

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:

1. Go to url: <https://www.infotip-rtss.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:

The screenshot shows the homepage of the InfoTip RTS website. At the top, there is a navigation bar with 'CONTACT', 'HOTLINE: +49 (0) 9571 73 90 32', and language/country dropdowns for 'ITALY' (labeled 1) and 'ENGLISH' (labeled 2). Below this is a header with the 'RTS' logo and the text 'REPAIR TRACKING SERVICE BY INFOTIP SERVICE GMBH'. Navigation links for 'HOME', 'LOGIN', and 'BECOME A MEMBER' are present. The main content area is divided into two sections. The left section, titled 'RTS LOGIN', contains a 'Country Selection' dropdown menu with 'Italy' selected, a 'User ID' field with 'SembiringR' entered, a 'Password' field with masked characters, a 'Login' button, and links for 'Forgotten Password' and 'First Time User' (labeled 3). The right section, titled 'WELCOME AT "INFOTIP REPAIR-TRACKING-SERVICE" RTS', contains a welcome message, a description of RTS as a vendor-independent online logistic and information service, and an image of a worker with boxes.

Description:

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 reserved 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: 1

Select the place of business (companies country).

User ID: 2

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: 4

Please repeat your password for verification purposes.

Email Address: 5

Fill in your email address here. We respect your privacy and will not pass on your personal data to a third party.

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Description:

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 in 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:

COMPANY DETAILS

Step 2 of 4: Please enter your company data here.

Due to technical specifications (e. g. For transmission of the collection address to the logistician) some address field lengths are limited. Please shorten the entries, as appropriate.

Company: ■ 1	<input type="text" value="PT ABC"/>
Company name affix:	<input type="text"/>
Street / Housenumber: ■ 2	<input type="text" value="Zwijanaardsesteenweg 128"/>
Postcode: ■ 3	<input type="text" value="9000"/>
City: ■ 4	<input type="text" value="Ghent"/>
Country:	<input type="text" value="BE:Belgium"/>
Coop: ■ 5	<input type="text" value="CARREFOUR"/>
Cooperation-number 6	<input type="text" value="888888"/>

If you do not know your cooperation-number (dealer number), please enter 888888 in the field.

Value added tax ident number (VAT-ID): ■ 7	<input type="text" value="BE0837960234"/>
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Next

Description:

1. Fill in the dealer name in field '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:

PERSONAL DETAILS

Step 3 of 4: Please fill in your personal data here.

Salutation: 1	Mrs.
Title:	
First name: 2	Rosaline
Last Name: 3	Sembiring
Phone: 4	+390229510284
Fax Number:	
Mobil Phone:	+390229510285
preferred language: 5	English

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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

MANUFACTURER SPECIFIC INFORMATION

From the list below, please select the manufacturer(s) that you want to register your company to. Enter the customer number for each manufacturer if you know it. If these are unknown, please leave the fields empty.

Register for Bosch-CM? ☐

Please tick the "Register for Bosch-CM?" box only if you are a car dealer.

Customer number (Robert Bosch GmbH):

Register for Philips-AVA? 1 ☒

Customer number (Philips-AV): 2 999999-99

Register for TPVision? ☐

Customer number (TPVision (Philips TV)):

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Description:

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

SUMMARY

PLEASE REGISTER

Country selection:

Belgium

User ID:

rosalines123

Email Address:

rosaline.sembiring@tpv-tech.com

1a

Change data

COMPANY DETAILS

Company:

PT ABC

Street / Housenumber:

Zwijanaardsesteenweg 128

Postcode:

9000

City:

Ghent

Country:

BE:Belgium

Coop:

CARREFOUR

Cooperation-number

888888

Value added tax ident number (VAT-ID):

BE0837960234

1a

Change data

PERSONAL DETAILS

Salutation:

Mrs.

First name:

Rosaline

Last Name:

Sembiring

Phone:

+32483263141

Preferred language:

English

1a

Change data

MANUFACTURER SPECIFIC INFORMATION

Register for Philips-AVA?

yes

Customer number (Philips-AV):

999999-99

1b

Change data

☒ I accept the [Privacy Policy](#) and the [Terms of Use](#) of InfoTip Service GmbH.

1c

Register

Description:

- 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.