

i.) Overview of Dealer user manual

Thank you for using UPS-service Online. This manual is designed to guide users through the functions of the online system.

ii.) Log in

Dealer can access the 'Members Corner' page from the UPS homepage at www.ups-service.com by clicking on the 'Members' Corner' link.

The screen in figure 2 shows the 'Members' Corner' page with two links:

- [Click here to access Technical Service](#)
- [Click here to access Marketing Service](#)

Depending on your user type (e.g. Marketing or technical dealer), click on the appropriate link that will bring you to the respective login page (refer fig. 2.1 and 2.2).

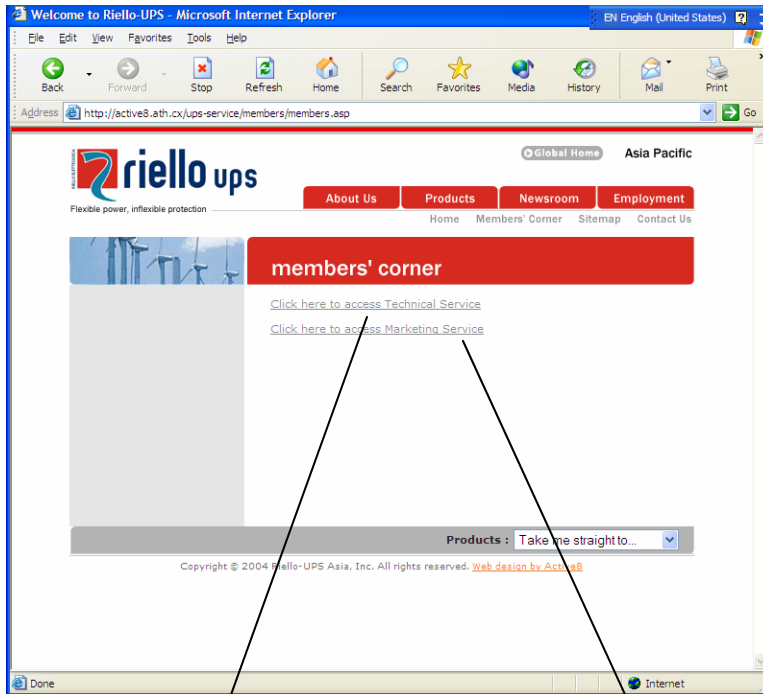


Fig. 2

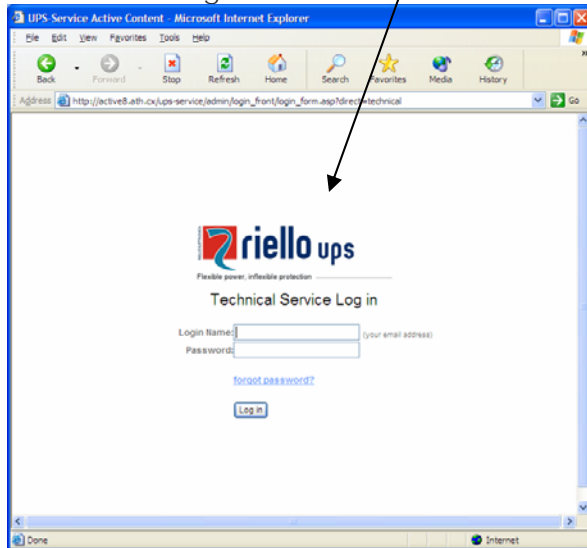


Fig. 2.1

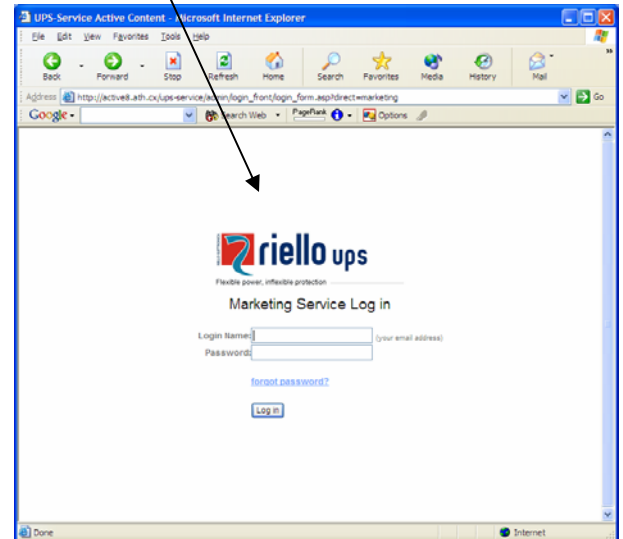


Fig. 2.2

iii.) Technical Services

Dealers who have selected technical services will be taken to the 'Technical Service login' page where a user ID and a password are required in the text fields. Enter user ID and password and click 'log in' (refer fig. 3). NOTE: you should attempt to login from the technical login page only if you are an authorized technical dealer. You will be redirected to the marketing login page if you login as a marketing dealer (refer fig. 3).

