

# User Guide for RG WMS



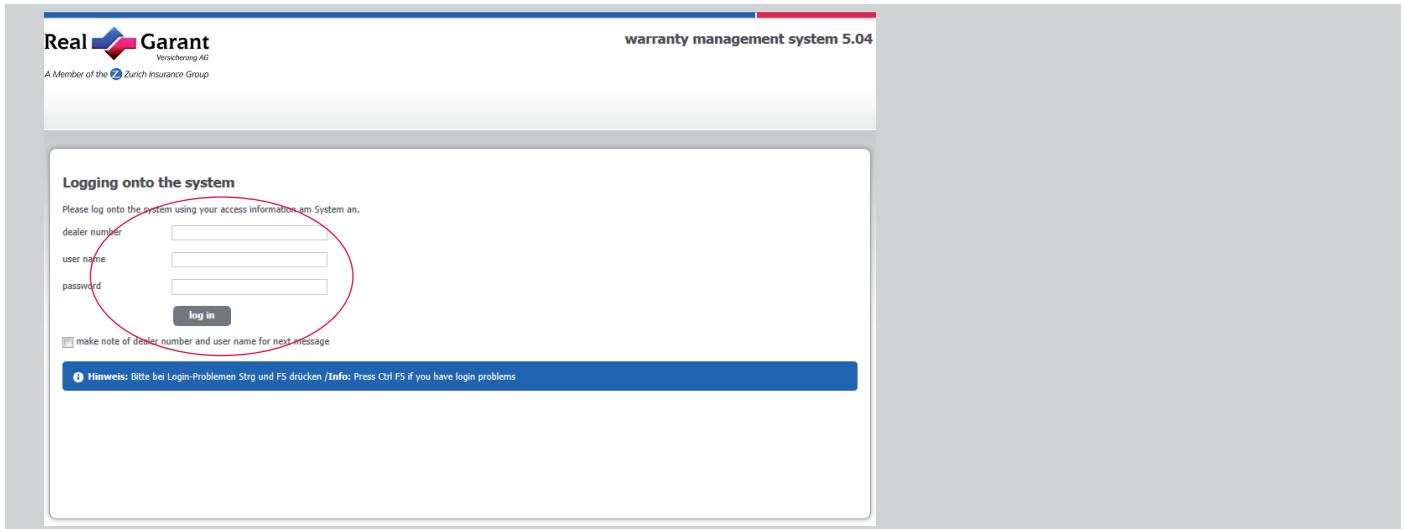
**Real**  **Garant**  
Versicherung AG

A Member of the  Zurich Insurance Group

# Configuration – first steps

## First login

Open the URL **https://www.rg-wms.com** in your web browser. The homepage of the Real Garant warranty entry system appears. In the right-hand column on this page you will find the login field for givit GMS.



Real Garant  
warranty management system 5.04

**Logging onto the system**

Please log onto the system using your access information an System an.

dealer number

user name

password

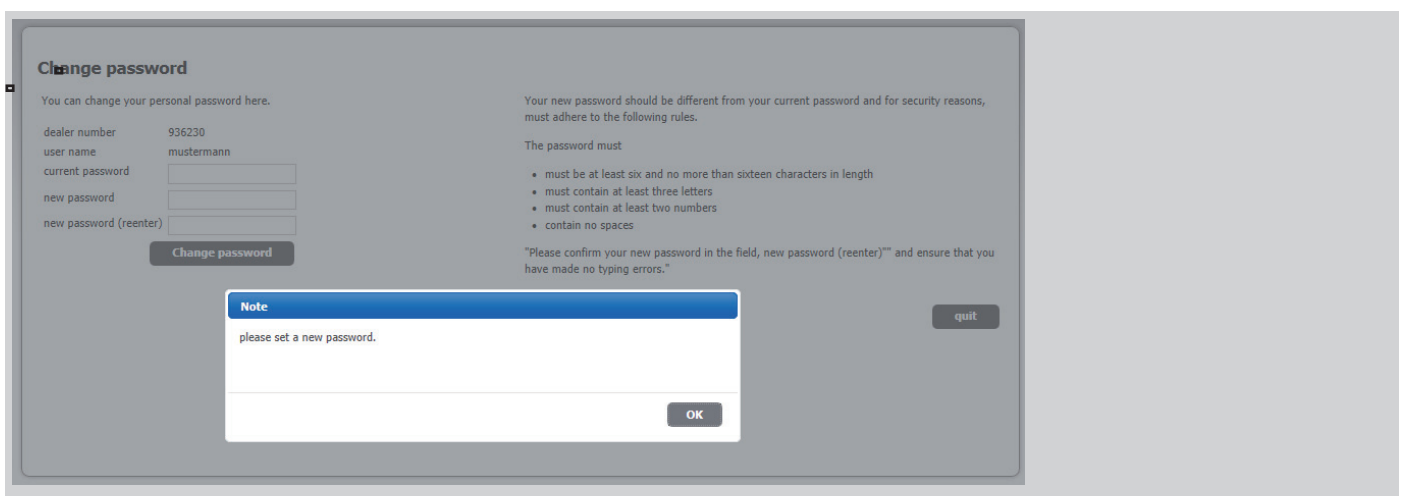
☐ make note of dealer number and user name for next message

