HMA WEBDCS USER MANUAL

SERVICE

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1. Overview

HMA WebDCS is a web-based dealer communications system that allows Hyundai dealerships to view, input, and update information for a variety of operational functions related to Sales, Parts, Service, Warranty, and Finance. The WEBDCS System will offer the following:

- Vehicle Sales Reporting
- Parts Ordering and Returns
- Service Warranty Claims
- Monthly Financial Statements
- Dealer Personnel Onboarding
- DCS Reports
- Link to OTD and VINS

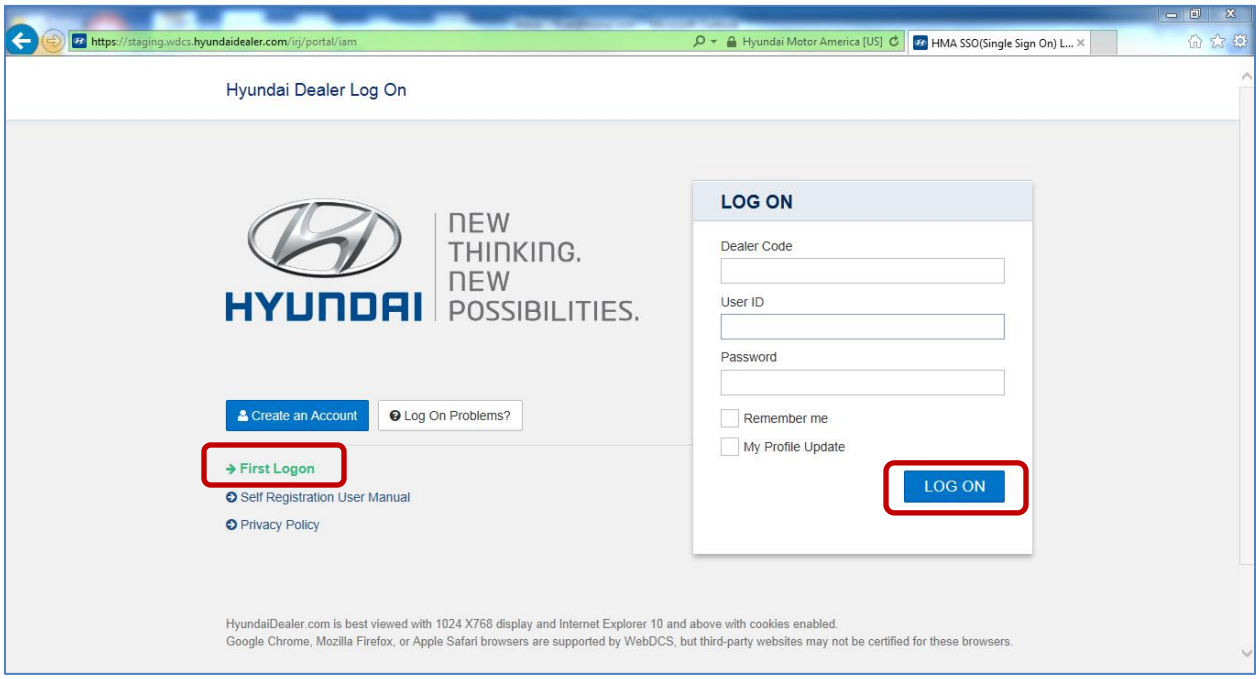
Currently, HMA is rebuilding this system to enhance functionalities and to better meet your business needs. The new secure web-based WEBDCS is scheduled to launch in November of 2016, and with its functional and aesthetic upgrades, it is expected to improve the communication channels between the HMA headquarters and the dealerships. The mobile-friendly system with the latest technology and design standards will be implemented across the entire site, achieving a more stable platform with a refined “look and feel”. Access to a wider range of information and streamlined navigation will better position HMA WEBDCS to leverage advanced technology.

This user manual will walk you through the enriched features of the newly designed WEBDCS in the areas of general information and Service businesses.

2. General Information

2.1 Hyundaidealer.com and WEBDCS Login

Login URL for Hyundai dealer portal : https://www.hyundaidealer.com



To log in to WEBDCS, follow the steps below:

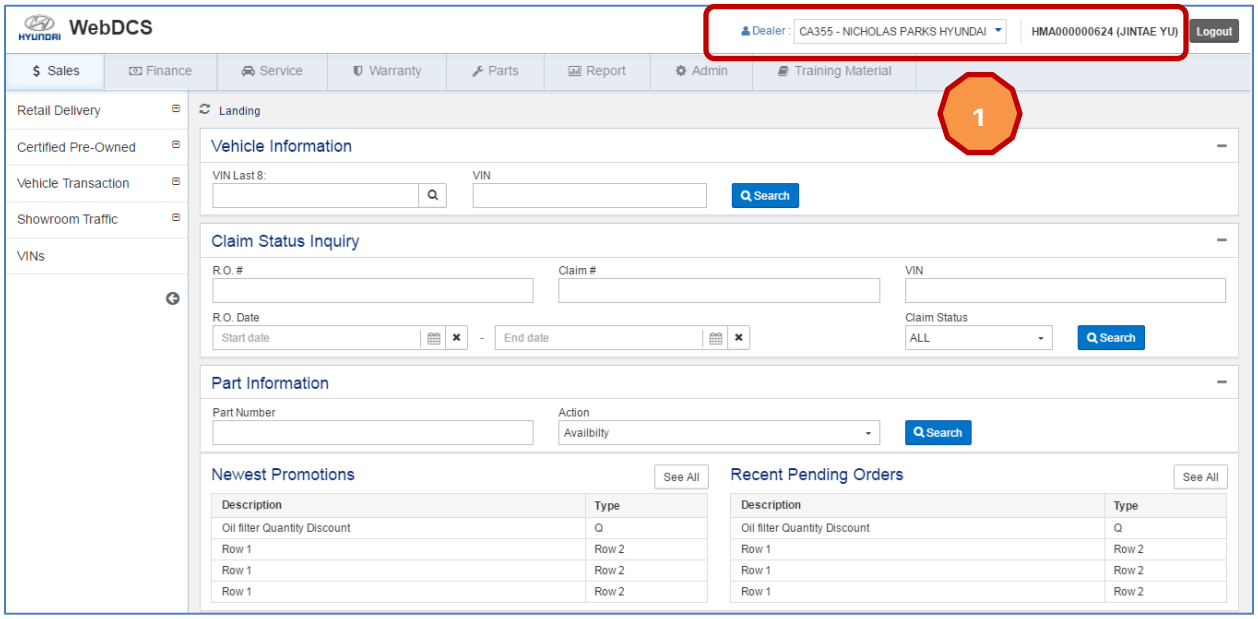
1. Start Internet Browser. You can use Internet Explorer, Fire Fox, Safari, and Chrome on your PC. Also you can access WEBDCS from your cell phone and tablet running on Android and IOS.
2. Go to the **Hyundai dealer portal** website using the url **https://www.hyundaidealer.com**
3. Enter the **Dealer Code**.
4. Enter your **Hyundai ID (HMA + 9 digits)** and **Password**.
5. Click the **Log On** button.

If this is a first time to login to new system and if you have some difficulties, please click **First Logon** link on the logon screen. It will display step by step instruction for login process.

After WEBDCS launch, please login to hyundaidealer.com (www.hyundaidealer.com) and then click WEBDCS link on the main page to access WEBDCS.

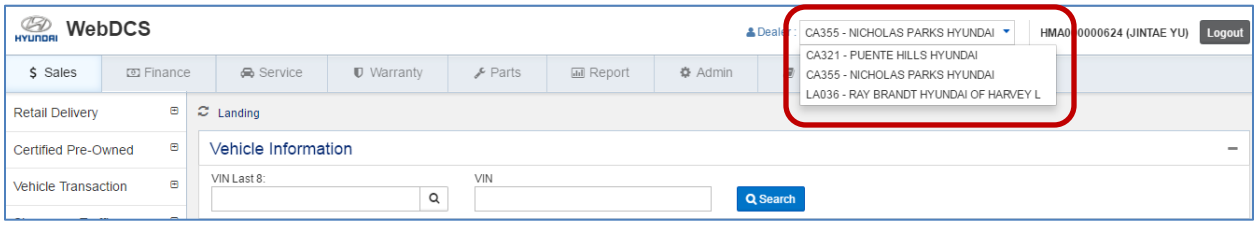
2.2 General Information for PC

Once you login to WEBDCS, you will see your Dealer Code, Dealership name, Hyundai ID, and name on the top of the screen.

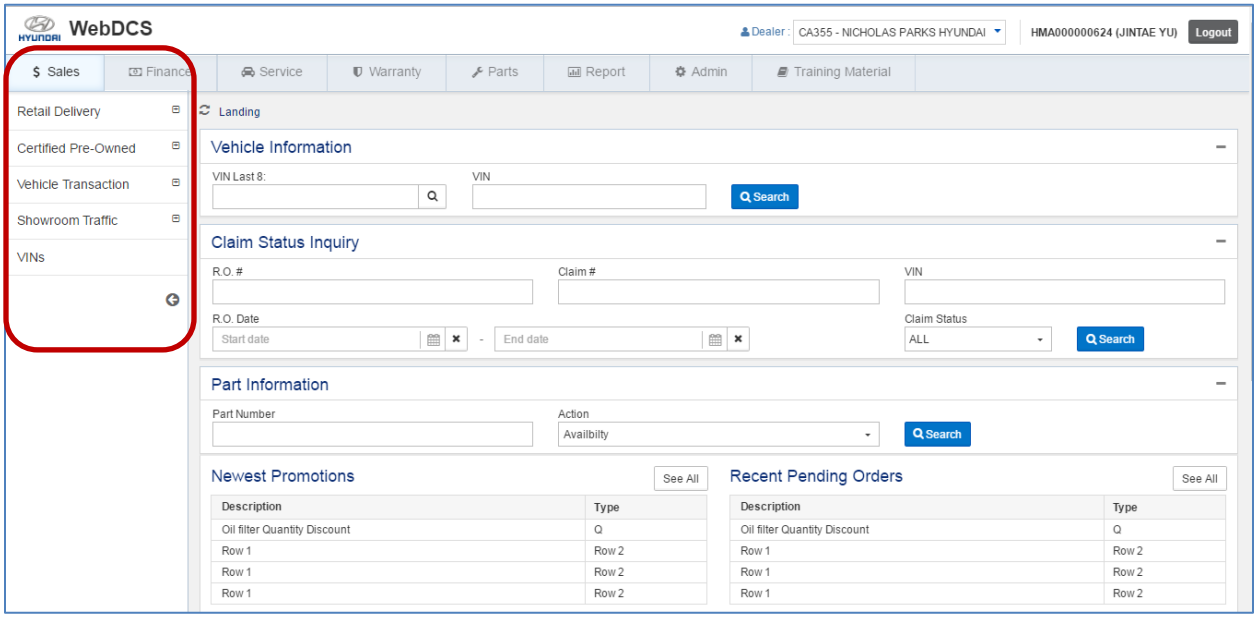


To change dealer code, click

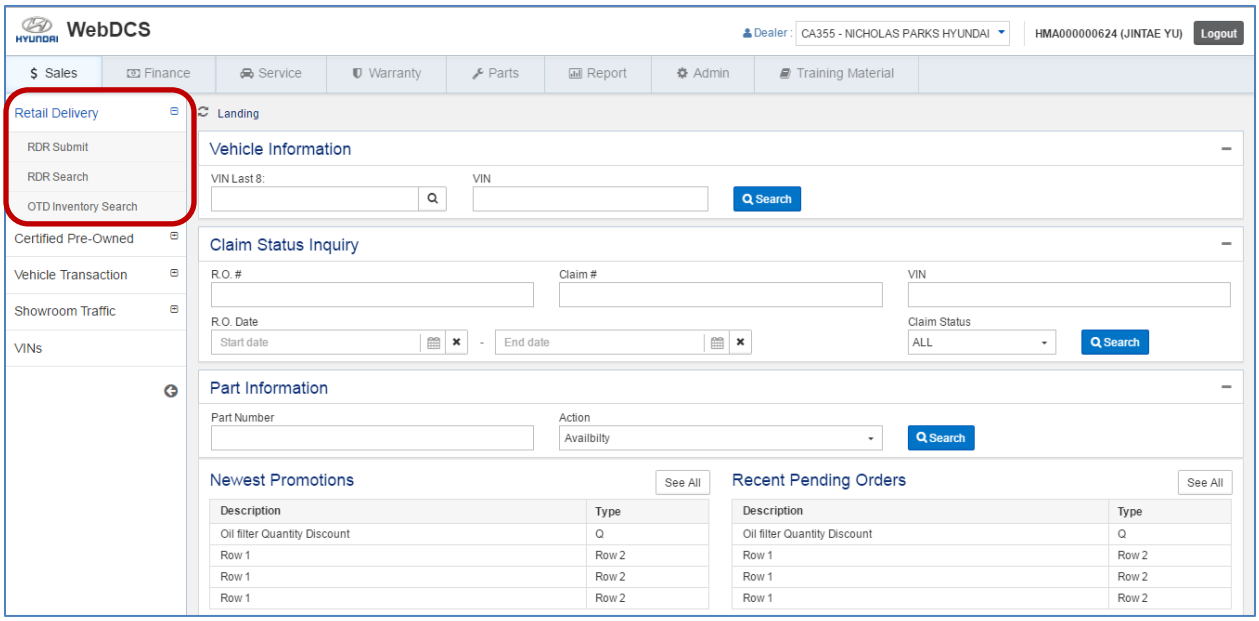
dropdown box next to Dealer. Then you will see dealer codes registered for your account. Select one dealer code you want to use.



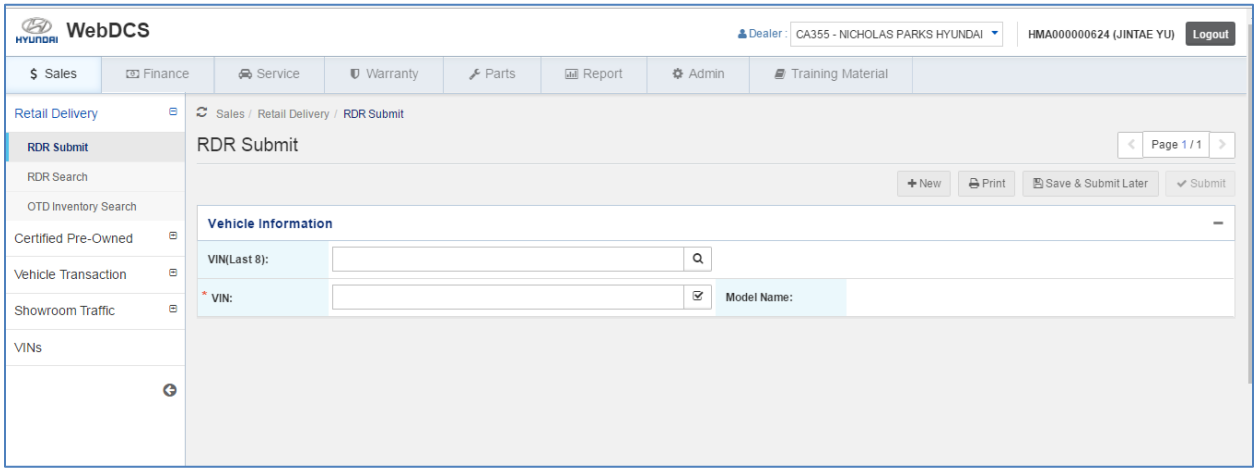
Navigate to menu and sub menu by clicking a menu tab. For example, if you click Sales menu, then you will see Sales menu on the left side.