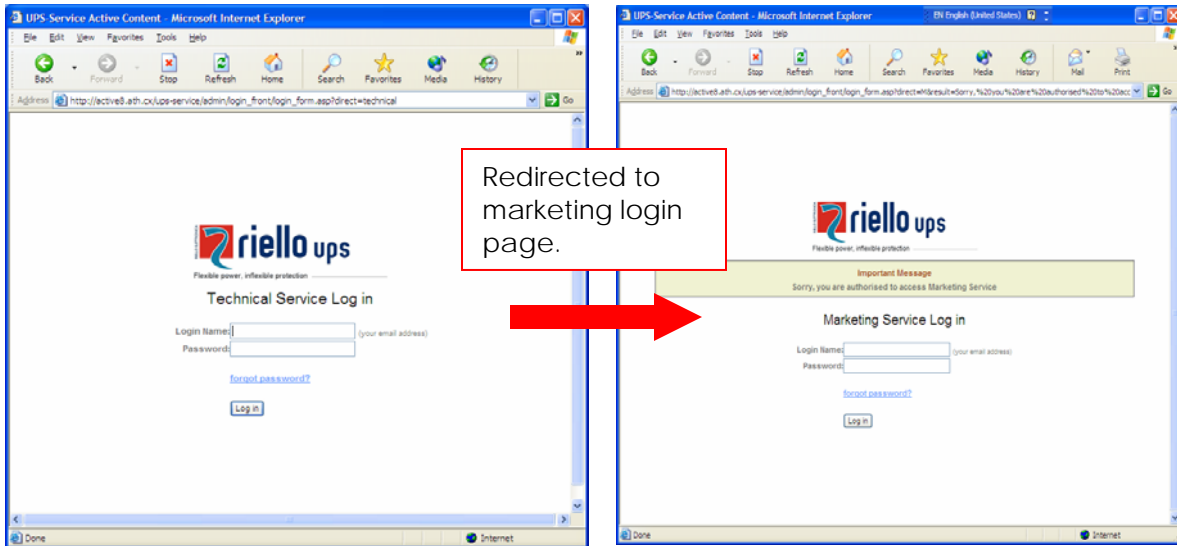


Fig. 3.

After logging in, the first screen you will see is the Main Menu (refer fig. 3.1).

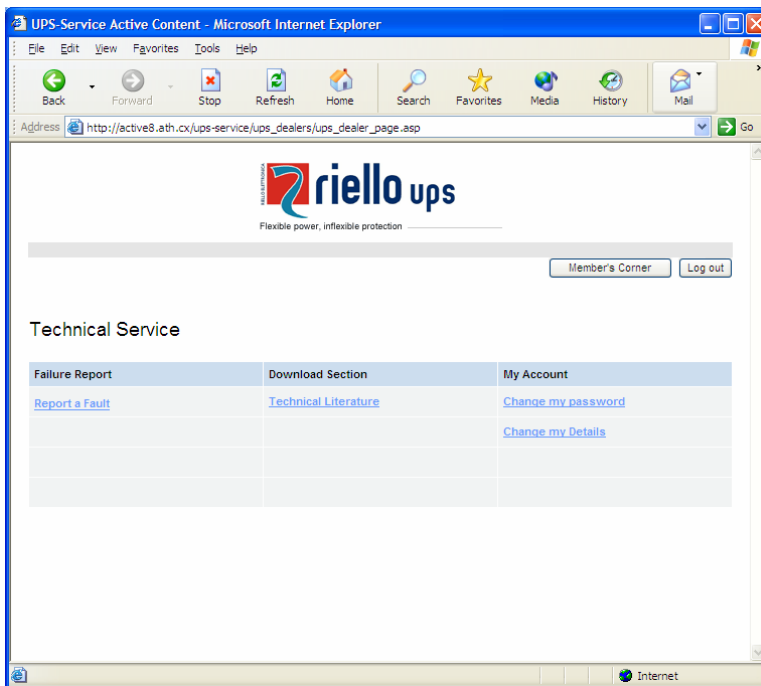


Fig. 3.1

Options under Main Menu:

- a. Failure Report
 1. Report a Fault
- b. Download Section
 1. Technical Literature
- c. My Account

1. Change my password
2. Change my Details

(a.) Failure Report

(1.) Report a Fault

To file a Failure Report (FR), click on 'Report a Fault' link under the main menu. You will see a FR form (refer fig. 3.a).

