

### 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

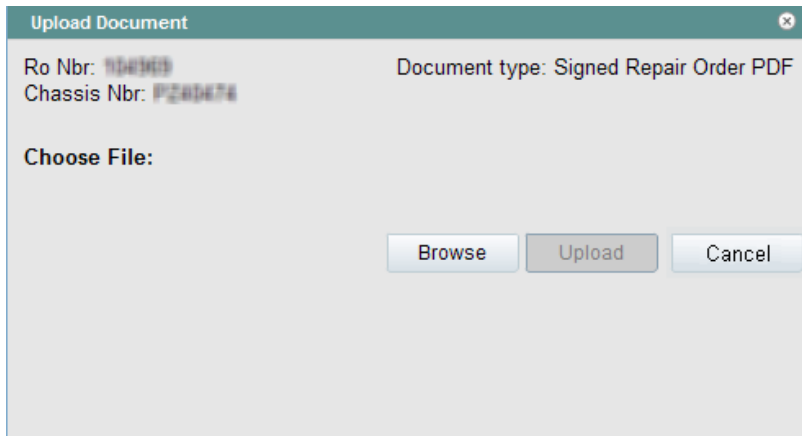
Using the *RO List* (or the *RO Detail* or *Claim Detail* pages), find the Repair Order that is missing the scanned file.



Click on the Warning icon

#### 4. Upload

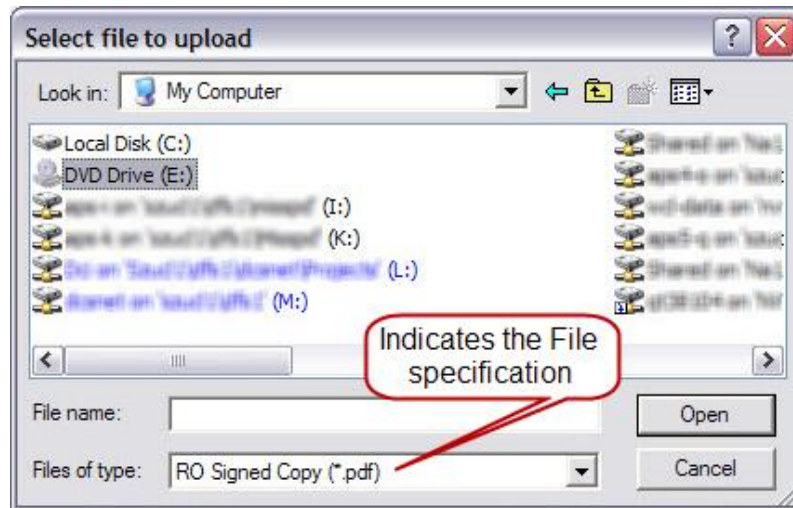
The *Upload Document* dialog will display.



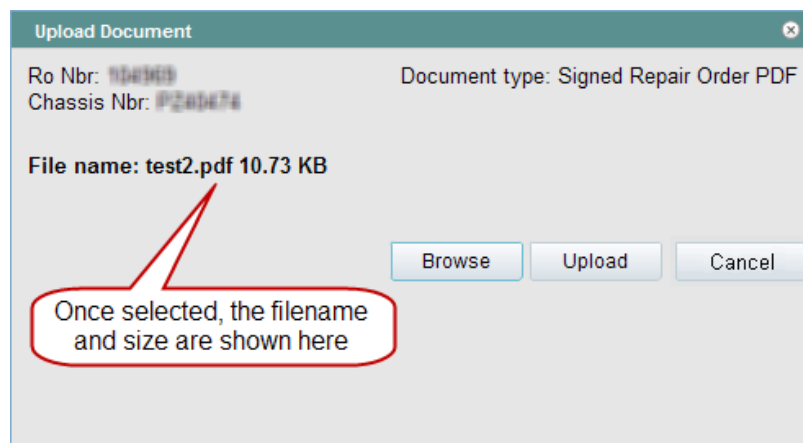
Press **Browse**

## Guide to Document Uploading in DCSnet for ESC repairs

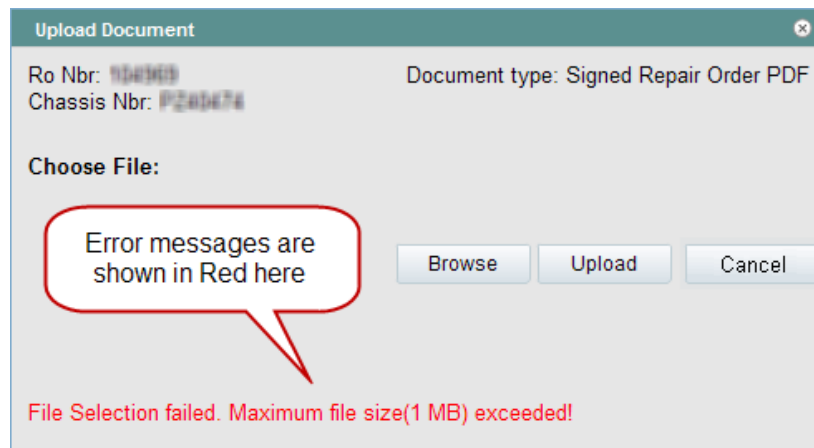
The *File Selection* dialog appears



Once a file is selected, the file name and size are displayed:

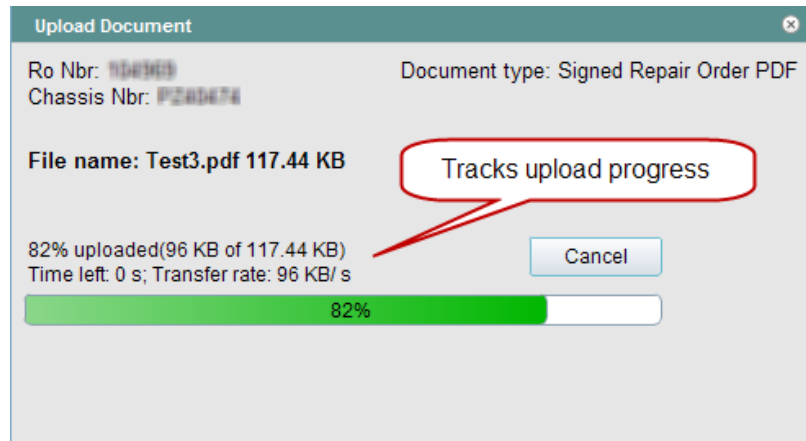


If the file is too big, a warning message is shown:

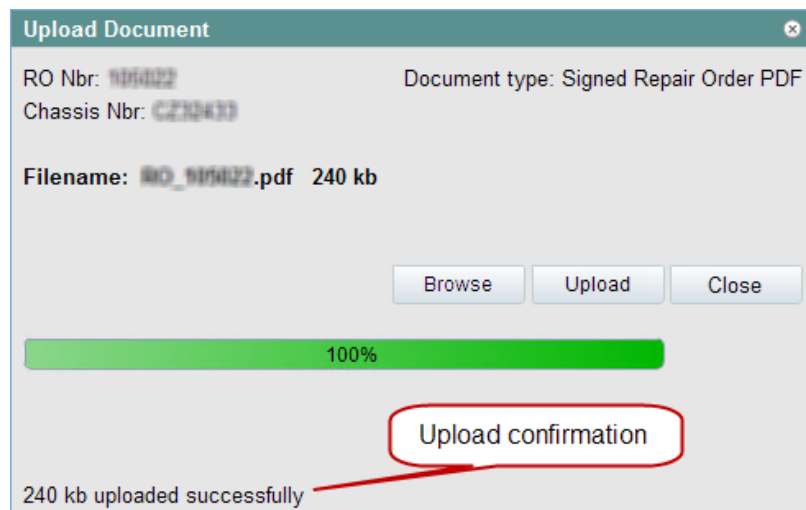


## Guide to Document Uploading in DCSnet for ESC repairs

Uploading is displayed dynamically



If the Upload is successful, you will get a confirmation



The icon will change to the check mark



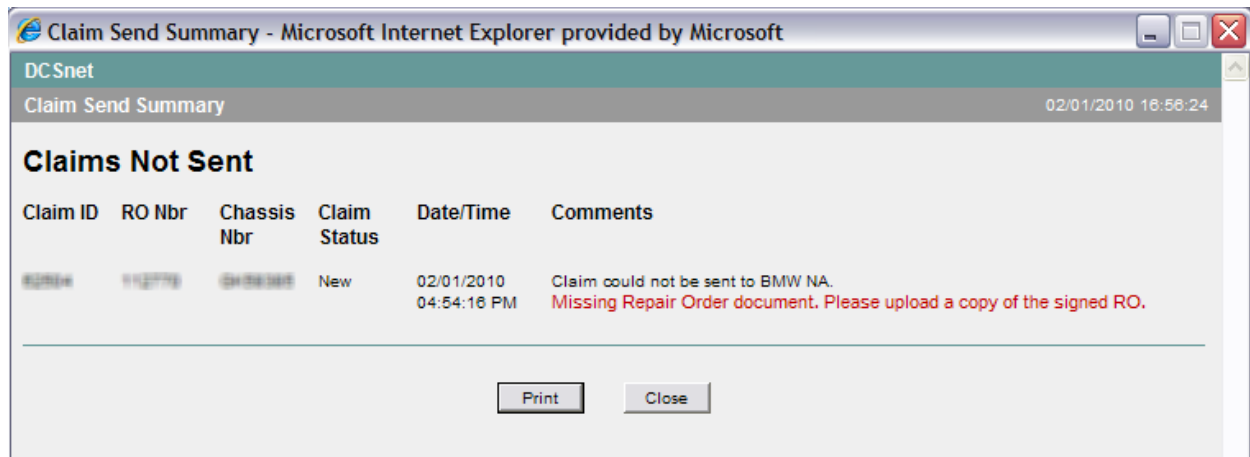
You can also upload a new document for the same RO. It will overlay the previous document. This way, if you loaded the wrong document, you can just load the correct one on top of it by using the check mark icon.

