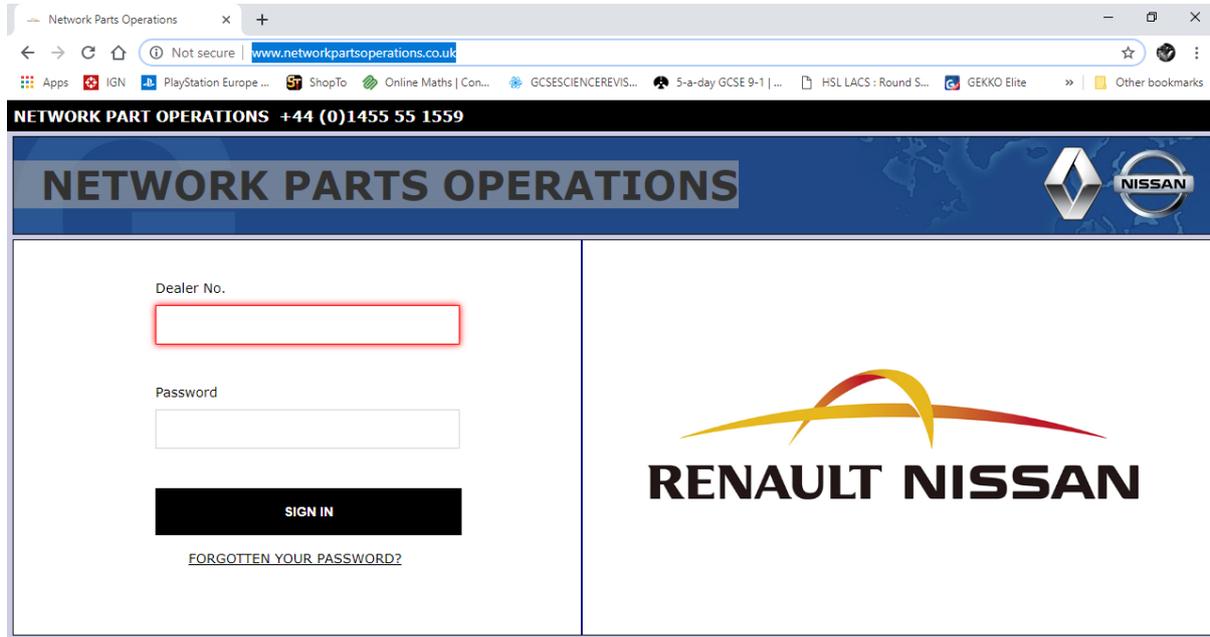


NEW NETWORK PARTS OPERATIONS WEB SITE

The current web site : www.renaultclaims.co.uk

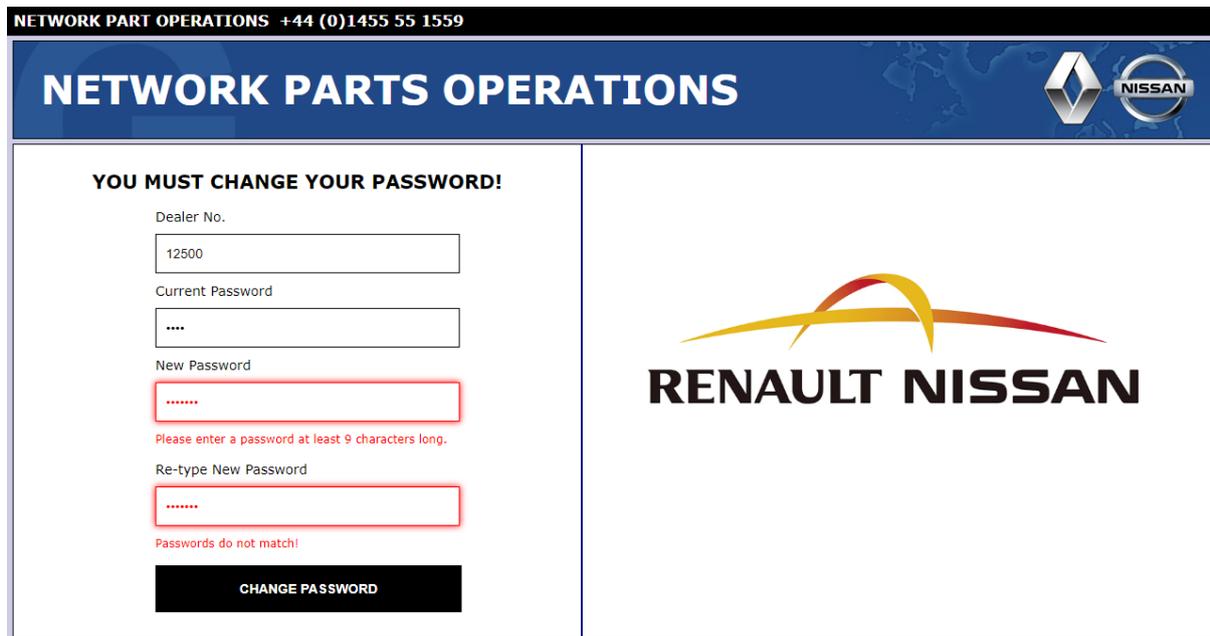
Has been moved to the following address : www.networkpartsoperations.co.uk