**Hinweis:** Bitte bei Login-Problemen Strg und F5 drücken / **Info:** Press Ctrl F5 if you have login problems

Login to the system using the access data provided to you. This consists of:

- ▶ the six-digit **dealer number**
- ▶ your **username**, and
- ▶ your **password**.

After clicking "**Login**" a new window will appear, where you will be asked to set a personal password.



**Change password**

You can change your personal password here.

dealer number 936230

user name mustermann

current password

new password

new password (reenter)

Your new password should be different from your current password and for security reasons, must adhere to the following rules.

The password must

- must be at least six and no more than sixteen characters in length
- must contain at least three letters
- must contain at least two numbers
- contain no spaces

"Please confirm your new password in the field, new password (reenter)" and ensure that you have made no typing errors."

**Note**

please set a new password.

Confirm the message by clicking "**OK**" and enter your new password.

# Login, Organization and Logout

### Change password

You can change your personal password here.

dealer number	936230
user name	mustermann
current password	<input type="password"/>
new password	<input type="password"/>
new password (reenter)	<input type="password"/>

[Change password](#)

Your new password should be different from your current password and for security reasons, must adhere to the following rules.

The password must

- must be at least six and no more than sixteen characters in length
- must contain at least three letters
- must contain at least two numbers
- contain no spaces

"Please confirm your new password in the field, new password (reenter)" and ensure that you have made no typing errors."

[quit](#)

Now click "**Change password**" to access the system.

## Change password

If you would like to change your password, click "**Change password**" in the footer after logging in.

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client: Germany Insurance (D V) Sprache: english (en\_GB) user: Frank Mustermann

[homepage](#) | [Change password](#) | [Switch languages](#) | [logoff](#)

## Switch languages

Select your language.

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client: Germany Insurance (D V) Sprache: english (en\_GB) user: Frank Mustermann

[homepage](#) | [Change password](#) | [Switch languages](#) | [logoff](#)

## Logoff

For reasons of security, when you have finished using the system, please ensure you always log out again using the "**Logoff**" link at the bottom of every page.

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client: Germany Insurance (D V) Sprache: english (en\_GB) user: Frank Mustermann

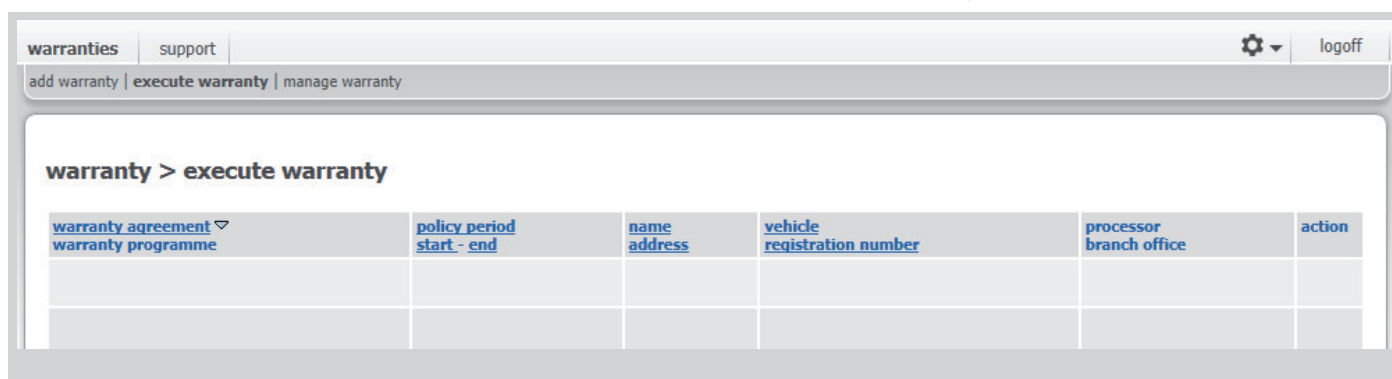
[homepage](#) | [Change password](#) | [Switch languages](#) | [logoff](#)



