Introduction

Claims paid under an Extended Service Contract (ESC), whether under the current BMW Extended Vehicle Protection Program (EVP) and MINI Extended Motorer Protection (EMP) or the earlier Original Owner Protection Program (2OP), are subject to verification of vehicle ownership information prior to payment. Therefore BMW NA Warranties now requires that a scanned copy of the customer signed RO be submitted prior to sending these particular claims for processing.

New Feature

DCSnet has therefore provided a new document upload feature for these scanned files. You find the desired Repair Order on the RO List, and then select the corresponding PDF document from your file system. DCSnet will "Upload" the file to a document archive for review by BMW NA Warranties. DCSnet indicates which files are required right from the Repair Order List. Any RO with at least one ESC defect code appears with a warning icon indicating that the upload is required. This same icon appears on both the RO and Claim Detail pages as well. The icon changes to a check mark when the document is loaded.

Uploading the file

The Uploading is a very simple process:

- 1. Find the RO (one with the Warning icon in the row)
- 2. Click the icon
- 3. Verify that the right RO is being updated and that the Chassis Nbr matches
- 4. Press Browse
- 5. Navigate to the location where you keep the scanned RO documents
- 6. Select the corresponding file (Note: it must be a PDF file)
- 7. Press Upload
- 8. Observe the progress
- 9. If successful, close the window, the icon should change to the Success indicator (Check Mark)
- 10. If not, follow the instructions in the error message to remedy the problem

You should then load any other documents that also display the upload-required indicator.

Sending the Claims

DCSnet will prevent sending any ESC claims that are missing the signed Repair Order document. These are claims having defects with any of the following vendor codes – (ES, PL, PT, or GD).

Reporting

There is also a new report that shows which ESC claims are missing the corresponding signed Repair Order files.

Detailed Process

1. Scan

You will have to scan each signed RO containing ESC work into a separate PDF document. These documents should be stored so they are accessible from the PC used for DCSnet Claim Processing. For scans of your ROs, 150 or 200 dpi should be a good starting point. The upload function here is limited to a maximum size (currently 1 MB).

2. File

We recommend that you use a file naming standard to help you later find and organize these files.

Perhaps something like - "RO_" + RO Nbr + "_" + Chassis Nbr + ".pdf

Filename for RO Nbr 22222 and Chassis Nbr AB12345 would be - RO_22222_AB12345.pdf

3. Select

Using the *RO List* (or the *RO Detail* or *Claim Detail* pages), find the Repair Order that is missing the scanned file.

Click on the Warning icon



The Upload Document dialog will display.

Upload Document	8
Ro Nbr: Chassis Nbr:	Document type: Signed Repair Order PDF
Choose File:	
	Browse Upload Cancel

Press Browse

The File Selection dialog appears

Select file to upload		? 🔀
Look in: 🖳 My Computer	<u>-</u>	• 🗢 🗈 💣 🎞 •
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Once a file is selected, the file name and size are displayed:

Upload Document	8
Ro Nbr: Delete Chassis Nbr: Chassis Nbr:	Document type: Signed Repair Order PDF
File name: test2.pdf 10.73 KB Once selected, the filename and size are shown here	Browse Upload Cancel

If the file is too big, a warning message is shown:

Upload Document	8
Ro Nbr: Chassis Nbr: Chassis Nbr:	Document type: Signed Repair Order PDF
Choose File:	
Error messages are shown in Red here	Browse Upload Cancel
File Selection failed. Maximum file siz	e(1 MB) exceeded!

Uploading is displayed dynamically

Upload Document	8
Ro Nbr: 1001111 Chassis Nbr: 100111	Document type: Signed Repair Order PDF
File name: Test3.pdf 117.44 KB	Tracks upload progress
82% uploaded(96 KB of 117.44 KB) Time left: 0 s; Transfer rate: 96 KB/ s	Cancel
82%	

If the Upload is successful, you will get a confirmation

Upload Document	8
RO Nbr: 00002 Chassis Nbr: 000000	Document type: Signed Repair Order PDF
Filename: Ro tind22.pdf 240 kb	
	Browse Upload Close
100%	
240 kb uploaded successfully	Upload confirmation

The icon will change to the check mark



You can also upload a new document for the same RO. It will overlay the previous document. This way, if you loaded the wrong document, you can just load the correct one on top of it by using the check mark icon.

5. Generate and Send

You can now generate and send those claims.

But, If you forgot to upload the RO document, you will see the following when you try to send:

🏉 Claim	Send Sun	nmary - Mi	crosoft In	ternet Explor	er provided by Microsoft
DCSnet					
Claim Se	nd Summa	ary			02/01/2010 18:58:24
Claim	s Not S	ent			
Claim ID	RO Nbr	Chassis Nbr	Claim Status	Date/Time	Comments
82804	11(2778)	0158385	New	02/01/2010 04:54:18 PM	Claim could not be sent to BMW NA. Missing Repair Order document. Please upload a copy of the signed RO.
				P	rint Close

Indicators



DCSnet will remind you which RO files need to be uploaded.

The RO List and the RO and Claim Detail pages will show you this warning icon indicating that the RO file is required.



This check mark icon will replace the warning icon indicating that the upload was successful.

Updated Screens

Repair Order List showing the two icons:

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Resu	lts									
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	581281	Incomplete	12/12/2009	HEARING IN THE	01-2121 U.S. Highway	Succes	sful			
	581285	Incomplete	12/12/2009	MALINDERT	01-ttell U.S. Highway		Sidi			≡
	501245	Incomplete	12/12/2009	20621980	01-201 US Highway	y 222				
	5121134811	Incomplete	12/14/2009	Cartoner	01-21211 U.S. Highware	y 22	_		=	
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	242-124242	Incomplete	12/14/2009	C112/720340	01-112 U.S. Harrison	🚛 🤇 Require	d			
	242-12427	Incomplete	12/14/2009	法法规注 [1]]	01-111 U.S. Highway	y 222				
	2011002	Incomplete	12/14/2009	WHET IT HAVE	01-181 US Highway	y 22				
	210413	Incomplete	12/14/2009	1211/12115	01-21211 U.S. Highway	y 22	\checkmark			
	521HH13	Incomplete	12/14/2009	\$121151542	01-21211 U.S. Highlinia	¥ 222				
	321412	Incomplete	12/14/2009	17(38083	01-281 US Hallware	y 222			¥	
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RO Details now shows one or the other icon for all ESC jobs.

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Claim Details shows the same behavior.

New Report - DCSnet Missing Documents report

Missing Documents is the New Report item in the Claim Reports drop down list:

Menu		CenterNet	Sitemap	Help	Feedback	Logout	
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Report Selection							
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New Missing Documents Report

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					Click the Document	Type links to upload those	e specific documents		
	RO Nbr	Chassis Nbr	Job Nbr	Defect Code	Claim ID Document Type	Reason Rec	uired Loc		
	200034	7123676	1	61303614ES	Signed RO	ESC	01	_	
									*
E.									

This report allows you to click on the Signed RO link and actually select and upload the missing file directly from the report.

This report will only show those ROs for which there are unsent Claims having ESC defects and for which there is no uploaded RO PDF document.