

XPOS 3.0 Quick start guide for retailers and service dealers



This document will help you get started with XPOS version 3.0. Please follow the guide that best suites you.

[XPOS 3.0 Quick start guide for retailers and service dealers](#)

[1. I have no previous XPOS account](#)

[1.1 I am a retailer / distributor](#)

[1.2 I am a service dealer](#)

[2. I have an XPOS account](#)

[2.1 First log in](#)

[2.2 I don't know my password](#)

[2.3 I don't know my user name/email](#)

[3. Create a claim](#)

[3.1 Create your first claim](#)

[3.2 Create your first claim as service dealer](#)

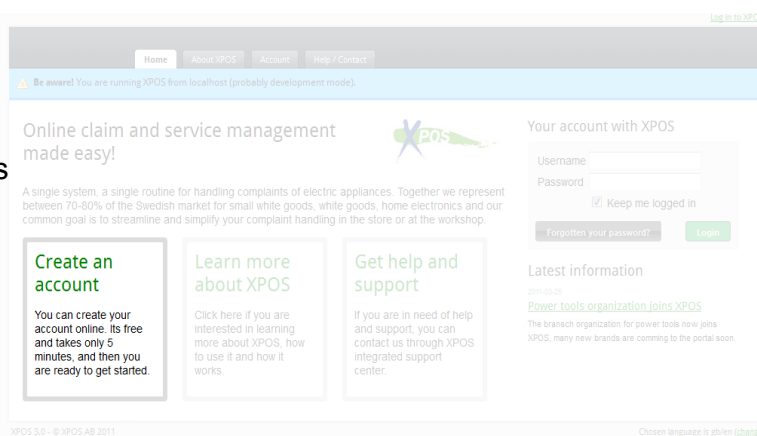
1. I have no previous XPOS account

1.1 I am a retailer / distributor

1. To create your account, go to <http://www.xpos.eu/> and click the “Create account” link on the start page highlighted in the screenshot next to this text, or go directly to the web site address <http://www.xpos.eu/users/register>

2. To create your account, fill in the form as described on the web page.

NOTE! You can create one or many accounts for your business. It depends on how you want to work with XPOS.



3. After you have created your account, you need to link your account to a store or workshop. This you can do with a guide that will come up the first time you log in to your account. If your store / workshop is missing, you can apply for a new store account. This will have to be manually validated by a XPOS employee before you may do requests, this is to prevent duplication of store's and workshop's in XPOS.

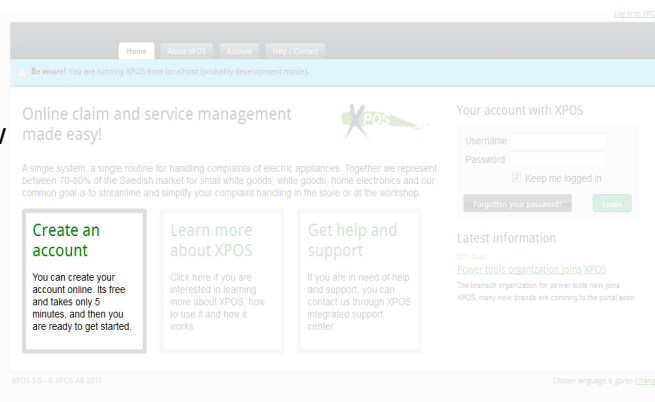
4. When you have linked your account, you will have access to your manufacturer dashboard. From there you can activate the brands that you are working with by clicking on them and choosing “Activate this brand”. The logo will go from transparent grey to colored and will appear in the top of the page.