## Login, Organization and Logout

### Add warranty

Click the area "warranties" and then select the option "**add warranty**":



The screenshot shows a web interface with a top navigation bar containing 'warranties' and 'support'. Below this is a sub-navigation bar with 'add warranty', 'execute warranty', and 'manage warranty'. The main content area is titled 'warranty > execute warranty' and contains a table with the following columns: 'warranty agreement' (with a dropdown arrow), 'policy period start - end', 'name address', 'vehicle registration number', 'processor branch office', and 'action'. The 'warranty agreement' column has a dropdown menu open showing 'warranty programme'.

You will need to select the vehicle model first of all. You have two possibilities:

1. The easiest way to find the vehicle is by entering its "**KBA**" key number. Now click "**Search**".

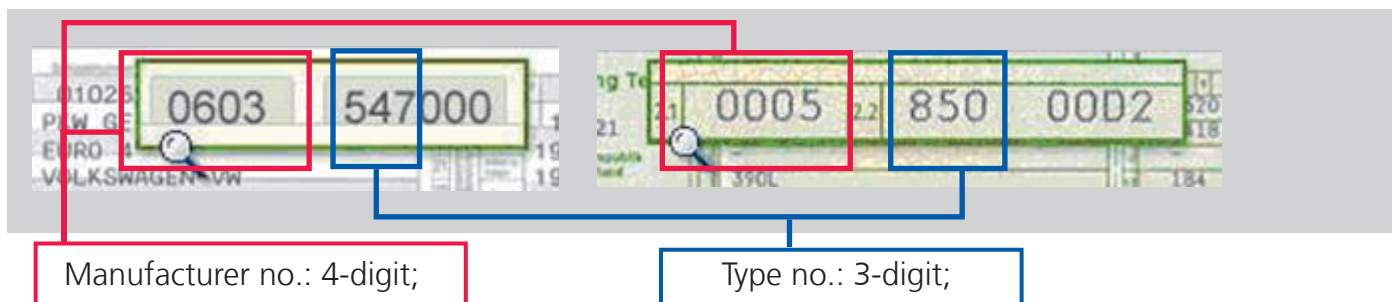


The screenshot shows a web interface with a top navigation bar containing 'warranties' and 'support'. Below this is a sub-navigation bar with 'add warranty', 'execute warranty', and 'manage warranty'. The main content area is titled 'add warranty > vehicle search' and contains a search form. The form has a label 'Search using Federal Office for Motor Vehicles code' and two input fields: 'manufacturer' and 'type'. A 'search' button is located to the right of the input fields.

The KBA key number can be found on the Motor Vehicle Licence or the Motor Vehicle Certificate of Title:

Motor Vehicle Licence up to 10/2005

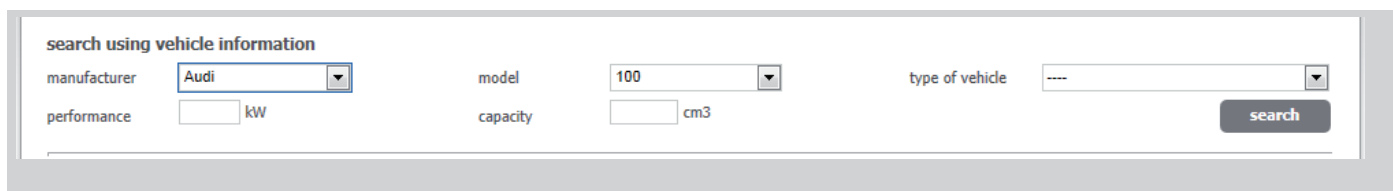
Motor Vehicle Certificate of Registration from 10/2005



The diagram shows two examples of KBA key numbers. On the left, a Motor Vehicle Licence up to 10/2005 is shown with a red box around the '0603' (Manufacturer no.: 4-digit) and a blue box around the '547000' (Type no.: 3-digit). On the right, a Motor Vehicle Certificate of Registration from 10/2005 is shown with a red box around the '0005' (Manufacturer no.: 4-digit) and a blue box around the '850' (Type no.: 3-digit). The '0002' is also visible in a blue box.