Once you click Retail Delivery, you will see sub menu of Retail Delivery.

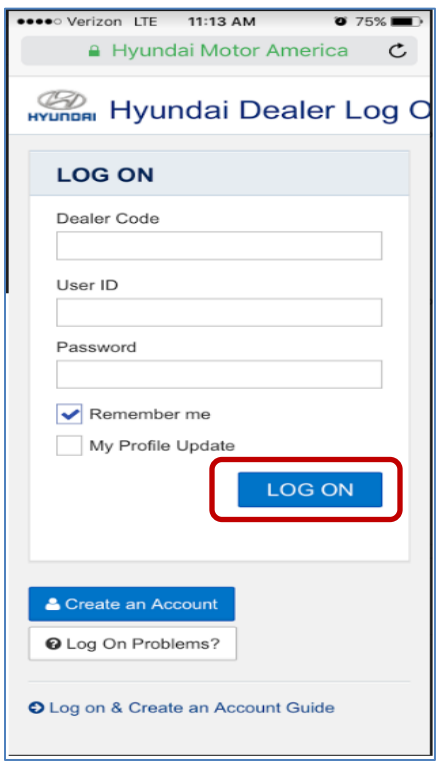


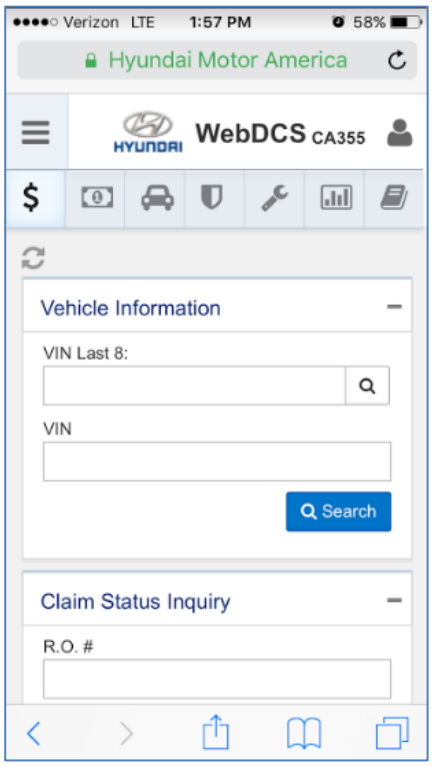
Then click RDR Submit. You will see RDR Submit screen.



2.3 General Information for Mobile Device

You can also use mobile devices such as cell phone and tablet pc to access WEBDCS. Here is the login screen view from iPhone. Type Dealer Code, User ID, and Password and click LOG ON button. You will see WEBDCS main screen

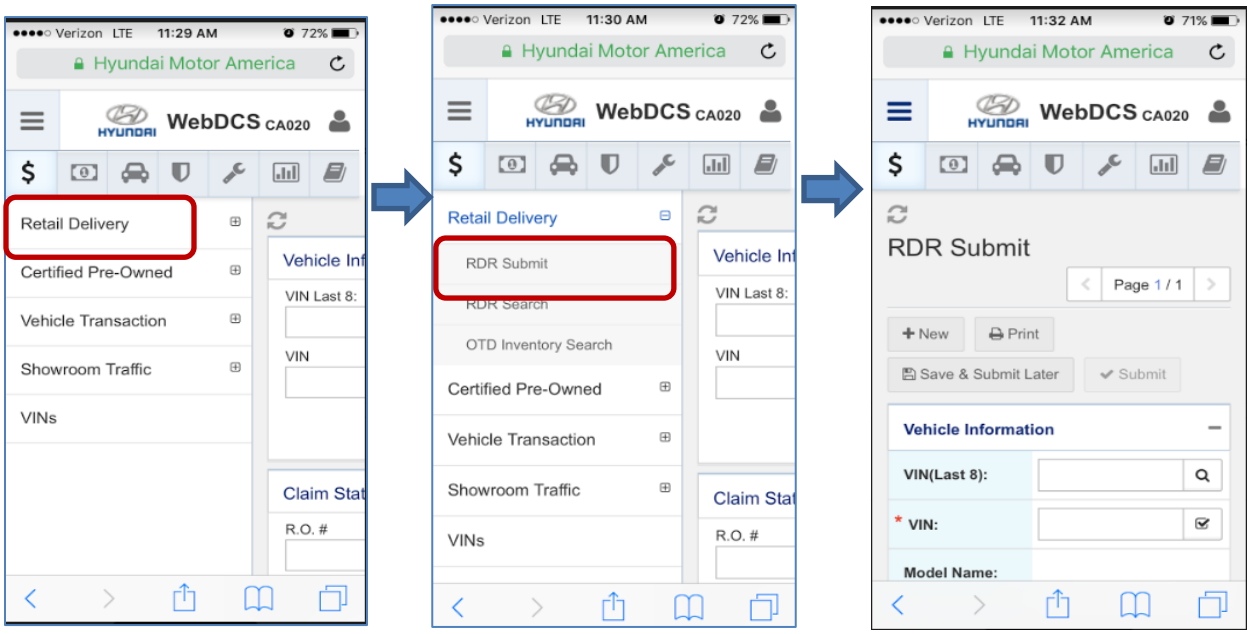




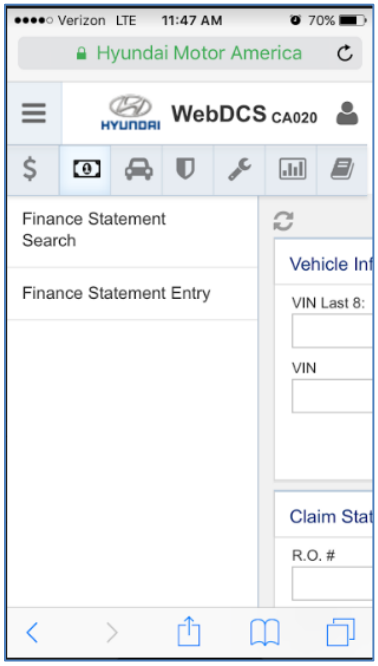
Login screen **WEBDCS Main screen**

To change dealer code, click 1 Change Dealer. Then you will see 2 dealer code dropdown box. Click on the dropdown box. You will see 3 list of dealer code and names. Select one dealer code.

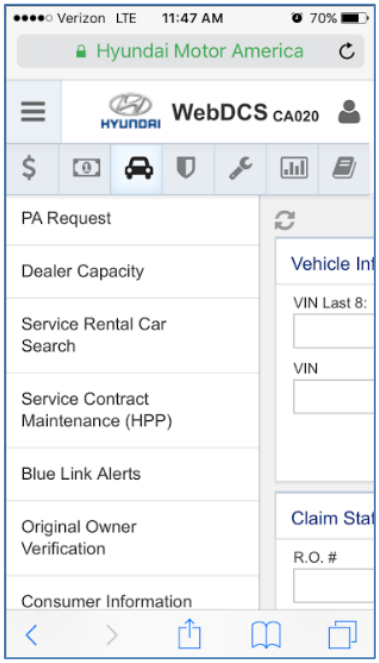
The screenshos shows how to naviage to RDR Submit screen.



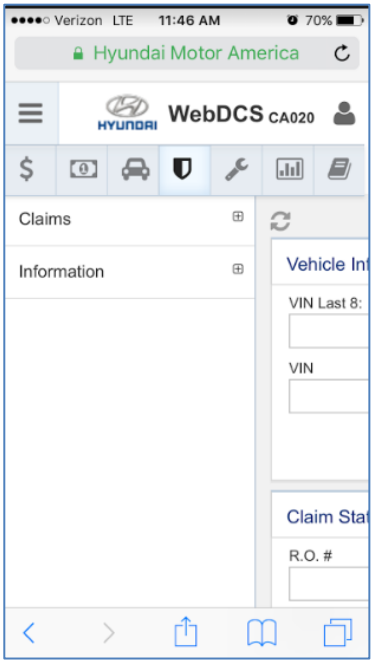
The screenshot shows mobile view for each business area.



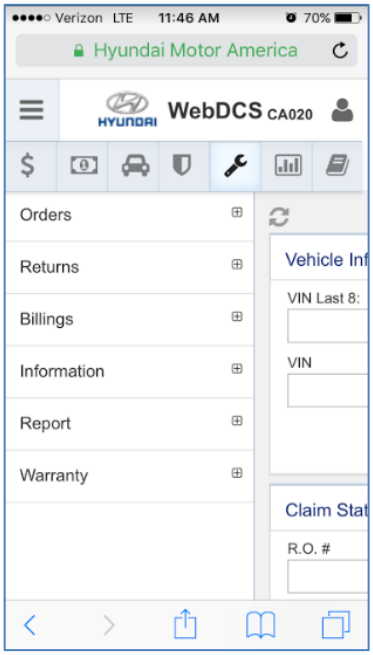
Finance



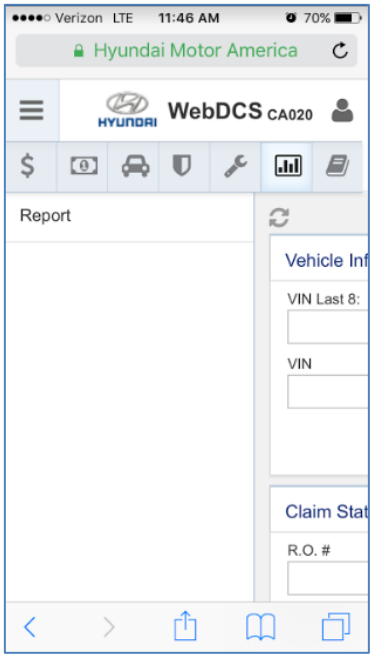
Service



Warranty



Parts

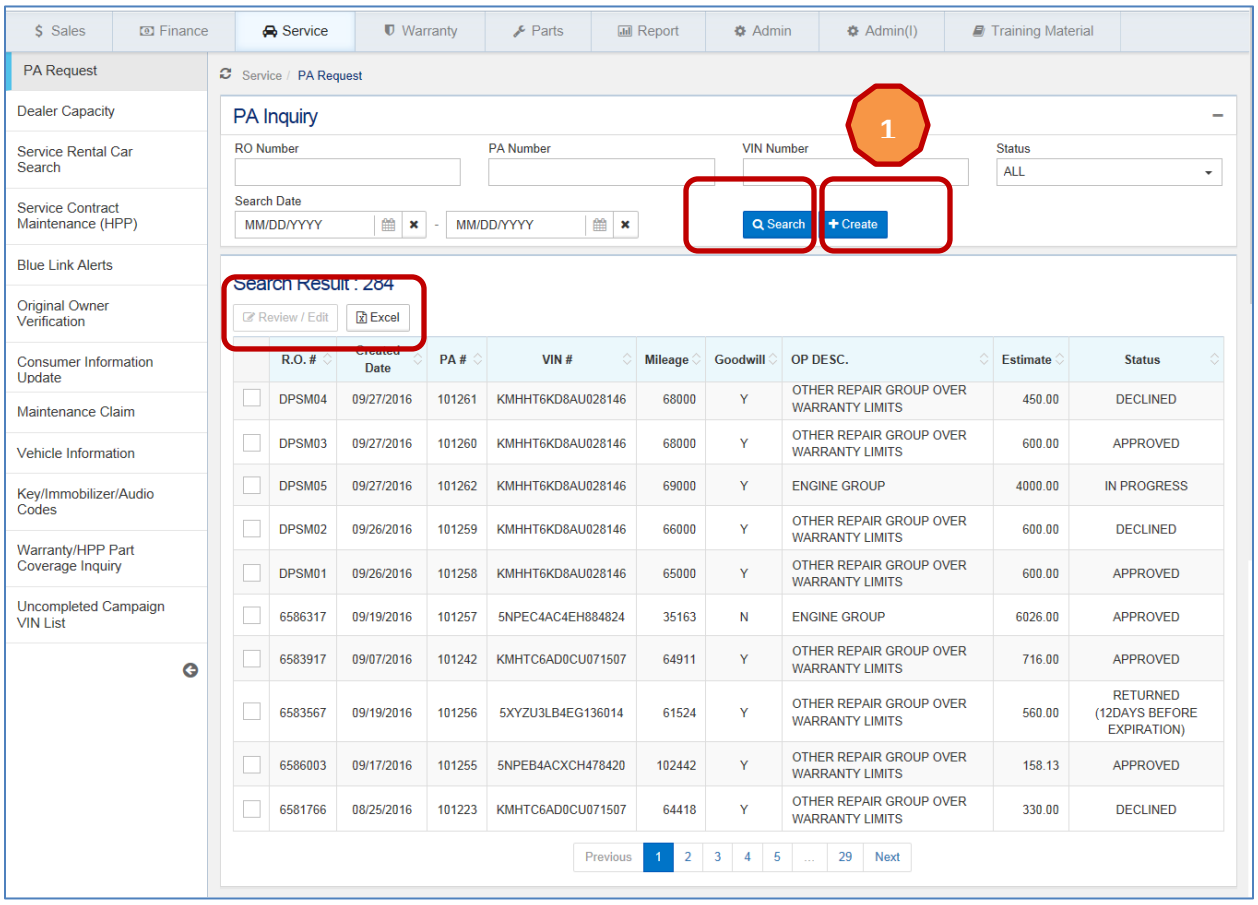


Report

3. Service

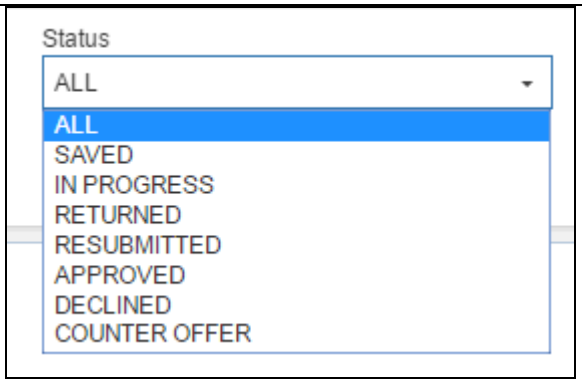
3.1 PA Request

You can create Prior Approval request to submit and search submitted PA in this screen. If the RO (Repair Order) is subject to Prior Approval, you can submit the request prior to repairs being completed . Repairs completed before obtaining the required Prior Approval are subject to claim denial.