When the system goes live, if a dealer accesses the old site, they will automatically be redirected to the new address.



The screenshot shows a web browser window with the URL www.networkpartsoperations.co.uk. The page header includes the text "NETWORK PART OPERATIONS +44 (0)1455 55 1559" and the Renault Nissan logo. The main content area is split into two columns. The left column contains a sign-in form with the following elements: a label "Dealer No." above a text input field, a label "Password" above a password input field, a black "SIGN IN" button, and a link "FORGOTTEN YOUR PASSWORD?". The right column features the Renault Nissan logo, which consists of a stylized yellow and red swoosh above the text "RENAULT NISSAN".

When accessing the site for the first time using your old sign on details, the system will asked you to create a more secure password with at least 9 charactors



The screenshot shows the same web browser window, but the page content has changed to a password change screen. The header remains the same. The left column now displays the heading "YOU MUST CHANGE YOUR PASSWORD!" followed by a form with the following elements: a label "Dealer No." above a text input field containing "12500", a label "Current Password" above a password input field containing "****", a label "New Password" above a password input field containing "*****", a red error message "Please enter a password at least 9 characters long.", a label "Re-type New Password" above a password input field containing "*****", a red error message "Passwords do not match!", and a black "CHANGE PASSWORD" button. The right column remains the same with the Renault Nissan logo.

Follow the screen instructions on setting your new password.

When the password has been changed, you will be redirected back to the login screen to sign in using your new password

NETWORK PART OPERATIONS +44 (0)1455 55 1559

NETWORK PARTS OPERATIONS



Dealer No.

Password

SIGN IN

[FORGOTTEN YOUR PASSWORD?](#)



Once signed in you, you will be greeted with the main menu.

RENAULT | 12500 | RENAULT ENFIELD | NPO TEST SIGN OUT

NETWORK PARTS OPERATIONS



 RENAULT CLAIMS	
 RENAULT BACK ORDERS	
 RENAULT COURTESY VEHICLE	

Each user will have access to the areas that they are linked to their account.

To select an option, point and click on the required feature with the left mouse button.

SUBMITTING A RENAULT CLAIM

From the main menu select : RENAULT CLAIMS

The following screen will be displayed.

The main difference between this version and the old version, is that the User can see all the claims they have submitted right from the start

The screenshot shows a web browser window with the URL www.networkpartsoptions.co.uk/NPO_Claims/SR07_Claims_Ren_Browser.aspx. The page header includes 'RENAULT | 12500 | RENAULT ENFIELD | NPO TEST' and a 'SIGN OUT' button. The main heading is 'RENAULT CLAIMS' with the Renault logo. Below this is a navigation bar with 'Home', 'Download Claims', and 'Add Claim' buttons. The 'Add Claim' button is highlighted with a red arrow. The search filters section contains the following fields:

- Dealer No. : 12500
- Part No. : [Empty]
- NPO Claim No. : [Empty]
- Date From : 08/03/2019
- WEB Claim No. : [Empty]
- Order No. : [Empty]
- NPO Status : (PLEASE SELECT)
- Date To : 09/03/2019
- Claim Code : (PLEASE SELECT)
- Line No. : [Empty]
- APPLY FILTERS (Green button)
- RESET FILTERS (Pink button)
- Consignment No. : [Empty]
- CC3 Ref. : [Empty]

Below the filters is a message: 'Sorry no claims could be found under the current filter criteria.' A red arrow points from the 'Add Claim' button to this message. The footer contains 'Copyright © 2019 Pringle Computer Systems Limited'.

To enter a new claim : Select the Add Button

The following page will be displayed : The claim entry screen has now been spaced so that it is easier to read and enter the required claim information

The screenshot shows the 'RENAULT CLAIMS REQUEST' screen. The header is the same as the previous screen. Below the header is a 'Back to Claims Browser.' button. The main heading is 'RENAULT CLAIMS REQUEST'. The 'Claim Code' field is a dropdown menu with '(PLEASE SELECT)' selected. A red arrow points to this dropdown menu. The footer is the same as the previous screen.