## Login, Organization and Logout

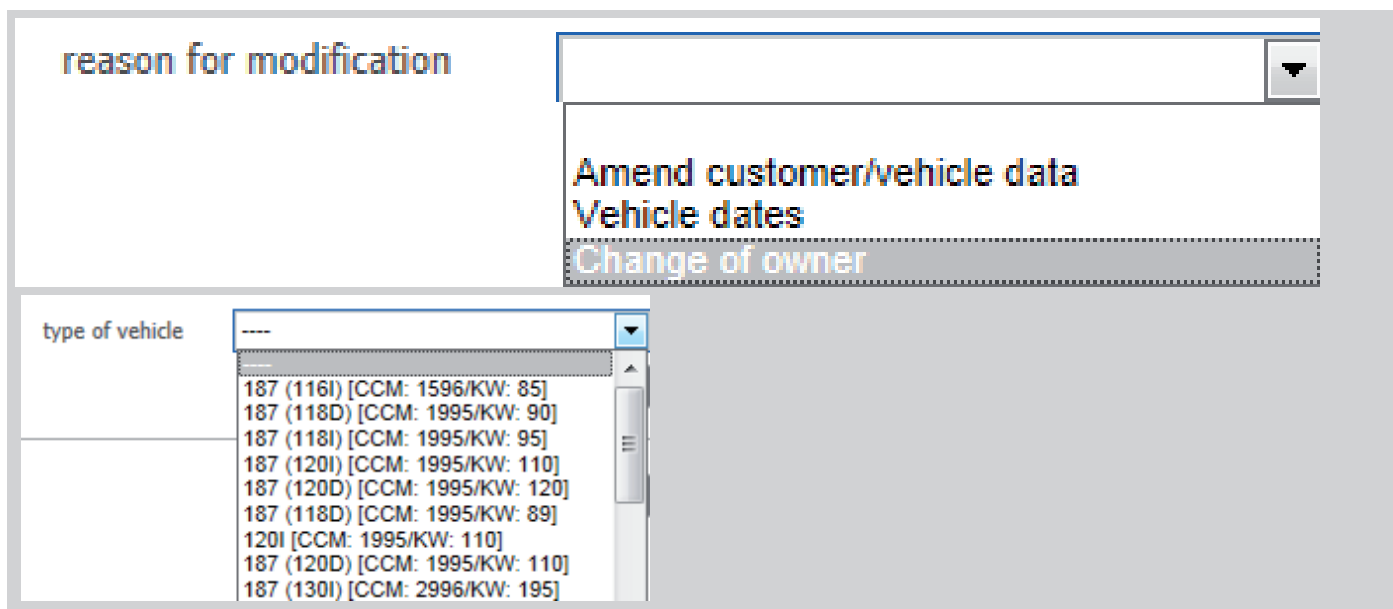
If you do not have the KBA key number, you can also select the vehicle by entering the manufacturer and model:



The screenshot shows a search form titled "search using vehicle information". It contains several input fields: "manufacturer" with a dropdown menu showing "Audi", "model" with a dropdown menu showing "100", "type of vehicle" with a dropdown menu showing "----", "performance" with a text input field and "kW" unit, and "capacity" with a text input field and "cm3" unit. A "search" button is located at the bottom right of the form.

Now click "**Search**".

If the vehicle you are searching for is a model with numerous different versions, you can restrict the search results by entering the vehicle type....



The screenshot shows the "reason for modification" dropdown menu. The menu is open, displaying a list of options: "Amend customer/vehicle data", "Vehicle dates", and "Change of owner". The "Change of owner" option is highlighted with a dashed border. Below the dropdown menu, there is a "type of vehicle" dropdown menu showing a list of vehicle models and their specifications, including "187 (116I) [CCM: 1596/KW: 85]", "187 (118D) [CCM: 1995/KW: 90]", "187 (118I) [CCM: 1995/KW: 95]", "187 (120I) [CCM: 1995/KW: 110]", "187 (120D) [CCM: 1995/KW: 120]", "187 (118D) [CCM: 1995/KW: 89]", "120I [CCM: 1995/KW: 110]", "187 (120D) [CCM: 1995/KW: 110]", and "187 (130I) [CCM: 2996/KW: 195]".

...or the engine performance or cubic capacity (in our example, engine performance limited to 43 kW):



The screenshot shows the "reason for modification" dropdown menu. The menu is open, displaying a list of options: "Amend customer/vehicle data", "Vehicle dates", and "Change of owner". The "Change of owner" option is highlighted with a dashed border. Below the dropdown menu, there is a "type of vehicle" dropdown menu showing a list of vehicle models and their specifications, including "187 (116I) [CCM: 1596/KW: 85]", "187 (118D) [CCM: 1995/KW: 90]", "187 (118I) [CCM: 1995/KW: 95]", "187 (120I) [CCM: 1995/KW: 110]", "187 (120D) [CCM: 1995/KW: 120]", "187 (118D) [CCM: 1995/KW: 89]", "120I [CCM: 1995/KW: 110]", "187 (120D) [CCM: 1995/KW: 110]", and "187 (130I) [CCM: 2996/KW: 195]".