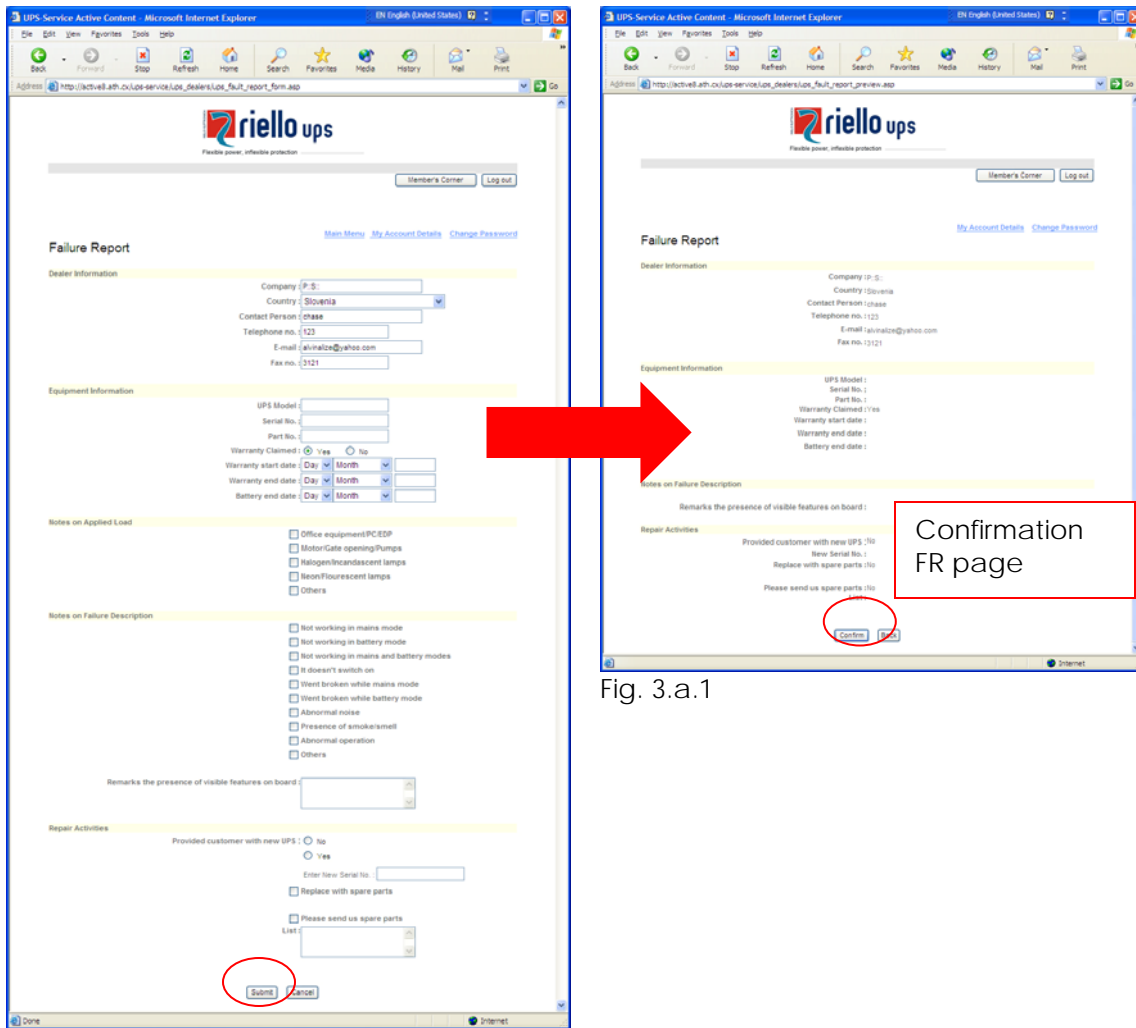


Fig. 3.a.1

Fig. 3.a

Here you can complete and submit the Failure Report form.