Stage 01 : Select the type of claim you wish to submit.

RENAULT | 12500 | RENAULT ENFIELD | NPO TEST SIGN OUT

RENAULT CLAIMS

[← Back to Claims Browser.](#)

RENAULT CLAIMS REQUEST

Claim Code : (PLEASE SELECT) ▼

- (PLEASE SELECT)
- 1 - PARTS OVER SUPPLIED - WRONG QUANTITY
- 2 - PARTS UNDER SUPPLIED - WRONG QUANTITY
- 3 - NOT TO TECHNICAL SPECIFICATION
- 5 - PART NO. ERROR - RIGHT TICKET, WRONG PART
- 6 - ACCOUNT ERROR - RECEIVED ANOTHER DEALER'S PARTS
- 7 - PARTS INVOICED, NOT RECEIVED
- 91 - APPLICATION FOR RETURN OF NEW PARTS
- 99 - DAMAGE

After selecting the claim code, the rest of the require information will be displayed.

RENAULT | 12500 | RENAULT ENFIELD | NPO TEST SIGN OUT

RENAULT CLAIMS

[← Back to Claims Browser.](#)

RENAULT CLAIMS REQUEST

Claim Code : 2 - PARTS UNDER SUPPLIED - WRONG QUANTITY ▼

CLAIM DETAILS

Stock / Urgent :

Part No. :

Consignment List No. :

Date On Consignment :

Order No. :

Line No. :

Order Qty :

Received Qty :

Claim Qty :

Part Description :

Keep / Return :

DEALER DETAILS

Dealer No. :

Dealer Name :

Date :

Day No. :

REASON DETAILS

Name :

Position :

Reason :

SUBMIT CLAIM

Once all the claims details have been keyed in, select the SUBMIT CLAIM button.

On submitting the claim a brief summary is displayed.

The User can exit back to see all claims submitted, or add another claim by selecting another claim code.

RENAULT | 12500 | RENAULT ENFIELD | NPO TEST SIGN OUT

RENAULT CLAIMS

[← Back to Claims Browser.](#)

RENAULT CLAIMS REQUEST

Claim Code :

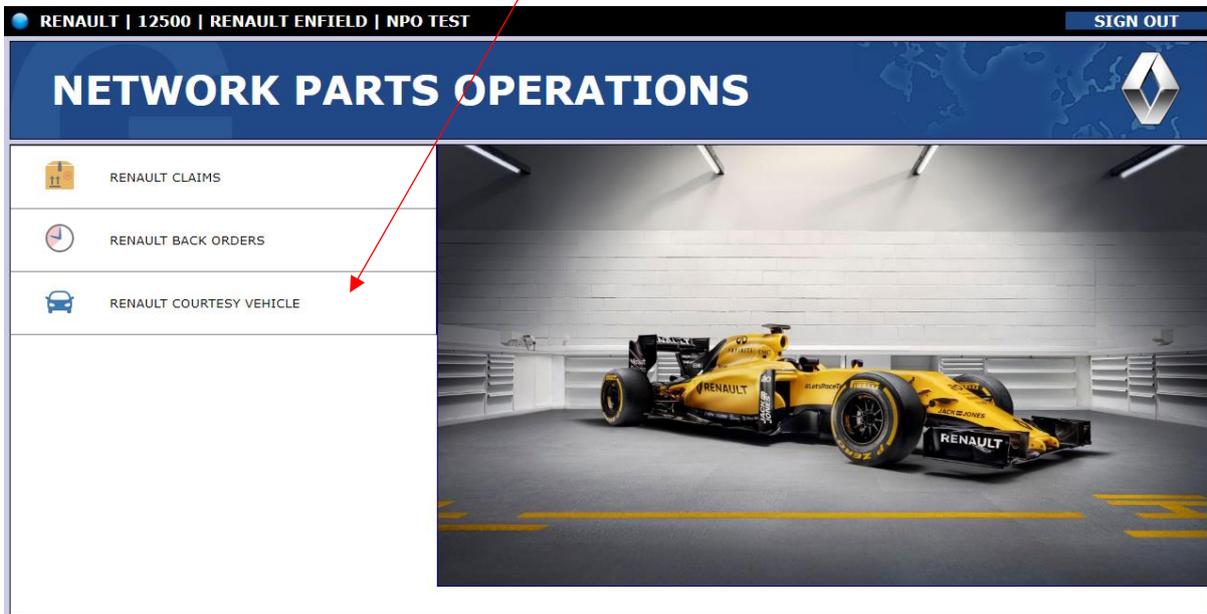
Dealer / WEB Claim No. / Date	Claim Code	Consignment / CC3	S/U K/R	Part No. / Order No. / Line No.	Order Qty	Received Qty	Return Qty	NPO Claim No. / Status / Reason	NPO
12500 1 08/03/2019	2	PCS12354 02/07/2019	S R	166180285R 122 0125	5	2	3	CLAIM IN PROCESS CLAIM AWAITING 14:30 UPLOAD	
Total No. Of Claims: 1									

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The User can also even remove any claim before they are collected by NPO.