## Login, Organization and Logout

With both options the results are displayed in the form of a list (when searching for a KBA key number there is usually only one hit):

warranties support logoff

add warranty | execute warranty | manage warranty

**add warranty > vehicle search > results**

168 BMW 1er found << page 1 / 12 >>

type of vehicle	Federal Office for Motor Vehicles code	year of manufacture	zul. Gesamtgew.	capacity	performance	cylinders	engine	transmission system	Art
1er Reihe	0005 APD	from 2/2009	1.930 kg	2.979 cm3	240 kW	6	Petrol		PKW
1er Reihe	0005 APC	from 2/2009	2.050 kg	2.979 cm3	240 kW	6	Petrol		PKW
1er Reihe	0005 AOR	from 1/2009	1.765 kg	1.995 cm3	89 kW	4	Petrol		PKW
1er Reihe	0005 AOG	from 1/2009	1.820 kg	1.995 cm3	85 kW	4	Diesel		PKW
1er Reihe	0005 AOH	from 1/2009	1.765 kg	1.995 cm3	90 kW	4	Petrol		PKW
1er Reihe	0005 AOQ	from 1/2009	1.820 kg	1.995 cm3	66 kW	4	Diesel		PKW
118d xDrive	0005 BQM	from 5/2013		1.995 cm3	105 kW	4	Diesel		GI W

Select the vehicle by clicking it.

## Login, Organization and Logout

You will now be taken to the form for entering the customer and vehicle data.  
The form for entering the vehicle data can be opened by clicking **"Vehicle type"**.

Fill in the fields of the form:

**Real Garant**  
Versicherung AG  
A Member of the Zurich Insurance Group

**warranty management system 5.04**  
936230-001 Autohaus Mustermann  
Strohgäustr. 5, 73765 Neuhausen auf den Fildern  
phone : 07158/9530 , fax : 07158/9530  
email : info@ah.de

logoff

### warranties > add warranty agreement

**customer**

form of address, title: Mr  
surname/company:   
first name:   
street:   
country, zip code, location: D  
customer number:   
occupational category:   
date of birth:   
Phone number: /   
email:

**Technische Daten**

vehicle: 44 (AUDI 100) L  
performance: 88 kW  
Gewicht: 0 kg  
year of manufacture: 8/1989 - 9/1991  
Federal Office for Motor Vehicles code: 0588 478  
Cubic capacity: 2461 cm3  
engine: Diesel  
cylinder: 5

**vehicle**

type of vehicle: 0588478: Audi 100  
name: 44 (AUDI 100) L  
vehicle identification:   
mileage: 0 km  
next general inspection: (month/year)  
sales price: 0 €

### Notes:

The fields with a dark background are mandatory fields.

A date can be entered manually or by clicking the calendar symbol ( ) next to the date entry field.

The mileage is important with regard to claims adjustments.

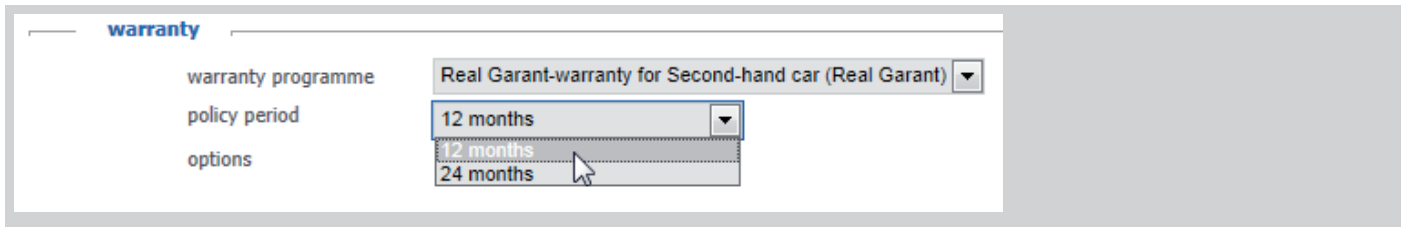
Select the desired warranty program from the drop-down lists.