Once the Failure Report is completed, click on the 'Submit' button at the bottom of the FR form (see fig 3.a). You will be taken to a preview page where you can either confirm the submission by clicking the 'Confirm' button or go back to the previous page to make amendments (refer fig. 3.a.1).

Once the 'Confirm' button is clicked, the user will be brought to a notification page with a system-generated Failure Report number (refer fig. 3.a.2). This number will be used for future reference. From the same page, Dealers can choose to go back to the main menu, file another Failure Report or log out.

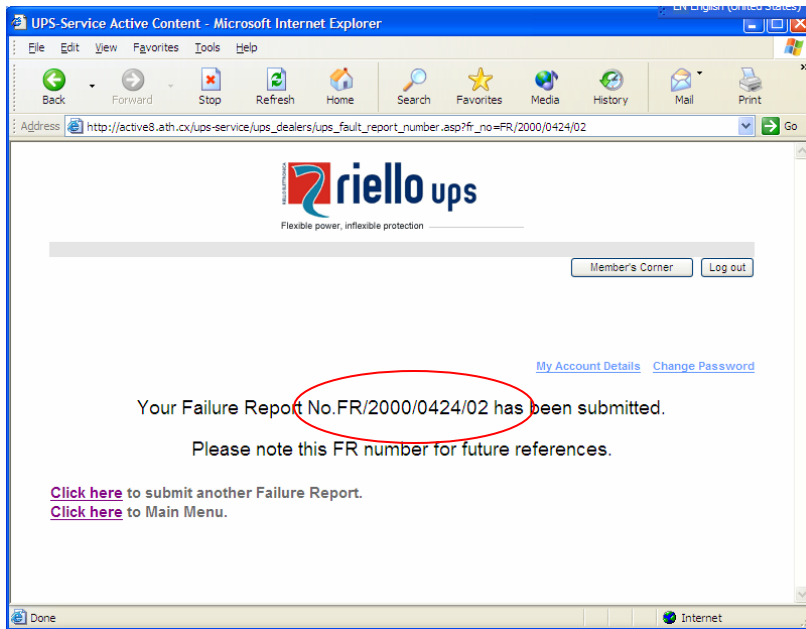


Fig. 3.a.2

b.) Download Section (NOTE: this section caters to both Technical and Marketing Dealers)

(1.) Technical/Marketing Literature

To download technical/marketing literatures, click on the 'Technical/Marketing Literature' link under the main menu.

You will see a table with the available models (refer fig. 3.b.1).

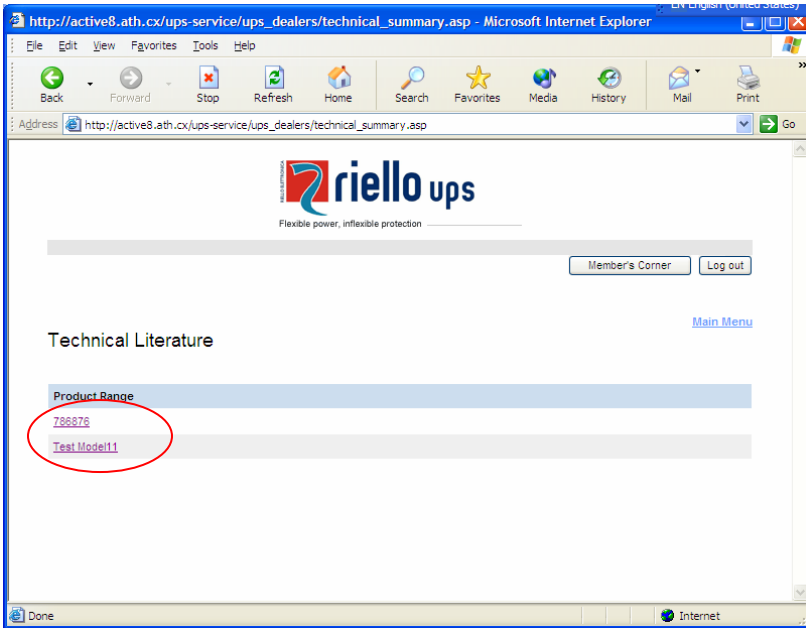


Fig. 3.b.1

Select a model by clicking on the link in the table. You will be taken to a table with all the available literatures within the selected model (refer fig. 3.b.2). Click on the literature to download the document(s).