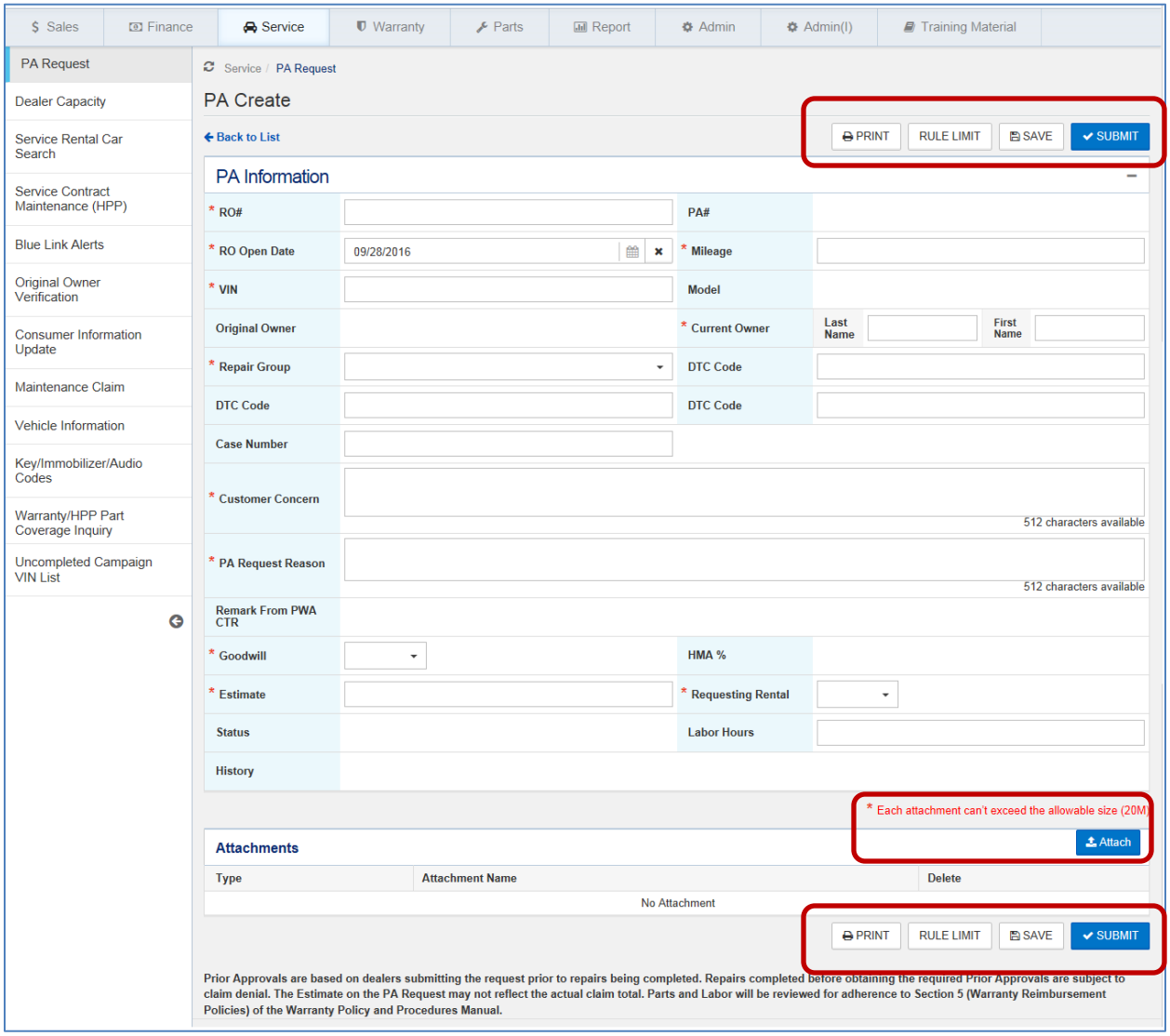


Button Information

Action Button	Definition
Search	Search PA request by R.O. Number, PA Number, VIN Number, Status, and Search Date. Status :

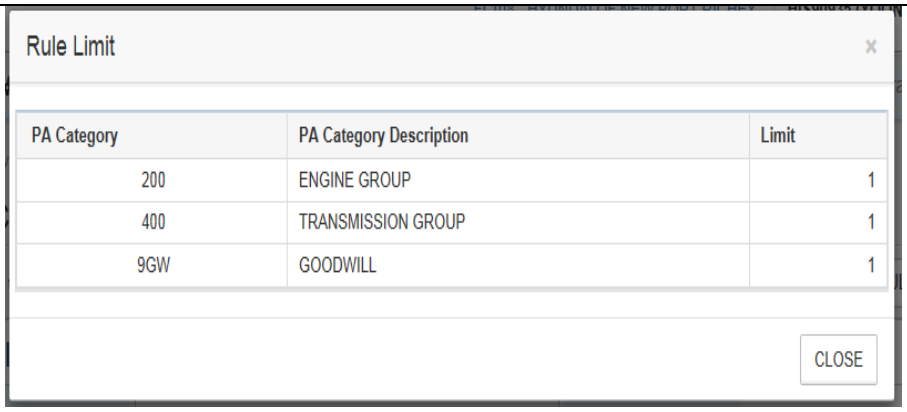
	
Create	It will open PA Create screen. You can save or submit.
Review / Edit	Select items and click Review / Edit button, It will open PA Review screen.
Excel	The results list is downloaded to excel.

If you click 1 Create button, you will see PA Create screen.



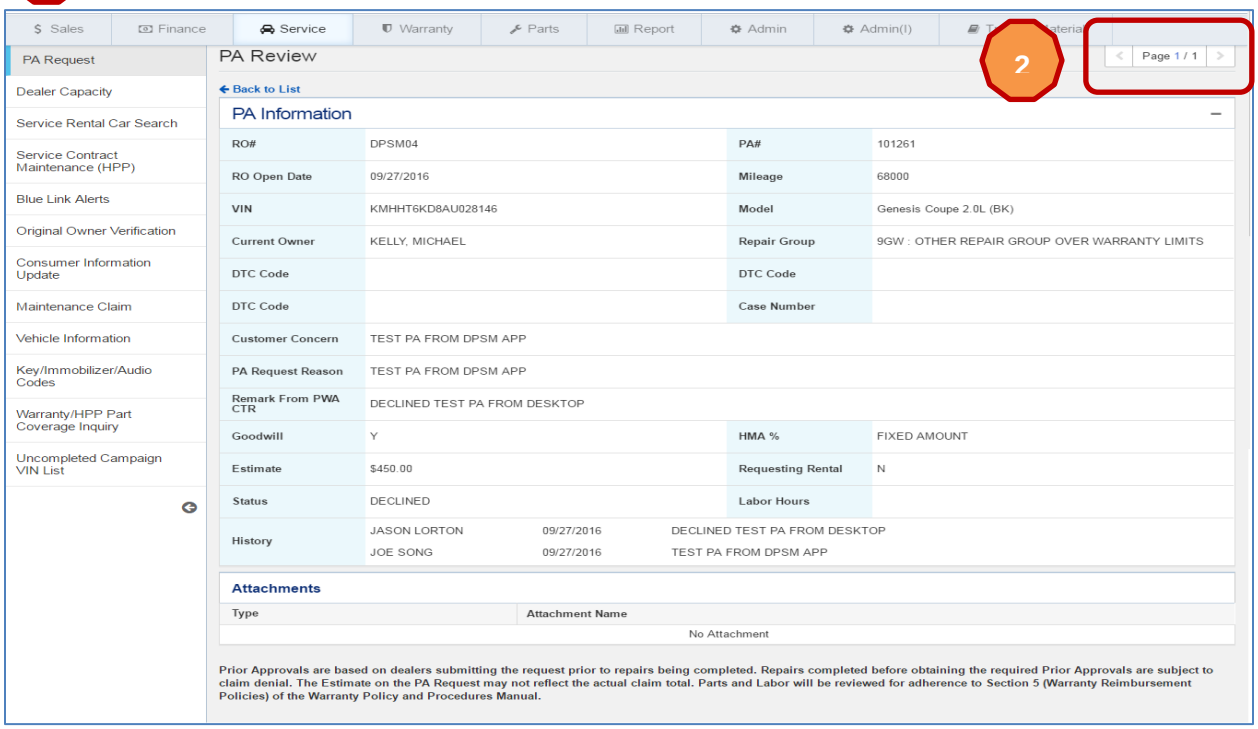
Button Information

Action Button	Definition
Save	Save PA information.
Submit	PA request will be submitted if there is no error.
Rule Limit	It will display Rule Limit.

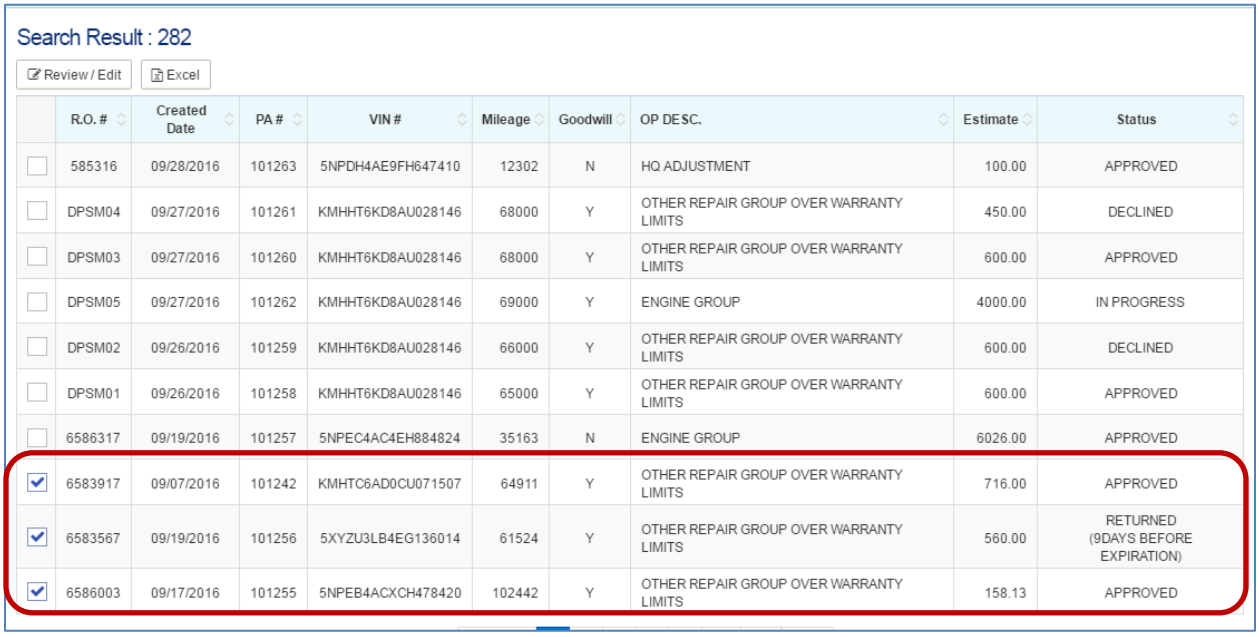
	
Attach	Attach a file to PA request.
Print	Prints the current screen.

If you select one item with Approved status using checkbox and click Review / Edit button, It will open PA Review screen**.**

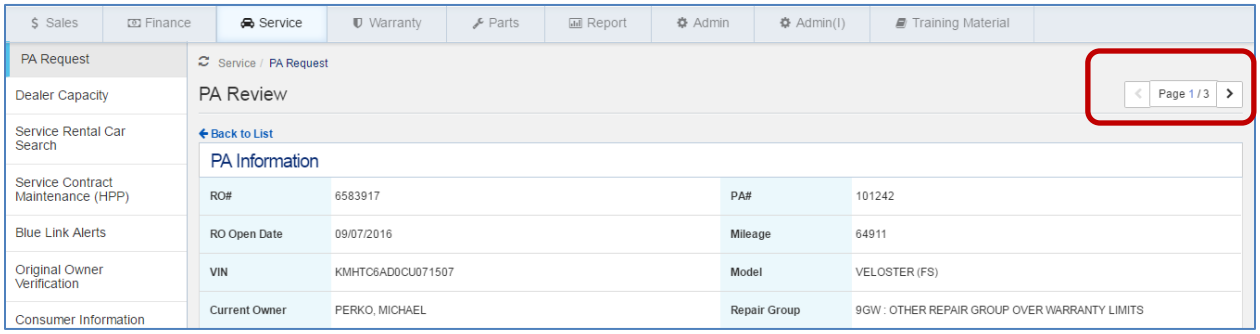
2 **Page 1/1** shows that you selected only one item to review.



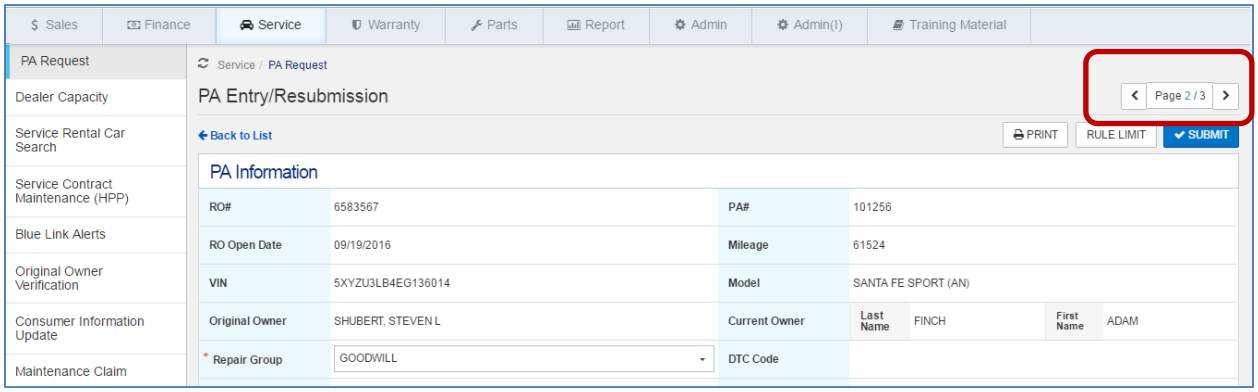
If you select three items using check box and click Review / Edit button. You will see PA Review or Review / Edit screen depending on status.



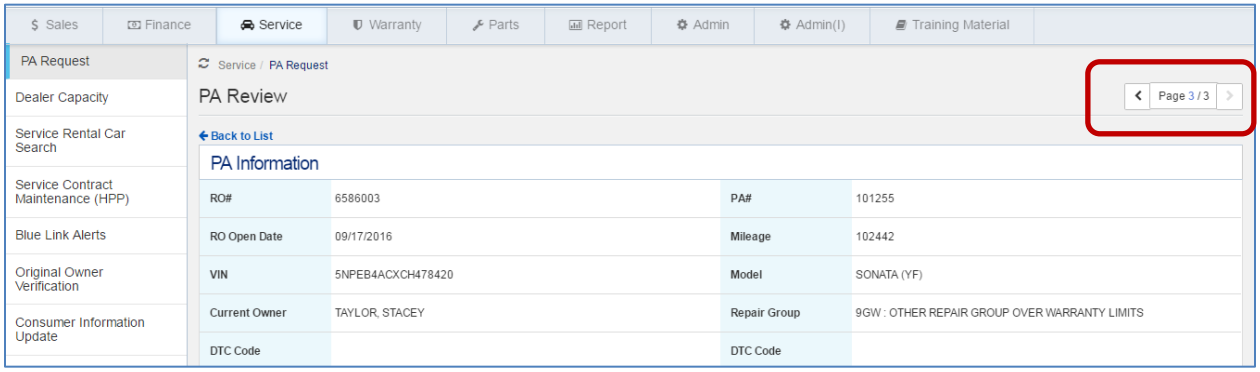
Page 1/3 shows PA Review screen because the Status is APPROVED.



Page 2/3 shows PA Entry / Resubmission screen because the Status is RETRURNED.