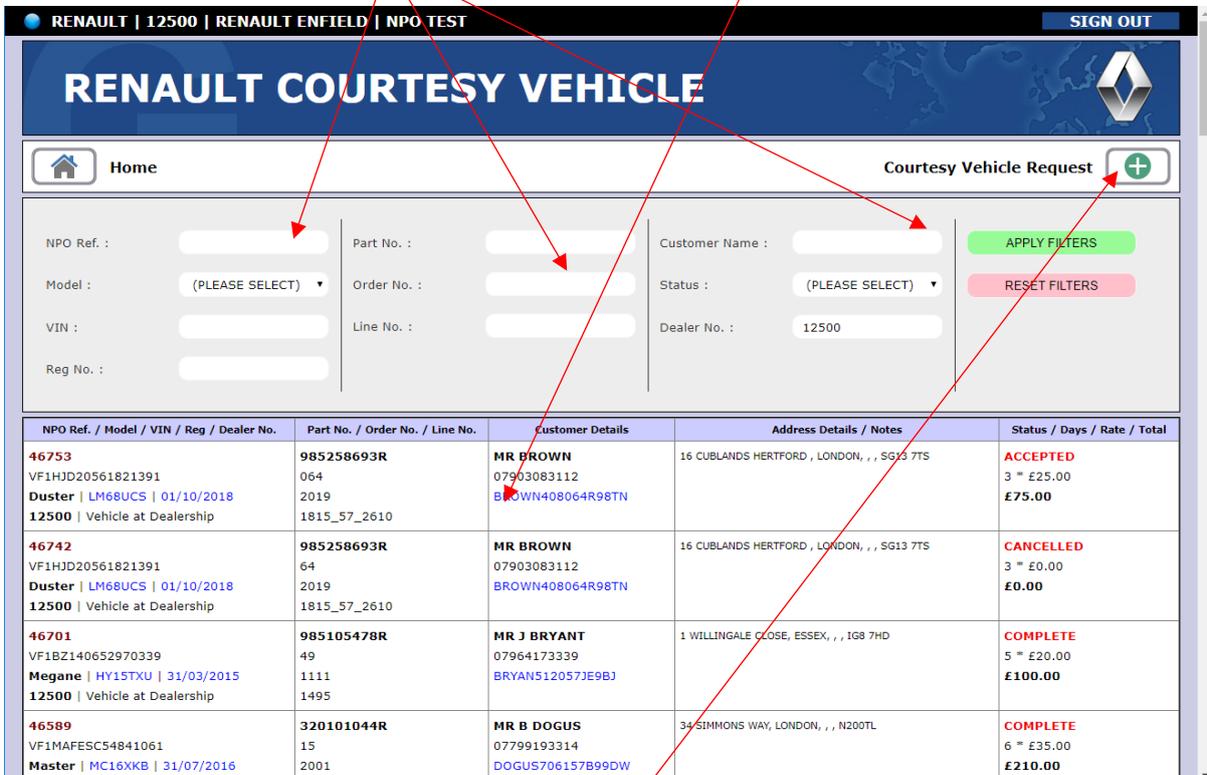
COURTESY CAR SUBMISSION

From the main menu select : RENAULT COURTESY CAR



In the Courtesy Car Vehicle browser, the system shows all the previous courtesy car requested information and their status with the most recent listed first.

There are also filters located at the top of the screen to help search and locate for any particular courtesy car submission.



To add new Courtesy Car submission, select the ADD button.

The new courtesy car submission form, has been adjusted to work in a number of browsers. Some dealers were finding date conflicts when submitting a request. The site is designed to work best within GOOGLE CHROME, but can work within other browsers.

When submitting a new courtesy car, please ensure to fill in all fields.

