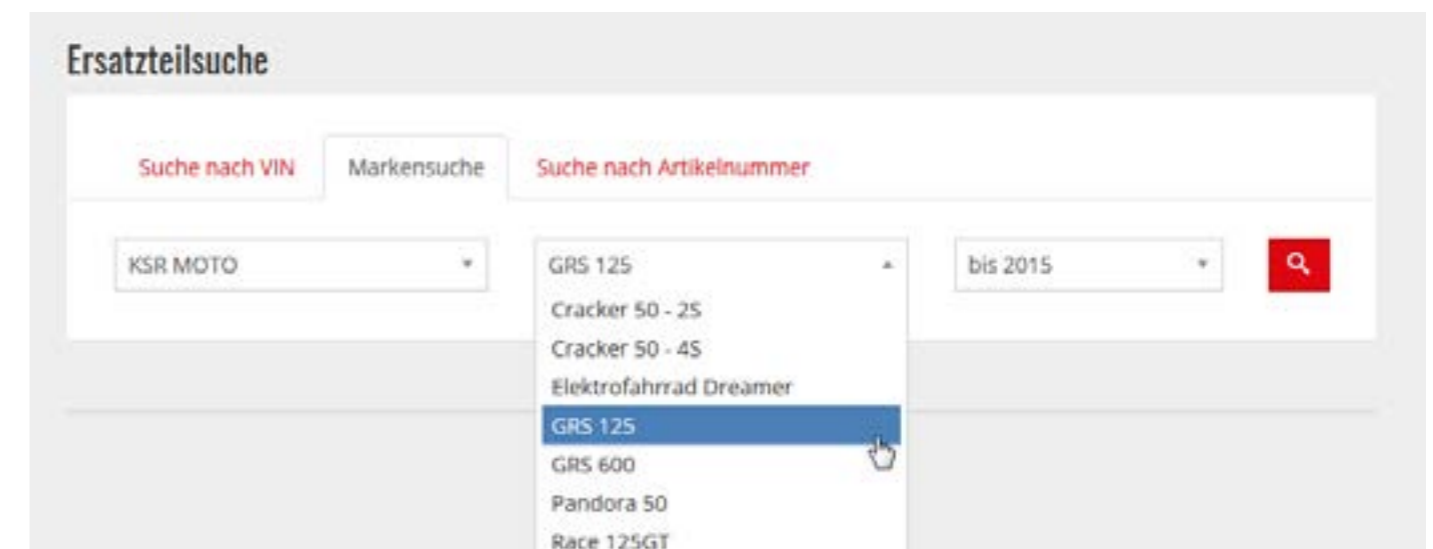
Just pick the right KSR Group brand from the selection and then choose the model and year. After clicking the "Search" button, all spare parts for the vehicle will be displayed. You can now proceed as described in 3.1.1. (after entering the VIN).

3.1.3. Search by Item Number

Searching by item number is the fastest way to find the right spare part. In this case, you start by entering the first five digits of the item number, which will be completed automatically like in the VIN search and give you several spare parts to choose from. Now pick the right item from the list. You will immediately be redirected to the selected spare part, where you can see more information (like all vehicles in which this spare part is used) with the "**+**" icon. You can also enter the required quantity (bearing availability in mind) and add it to your Shopping Cart or the Quick Access List.

The icons above the diagram allow you to zoom in, out and navigate in all directions using the arrows.

You can select spare parts and add them to your Shopping Cart or Quick Access List both in the text box and in the item list. If you click the Shopping Cart icon, the following message will appear:
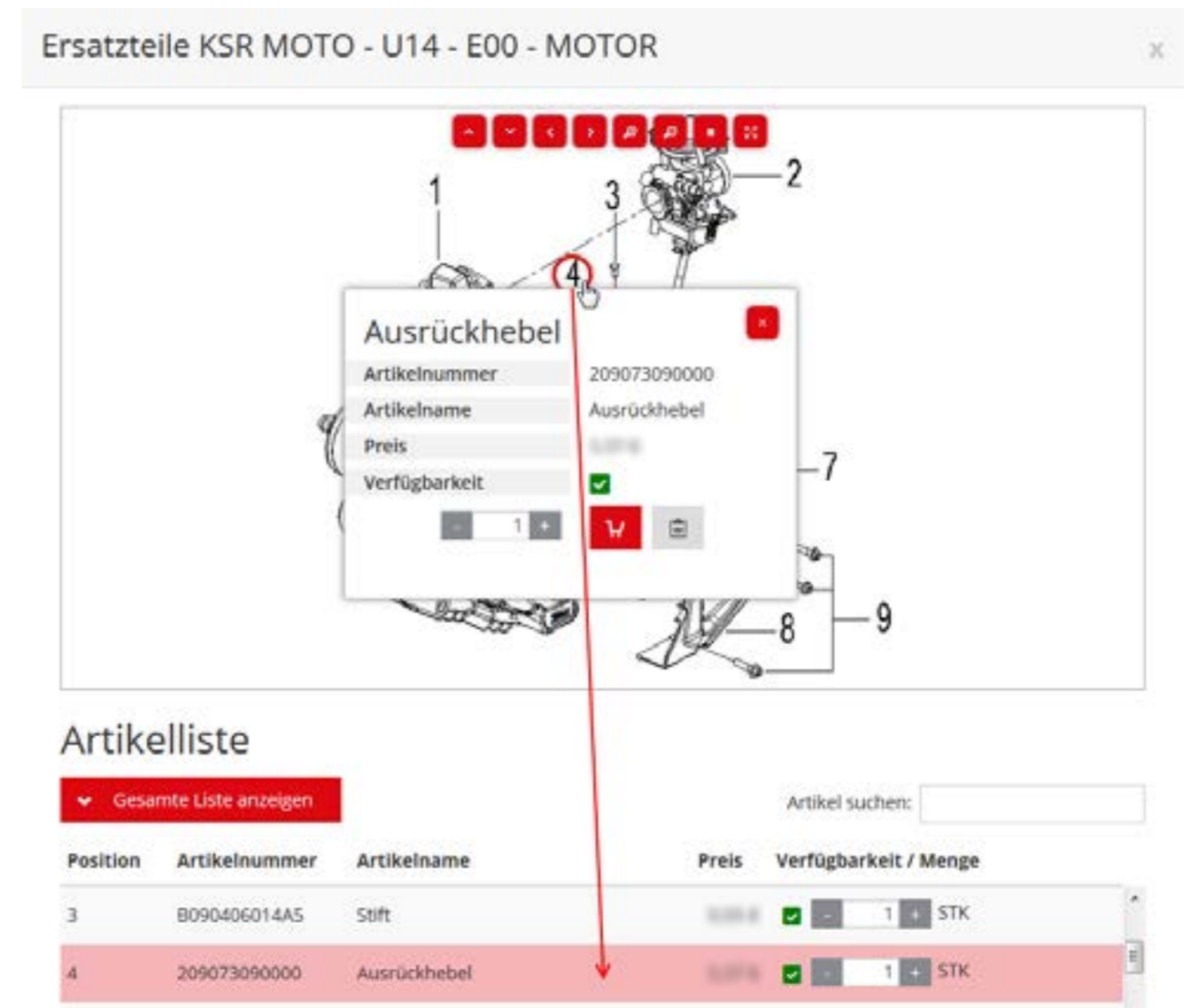
3.1.4. Selecting Spare Parts

If you search for spare parts by VIN or brand and model, you can select the right assembly group (e.g. Engine) by clicking on it. You will now see an exploded view including all components followed by a list of item numbers.

Each spare part has a number. Hovering over the part will color the corresponding line in the item list red, so you immediately get information about the part, like price and availability. Here you can also enter the required quantity.

Clicking on the number will open a text box with the same information and features as the article list below.

You can now decide if you want to add further items to your Shopping Cart or go there directly to see your selected items and finalize your order.