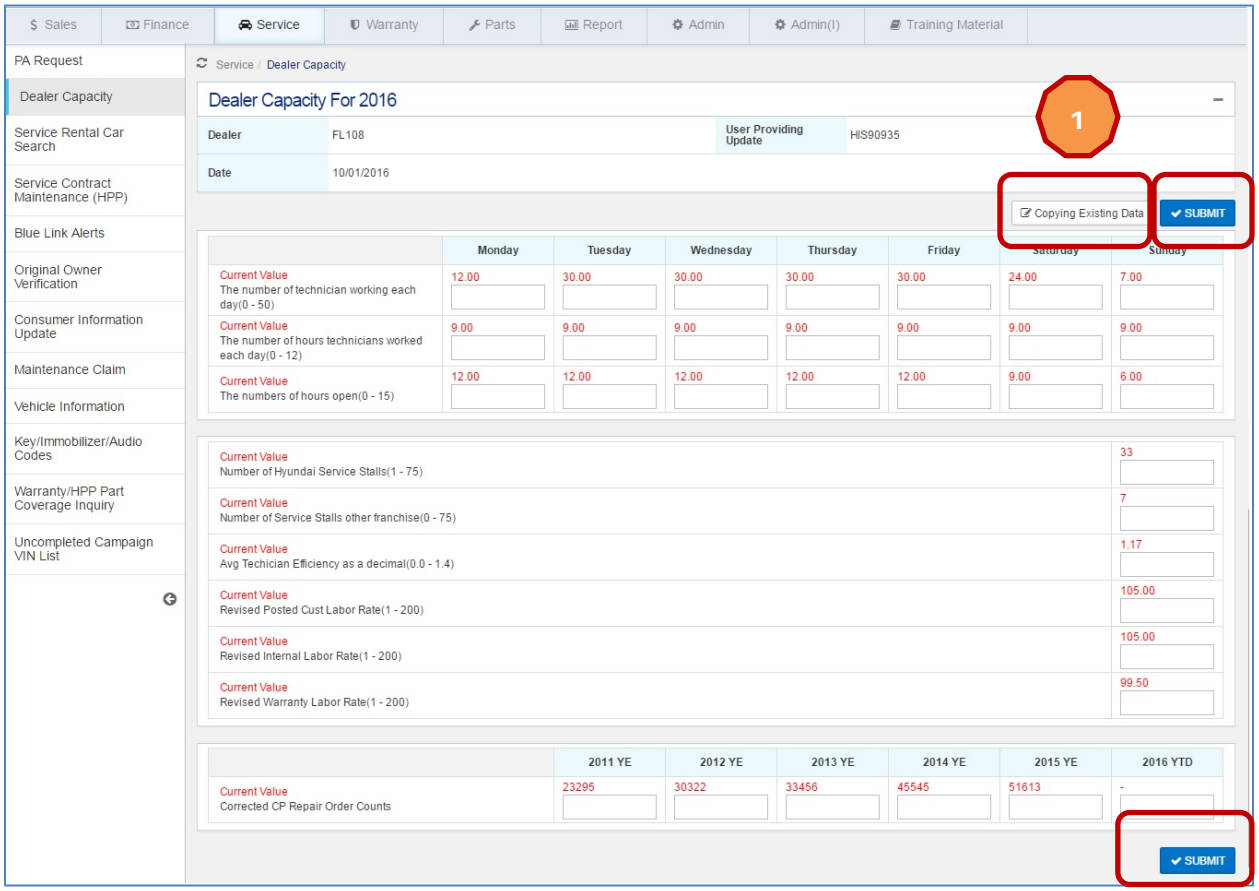


Page 3/3 shows PA Review screen because the Status is APPROVED.



3.2 Dealer Capacity

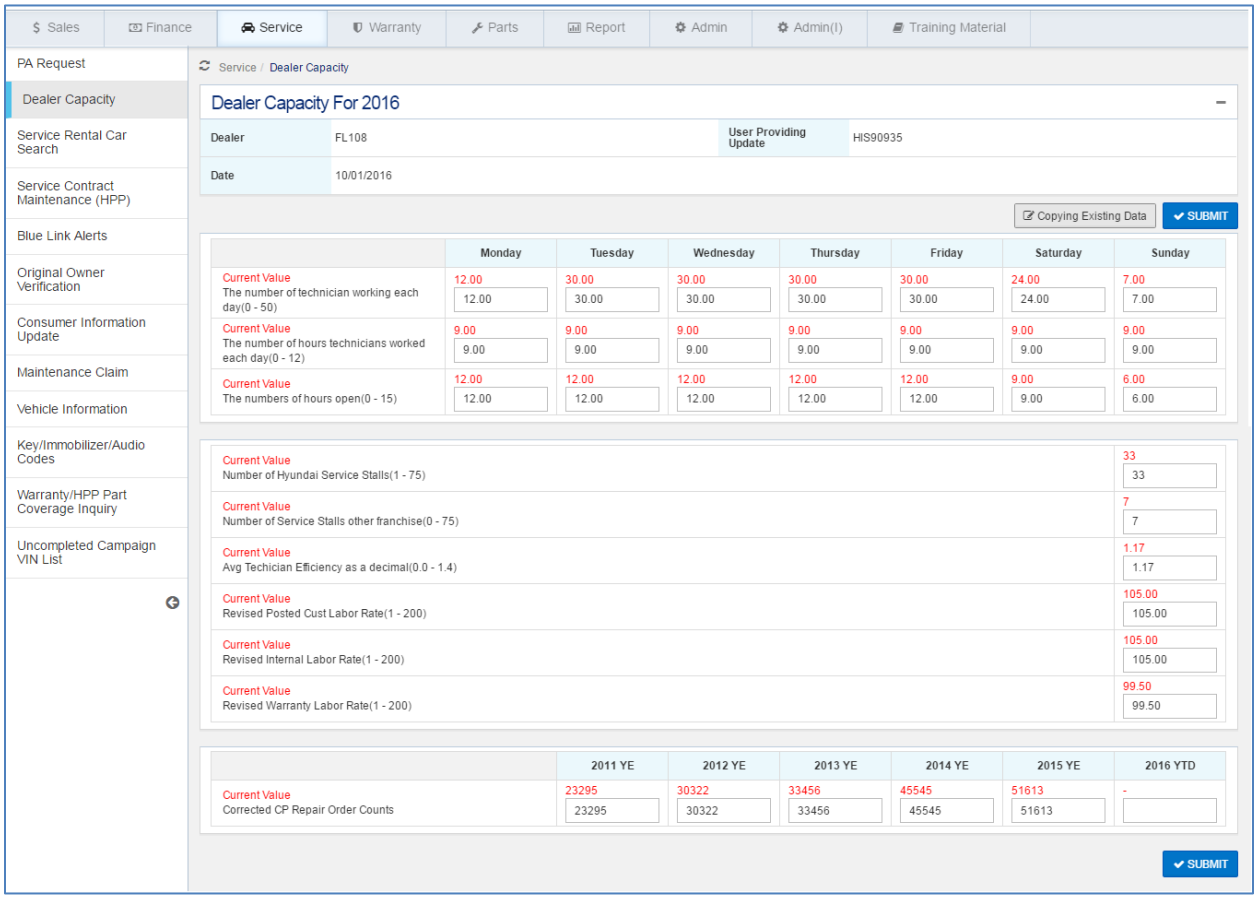
This screen is to maintain various values related to dealer capacity such as Number of technicians working each day, Hours worked per day for each technician, and Hours open daily for Vehicle pickup and drop-off. You can update data and submit.



Button Information

Action Button	Definition
Copying Existing Data	It will copy the previous value to the current value.
Submit	It will be submitted if there is no error.

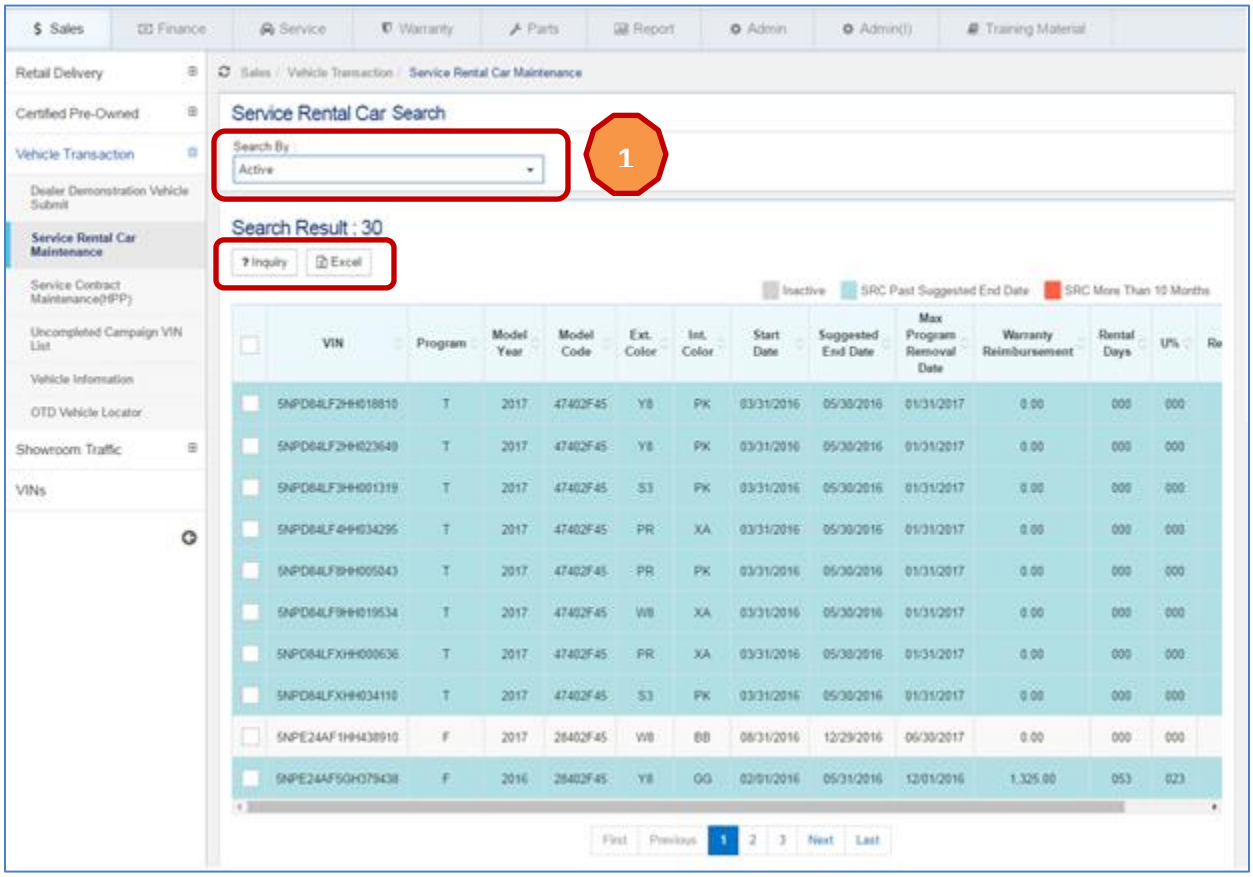
If you want to copy the previous value to the current value, click 1 Copying Existing Data. Then all the previous value will be copied to the current value.



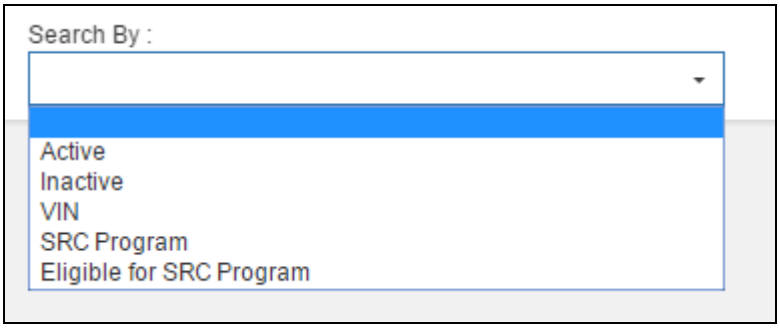
3.3 Service Rental Car Search

You can search Service Rental Car by Active, Inactive, VIN, and SRC program. The result list includes VIN and program details.

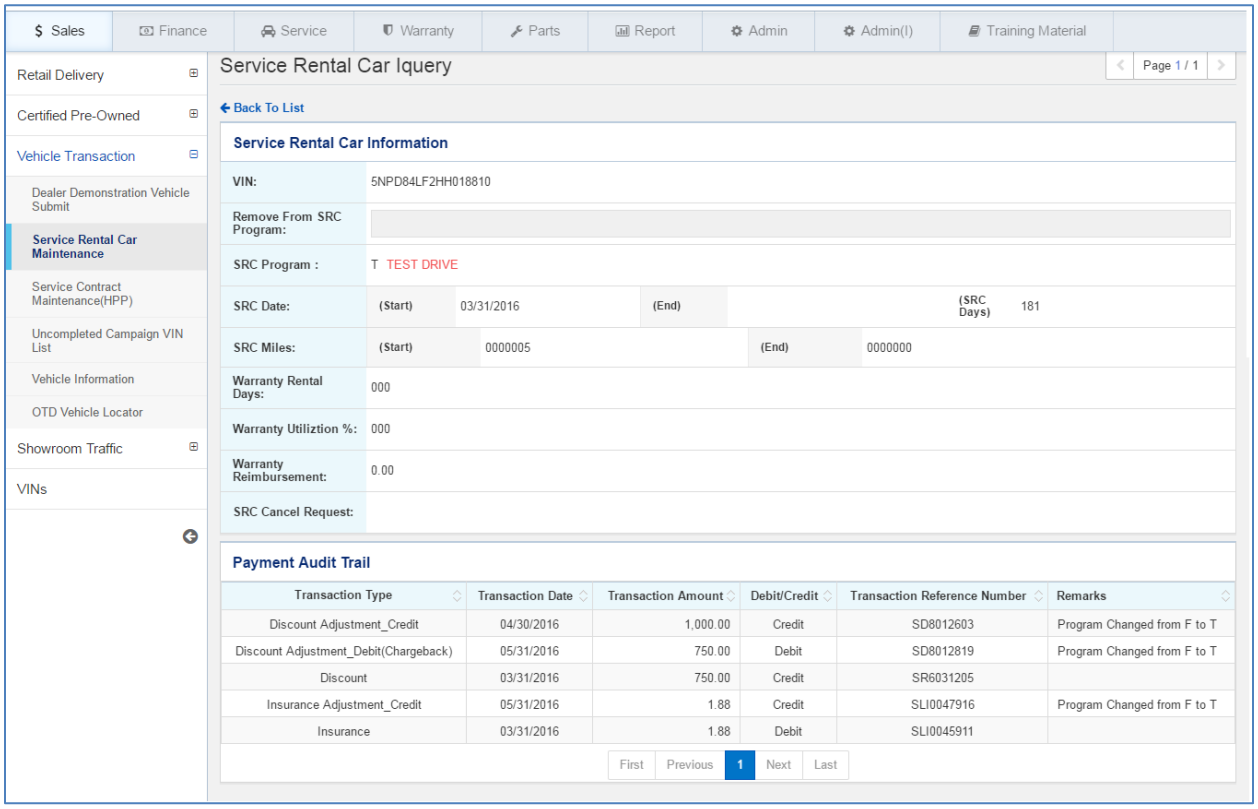
If you select Active in (1) Search By dropdown box, you will see list of active SRC.