RENAULT | 12500 | RENAULT ENFIELD | NPO TESTSIGN OUT

RENAULT COURTESY VEHICLE

[← Back to Courtesy Vehicle Browser.](#)

RENAULT COURTESY VEHICLE REQUEST

SECTION A - DEALER DETAILS

Dealer Name :

Dealer No. :

Dealer Contact :

Dealer Telephone :

SECTION C - PART DETAILS

Part No. (No Spaces) :

Order No. :

Line No. :

Part No. (No Spaces) :

Order No. :

Line No. :

Dialogys Page / PR No. :

SECTION E - CUSTOMER DETAILS

Contact Name :

Business Name :

Address Line 01 :

Address Line 02 :

Address Line 03 :

Town / City :

County :

Country :

Post Code :

Telephone No. :

Customer Licence No. :

SECTION B - VEHICLE DETAILS

Model :

Chassis No. :

Registration No. :

Reg Date (dd/mm/yyyy) :

Vehicle At Your Dealership? :

SECTION D - REPAIR CODE & TIME DETAILS

Repair Code 01 / Time :	<input type="text"/> <input type="text" value="00:00"/>
Repair Code 02 / Time :	<input type="text"/> <input type="text" value="00:00"/>
Repair Code 03 / Time :	<input type="text"/> <input type="text" value="00:00"/>
Repair Code 04 / Time :	<input type="text"/> <input type="text" value="00:00"/>

SECTION F - LOAN CAR DETAILS

Dealer Owns Vehicle :

Hire Company :

Hire Company Telephone No. :

Agreement No. :

Dealer E-Mail Address :

Agree Terms :

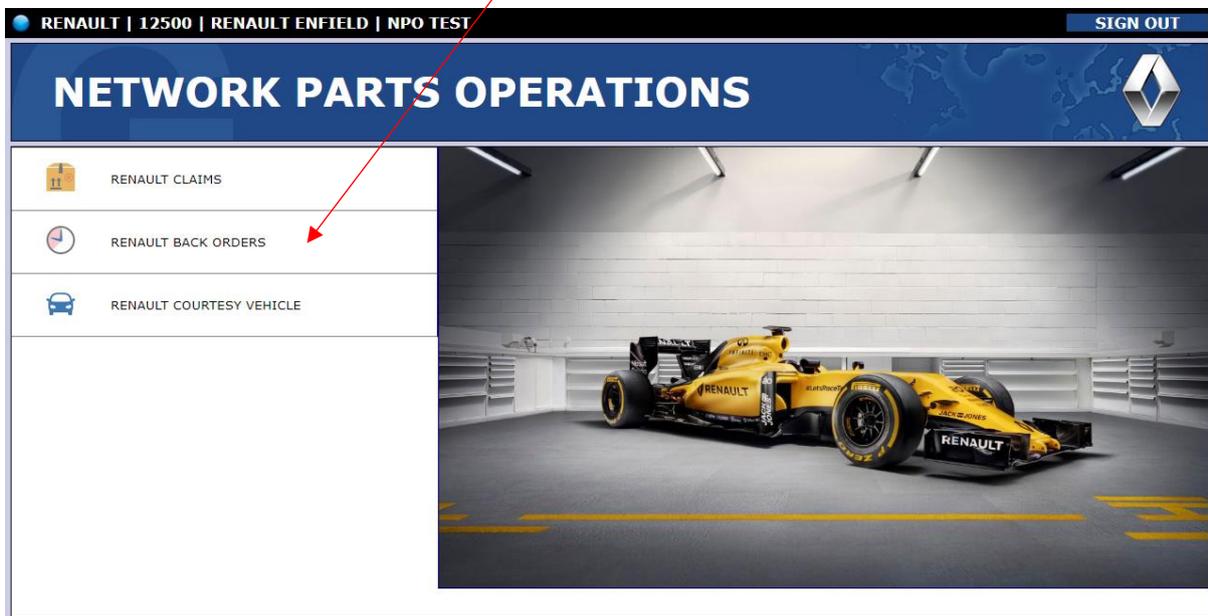
To submit this courtesy vehicle please click the button below. If your entry is successful you'll be shown all your current courtesy vehicles. If you do not leave this page, please review the required fields above shown in red and submit again.

