



Warranty Registration Process

To enter warranty registrations in Optimum:

1. Go to the East Optimum homepage at <http://www.optimumautosolutions.com/OWEastMfg/Login.aspx>. Log in using the username and password provided to you.

2. Once you've logged in, click Warranty Registration under the Product tab.

Serial Number	VIN	Make	Model	Build Date	WAR. Reg.	Registering Dealer	Warranty Package	Warr. Start Date	Warr. End Date	Edit
55550	1E1LE57702/20055570	Dodge	Dodge	02/20/2015						

- Type in the Serial Number (the last five digits of the VIN) and hit enter to search. Click on the Serial Number in the search results to open the Warranty Registration entry page. If the Serial Number does NOT populate, the Trailer has not been imported into the East Warranty System. In the event of exceptional circumstance please allow up to 5 days for the Import Processing to occur and process the Trailer Registration again. If the problem persists, contact East Mfg. at (330) 325-9921 and ask for the Warranty Department.

Serial Number	VIN	Make	Model	Build Date	WAR. Reg.	Registering Dealer	Warranty Package	Warr. Start Date	Warr. End Date	Edit
54103										
54103	1E1H5Y287FR054103	Platform	Beast	10/24/2014	No					

- All required fields in the top section will populate automatically, as will the Dealer and Warranty Package.

Home	Product	Master Data	Help					
Warranty Registration								
Search VIN/Serial Number *: <input type="text" value="54103"/> Clear Search History								
Serial Number: <input type="text" value="54103"/>	VIN: <input type="text" value="1E1H5Y287FR054103"/>							
Serial Number(2): <input type="text"/>	Model: <input type="text" value="Beast"/>							
Make: <input type="text" value="Platform"/>	Build Date: <input type="text" value="10/24/2014"/>							
Model Year: <input type="text" value="2015"/>								
Warranty Details								
Dealer *: <input type="text" value="HIGHWAY TRAILER SALE"/>	Sales Person: <input type="text"/>							
Sales Date *: <input type="text"/>	Sales Odometer: <input type="text"/>							
Warranty Package *: <input type="text" value="5YR - 5 Year Warranty"/>	Remarks: <input type="text"/>							
Warranty Start Date *: <input type="text"/>								
Warranty End Date *: <input type="text"/>								
<input type="button" value="Save"/> <input type="button" value="Cancel"/>								
Customer Add New								
Customer Code	Customer Name	Second Name	Address	City	State	Zip	Purchase Date	Email
No Customer mapped to this VIN.								

5. Enter the Sales Date and hit tab. This will generate the Warranty Start and End Dates. Click Save, then click Add "New" to go to the Customer Registration page.

Home Product Master Data Help

Warranty info updated successfully

Warranty Registration

Search VIN/Serial Number *: 54103 Clear Search History

Serial Number: 54103 VIN: 1E1H5Y287FR054103
Serial Number(2):
Make: Platform Model: Beast
Model Year: 2015 Build Date: 10/24/2014

Warranty Details

Dealer *: HIGHWAY TRAILER SALE
Sales Date *: 5/7/2015
Warranty Package *: 5YR - 5 Year Warranty
Warranty Start Date *: 5/7/2015
Warranty End Date *: 5/6/2020
Created On: 5/7/2015 10:53:45 AM EDT
Created By: Dealer User

Sales Person:
Sales Odometer:
Remarks:

Customer

Customer Code	Customer Name	Second Name	Address	City	State	Zip	Purchase Date	Email
No Customer mapped to this VIN.								

6. Here you will add the customer's information to the registration. First, check to see whether the customer is already in the system. To do this, select Existing Customer and then click on the magnifying glass to bring up the search box.

Home Product Master Data Help

Customer Registration

VIN #: 1E1H5Y287FR054103
 Purchase Date #: 5/7/2015

New / Existing Customer *: New Customer Existing Customer

Salutation: Please Select

Customer Code:

Owner 2
 Salutation: Please Select
 Primary Name:

7. Some tips for searching:

It's not necessary to enter the customer's full name; it's generally best to use only one word.

If possible, avoid typing things like initials and acronyms into the search box. Instead, use any full words in the customer's name. For example, if the customer is ABC Trucking, search for Trucking rather than ABC. (The reason being that this customer could have been entered as ABC Trucking, A B C Trucking, A.B.C. Trucking, etc.) When initials and acronyms can't be avoided, try searching by the customer's city.