3.2. CSV ORDER UPLOAD

The portal offers another way of ordering spare parts under "Online Shop". This is the CSV order upload.
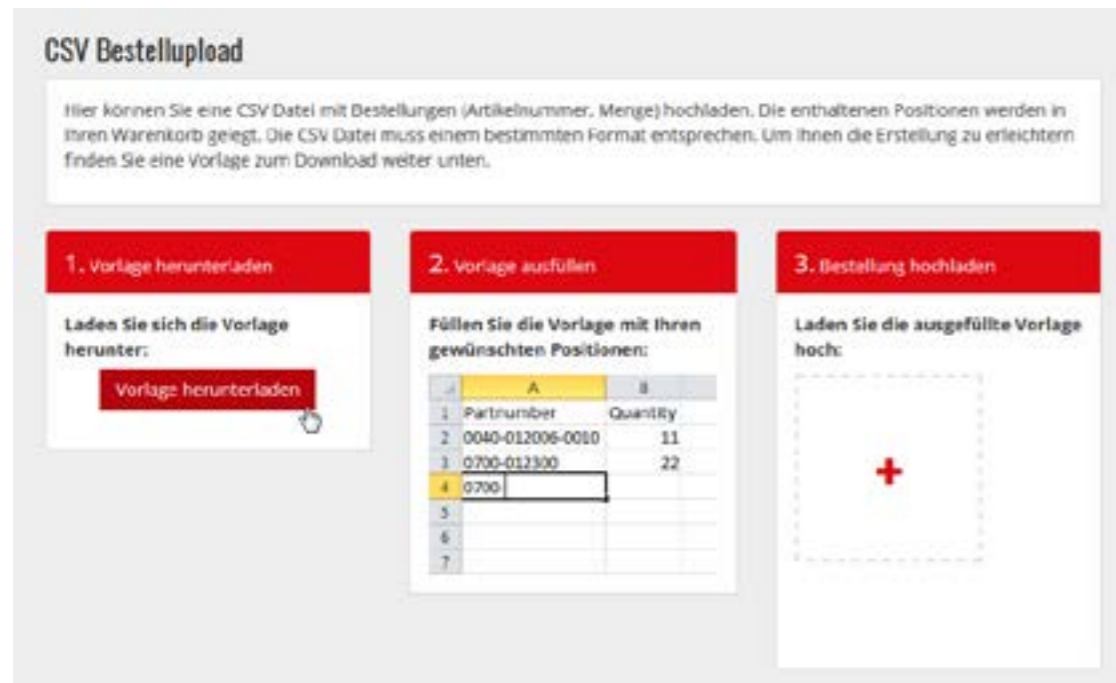
If you choose this option, you have to have entered the item numbers and quantities of all required items into the downloadable template. Upload the completed document and all listed items will automatically added to the Shopping Cart.

3.3. CLOTHING

You can also order clothing via the DEALERSPACE. To do this you can either choose from the offered brands (for example Royal Enfield) and product groups (jackets, trousers, accessories, etc.) or search directly for a specific product via the search bar.
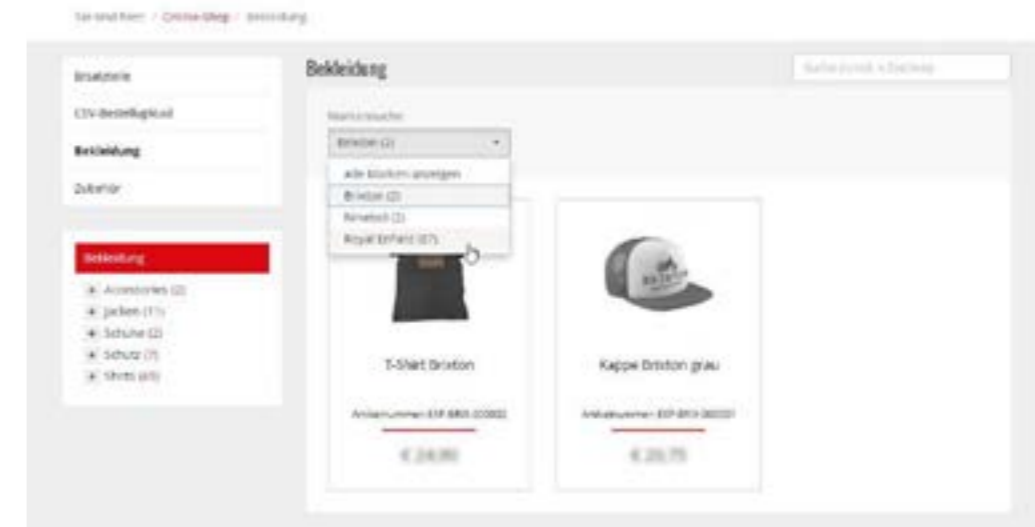
3.4. ACCESSORIERS

Under the point „Accessories" it is possible to buy a wide variety of additional items such as windscreens, trailers, exhaust systems etc. for the vehicles offered by the KSR Group.
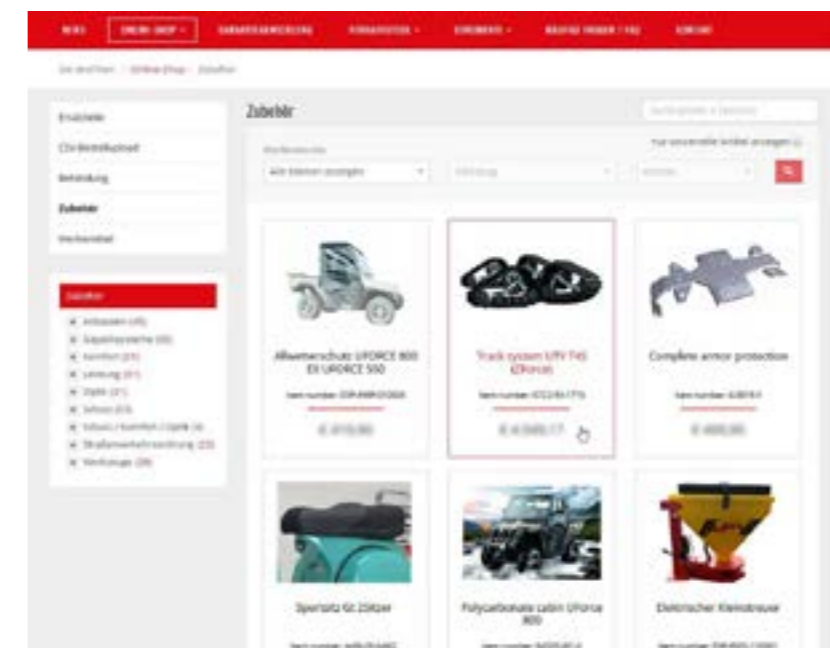
You can search for a particular product either in the displayed categories (attachments, luggage systems, etc.) or via the full-text search. Furthermore, one can also filter here for vehicle-specific accessories.

3.5. ADVERTISING MATERIALS

In addition to spare parts, clothing and accessories, you can also use the online shop for advertising material such as catalogs, banners and the like. for the brands offered by KSR.

4. QUICK ACCESS LIST AND SHOPPING CART

By clicking "Quick Access List" on the upper right screen of the home page, you can see all the items and quantities you have added before. You can either add those items to the Shopping Cart or delete them.

A little bit further down, you can see the Shopping Cart item showing the number of items in the Shopping Cart.