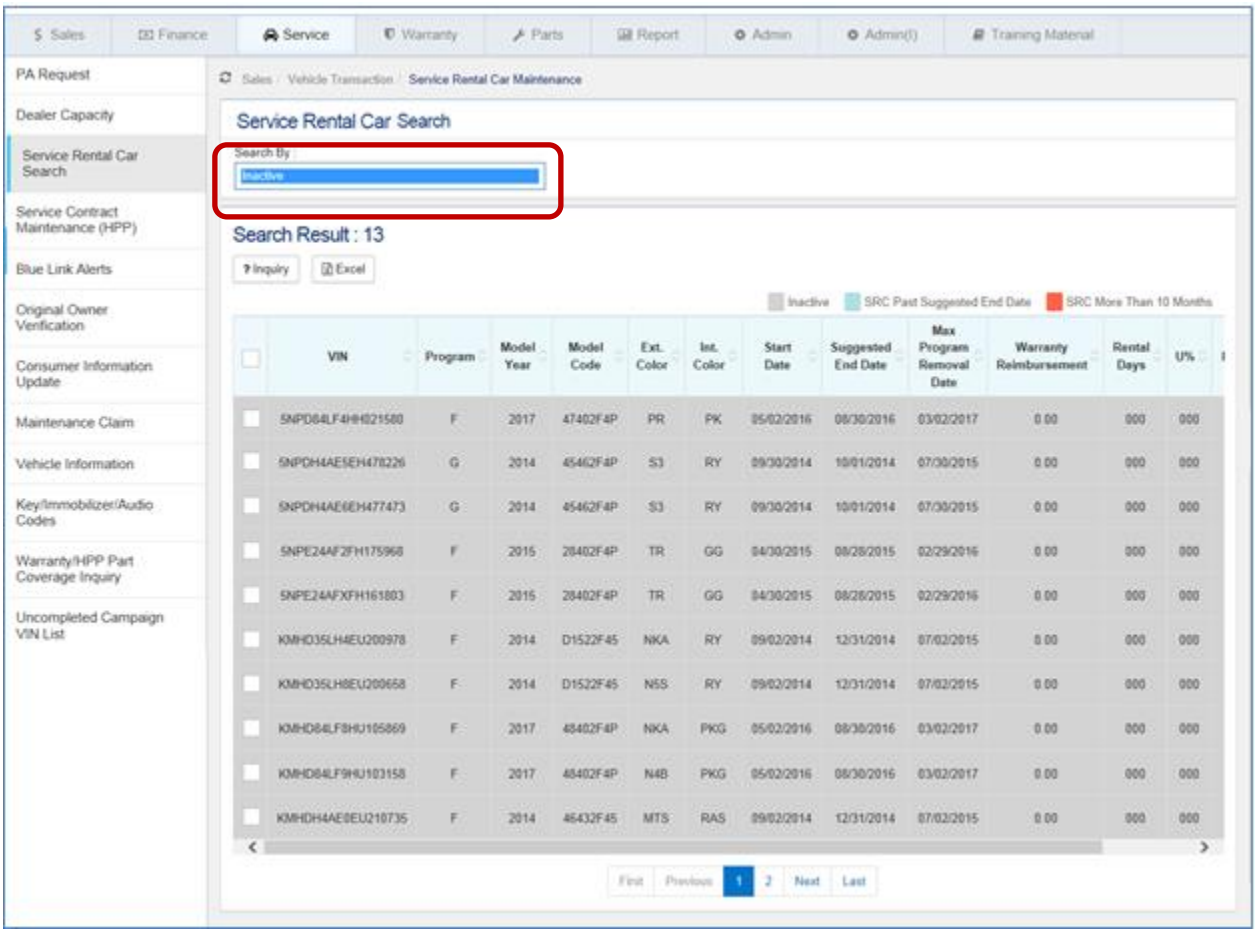
Button Information

Action Button	Definition
Search By	Click Search By dropdown box, then you will see the below options. 
Inquiry	It will display Service Rental Car Inquiry screen.
Excel	The results list is downloaded to excel.

Select SRCs and click Inquiry button. Then you will see Service Rental Car Inquiry screen.

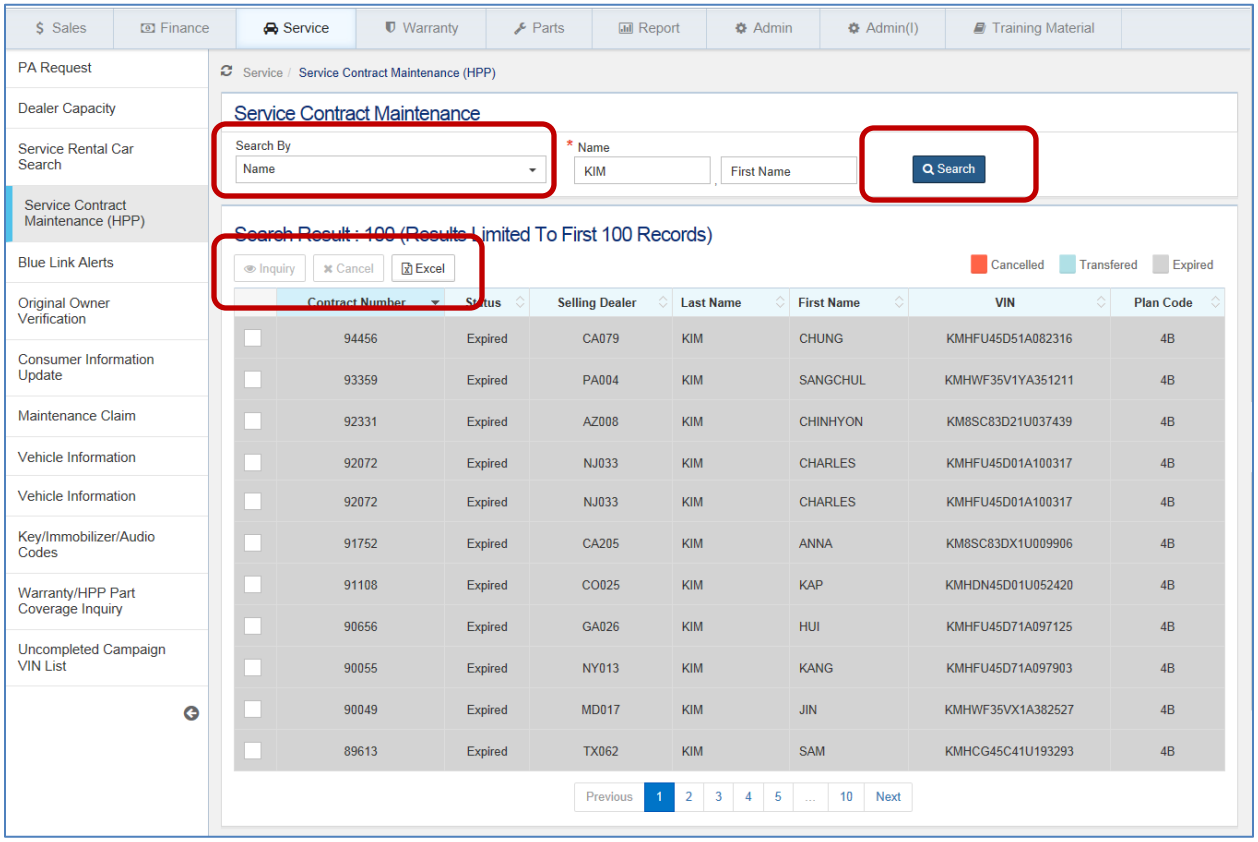


If you select Inactive in Search By dropdown box, you will see list of inactive SRC.

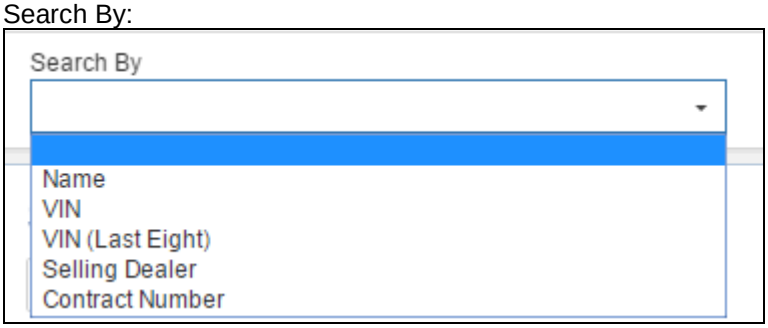


3.4 Service Contract Maintenance (HPP)

User can search Service Contract information by Name, VIN, Selling dealer, and Contract number. The result list includes VIN's service contract information.

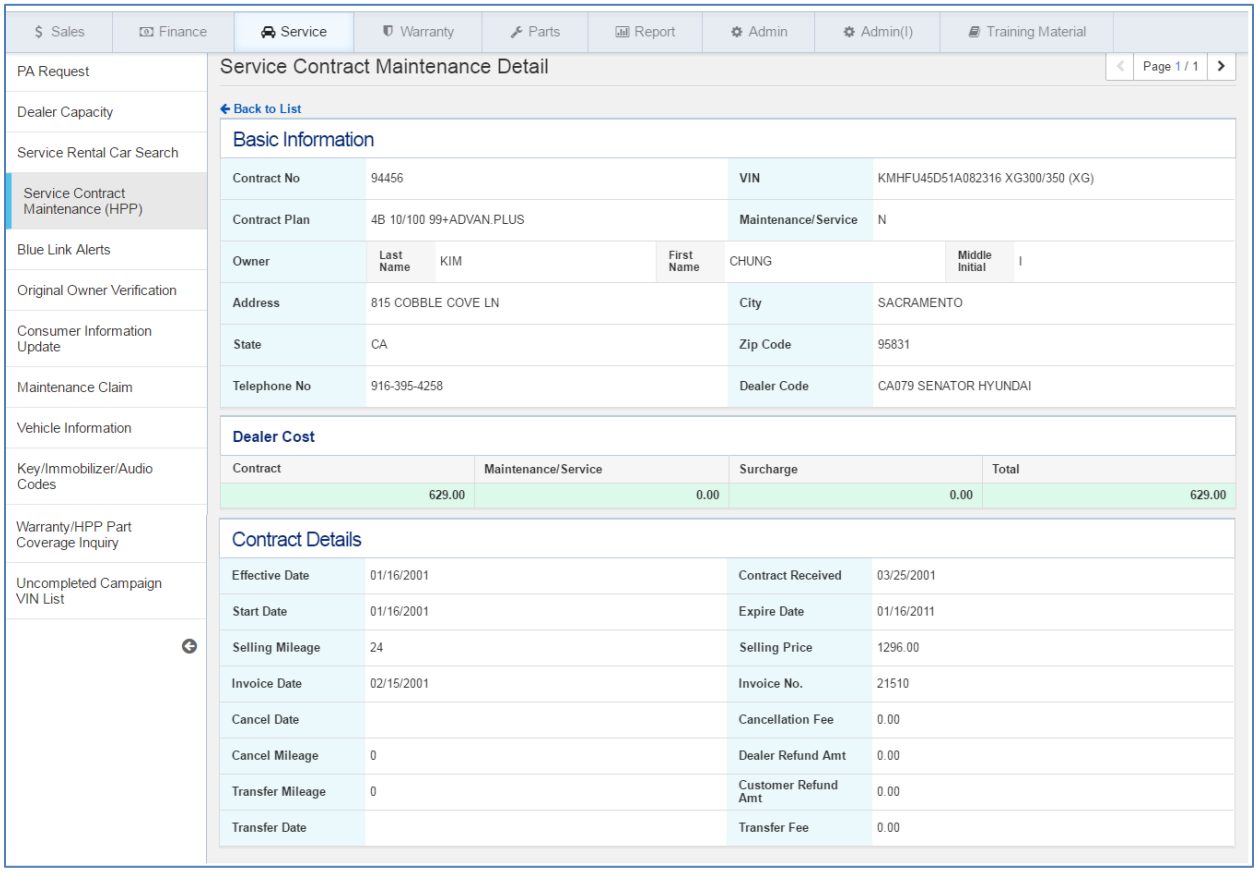


Button Information

Action Button / Link	Definition
Search	Search Service Contract information by Name, VIN, Selling dealer, and Contract number. Search By: 
Inquiry	Select contracts and click Inquiry button. It will open Service Contract Maintenance Detail screen.
Cancel	Select contracts and click Cancel button. Service Contract Maintenance Delete screen is displayed.

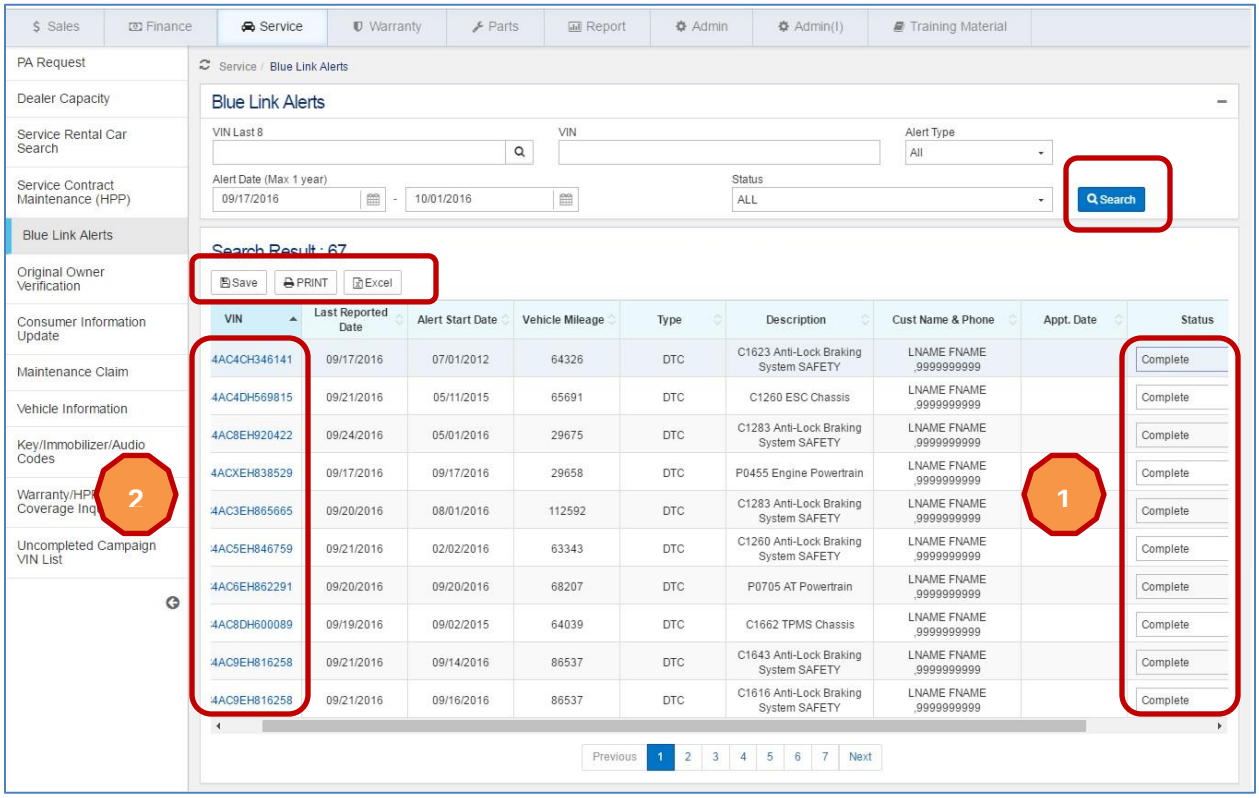
Excel	The results list is downloaded to excel.

Select service contracts and click Inquiry button. It will open Service Contract Maintenance Detail screen.