## Guide to Document Uploading in DCSnet for ESC repairs

### 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:



## 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.

## Guide to Document Uploading in DCSnet for ESC repairs

### Updated Screens

*Repair Order List* showing the two icons:

Menu: [DCSnet] | [Administration] | [Sales] | [Service] | [Parts] | [Corporate] | [Logout]

### Service Repair Order List

Criteria

Status and Date of Repair: Incomplete (From: To: ) RO Nbr: Chassis Nbr: Location: 01-381 US Highway 22

Current: Day Week Mon Year Prev: Day Week Mon Year 7 30

Search

RO Nbr	Status	Date of Repair	Chassis Nbr	Loc	Document	Delete
01-381	Incomplete	12/12/2009	01-381	US Highway 22	Upload Successful	
01-381	Incomplete	12/12/2009	01-381	US Highway 22	Upload Successful	
01-381	Incomplete	12/12/2009	01-381	US Highway 22	Upload Successful	
01-381	Incomplete	12/12/2009	01-381	US Highway 22	Upload Successful	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	
01-381	Incomplete	12/14/2009	01-381	US Highway 22	Upload Required	

0 Selected

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Claim List Create RO

*RO Details* now shows one or the other icon for all ESC jobs.

Menu: [DCSnet] | [Administration] | [Sales] | [Service] | [Parts] | [Corporate] | [Logout]

### Service Claim Details

Claim Header

Claim ID: 01-381 Chassis Nbr: 01-381 Claim Status: New

Check Status: Incomplete Vehicle Type: Sedan Service Advisor: Hernandez, Randy

Repair Order Nbr: 01-381 In Service Date: 12/12/2009 Location: 01-381 US Highway 22

RO Open Date: 12/12/2009 Vehicle Age: 24 Months Engine Light: On

Date of Repair: 12/12/2009 Odometer (Miles): In: 48778 Out: 48778 Disabled?: No-Not Disabled

Customer

Find Customer: LAST NAME

Claim Comments

Dealer Claim Note: BMW Claim Comments

Characters remaining: 80/80

Nbr	Warranty Type	Defect Code	Technician	Total	Disabled	Special	Delete
1	1W Vehicle	12 14 00 15 ES	Saramkura, Pathai	472.15			
2	1W Vehicle	05 00 00 01 MP	Saramkura, Pathai	153.00			
3	1W Vehicle	07 03 00 10 00	Saramkura, Pathai	85.76			

3 Line Items Total: \$721.60

\* Required

Back to List Reset Save Check Claim Add Line Item Next >

*Claim Details* shows the same behavior.

## New Report – DCSnet Missing Documents report

Menu	Home	CenterNet	Sitemap	Help	Feedback	Logout
DCSnet	Administration	Sales	Service	Parts	Corporate	

## Service Claim Reports

Report Selection

Report
Select a Report

Select a Report  
Claim Register Summary  
Credited / Debited  
Detailed Credit Notes  
Returned and Refused Claims  
Returned Field Auth Reqs  
Authorization Confirmation  
Missing Documents

☐ Report Default
Location All

☐ Date

Current: Day Week Mon Year Prev: Day Week Mon Year 7 30

Results

Menu	Home	CenterNet	Sitemap	Help	Feedback	Logout	
DCSnet	Administration	Sales	Service	Parts	Corporate		

## Service

### Claim Reports

Report Selection

Report Missing Documents

Location All

Retrieve Report

Results

### BMW and MINI

9/4/2015

DCSnet Missing Documents Report

Click the Document Type links to upload those specific documents

RO Nbr	Chassis Nbr	Job Nbr	Defect Code	Claim ID	Document Type	Reason Required	Loc
<a href="#">10000000</a>	<a href="#">10000000</a>	1	61303614ES	<a href="#">10000000</a>	<a href="#">Signed RO</a>	ESC	01

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.