Clicking it will open the Shopping Cart. Here you can see all selected products and other important information like item number, description, list price, discount, unit price, availability, quantity, and purchase price.
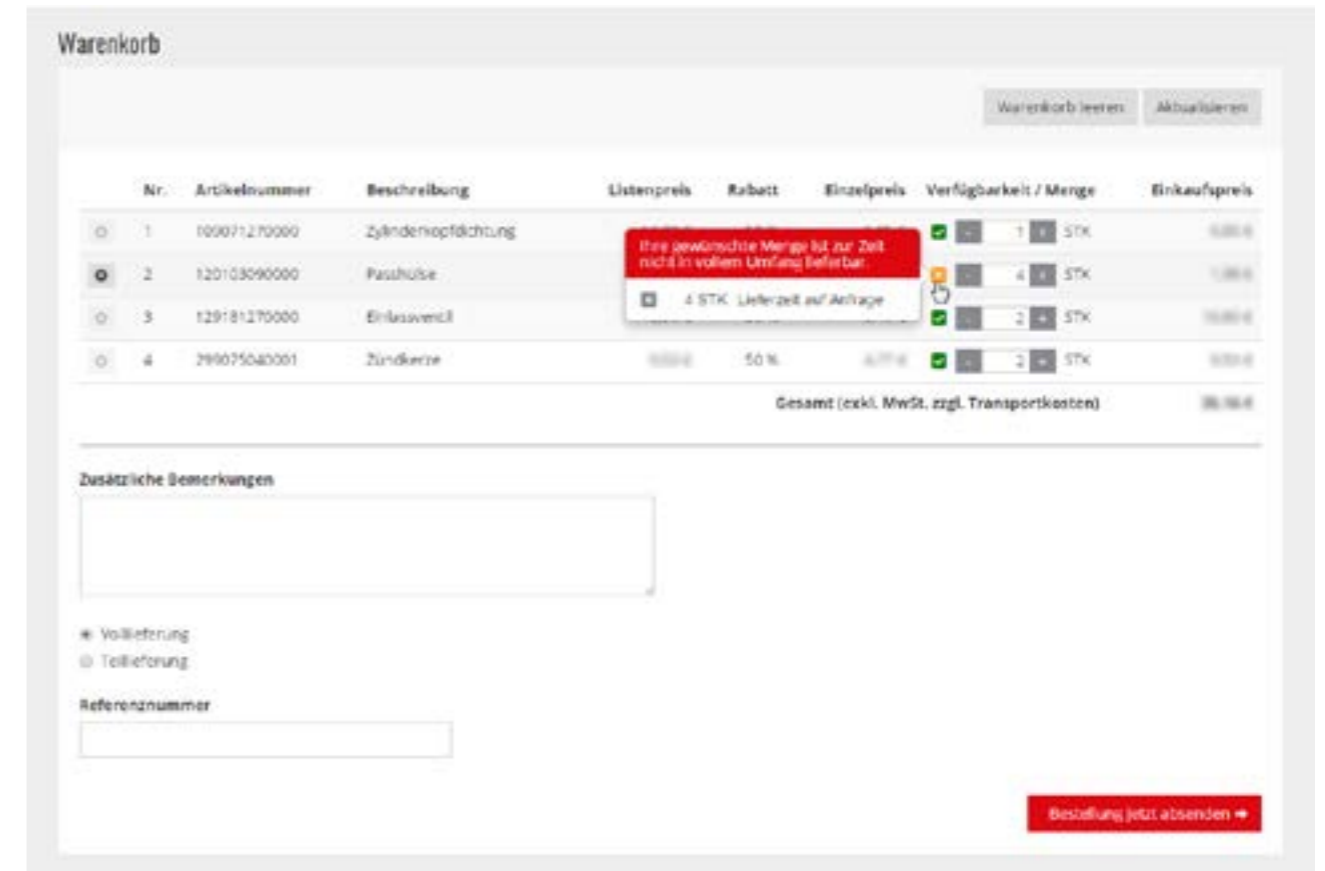
In order to ensure the clearest possible presentation, all items in the shopping basket are subdivided into the corresponding categories (spare parts, clothing, accessories and advertising material) and can be ordered via the „To order" button. If an article is a bulky item, it will be based on this symbol „ " displayed directly in the shopping cart.

You have the option to change the quantity of items or remove them from the Shopping Cart. These changes have to be confirmed with the "Update" button. You can also delete all the contents of the Shopping Cart at once.

If an item is not available in the desired quantity, it will be displayed in an orange field. Hovering over the icon will show the available quantity.

If all your required items and quantities are in the Shopping Cart, you can add further important details in the "Additional Notes" box, choose between full and partial delivery and define a reference number (which you are free to choose and which will appear on the invoice and shipping note) before you check out.

Choosing a partial delivery can be a good decision. This might be the case if e.g. some items cannot be delivered in the desired quantity at the moment. With a partial delivery, you don't have to wait until everything is available.

To complete your order, click "Submit Order". A window will open, containing information about the reception of your data and the creation of an order with a specific order number.

Bestellung wurde gesendet

✔ Aus Ihrer Bestellung wurde folgender Auftrag erzeugt:

DSAF-2015-00079

zurück zum Shop

From here, you can go back to the Online Shop to look for other spare parts and submit other orders.

5. WARRANTY HANDLING

Under "Warranty Handling", you can create and submit a warranty claim in just a few steps. Additionally, the graphics give you a detailed overview of pending and completed claims' status.
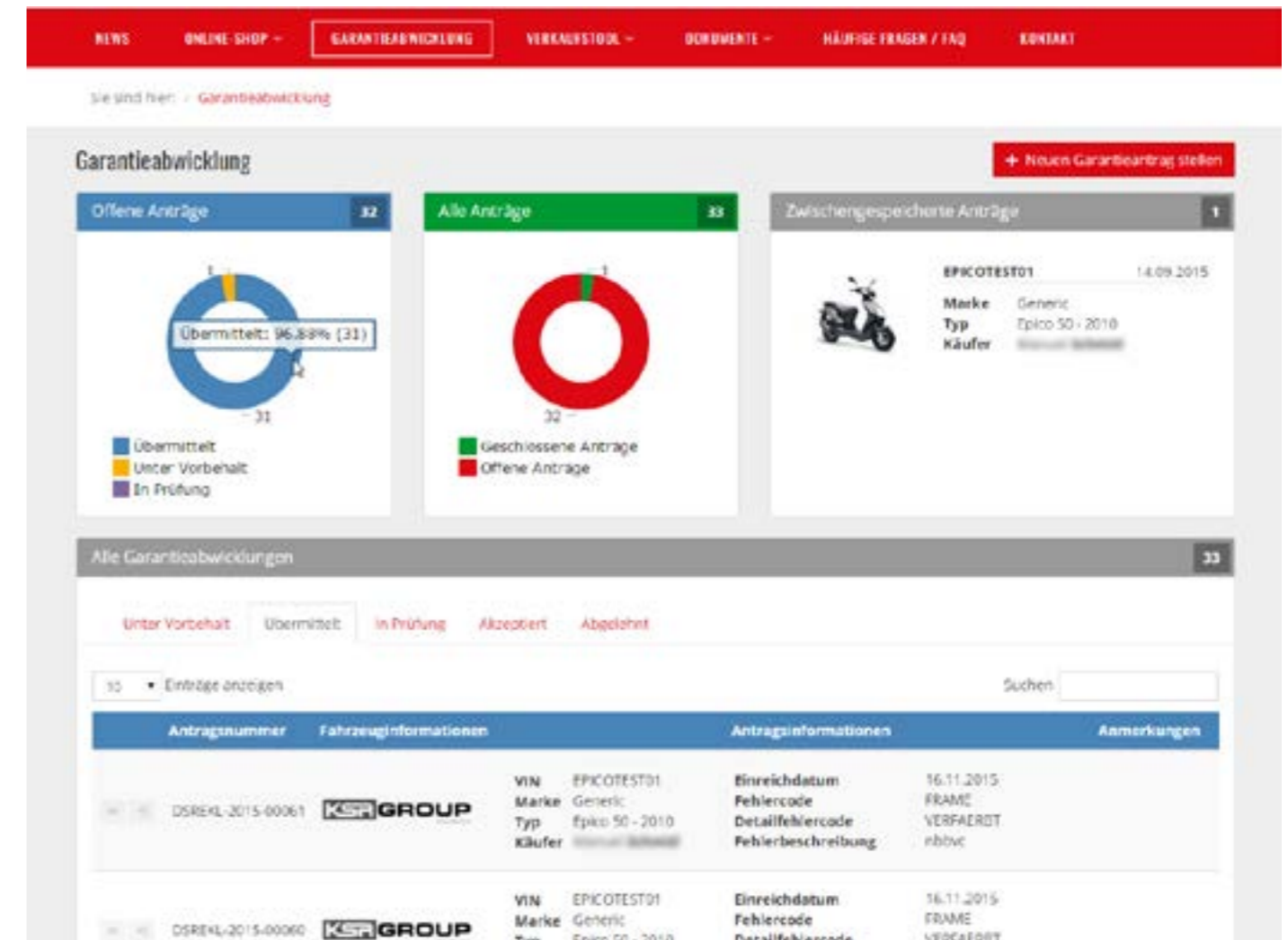
5.1. PENDING CLAIMS