If you have multiple names for the customer (ex. a company name and a contact, a legal name and a DBA name, etc.), check for all of them.

If you find the customer, click Select next to their name. This will automatically enter their information into the Customer Registration page. In this case, we're looking for Joe's Trucking.

If the customer isn't in the system, you'll have to add them manually. We'll go over this later.

Home Product Master Data Help

Customer Registration

VIN #: 1E1H5Y287FR054103
 Purchase Date #: 5/7/2015

New / Existing Customer *: New Customer Existing Customer

Owner 2
 Salutation: Please Select

Search

Search:

Customer Code	Customer Name	Customer Type	City	State	Zip	Email	
30088561	DONALD JOE BULANEK JR	Retail	DANBURT	TX	77534		<input type="button" value="Select"/>
	GRAYSLAND FARM, INC.	Retail	SPRINGMILLS	PA	16875	cwhite@statetruck.com	<input type="button" value="Select"/>
JMTTrucking	JMT Trucking Inc.	Retail	Jordan	MN	55352		<input type="button" value="Select"/>
18393	JOE RIDENOUR	Fleet	KENT	OH	44240		<input type="button" value="Select"/>
30088779	JOE TEX DIESEL/COD	Retail	MINEOLA	TX	75773		<input type="button" value="Select"/>
30088533	JOE TEX INC.	Retail	MOUNT VERNAN	TX	75457		<input type="button" value="Select"/>
	JOE'S TRUCKING	Retail	CLEVELAND	OH	44101	joe@joestrucking.com	<input type="button" value="Select"/>
	JOEL BREEDING	Retail	DUPONT	IN	47231		<input type="button" value="Select"/>
30089147	JOEL LEHMKUHL	Retail	XENIA	OH	45385		<input type="button" value="Select"/>
10669	JOEL OLSON TRUCKING,INC	Retail	VANCOUVER	WA	98655		<input type="button" value="Select"/>

1 2

Tax Group ID: Please Select

8. Once you've clicked "Select", verify the customer's information for accuracy. You can NOT edit information on this page, so any necessary changes will need to be made a little later. For now, click Save. This will take you back to the Warranty Registration entry page.

Home Product Master Data Help

Customer Registration

VIN #: 1E1H5Y287FR054103
Purchase Date #: 5/7/2015

New / Existing Customer *: New Customer Existing Customer

Salutation: Please Select

Customer Code:

Dealer: HIGHWAY TRAILER SALE

Primary Name: JOE'S TRUCKING

Second Name: JOE SMITH

Address1: 123 MAIN ST.

Address2:

City: CLEVELAND

Country: USA

State: OH - Ohio

Zip: 44101

Email: joe@joestrucking.com

Telephone: 123-456-7890

Cell Phone:

Customer Type: Retail

Payment Term: Please Select

Tax Group ID: Please Select

Base Mark-up(%):

State Mark-up(%): 0.00

Total Mark-up(%): 0.00

Remarks:

Owner 2

Salutation: Please Select

Primary Name:

Second Name:

Address1:

Address2:

City:

Country: Please Select

State: Please Select

Zip:

Email:

Telephone:

Cell Phone:

Save Cancel

9. Once everything is correct, you can click Clear Search to start a new registration or Logout to exit the system. If the customer's information needs to be updated, click on their name at the bottom of the page. This will take you to the Manage Customer page.



Warranty Registration

[Saved](#)

Search VIN/Serial Number *: [Clear Search](#)

[History](#)

Serial Number: <input type="text" value="54103"/>	VIN: <input type="text" value="1E1H5Y287FR054103"/>
Serial Number(2): <input type="text"/>	
Make: <input type="text" value="Platform"/>	Model: <input type="text" value="Beast"/>
Model Year: <input type="text" value="2015"/>	Build Date: <input type="text" value="10/24/2014"/>

Warranty Details

Dealer *: <input type="text" value="HIGHWAY TRAILER SALE"/>	Sales Person: <input type="text"/>
Sales Date *: <input type="text" value="5/7/2015"/>	Sales Odometer: <input type="text"/>
Warranty Package *: <input type="text" value="5YR - 5 Year Warranty"/>	Remarks: <input type="text"/>
Warranty Start Date *: <input type="text" value="5/7/2015"/>	
Warranty End Date *: <input type="text" value="5/6/2020"/>	
Created On: 5/7/2015 10:53:45 AM EDT	
Created By: Dealer User	