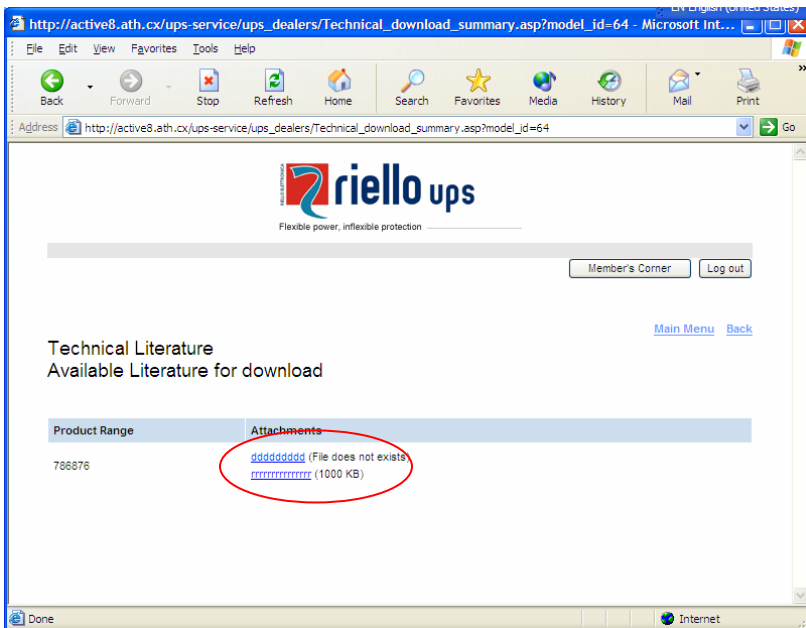


Fig. 3.b.2

c. My Account (NOTE: this section caters to both Technical and Marketing Dealers)

(1.) Change my password

To change your password, click on the 'Change my password' link under main menu. You will see a page with three text fields (refer fig. 3.c.1).

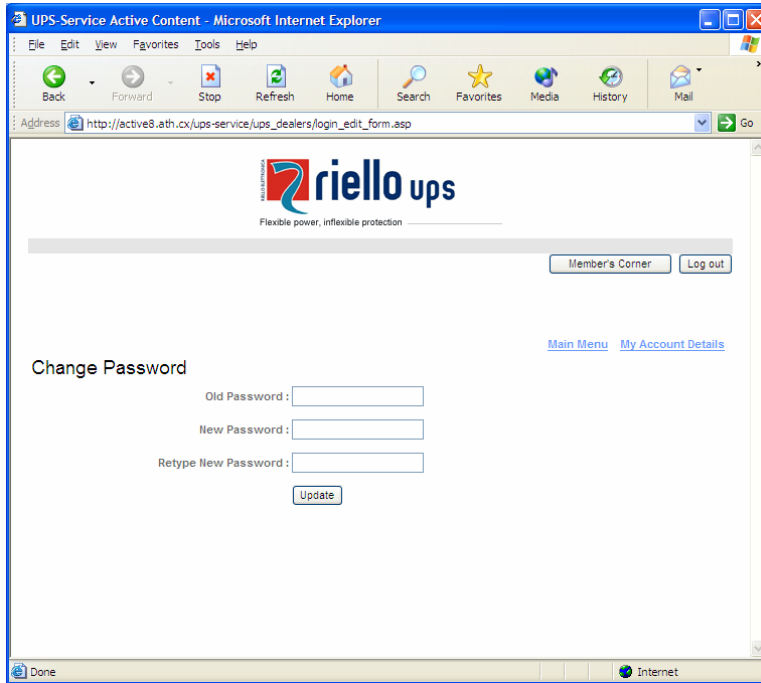


Fig. 3.c.1

Key in your existing password and new password and click on the 'Update' to save the changes. You will be taken back to the main menu after clicking on the 'Update' button.

(2.) Change my Details

To change your details, click on the 'Change my details' link under main menu. You will see a page with your existing information (refer fig. 3.c.2).

UPS-Service Active Content - Microsoft Internet Explorer

Address: http://active8.ath.cx/ups-service/ups_dealers/ups_dealer_edit_form.asp?id=51

riello ups
Flexible power, inflexible protection

Member's Corner Log out

[Main Menu](#) [Change Password](#)

Edit Details

Company:

Country:

Contact Person:

Email: (this will be used as login username)

Tel:

Fax:

Fig. 3.c.2

You can change the information in these text fields. Click 'update' to save changes. You will be taken back to the main menu after clicking on the 'Update' button.

-END-