The left graphics show how many of the claims you submitted are still pending. To always inform you about the progress of the warranty handling, these claims are arranged in three groups, which can also be grouped by percentaged distribution when you hover over them with your mouse.

5.1.1. Suspended
This group contains all claims which cannot be processed further due to missing information. All

required information like order number, vehicle information, claim details and notes regarding the claim can be seen at a glance.

" " lets you edit individual claims, clicking on " " will open the detailed claim and the warranty history can be accessed with the " " symbol.

To complete "Suspended" claims, you may need to add more pictures of the damage, for example. Please note the given stated reason or contact us.

5.1.2. Submitted
Under "Submitted", you find all warranty claims which were made by you and submitted to our ERP system. This is further confirmation that the claim has been received.

5.1.3. Under Review
All complete submitted claims are displayed as "Under Review" while they are examined according to all relevant criteria. Of course, all important information is displayed here as well.

5.2.   ALL CLAIMS

The "All Claims" graphic on the right screen juxtaposes the pending warranty claims with the completed ones. The grouping of pending claims is explained in 5.1. The completed warranty claims are in turn grouped into "Accepted" and "Rejected".

5.2.1. Accepted
This group shows all submitted warranty claims with justified damage that have been accepted by KSR Group.

5.2.2. Rejected
This lists all the claims that could not be accepted. The reason for the rejection of a warranty claim is provided in "Notes".

5.3.   SAVED CLAIMS

On the right screen, below the "Warranty Handling" area, there is a list of saved warranty claims. These are claims you have created, but not yet submitted.
By clicking on a claim, you are redirected to the claim form and can edit it, e.g. by adding pictures. Afterwards, you can save these claims again or submit them directly.

5.4.   MAKE NEW WARRANTY CLAIM

To create a new warranty claim, click on the red button on the upper right screen. After entering the

VIN (enter at least the first five digits for registered and the complete number for unregistered vehicles), a form for a new warranty claim will open.

The correct video will now be displayed along with a description and a picture. If the vehicle has been bought from another dealer, a note will show this.

If the error message "VIN not found" is displayed, please check your entered number.

Now you must enter the correct error code (e.g. frame or engine) and which detailed error code (e.g. oil pump issues). Afterwards, click "Continue" to select the relevant warranty type.

Generally, there are three different warranty types:

- Transport damage (up to 15 days after shipping)
- New vehicle fault (before sale/registration of a vehicle)
- Standard warranty (up to two years after sale/registration of a vehicle)

You can only select the warranty types which are available for the vehicle. For example, you cannot claim transport damage for a sold vehicle, although the 15 days are not over yet.

After selecting the correct warranty type, more input fields appear, like the claim date, which is already defined and cannot be edited. You also have to enter the kilometer reading and a description of the fault.

In the next step, you can upload pictures, e.g. Photos documenting the damage. If possible, this option should always be used, since it can make the processing of the claim significantly easier and thus faster.

After adding the document, clicking "Continue" will direct you to a selection of spare parts for the stated vehicle. You can search the correct items and add them to your warranty claim with the "Shopping Cart" icon just like in the "Spare Parts" section.
The red bar above the steps indicates the progress of your claim. The steps which have already been completed are marked green. If there is still information missing, the steps are marked red.

The last steps give you an overview of the claim, where you can edit the selected spare parts and save or submit your warranty claim.

Caution: The data entered will not be saved automatically! By clicking the "Close" button, all data will be deleted and might have to be entered again.

6. SALES TOOL

Under "Sales Tool", you can access the features "Vehicle Registration" and "Vehicle Management". Here you can register vehicles, i.e. enter a vehicles buyer. You can also manage your vehicles.

6.1. VEHICLE REGISTRATION

As a dealer, you are obligated to register every vehicle you have received from KSR Group.

Under "Sales Tool" you will find the "Vehicle Registration" button. Here you must enter the sold vehicle's VIN and confirm. A form opens, where you can enter all of the customer's details. All fields marked with * are required.

If the vehicle is already registered, the following info box appears at the top of the form.

Of course, you can edit the data and register the vehicle for a new owner. This process constitutes a change of ownership. The current owner will be replaced by a new owner and will not be listed as such anymore.

All the steps you have completed are marked green. In the last step, you have to enter the registration date and confirm the PDI. If you click "Register Vehicle" now, you have saved all information. In the list of all your vehicles, you can find the vehicle owner's key data under "Buyer".

6.2. MY VEHICLES (VEHICLE MANAGEMENT)

Under "My Vehicles (Vehicle Management)", you can see all vehicles distributed to you by KSR Group.

You can filter your vehicles by certain criteria (VIN, shipping note date or period, sales status as well as brand and model) and only display vehicles matching your criteria. This allows you to e.g. get an overview of all vehicles currently in stock with just one click.

Apart from a clearly arranged list of all your vehicles, Vehicle Management also has other features. You can submit a warranty claim, buy spare parts and register or change the owner of a vehicle – depending in whether the vehicle has already been sold or not.
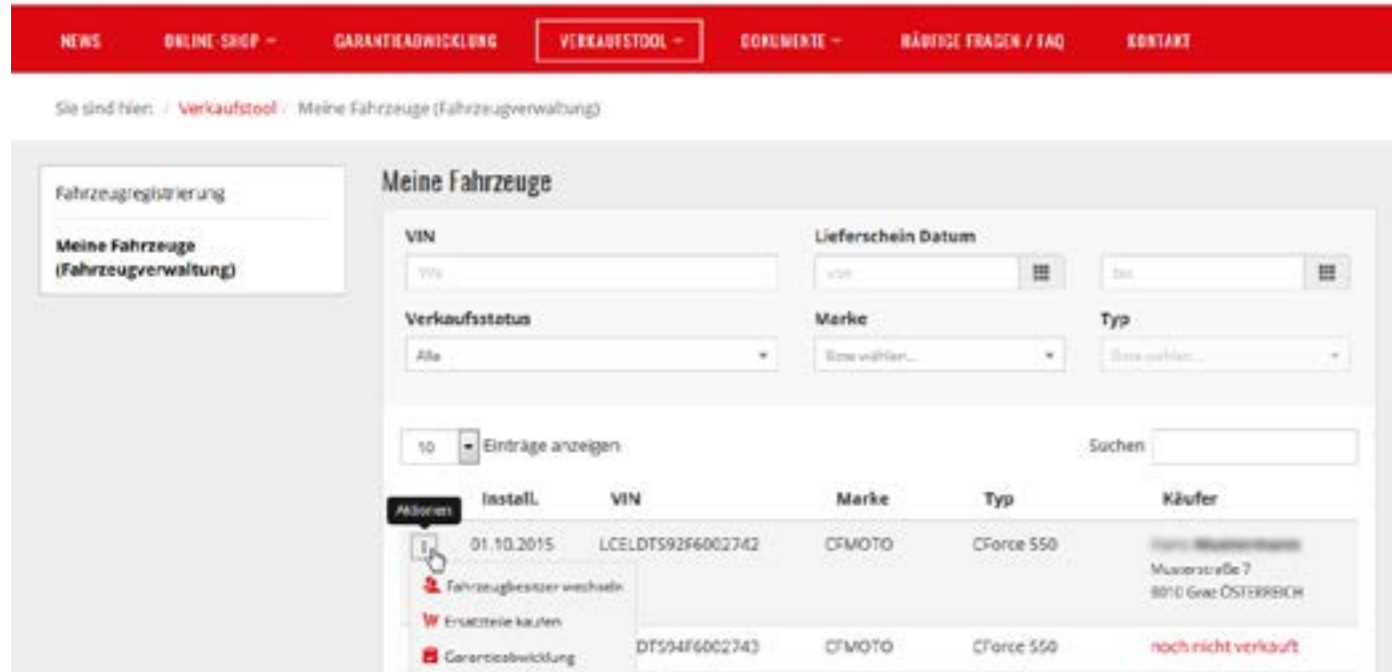
6.3. VEHICLE SERVICE