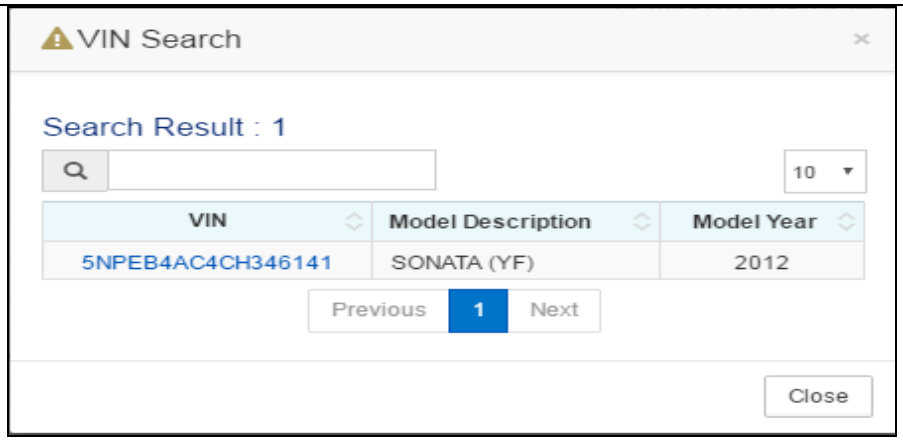
3.5 Blue Link Alerts

Blue Link Alerts Information is searched by VIN, Status, and Alert Date. The result list includes Blue link alerts information for a VIN and you can change the status in the result list to update.

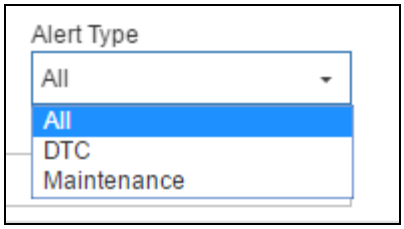


Button Information

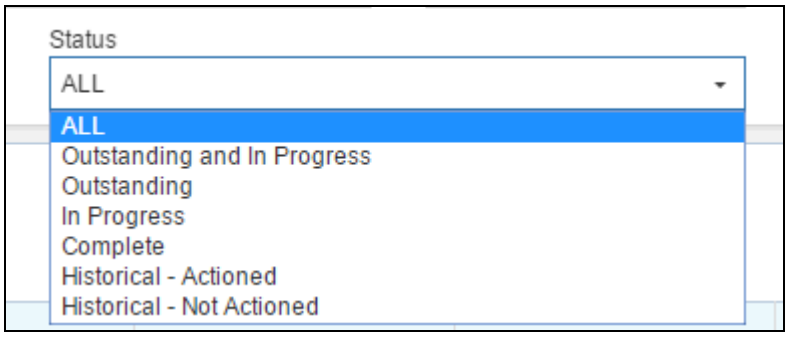
Action Button	Definition
Search	Search Blue Link Alerts by Last 8 digits of VIN, VIN, Alert Type, Status, and Alert Date. VIN Last 8 : Enter last 8 digits of VIN if you don't know full VIN and click search icon. You will see VIN Search pop-up window. Select a VIN in the list. Then the VIN will be populated in VIN text box.



Alert Type :

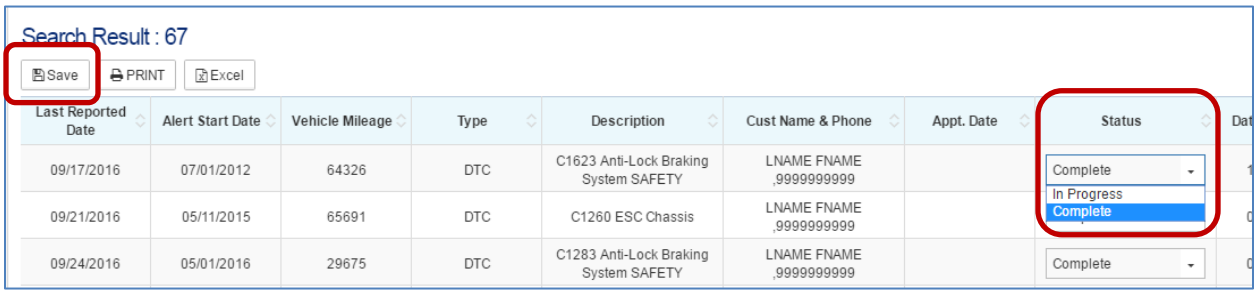


Status :

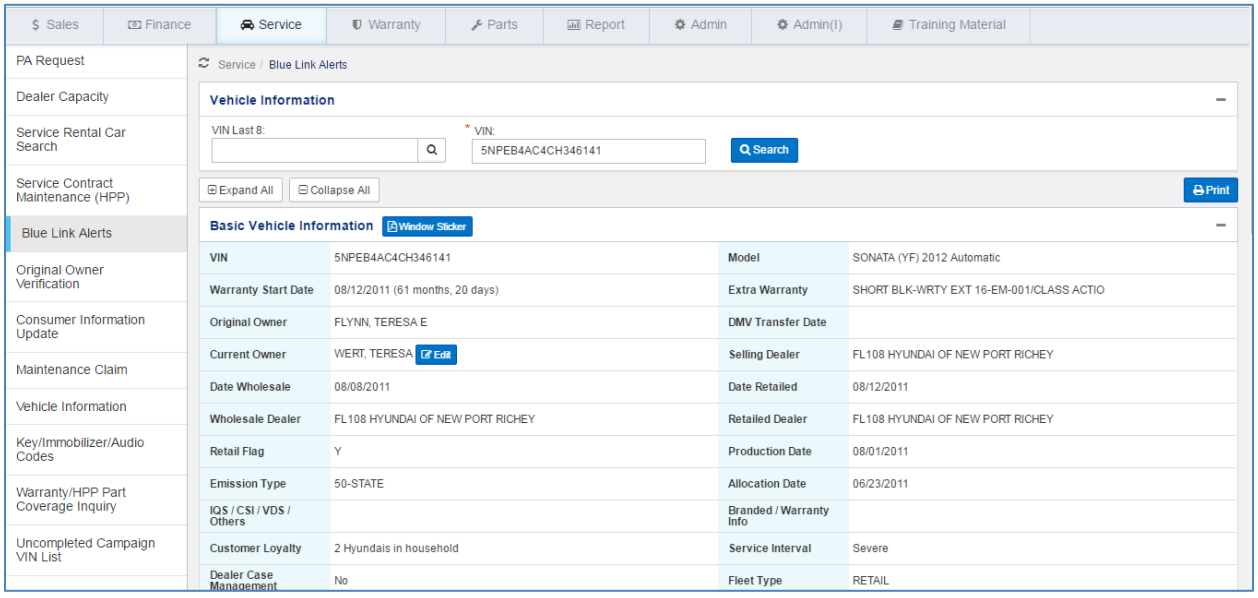


Save	Change status in the list and click Save button. The status will be updated.
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

To update a status, click 1 Status dropdown box. Then you will see the below options. Select status from the dropdown box and click Save button. The status will be updated.

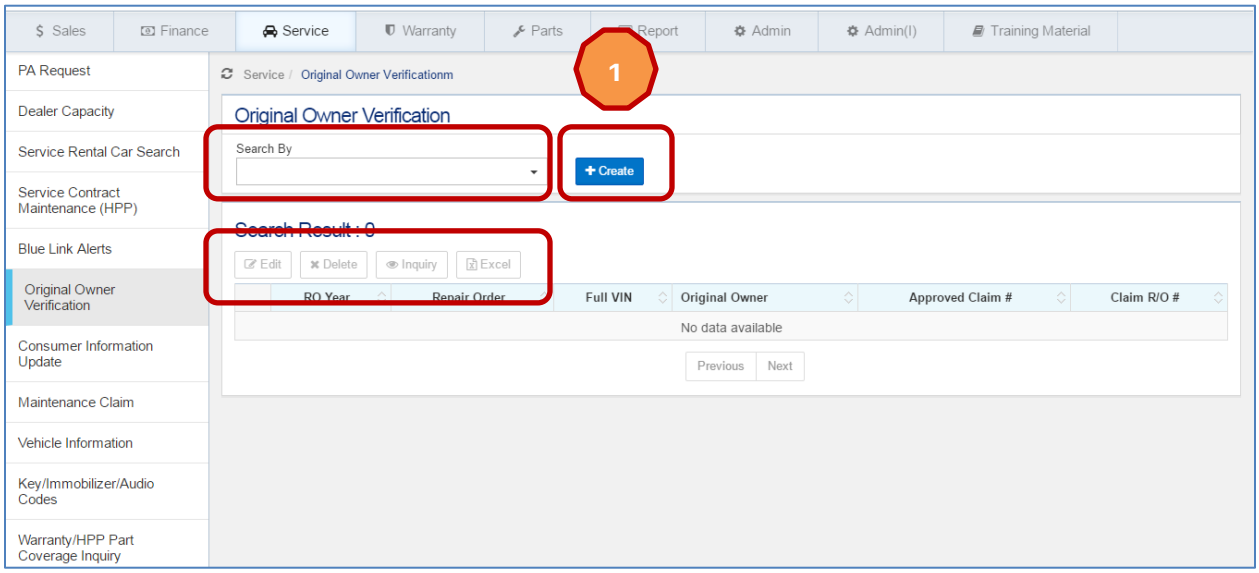


To inquire VIN details, click 2 VIN in the list. Then you will see VIN details in Vehicle Information screen.

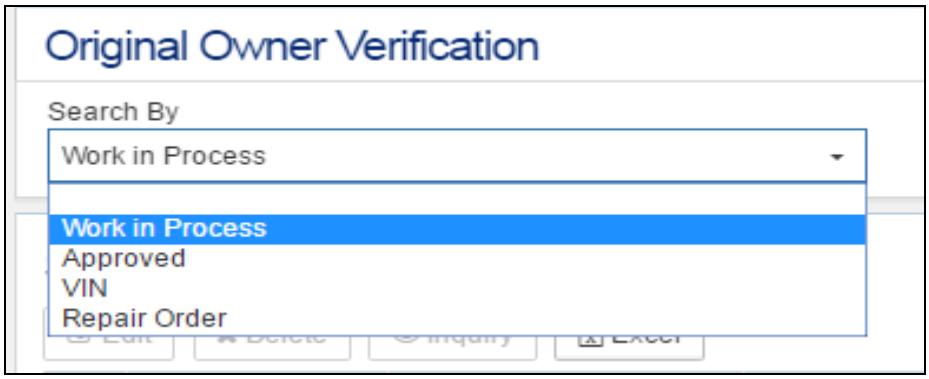


3.6 Original Owner Verification

You can create requests for Original Owner Verification in this screen. Original Owner Verification is to verify original owner and add current owner and relationship to original owner.

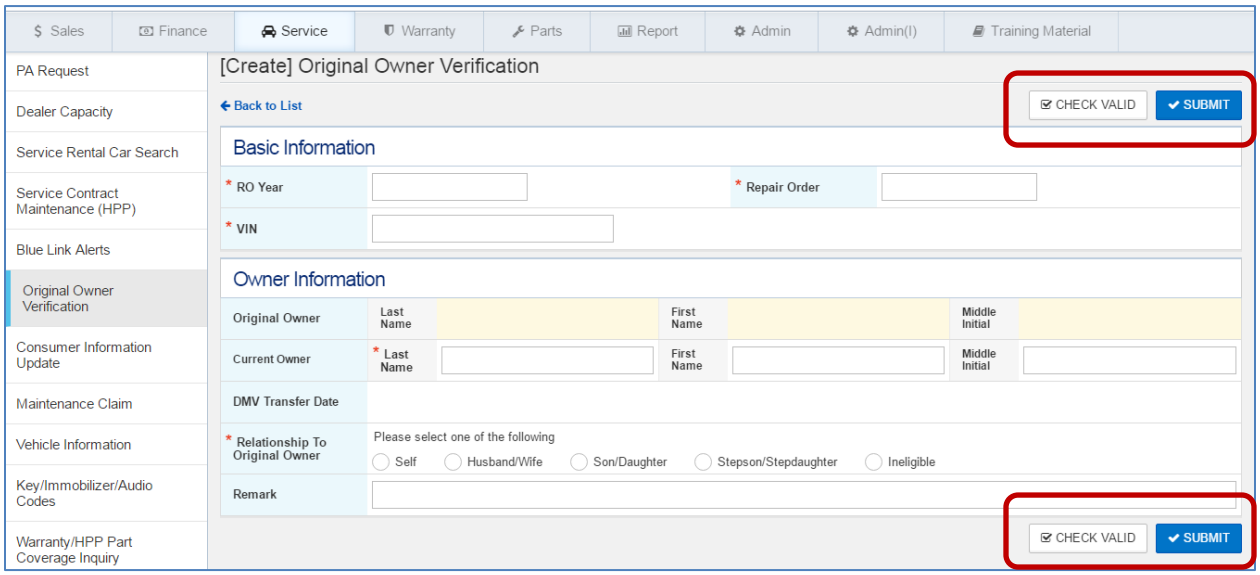


Button Information

Action Button	Definition
Search By	Search Original Owner information by Work In Process, Approved, VIN, and Repair Order. Once you click Search By dropdown box, you will see the below options. 
Create	It will open [Create] Original Owner Verification screen.
Edit	Select items using checkbox and click Edit button. You will see [Edit] Original Owner Verification screen.

Delete	Select items using checkbox and click Delete button. You will see [Delete] Original Owner Verification screen.
Inquiry	Select items using checkbox and click Inquiry button. You will see [Inquiry] Original Owner Verification screen.
Excel	The results list is downloaded to excel.

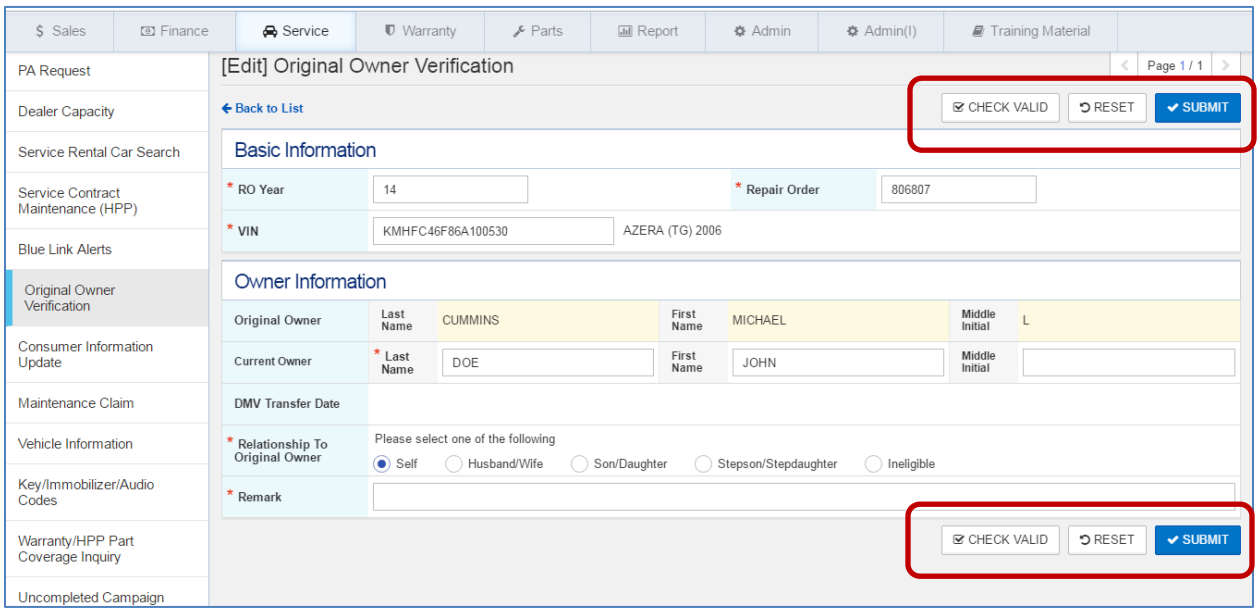
To create a new Original Owner Verification request, click 1 Create button, then it will display [Create\ Original Owner Verification screen.



Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Submit	Original Owner Verification will be submitted if there is no error.