**warranty**

warranty programme: Real Garant-warranty for Second-hand car (Real Garant)

## Login, Organization and Logout

Now select the desired duration manually.



**warranty**

warranty programme: Real Garant-warranty for Second-hand car (Real Garant)

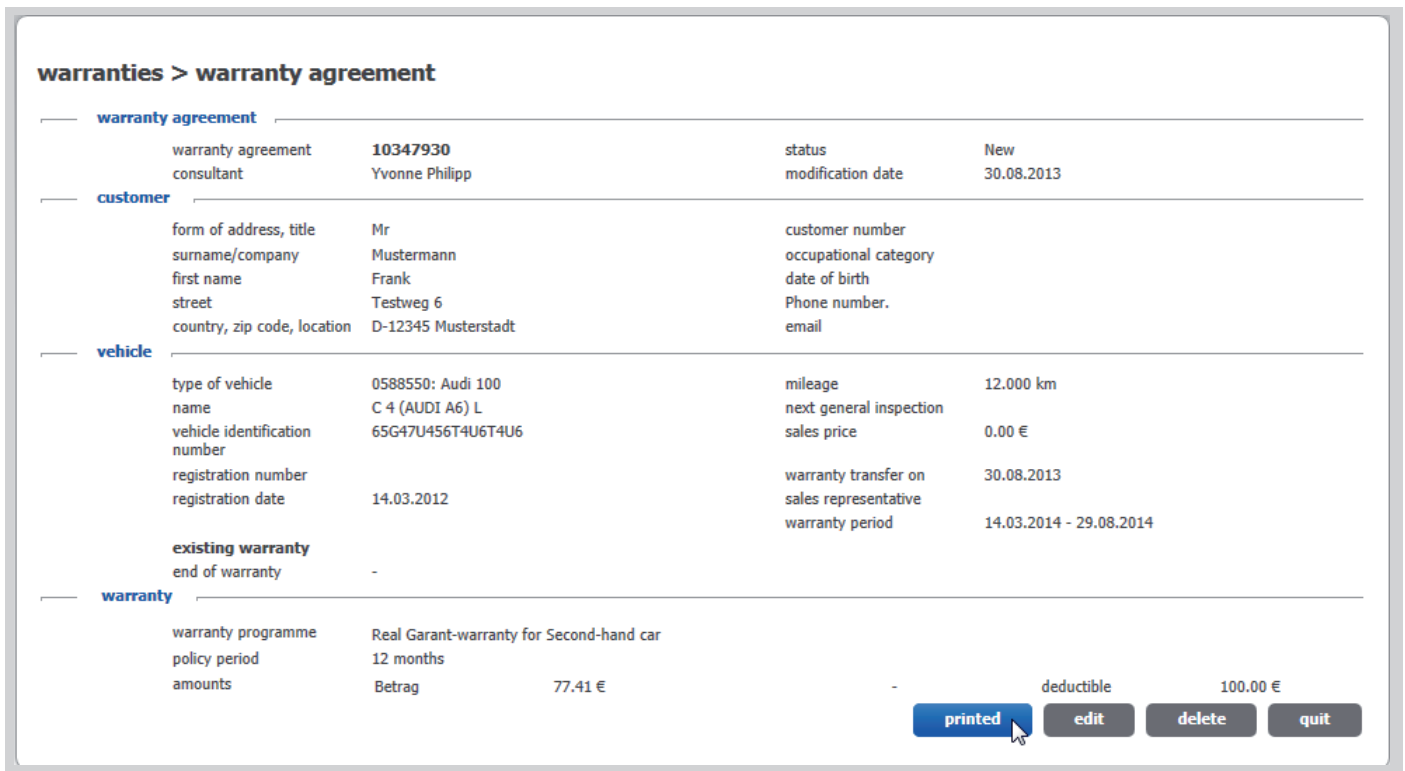
policy period: 12 months (selected), 24 months

options:

Once you have done this click **"Save"**.

### Activate warranty

If all details have been entered correctly, print out the warranty agreement. The contract is deemed concluded once the warranty has been printed out; following this the data that has been entered can only be amended to a limited extent.



