Infotip RTS (Repair Tracking Service) – Dealer Portal AVA User Manual for Dealer Registration

Version	Date	Author	Change description
01	2019-04-20	Rosaline Sembiring	Initial draft

1 Introduction

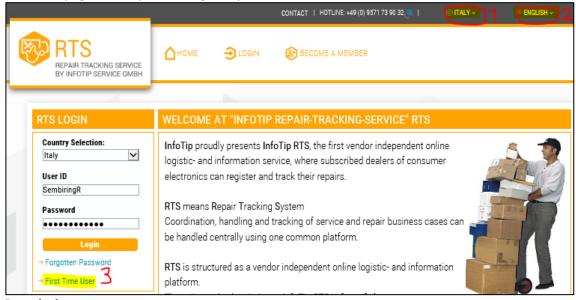
For AVA product, Dealer Portal is a system that can be used by dealer to submit their refund request (for Gibson's product) or credit note request (for TPV's product) to TPV. Once the request is being submitted, it will go to our reviewer, and if it's approved, dealer will get the reimbursement from InfoTip on behalf of TP Vision.

2 Dealer Registration

A dealer needs to first do the registration of their company in the system before they can submit a case to the system.

To register a dealer to be able to use dealer portal:

- Go to url: https://www.infotip-rts.com. You will be directed the page below.
 Note: Please copy and paste the above link to your browser, and save it as your Favorites to make it easier if you want to access the page later.
- 2. Go to the page where you can register your dealer:



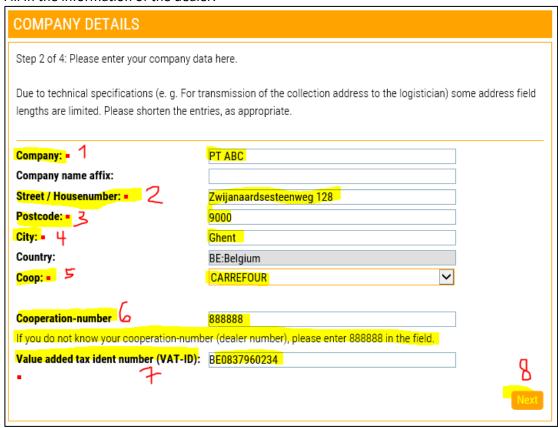
- 1. Make sure that the country selection you made is correct. This should be the country where your company is located.
- 2. Make sure that the language selection you made is correct. This should be your preferred language in using this system.
- 3. Click on the link 'First time user?' to go into the page to register your dealer

3. Fill in the information of the user which are going to submit a case via dealer portal:

PLEASE REGISTER				
InfoTip RTS is an online service reserve	d for dealers of CE. To place a repair order you must be registered. Please sign in			
now and follow our wizard to fill in the registration form. Step 1 of 4: Begin with entering a preferred user ID and password.				
Country selection: =	Greece			
Select the place of business (companies country).				
User ID: • 2	PerdikiS			
Note: Spaces and special characters are not allowed. Lower and upper cases will be distinguished. Please start with				
minimum one alphabetic character.				
Password: • 3	•••••			
Fill in your password here. It must be at least 8 characters. Allowed characters are all letters, numbers and the following				
symbols:!.:#(), your password must contain at least one uppercase letter, one lower case letter, one number and one of				
the allowed symbols.				
Confirm password:	•••••			
Please repeat your password for verification purposes.				
Email Address: • 5	stavroula perdiki@tpv-tech.com ×			
Fill in your email address here. We respect your privacy and will not pass on your personal data to a third party.				
	Next			

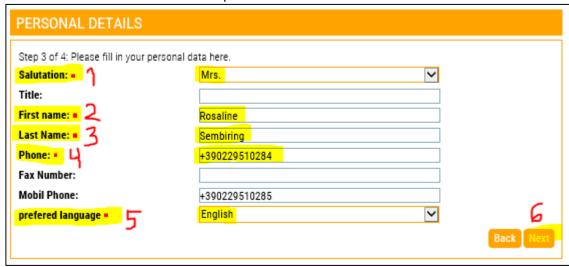
- 1. Make sure that the country selection is correct.
- 2. Fill in the user name which are going to be used to submit a case in the dealer portal in field 'User ID'
- 3. Fill in the password for that username in the field 'Password'
- 4. Re-type the same password as you type in field 'Password' in the field 'Confirm password'
- 5. Fill in the email address of the user if the field 'Email Address'. This email address will be the address to send an email confirmation related to the registration of username and dealer and also the submission of the case (if the case is located at the dealer).
- 6. Click on button [Next] to continue to the next page

4. Fill in the information of the dealer:



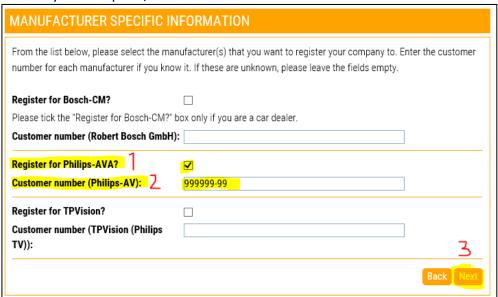
- 1. Fill in the dealer name in fied 'Company'
- 2. Fill in the number and name of the street where the dealer is located in field 'Street / Housenumber'
- 3. Fill in the postal code where the dealer is located in field 'Postcode'
- 4. Fill in the city where the dealer is located in field 'City'
- 5. Select the cooperation which the dealer belongs to from the dropdown menu in field 'Coop'
- 6. Fill in the number of your dealer (cooperation number) in field 'Cooperation-number'. This field should be filled with the registered number of your company within your country. If you don't know the number of your cooperation please fill-in the field with "888888"
- 7. Fill in the VAT number of your dealer in the field 'Value added tax ident number (VAT-ID)'
- 8. Click on button [Next] to continue to the next page

5. Fill in the information of the contact person of the dealer:



Description:

- 1. Select the title of the dealer contact person from dropdown menu in field 'Salutation'
- 2. Fill in the first name of the dealer contact person in field 'First name'
- 3. Fill in the last name of the dealer contact person in field 'Last Name'
- 4. Fill in the telephone of the dealer contact person in field 'Phone'
- 5. Make sure that the preferred language in field 'preferred language' is your preferred language
- 6. Click on button [Next] to continue to the next page
- 6. Choose the name of the brand/company which you want to register your dealer to. In this case it will always be Philips TV/TP Vision



- 1. Tickmark the box in the field 'Register for Philips-AVA?'
- 2. Fill in your TP Vision dealer number in the field 'Customer number (Philips-AV)' if you know it. If not, you can leave it empty.
- 3. Click on button [Next] to continue to the next page

7. Confirm the data that you just filled



- 1. a. if there are mistakes in the data that you filled before, you can do the correction by clicking button [Change data]
 - b. Agree with the Privacy Policy and Terms and Use of InfoTip
 - c. if all the data that you filled before is already correct, you can submit your registration by clicking button [Register]

8. Confirmation message

After you finished register your username, there will be a confirmation message as seen below. Your request now is being reviewed by our local consumer care department and you will get an email notification if they approve/reject your request.

THANK YOU FOR YOUR REGISTRATION REQUEST!
We will verify your request as soon as possible. Once it's approved, you will get an email notification from us and can start submitting a case through the system.