[Save](#) [Cancel](#)

Customer

[Add New](#)

Customer Code	Customer Name	Second Name	Address	City	State	Zip	Purchase Date	Email	Edit	Delete
	JOE'S TRUCKING	JOE SMITH	123 MAIN ST.	CLEVELAND	OH	44101	05/07/2015	joe@joestrucking.com		

10. Here you can edit the customer's information. It's important to note that any changes you make on this page are applied system-wide, not just to the registration. Therefore, this page should **only** be used to update the customer's contact information. It **should not** be used to register the trailer to a different customer. If you have the wrong customer on your registration, you'll need to contact East Warranty so they can be removed. When you're finished, click Save. The registration is now complete. If you need to enter another registration, you can go back to Warranty Registration under the Product tab. Otherwise, you can click Logout to exit the system.

Home Product Master Data Help

Manage Customer

Salutation: Please Select	Owner 2
Customer Code:	Salutation: Please Select
Dealer: HIGHWAY TRAILER SALE	Primary Name:
Primary Name *: JOE'S TRUCKING	Second Name:
Second Name: JOE SMITH	Address1:
Address1 *: 456 SOUTH ST.	Address2:
Address2:	City:
City *: CLEVELAND	Country: Please Select
Country *: USA	State: Please Select
State *: OH - Ohio	Zip:
Zip *: 44101	Email:
Email: joe@joestrucking.com	Telephone:
Telephone: 123-456-7890	Cell Phone:
Cell Phone:	
Customer Type *: Retail	
Payment Term: Please Select	
Tax Group ID: Please Select	
Base Mark-up(%):	
State Mark-up(%): 0.00	
Total Mark-up(%): 0.00	
Remarks:	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

To add customers manually:

If you've completed Step 7 and can't find the customer you're looking for, you'll have to add them into the system. Close the search box and select New Customer to enter their information.

Some tips for filling out this page:

Type the customer's name and address in all caps.

If you have both a company name and a contact, the company name should be the Primary Name and the contact should be the Second Name. If there's only one name, enter it as the Primary Name.

Email and Telephone are not required fields.

Use Retail as the Customer Type.

Nothing after Customer Type should be filled in.

When you're finished, click Save. This will take you back to the Warranty Registration entry page (see image in Step 9). From here, you can print a copy of your registration if you'd like. We'll go over this later. If you need to enter another registration, click Clear Search and then enter the next Serial Number in the Search box. Otherwise, click Logout to exit the system.

The screenshot shows a web application interface for "Customer Registration". At the top, there is a navigation bar with "Home", "Product", "Master Data", and "Help" links. The main form is titled "Customer Registration" and contains the following fields and sections:

- VIN *:** 1E1H5Y287FR054103
- Purchase Date *:** 5/7/2015
- New / Existing Customer *:** New Customer Existing Customer
- Salutation:** Please Select (dropdown)
- Customer Code:** (text input)
- Dealer:** HIGHWAY TRAILER SALE (dropdown)
- Primary Name *:** ABC TRUCKING (text input)
- Second Name:** (text input)
- Address1 *:** 789 STATE ST. (text input)
- Address2:** (text input)
- City *:** CLEVELAND (text input)
- Country *:** USA (dropdown)
- State *:** OH - Ohio (dropdown)
- Zip *:** 44101 (text input)
- Email *:** fred@abctrucking.com (text input)
- Telephone *:** 234-567-8901 (text input)
- Cell Phone:** (text input)
- Owner 2:**
 - Salutation:** Please Select (dropdown)
 - Primary Name:** (text input)
 - Second Name:** (text input)
 - Address1:** (text input)
 - Address2:** (text input)
 - City:** (text input)
 - Country:** Please Select (dropdown)
 - State:** Please Select (dropdown)
 - Zip:** (text input)
 - Email:** (text input)
 - Telephone:** (text input)
 - Cell Phone:** (text input)
- Customer Type *:** Retail (dropdown)
- Payment Term:** Please Select (dropdown)
- Tax Group ID:** Please Select (dropdown)
- Base Mark-up(%):** (text input)
- State Mark-up(%):** 0.00
- Total Mark-up(%):** 0.00
- Remarks:** (text area)