**warranties > warranty agreement**

**warranty agreement**

warranty agreement	10347930	status	New
consultant	Yvonne Philipp	modification date	30.08.2013

**customer**

form of address, title	Mr	customer number	
surname/company	Mustermann	occupational category	
first name	Frank	date of birth	
street	Testweg 6	Phone number	
country, zip code, location	D-12345 Musterstadt	email	

**vehicle**

type of vehicle	0588550: Audi 100	mileage	12.000 km
name	C 4 (AUDI A6) L	next general inspection	
vehicle identification number	65G47U456T4U6T4U6	sales price	0.00 €
registration number		warranty transfer on	30.08.2013
registration date	14.03.2012	sales representative	
		warranty period	14.03.2014 - 29.08.2014

**existing warranty**

end of warranty	-
-----------------	---

**warranty**

warranty programme	Real Garant-warranty for Second-hand car
policy period	12 months
amounts	Betrag 77.41 €
	deductible 100.00 €

**printed** **edit** **delete** **quit**



## Login, Organization and Logout

After clicking "**Printed**" a new window is opened in which the warranty documents generated by GMS (consisting of the warranty agreement and the warranty conditions) are displayed in PDF format:

**Real Garant**  
Versicherung AG  
A Member of the Zurich Insurance Group

**Garantievereinbarung**      Nr.: 10347961      Code: GPB-A6A-K4S

*Real Garant-Garantie für Gebrauchtwagen*  
*Der Verkäufer/Garantiegeber gibt dem Käufer/Garantienehmer eine Garantie nach Maßgabe dieser Garantievereinbarung und den beiliegenden Garantiebedingungen - HG Premium Spezial.*

Käufer/Garantienehmer		Händler/Garantiegeber	
Herr Dieter Mustermann Musterstraße 5 12345 Musterstadt		Autohaus Mustermann Strohgäustr. 5 73765 Neuhausen auf den Fildern Verkäufer Telefon: 07158/9530 Telefax 07158/9530	

Garantiedaten		Fahrzeugdaten	
Garantienummer	10347961	Hersteller-Typ	8566 BFM: Ford B-MAX
Garantiecode	GPB-A6A-K4S	Fahrzeug	B-MAX
Laufzeit	24 Monate	Leistung	74 kW
Beginn	30.08.2013	Kilometerstand	10.020 km
Ende	29.08.2015	Verkaufsdatum	30.08.2013
Selbstbeteiligung	100.00 Euro	Erstzulassung	14.05.2012
		Fahrzeugnummer	SDG7185G8758H7858

Print out and sign the document. Place the warranty agreement and the warranty conditions in the wallet and give it to the vehicle purchaser.

The second copy of the warranty agreement is for you. As GMS archives the warranty documents, you can access and print them out again at any time.

### Complete warranty

**Real Garant**  
Versicherung AG  
A Member of the Zurich Insurance Group

**warranty management system 5.04**  
936230-001 Autohaus Mustermann  
Strohgäustr. 5, 73765 Neuhausen auf den Fildern  
phone : 07158/9530 , fax : 07158/9530  
email : info@ah.de

warranties | support | **logoff**

add warranty | execute warranty | manage warranty

**warranty > warranty agreement**

warranty agreement warranty programme	policy period start - end	name address	vehicle registration number	claim	action
10347930 (created) Real Garant-warranty for Second-hand car	12 months 14.03.2014 - 29.08.2014	Frank Mustermann D-12345 Musterstadt	C 4 (AUDI A6) L		

If you have not yet printed out the warranty because, for example, some details are missing, it will remain in the task list ("**execute warranty**") until it is printed out.

# Login, Organization and Logout

## Manage warranty

If you are looking for a warranty agreement, in order to perform a change of owner or print out the warranty documents again, you can use the option **"Manage warranty"**:

A form will be displayed, which can be used to search for a warranty agreement using different criteria. Ideally you would enter the number of the warranty agreement here.

If you do not know it, however, you can use the details known to you, such as the name or customer number, as search criteria.

**warranty > Find warranty agreement**

Please enter the number of the warranty agreement (or at least the last digits of the number) ...

warranty agreement

Externe Garantienummer

... oder geben Sie hier die Ihnen bekannten Daten ein, falls Ihnen die Nummer der Garantievereinbarung nicht bekannt ist.

customer number

surname/company

vehicle manufacturer

official registration number

vehicle identification number

warranty transfer on from

up to

"status" multiple selections can be made by holding the "Ctrl" key"

new, incomplete  
New  
new, clearance required  
clearance requested  
clearance denied  
clearance permitted  
created  
upcoming  
active

it is recommended that only one search criteria be entered. If you receive too many search results, narrow the search using additional criteria.

Leave all fields empty to display all warranty agreements.