SUBMIT COURTESY VEHICLE

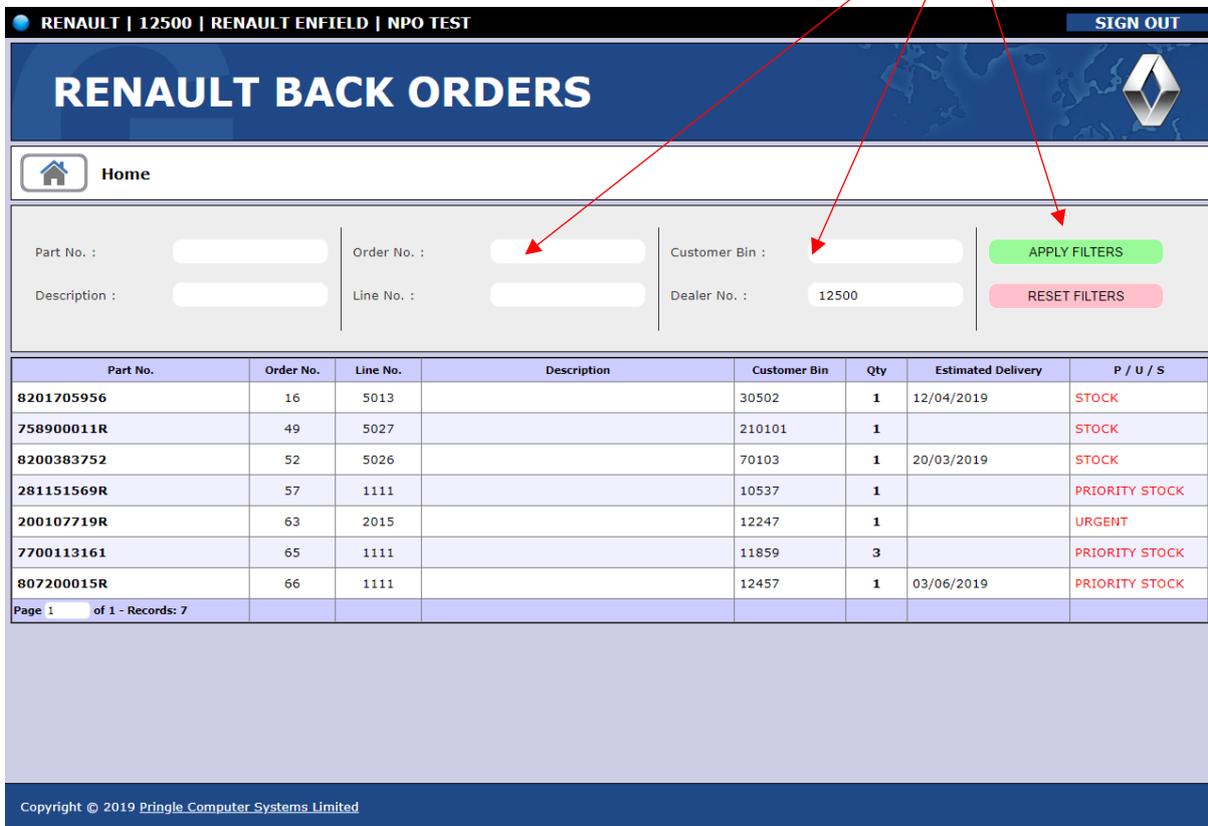
Once the completed, press the Submit Button.

Renault Back Orders

From the main menu select : RENAULT BACK ORDER



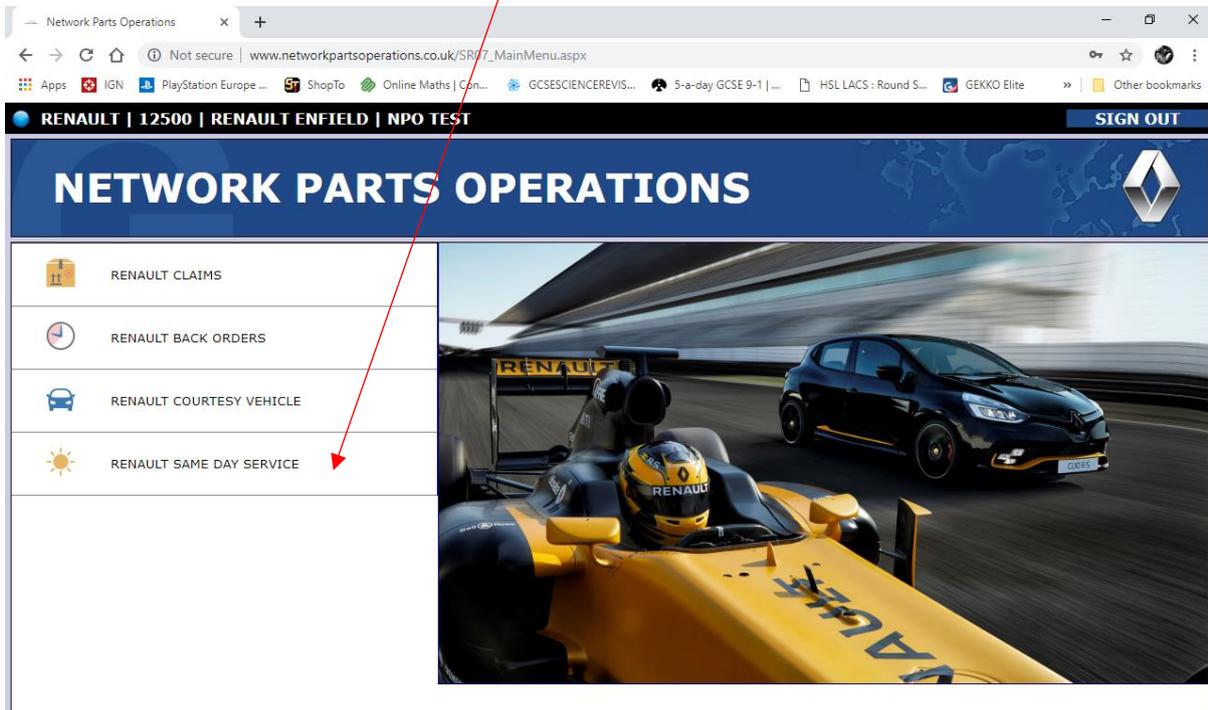
Within the Renault Back Orders browsers, located at the top of the screen are filters to help search and locate for any particular parts that are currently on back order.