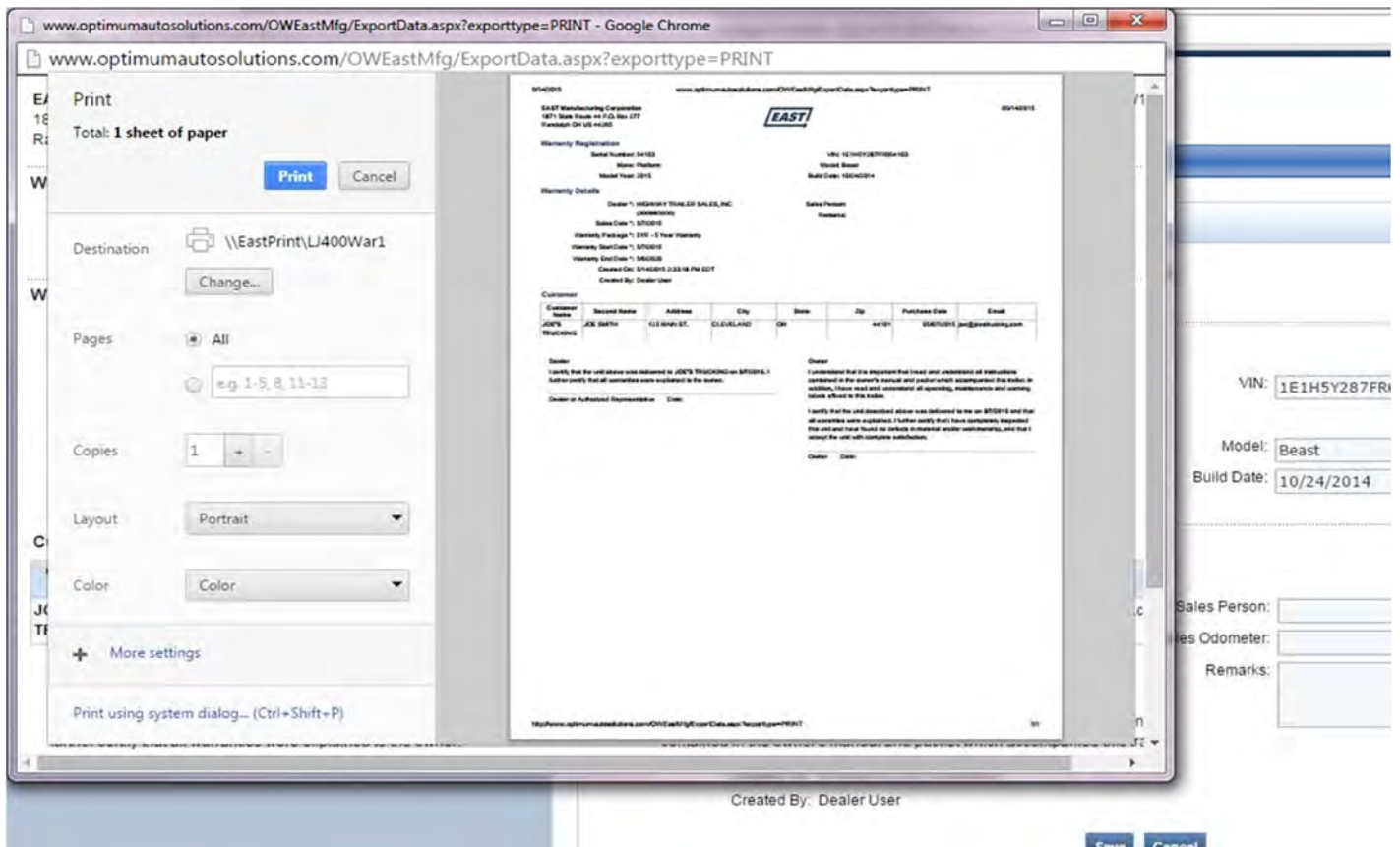
At the bottom of the form, there are "Save" and "Cancel" buttons.

To print a Warranty Registration:

You can print completed registrations from the Warranty Registration entry page. Pull up your registration and click on the Print icon at the top of the page.



This will open the Print Preview window. Adjust your settings as necessary and click Print.



To print additional Warranty Registrations, click Clear Search on the Warranty Registration entry page and enter the applicable Serial Number in the Search box. When you're finished, click Logout to exit the system.