



AUTONEXUS
PARTS & VEHICLE LOGISTICS

AutoNexus Incident Management System

Purpose

The purpose of this procedure is to provide instructions on how to log issues with vehicle quality via the AutoNexus web page. The procedure also instructs dealers on how to view their incident history and retrieve their password if forgotten.

Procedure

The online vehicle pre-delivery incident reporting tool over time will replace the customer survey on the back of the Quality Check Customer Survey mirror hanger.

The benefits of online reporting include:

- E-Mails sent to multiple staff including managers when incidents are initially lodged – No lost faxes!
- E-Mail alerts to managers and staff when incidents are not viewed or completed in accordance with our KPI's
- Transparency, all correspondence is recorded electronically and can be referenced at anytime
- Identifying weak links in our processes
- Providing a better quality service to you

Logging a new vehicle incident

See steps 1 through to 3 on page 2 & 3.

Forgot Your Password

See step 2.

Viewing your Incident History

See step 5.

If you require help with lodging an incident please contact Rob Waterhouse on 0434 656 391.



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1.

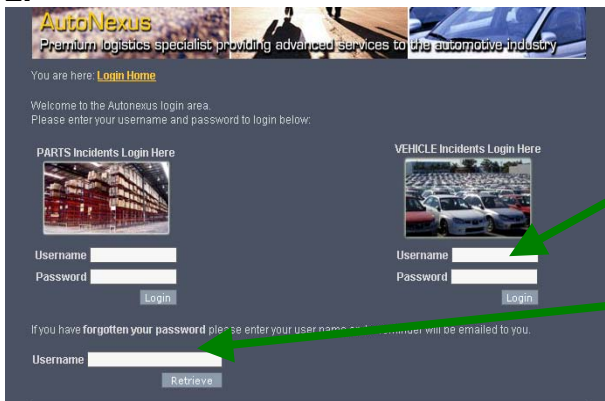


Step 1.

To lodge a vehicle Pre-Delivery incident go to our website www.autonexus.com.au.

Click here to Login

2.



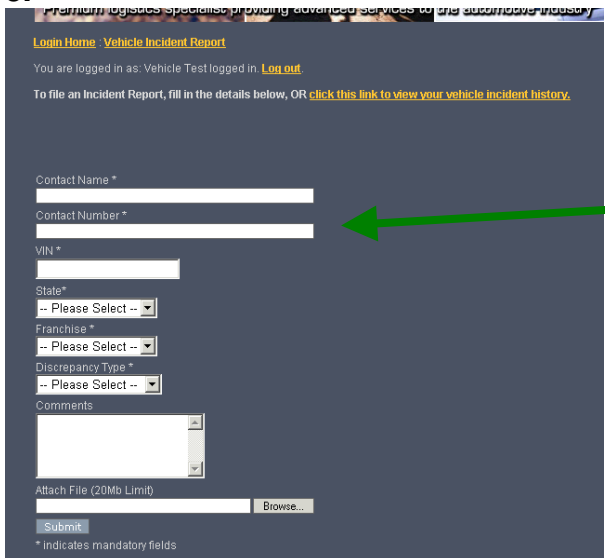
Step 2.

To lodge a vehicle Pre-Delivery incident enter your Username and Password here.

Or

If you have forgotten your password enter your email address here and press "Retrieve", your password will be emailed to you.

3.



Step 3 – Completing the online form

Contact name & number

Enter your contact name and number

Vin Field

Enter the last 6 digits of the vehicles Vin no.

State

From the dropdown box enter the state where the vehicle pre-delivery was completed.

Franchise

Vehicle brand



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3. (Cont'd)

Contact Name *

Contact Number *

VIN *

State*
-- Please Select --

Franchise *
-- Please Select --

Discrepancy Type *
-- Please Select --
 Damaged
 Detail
 Accessory Fitment
 Missing Parts
 Late Delivery
 Early Delivery
 Not Delivered
 Transport Damage
 Other

Comments

Attach File (20Mb Limit) Browse...

Submit

* indicates mandatory fields

Step 3 – Completing the online form (Cont'd)

Discrepancy Type

From the dropdown box select the fault type.

- Damaged* – Scratches/Dents etc
- Detail* – Issues with vehicle cleaning standard
- Accessory Fitment* – Missing/Damaged options
- Missing Parts* - Missing books/Tools etc
- Late Delivery* - Vehicle delivered too
- Early Delivery* – Vehicle delivered too early
- Not Delivered* – Vehicle not delivered at all
- Other* – Anything not covered above e.g. Mismatched alloy wheels

Comments

Place a brief description of the fault/s, attach photo's if necessary and press "**Submit**".

4.

Summary of web form submission:

Your Name

Vehicle Test

Email Address

nina.ngo@autonexus.com.au

Case Number

282033

Contact Name

Rob Waterhouse

Contact Number

0434 656 391

VIN

123456

Franchise

Mahindra

Discrepancy Type

Other

Comments

This is a test please disregard.

Step 4.

Once you have hit submit you will receive a confirmation screen with a case number assigned. If any of these details are incorrect please contact Rob Waterhouse on 0434 656 391 to update them



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5. [Perman Logistics](#) specializes providing advanced services to the automotive industry.

[Login Home](#) - [Vehicle Incident Report](#)

You are logged in as: Vehicle Test logged in. [Log out](#)

To file an Incident Report, fill in the details below, OR [click this link to view your vehicle incident history](#).

Contact Name *

Contact Number *

VIN *

State*
-- Please Select --

Franchise *
-- Please Select --

Discrepancy Type *
-- Please Select --

Comments

Attach File (20Mb Limit)

* Indicates mandatory fields

Step 5.

To view your incident history "*Click here*"