SAME DAY SERVICE

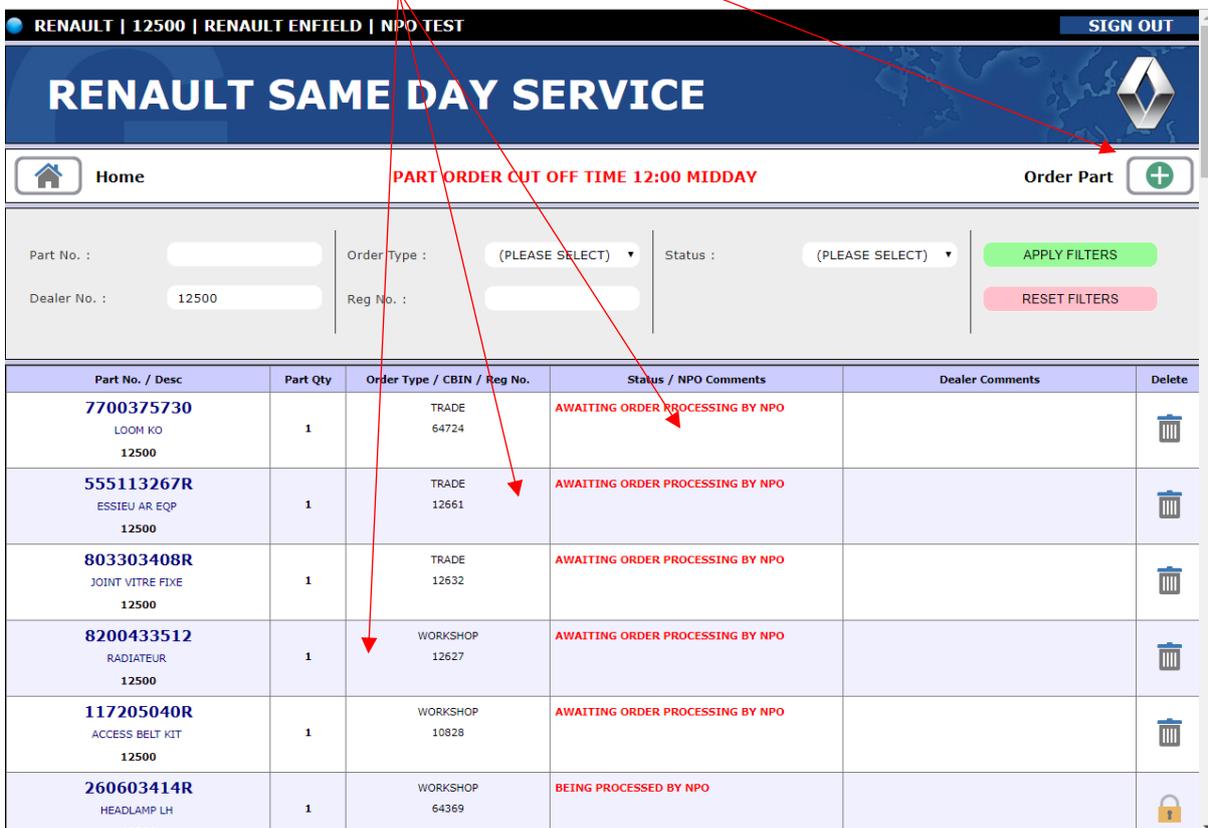
(ONLY AVAILABLE TO A SELECTED NUMBER OF DEALERS)

From the main menu select : RENAULT SAME DAY SERVICE



The User will be greeted with the SAME DAY SERVICE BROWSER.