In DEALERSPACE, the functions under the menu item „Vehicle Service" offer you the possibility to easily manage services performed by vehicles of the KSR Group GmbH. After entering the VIN, all important data such as make, description, registration, etc. of the vehicle will appear and under „Service interval" you will see all services already performed and still open. Now you can select the service to be performed and all prescribed activities will appear. You can also print out this list and hand it over to the responsible mechanic.
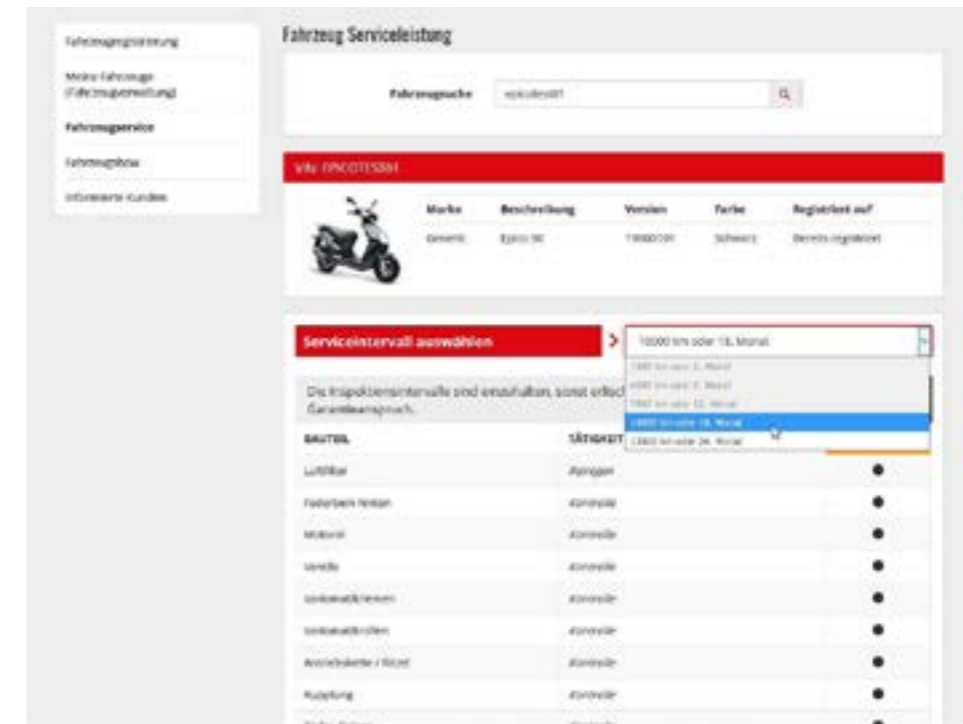
It is also possible to add comments and specify an external document number. The mileage of the vehicle must be stored. Once the service has been successfully completed, you can complete it with just one click.

6.4. VEHICLE SHOW

Under the heading „Vehicle show" all vehicles of KSR Group GmbH are visible to you. If you need information about a particular model, you can find it easily and quickly through the search in which you can select the respective brand and a specific vehicle. The left margin also automatically displays the models you last viewed.

In the vehicle view, you can (if available) choose a specific color and then automatically appear the corresponding images and a description. Furthermore, the price of the vehicle is also displayed and you can query further information such as press reports and technical details..
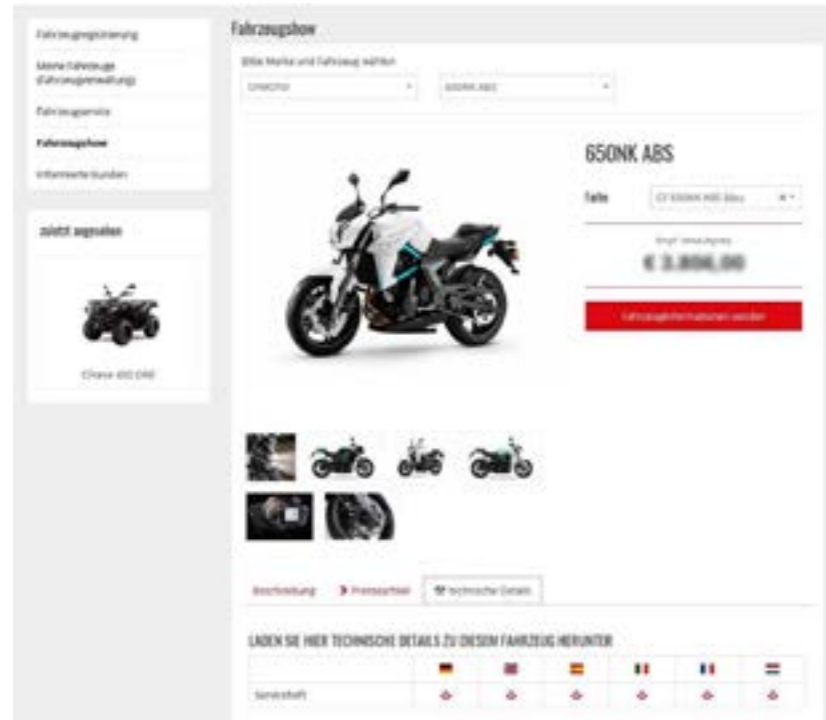
With the button „Send vehicle information" you can, for example, send the desired information directly to an interested party by e-mail.
In the lower section, additional accessories are also shown for the vehicle, which you can order quickly and easily in the online shop.

6.5. INFORMED CUSTOMERS

All customers or interested parties to whom you have sent information via the DEALERSPACE of the KSR Group GmbH in the past six months are listed under the menu item „Informed customers". Here both the contact data and the vehicle to which the customer has received information are displayed. You can then contact the customer directly by clicking on the customer's e-mail address.

7. DOCUMENTS

The "Documents" section gives you three additional features. Here you can access further information about your vehicle.

7.1. TINS

Here, you can open TINs as PDFs and save or print them. A filter allows you to display only those documents, which belong to a certain brand or model.