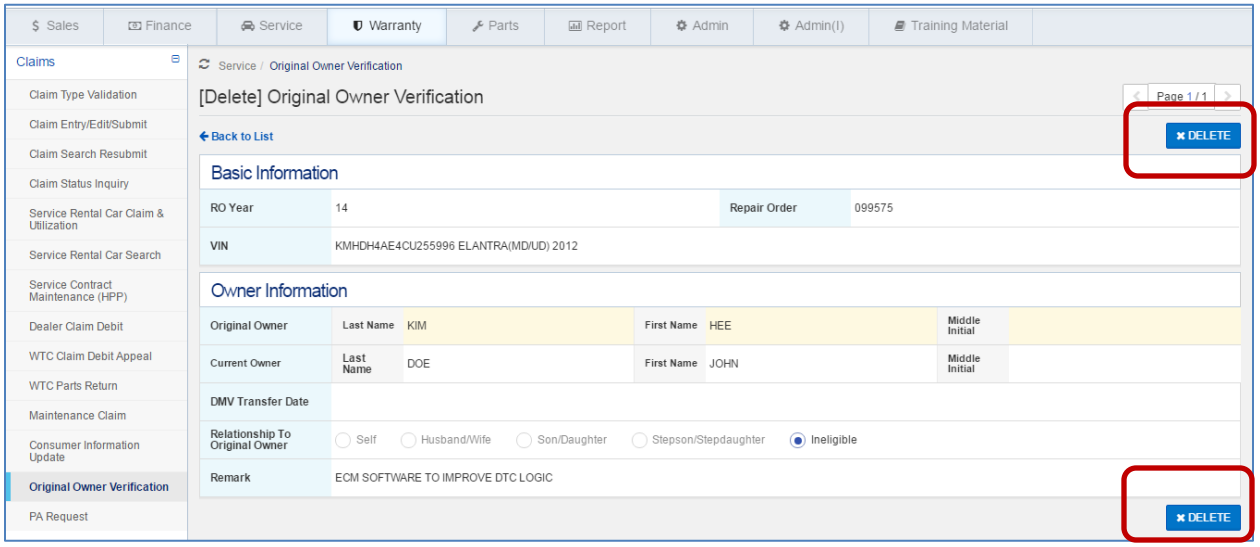
If you select items using checkbox and click Edit button. You will see [Edit] Original Owner Verification screen.



Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Submit	Original Owner Verification will be submitted if there is no error.
Reset	It will display the last saved data on the screen.

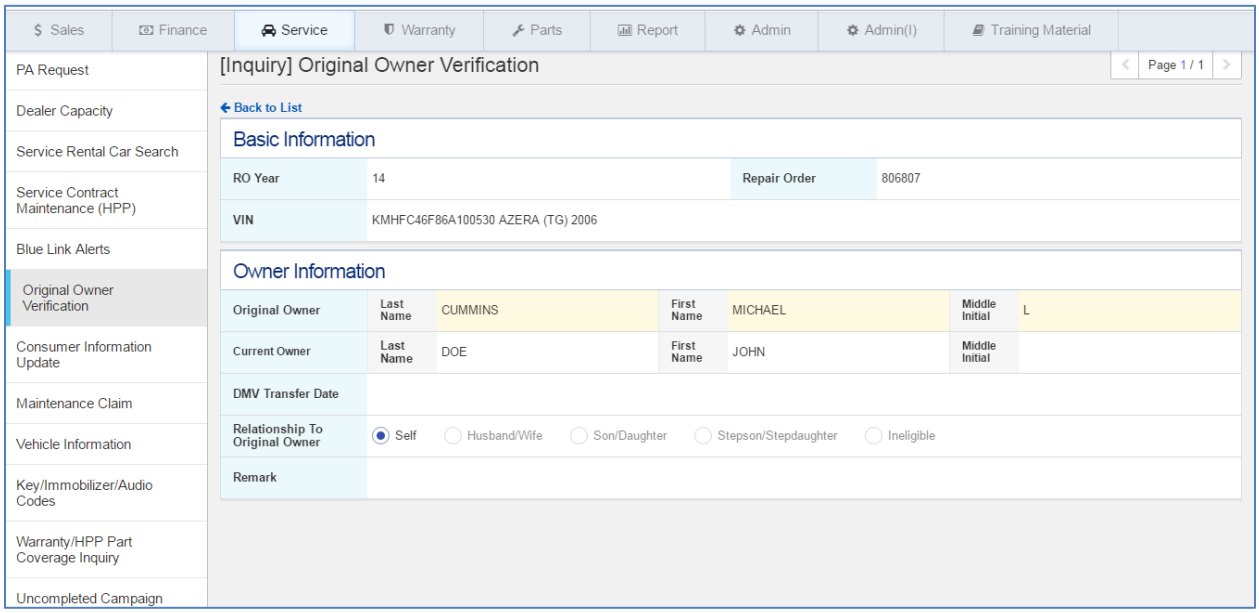
If you select items using checkbox and click Delete button. You will see [Delete] Original Owner Verification screen



Button Information

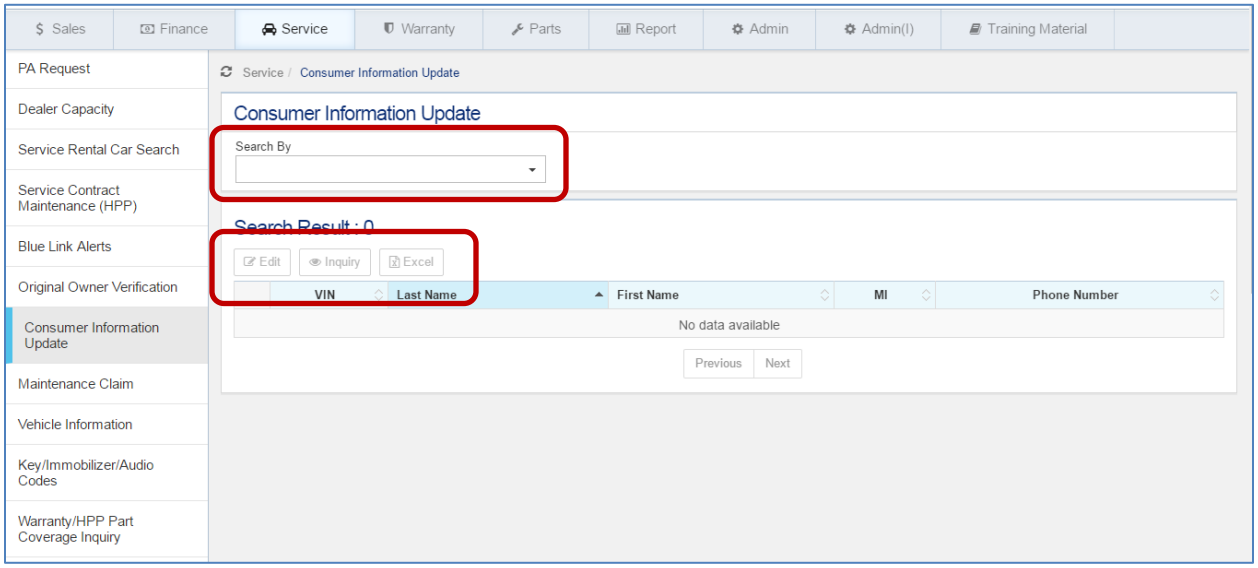
Action Button	Definition
Delete	Original Owner information will be deleted.

If you select items using checkbox and click Inquiry button. You will see [Inquiry] Original Owner Verification screen .

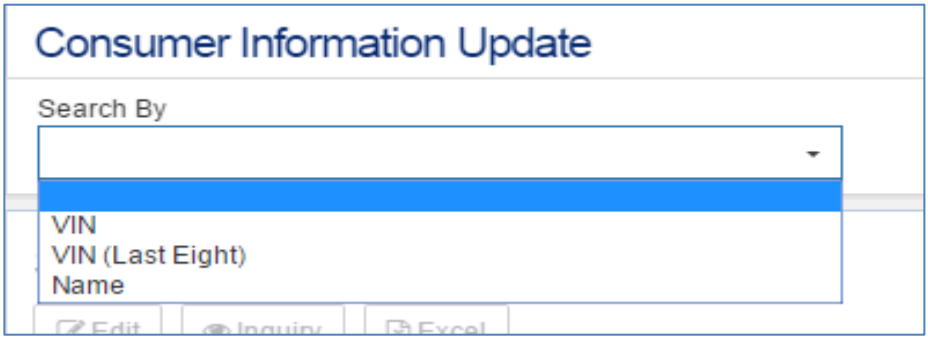


3.7 Consumer Information Update

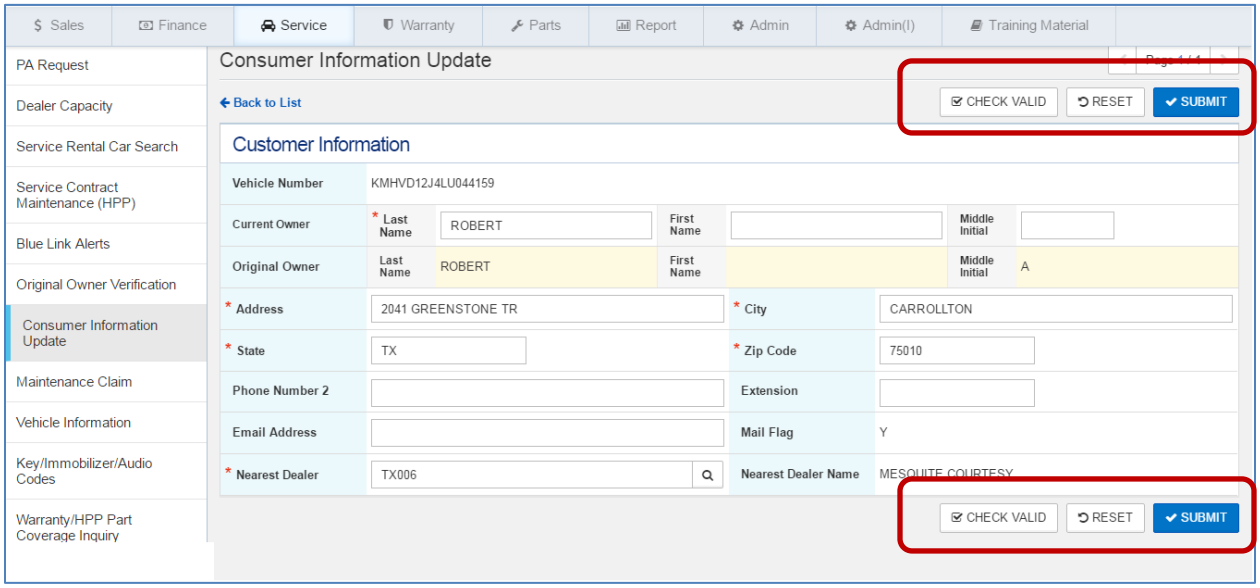
You can search for consumer information by VIN, Last 8 digits of VIN, and Name, and update consumer information.



Button Information

Action Button	Definition
Search By	Search consumer information by VIN, Last 8 digits of VIN, and Name. Once you click Search By dropdownbox, you will the below options. 
Edit	Select items using checkbox and then click Edit button. You will see Customer Information Update screen.
Inquiry	Select items using checkbox and then click Inquiry button. You will see Customer Information Update screen.
Excel	The results list is downloaded to excel.

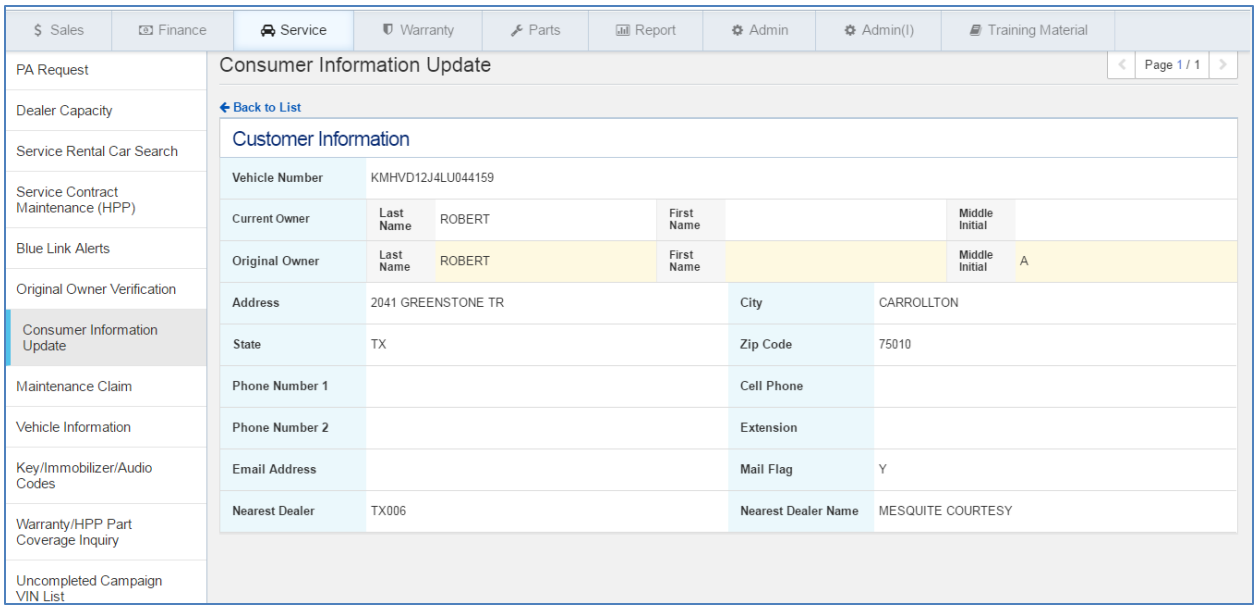
Once you select items using checkbox and then click Edit button. You will see Customer Information Update screen**.**



Button Information

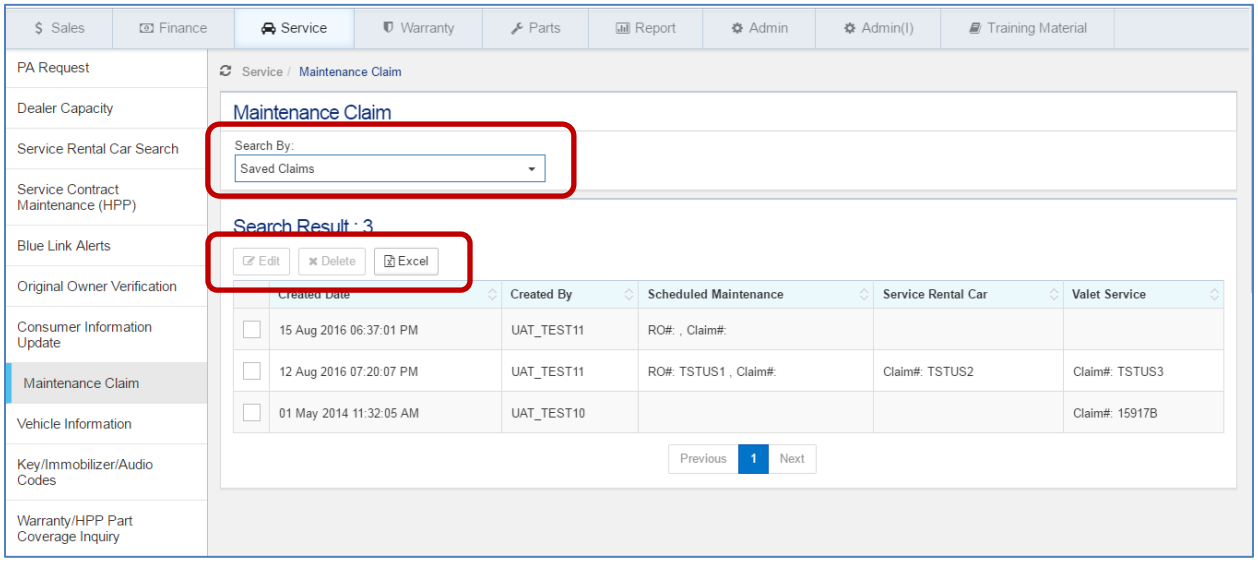
Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Reset	It will display the last saved data on the screen.
Submit	Customer information will be submitted if there is no error.