Here the User can review previously submitted requests or create new ones.



There are filters to search for previous requests, or they can be left blank to show all requests, with the most recent listed first.

Fill in the FILTERS if needed, then select APPLY FILTER for the previous request history to be displayed.

The screenshot displays the Renault Same Day Service interface. At the top, there is a navigation bar with 'RENAULT | 12500 | RENAULT ENFIELD | NPO TEST' and a 'SIGN OUT' button. Below this is a header with the Renault logo and the text 'RENAULT SAME DAY SERVICE'. A red banner indicates 'PART ORDER CUT OFF TIME 12:00 MIDDAY'. The interface includes a 'Home' button, an 'Order Part' button with a plus sign, and a filter section with fields for Part No., Dealer No., Order Type, and Reg No., along with 'APPLY FILTERS' and 'RESET FILTERS' buttons. A table below lists several requests with columns for Part No./Desc, Part Qty, Order Type/CBIN/Reg No., Status/NPO Comments, Dealer Comments, and a Delete button.

Part No. / Desc	Part Qty	Order Type / CBIN / Reg No.	Status / NPO Comments	Dealer Comments	Delete
7700375730 LOOM KO 12500	1	TRADE 64724	AWAITING ORDER PROCESSING BY NPO		
555113267R ESSIEU AR EQP 12500	1	TRADE 12661	AWAITING ORDER PROCESSING BY NPO		
803303408R JOINT VITRE FIXE 12500	1	TRADE 12632	AWAITING ORDER PROCESSING BY NPO		
8200433512 RADIATEUR 12500	1	WORKSHOP 12627	AWAITING ORDER PROCESSING BY NPO		
117205040R ACCESS BELT KIT 12500	1	WORKSHOP 10828	AWAITING ORDER PROCESSING BY NPO		
260603414R HEADLAMP LH 12500	1	WORKSHOP 64369	BEING PROCESSED BY NPO		

To ADD a new request, select the ADD Button.

The Same Day Service browser, shows the current status of parts ordered.

RENAULT | 12500 | RENAULT ENFIELD | NPO TEST
SIGN OUT

RENAULT SAME DAY SERVICE

Home
PART ORDER CUT OFF TIME 12:00 MIDDAY
Order Part

Part No. :	<input type="text"/>	Order Type :	<input type="text" value="(PLEASE SELECT)"/>	Status :	<input type="text" value="(PLEASE SELECT)"/>	<input type="button" value="APPLY FILTERS"/>
Dealer No. :	<input type="text" value="12500"/>	Reg No. :	<input type="text"/>			<input type="button" value="RESET FILTERS"/>

Part No. / Desc	Part Qty	Order Type / CBIN / Reg No.	Status / NPO Comments	Dealer Comments	Delete
7700375730 LOOM KO 12500	1	TRADE 64724	AWAITING ORDER PROCESSING BY NPO		
555113267R ESSIEU AR EQP 12500	1	TRADE 12661	AWAITING ORDER PROCESSING BY NPO		
803303408R JOINT VITRE FIXE 12500	1	TRADE 12632	AWAITING ORDER PROCESSING BY NPO		
8200433512 RADIATEUR 12500	1	WORKSHOP 12627	AWAITING ORDER PROCESSING BY NPO		
117205040R ACCESS BELT KIT 12500	1	WORKSHOP 10828	AWAITING ORDER PROCESSING BY NPO		
260603414R HEADLAMP LH 12500	1	WORKSHOP 64369	BEING PROCESSED BY NPO		

If the part order has been collected by NPO the status will be set to : BEING PROCESSED BY NPO

A part can be cancelled whilst it is at the following status : AWAITING ORDER PROCESSING BY NPO

When adding a new part order, please enter information in all the fields supplied.

As soon as a PART number is entered, the Description will be displayed.

RENAULT | 12500 | RENAULT ENFIELD | NPO TEST SIGN OUT

RENAULT SAME DAY SERVICE

[← Back](#)

RENAULT SAME DAY SERVICE ORDER

Part No. :	<input type="text"/>	Reg No. :	<input type="text"/>
Part Description :	<input type="text"/>	Workshop Return Prevented :	<input type="text" value="(PLEASE SELECT)"/>
Part Qty :	<input type="text"/>	Incremental Sale :	<input type="text" value="(PLEASE SELECT)"/>
Line No. :	<input type="text"/>	Dealer Comments :	<input type="text"/>
CBIN :	<input type="text"/>		
Order Type :	<input type="text" value="(PLEASE SELECT)"/>		

SUBMIT DETAILS

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Once complete, select SUBMIT DETAILS

The system will return you back to the Same Day Service Browser.