The summary gives you an overview on all relevant information regarding the document.
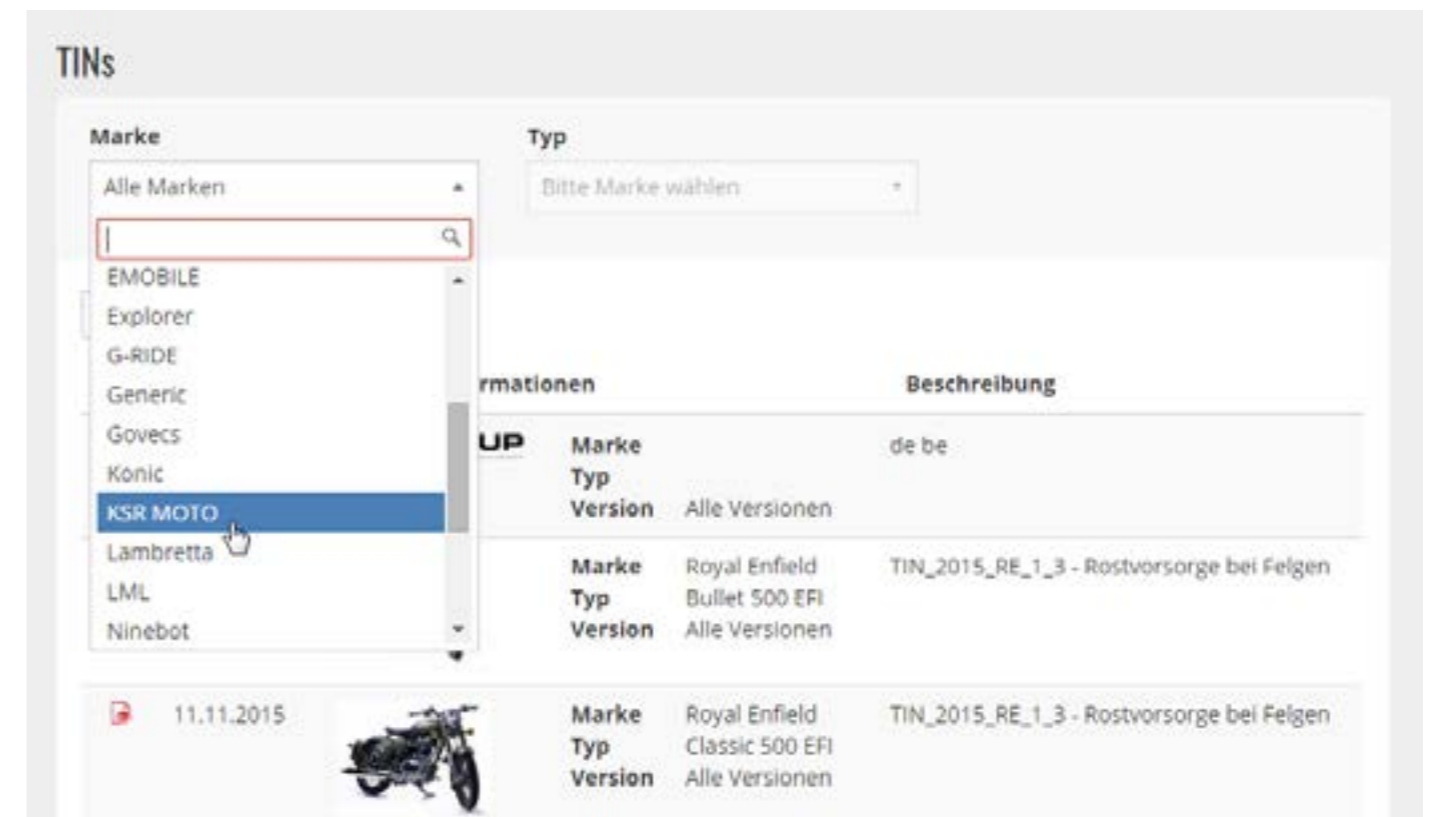
The " " symbol lets you display further information about each TIN and save or print them.

7.2. DOWNLOADS

Here you can find more information material available for download.

7.3. CREATE PRICE LIST

In the "Create Price List" section, you can create a customized price list with selected vehicles as a pdf for your customers.

To do this, you can first search by brand and then select all vehicles you want on your price list by checking the correct year box. The brand selection allows you to switch between the brands without having to save your selection. The selection is maintained automatically.

On the left, all selected brands and models are listed. You can remove vehicles from the price list by unticking the checkbox.
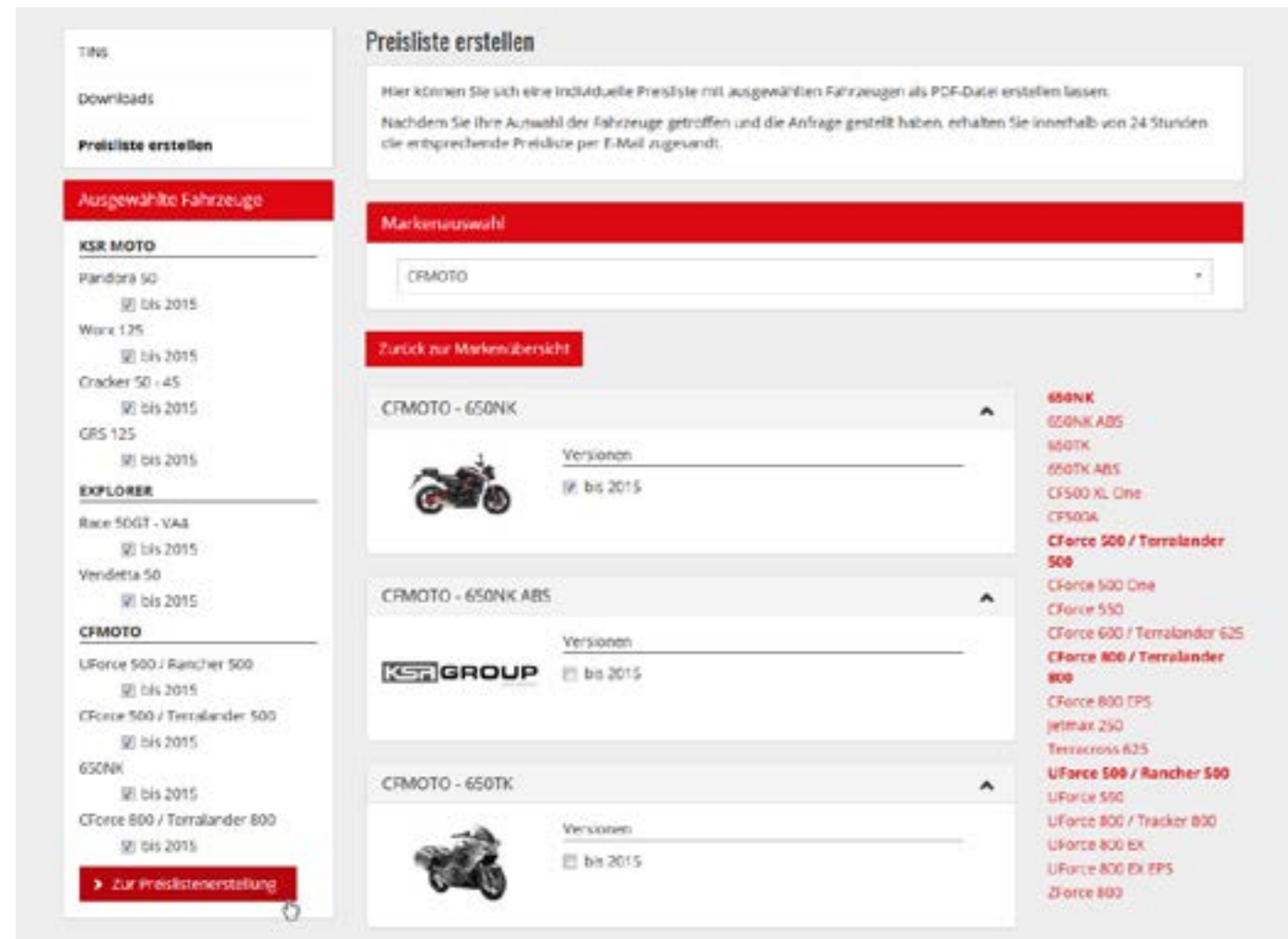

When you have selected all the vehicles, click the "Create Price List" button.