5. You are now ready to create your first claim, follow the section called “Create your first claim”.

1.2 I am a service dealer

1. To create your account, go to <http://www.xpos.eu/> and click the “Create account” link on the start page highlighted below the screenshot next to this text, or go directly to the web site address <http://www.xpos.eu/users/register>

2. To create your account, fill in the form as described on the web page.



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3. After you have created your account, you need to link your account to a store or workshop. This you can do with a guide that will come up the first time you log in to your account. If your store / workshop is missing, you can apply for a new store account. This will have to be manually validated by a XPOS employee before you may do requests, this is to prevent duplication of store's and workshop's in XPOS.

4. When you have linked your account, you will have access to your brands menu page. From there you can activate the brands that you are working with by clicking on them and choosing “Activate this brand as workshop”. Now you have to wait for the manufacturer to approve your application. You will get an email when your account is activated as a service dealer.

5. After you get your confirmation email you are ready to create your first claim, follow the section called “Create your first claim as service dealer”.

2. I have an XPOS account

2.1 First log in

1. You can log in using your XPOS user name and password in the right section of the page, highlighted to the right.

2. You log in by using your email address and password.

3. If your account is missing data, you will be presented with the settings page, please enter all information in the form and press “Save” at the bottom of the page. You will then be transferred to your main brands menu.

4. You are now ready to make your first request. Follow the section called “Create your first claim”

NOTE! You will not be allowed to leave the settings page before you completely fill in the form!

2.2 I don't know my password

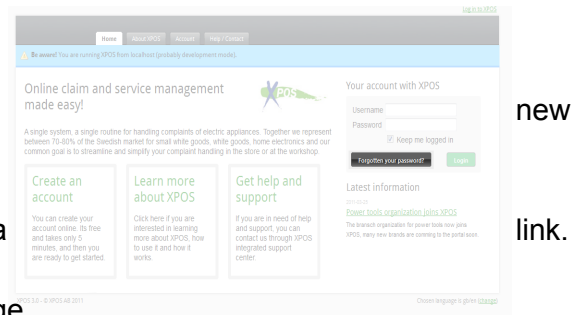
1. If you have lost your password, you can use the “Forgot password” functionality, shown in the image to the right:

2. Enter your accounts e-mail address and press “Request password”.

3. Within 10-15 minutes, you should receive an email with a

4. Click the link in the email, you will be transferred to a page where you can request a new password. On the page click the button “Request new password”. After this your old password will be removed and replaced with a new random one.

5. You will now receive an email within 10-15 minutes with the new password, and you should now be able to log in to XPOS using the new password.



NOTE! If you do NOT receive an email, it's probably some problems with your SPAM filter. Check your spam inbox, or contact your IT administrator.

2.3 I don't know my user name/email

If you don't know your user name, then you can always try to register a new account. There is no way to get back a forgotten user name, so it's really important that you remember this.

3. Create a claim

3.1 Create your first claim

1. Make sure you have a active XPOS account, and follow the log in procedure described in §2.1.
2. If you have not, activate yourself with the brand you wish to do a claim with.
3. Click the brand logo and press “Go to manufacturer”
4. You are now in the manufacturers starting page. From here you can see all old requests and other useful information.
5. To start a new request (no matter if its a service, credit or spare part request).
6. Fill the form as instructed on the screen

NOTE! It's really important that you make difference on “sending” and “saving” the claim. When you only push “Save”, the claim IS NOT, sent to the manufacturer. The manufacturer won't event see the request before you send it in to them.

3.2 Create your first claim as service dealer

1. Make sure you have a active XPOS account, and follow the log in procedure described in §2.1.
2. If you have not, activate yourself with the brand you wish to do a claim with. Please read the note in

- §1.2.3 for information on activating yourself as a service dealer.
3. Click the brand logo and press “Go to manufacturer”
 4. You are now in the manufacturers starting page. From here you can see all old requests and other useful information.
 5. To start a new request (no matter if its a service, credit or spare part request).
 6. Fill the form as instructed on the screen

NOTE! It's really important that you make difference on “sending” and “saving” the claim. When you only push “Save”, the claim IS NOT, sent to the manufacturer. The manufacturer won't event see the request before you send it in to them.