**search** **quit**

After clicking "Search" a list of warranty agreements matching the search criteria will be displayed. The required agreement can be opened by clicking the symbol

warranty agreement warranty programme	policy period start - end	name address	vehicle registration number	claim	action
10347967 (created) Real Garant-warranty for Second-hand car	12 months 16.08.2014 - 29.08.2014	Beate Musterle D-12345 Musterstadt	ALFA ROMEO 930 (ALFA ROMEO146 1,6 TS) L		
10347930 (created) Real Garant-warranty for Second-hand car	12 months 14.03.2014 - 29.08.2014	Frank Mustermann D-12345 Musterstadt	C 4 (AUDI A6) L		
10347961 (created) Real Garant-warranty for Second-hand car	24 months 14.05.2014 - 29.08.2015	Dieter Mustermann D-12345 Musterstadt	B-MAX		

# Login, Organization and Logout

## Change of owner

If you would like to perform a change of owner for a specific guarantee agreement, you can search for it as described under **"Manage warranty"**. The symbol can be used to open one of the guarantee agreements displayed in the list.

warranties

support

add warranty

execute warranty

manage warranty

logoff

warranty > warranty agreement

warranty agreement warranty programme	policy period start - end	name address	vehicle registration number	claim	action
10347967 (created) Real Garant-warranty for Second-hand car	12 months 16.08.2014 - 29.08.2014	Beate Musterle D-12345 Musterstadt	ALFA ROMEO 930 (ALFA ROMEO146 1,6 TS) L		
10347930 (created)	12 months	Frank Mustermann	C 4 (AUDI A6) L		

Click **"Edit"**

warranty programme	Real Garant-warranty for Second-hand car		
policy period	12 months		
amounts	Betrag	10.47 €	-
deductible	100.00 €		
print copy	edit	quit	

Select the option **"Change of owner"**:

reason for modification	<div>Amend customer/vehicle data Vehicle dates Change of owner</div>
-------------------------	--

form of address, title	Mrs	customer number	
surname/company	Musterle	occupational category	
first name	Beate	date of birth	
street	Musterweg 18	Phone number.	/
country, zip code, location	D 12345 Musterstadt	email	

Once you have done that click **"Save"**.

In order to ensure clarity, a new version of the warranty agreement will be created, which must be printed out.

**Note**

The warranty agreement document was created. Do you want to print it now?

yes no

If you click **"Yes"** the document will be opened as a PDF, which you can print out.

# Login, Organization and Logout

## Warranty extension

If your warranty program insured via Real Garant provides the possibility of extending an existing, registered warranty, you will be able to generally be able to do this prior to the expiration of the original guarantee term.

To do this, open the existing warranty (as described under “**Manage warranty**”).

**warranties > warranty agreement**

**warranty agreement**

warranty agreement	10347979	status	active
			policy period ends in 364 Tagen
consultant	Frank Mustermann	modification date	30.08.2013

**customer**

form of address, title	Mr	customer number	
surname/company	Dieter	occupational category	
first name	Mustermann	date of birth	
street	Musterweg 18	Phone number.	
country, zip code, location	D-12345 Musterstadt	email	

**vehicle**

type of vehicle	0588570: Audi 100	mileage	25.000 km
name	C 4 (AUDI 100 AVANT QUATTRO,AUDI AVANT S 4 V 8,4,2)	next general inspection	
vehicle identification number	DG95DF7GH8F57H87J	sales price	0.00 €
registration number		warranty transfer on	30.08.2013
registration date	14.10.2008	sales representative	
existing warranty		warranty period	30.08.2013 - 29.08.2014
end of warranty	-		

**warranty**

warranty programme	Real Garant-warranty for Second-hand car		
policy period	12 months		
amounts	Betrag	326.92 €	
		deductible	100.00 €

**print copy** **renew** **edit** **quit**

Now click the button “**Renew**”.

Enter the new mileage and select the appropriate extension program:

**warranty**

warranty programme

Real Garant extension-warranty for Second-hand car (Real Garant)

After clicking “**Save**” you will be able to “**Print**” the warranty, which can then be signed and handed over the customer.

## Your contact

### **Real Garant Versicherung AG**

Strohgäustr. 5  
73765 Neuhausen a.d.F.

Tel.: +49 7158 953-0  
Fax: +49 7158 953-118  
Mail: [info@realgarant.com](mailto:info@realgarant.com)  
[www.realgarant.com](http://www.realgarant.com)

### **Customer service**

Tel.: +49 7158 953-29  
Fax: +49 7158 953-175  
Mail: [info@realgarant.com](mailto:info@realgarant.com)

### **Claims department**

Tel.: +49 7158 953-21  
Fax: +49 7158 953-110  
Mail: [schaden@realgarant.com](mailto:schaden@realgarant.com)