This screen once again lists all selected models sorted by brand. You still have the chance to remove vehicles from the price list.

The bottom lists further information which already has a preselection. Of course you can customize and edit them according to your needs.

For the price type, for example, you can either choose the list price (recommended price) or a discounted purchase price (dealer price). Additionally, you can choose to include VAT and save the price list as pdf or an Excel file.
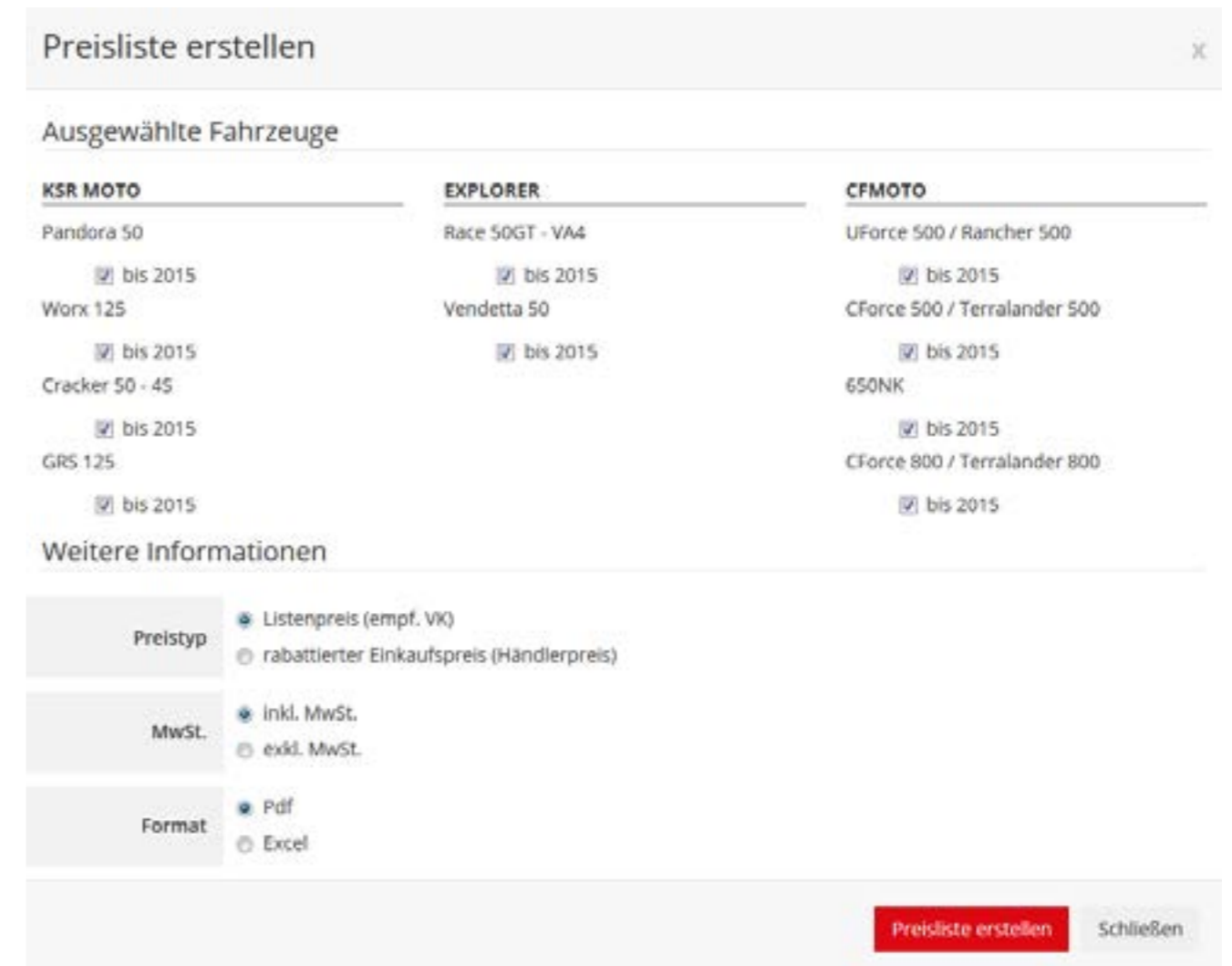
Once you have customized all items according to your needs, click "Create Price List". You will see a message, stating that your price list request has been successfully submitted and you will receive your price list via email within the next 24 hours.

8. FREQUENTLY ASKED QUESTIONS

Under the "FAQ" menu item, you can find the answers to all questions that might arise as well as trouble shooting for possible problems with the use of DEALERSPACE.

The questions are divided into topics to make it easier to find the answer to your question. Taking a look at this section will often render a call at KSR Group unnecessary.

9. MY NEWS

The "My News" section shows you important personal news. An icon next to this field shows you if you have received new information from KSR Group. This also displays the number of newly received messages. An example for important news is status changes in warranty handling.


10. MY ACCOUNT

Another important and very useful item is "My Account", which gives you a summary of all supporting documents, an archive of orders and certificates, a link to warranty handling as well as important news. This is also where you can log out.

10.1. SUMMARY

Here you can find a clearly arranged list of the last 20 supporting documents (e.g. orders, shipping notes etc.). You can see the latest activities – with the latest document at the top. Clicking the "(+)" icon will give you more information.
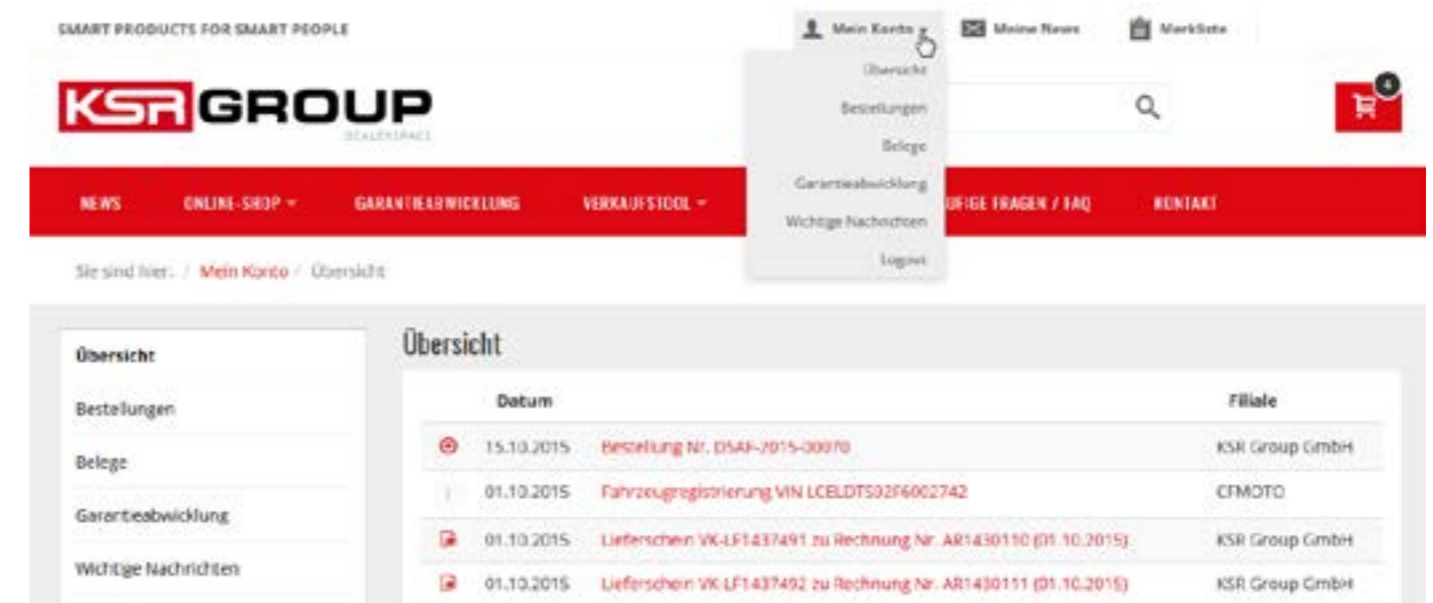
10.2. ORDERS

This section gives you a list of all orders. You can filter the documents by date or period. The search function allows you to search for individual orders. The "(+)" button again gives you more detailed information on the selected order.
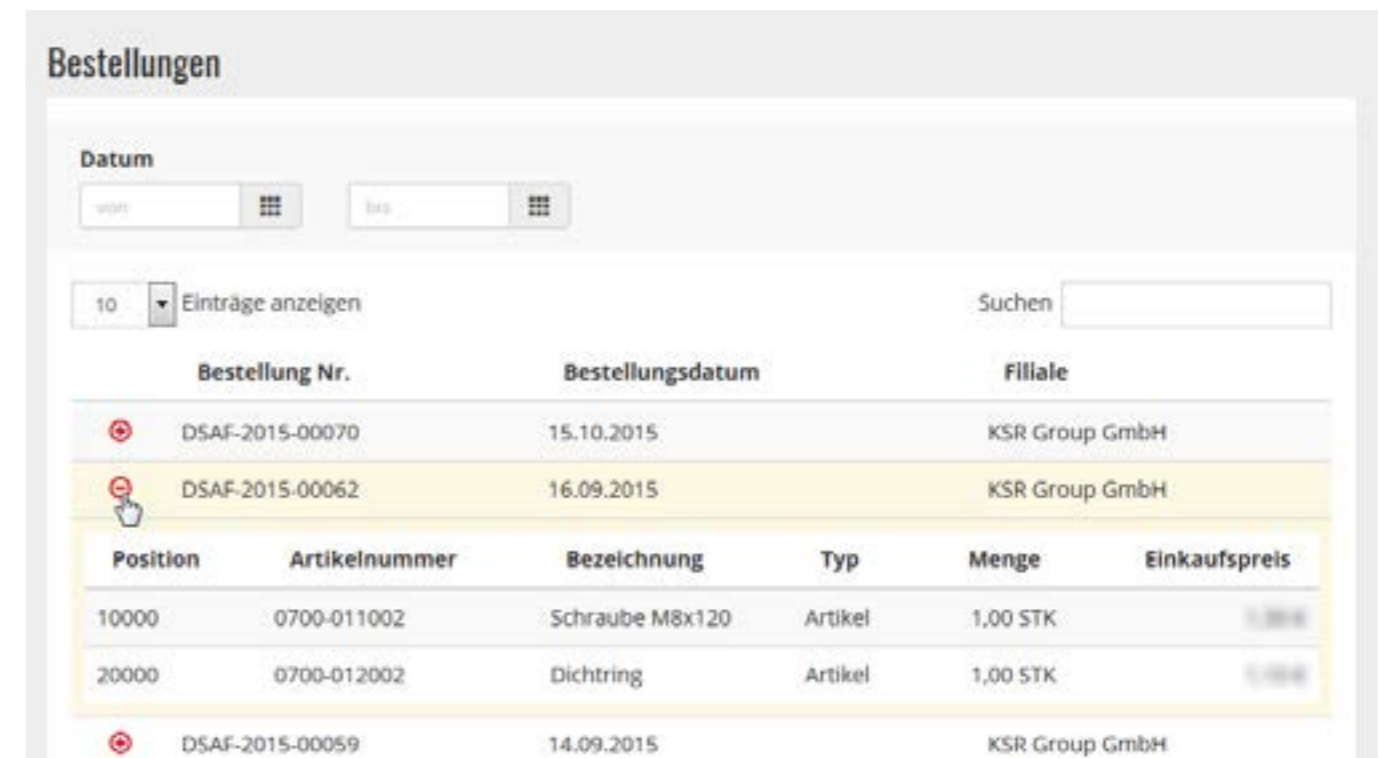
10.3. SUPPORTING DOCUMENTS

This contains all created supporting documents You can either display all documents or single out shipping notes, invoices, credit notes and complaints.

The upper screen informs you about the sum of all open claims and the current total invoice amount.

The " " icon allows you to display further information about each document.

In the subsections, you can filter the documents with different criteria. For example, in the invoice section, you can display all open or paid invoices for a certain time period.
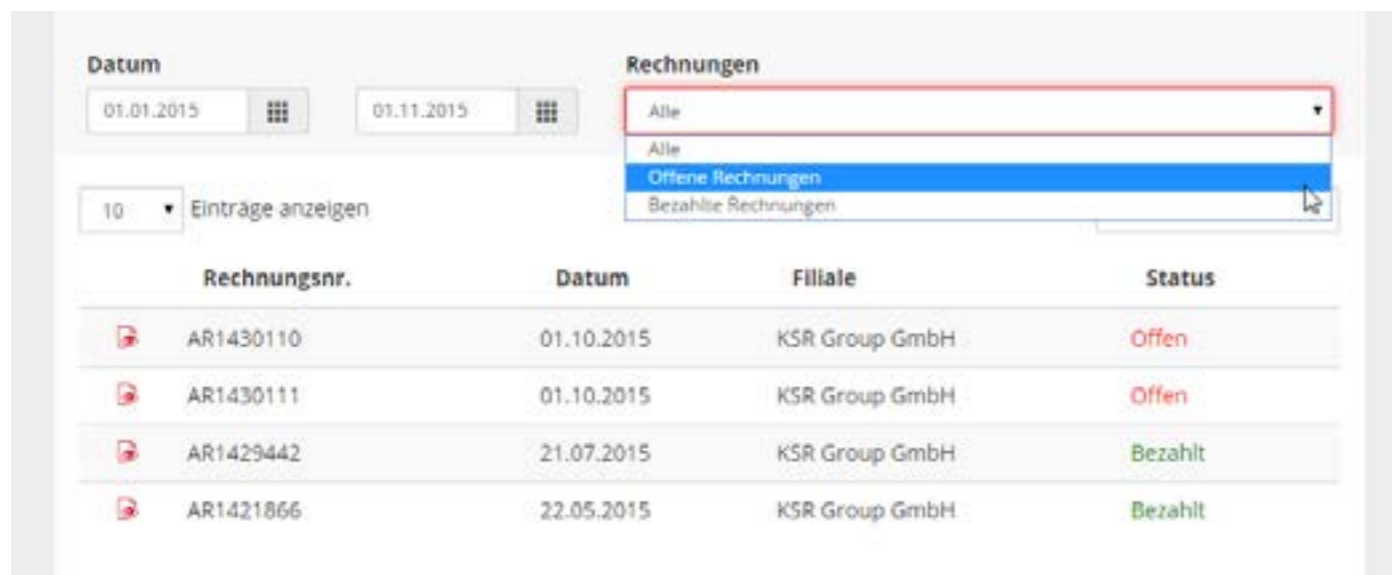
10.4. WARRANTY HANDLING

Clicking the "Warranty Handling" link will redirect you to the corresponding section. As explained in chapter 5, you can check and edit your pending and completed warranty claims and create new claims.

10.5. IMPORTANT NEWS

Under this item you can find all messages that are specifically directed at you, e.g. requests for more information for the processing of a pending warranty claim. We recommend you check this section for news every time you log in.

10.6. LOGOUT

If you want to leave DEALERSPACE by KSR Group, just click the "Logout" button. You will automatically be redirected to the Login page.
For your own security and the protection of your sensitive data, we recommend you log out after every use of the portal.

11. DEALER MODE / CLIENT MODE

With this menu item, you can switch from dealer mode to customer mode with just one click. Customer mode is great if you want to use the dealer portal to help you get more out of your spare parts order or to buy a vehicle, apparel, or accessories. All prices are displayed automatically including VAT.