If you select items using checkbox and then click Inquiry button. You will see Customer Information Update screen.



3.8 Maintenance Claim

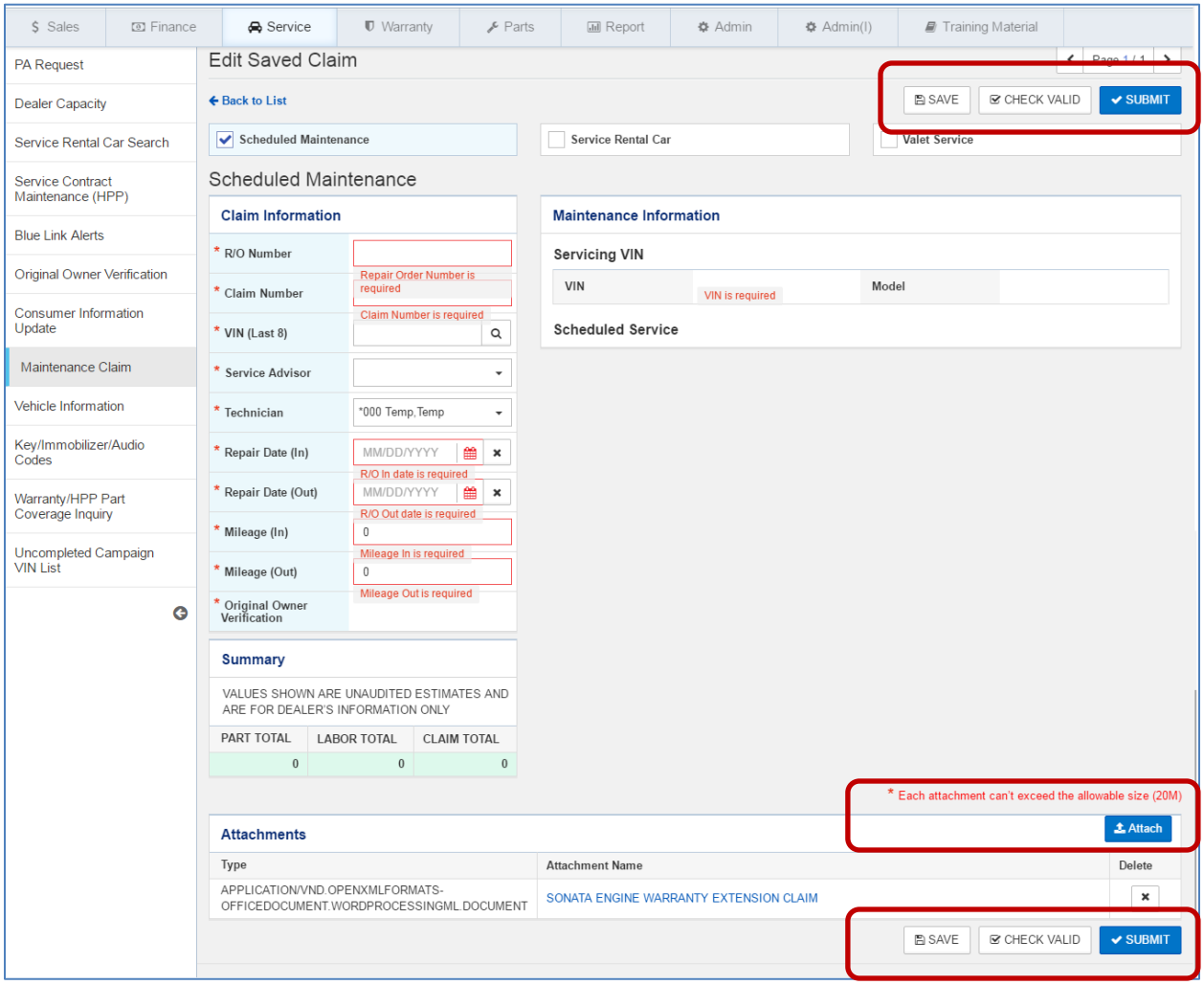
This screen is to maintain maintenance claims for special models such as Equus. User can create a new maintenance claim and save or submit the claim. Also you can search saved or submitted claims in this screen .



Button Information

Action Button	Definition
Search	Search Manitenance claim by Todau's Submissions, Saved Claims, Returned, and Approved. Once you click Search By, you will see the below options.
Edit	Select claims using checkbox and click Edit button. You will see claim details.
Delete	Select claims using checkbox and click Delete button. You will see Delete Save Claim screen for review. Click Delete button, then selected claim will be deleted.
Excel	The results list is downloaded to excel.

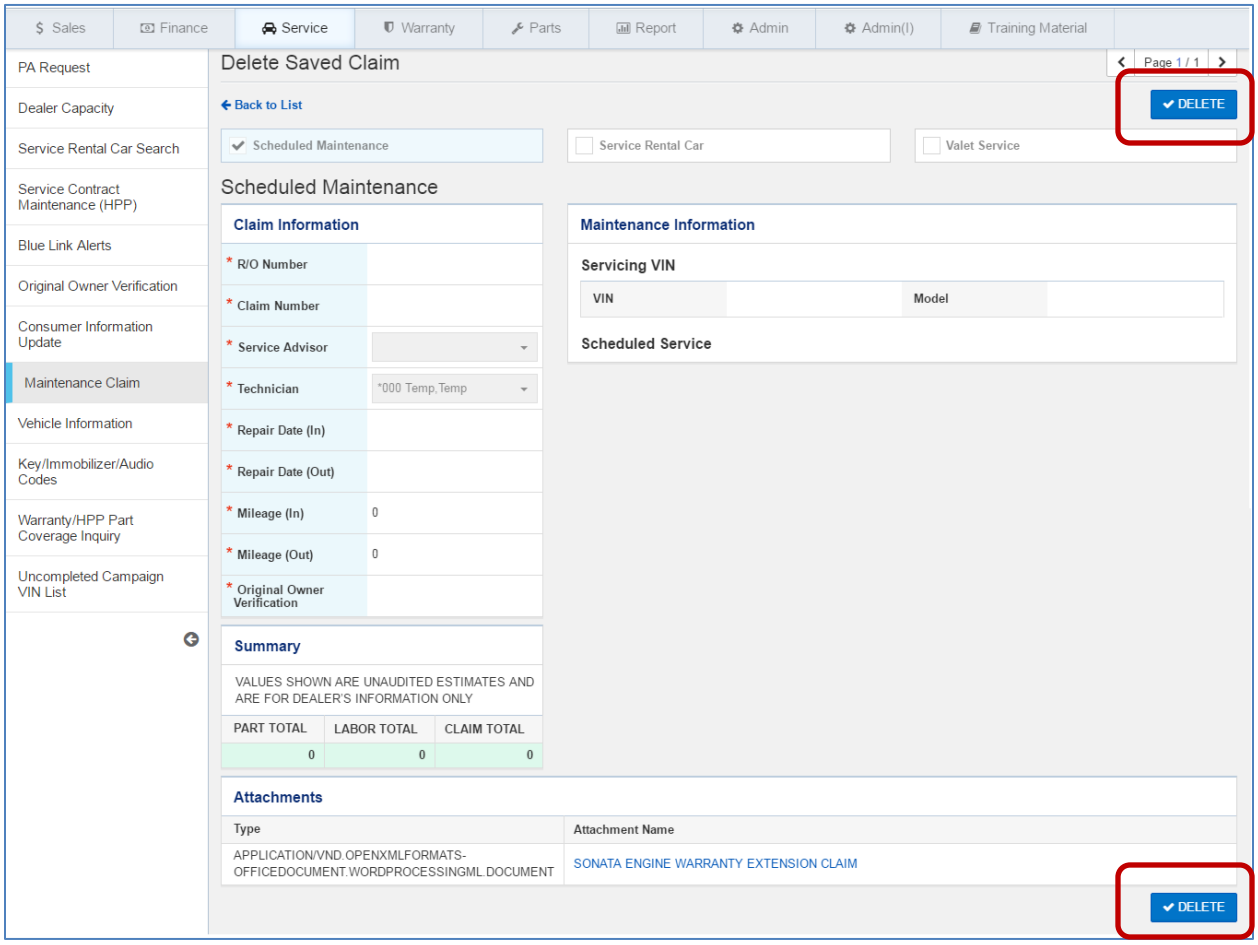
If you select claims using checkbox and click Edit button. You will see claim details.



Button Information

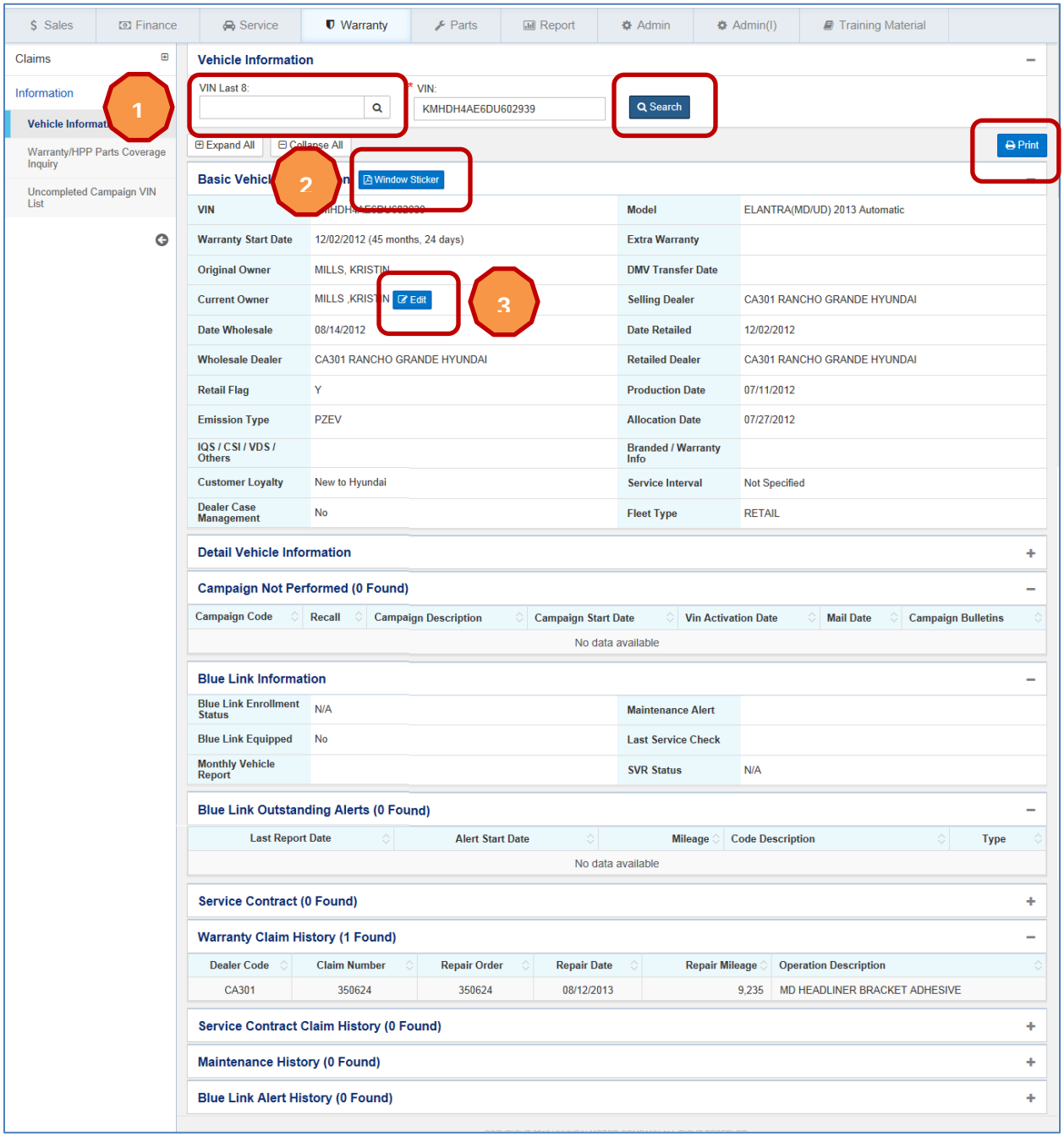
Action Button	Definition
Save	Save a claim.
Check Valid	It will validate all the fields and displays errors if there are errors.
Attach	Attach a file to a claim.
Submit	When finished, submit a claim. It will be submitted if there is no error.

If you select claims using checkbox and click Delete button. You will see Delete Save Claim screen for review. Click Delete button, then selected claim will be deleted .



3.9 Vehicle Information

Vehicle details can be found by VIN. This screen includes open recall campaign, blue link information, Warranty Claim history and Service contracts.

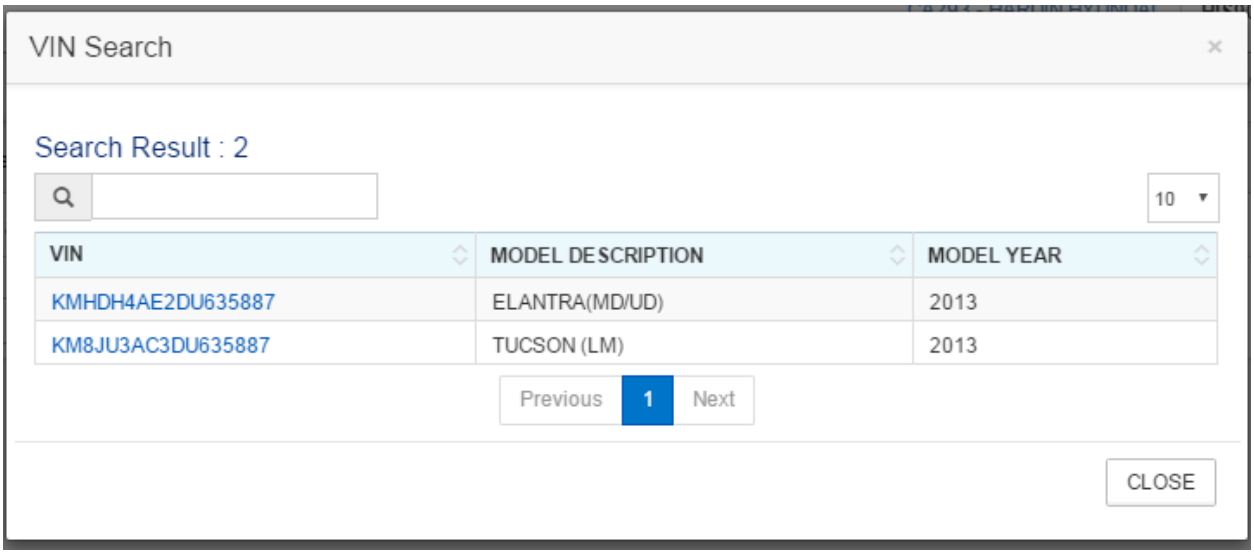


Button Information

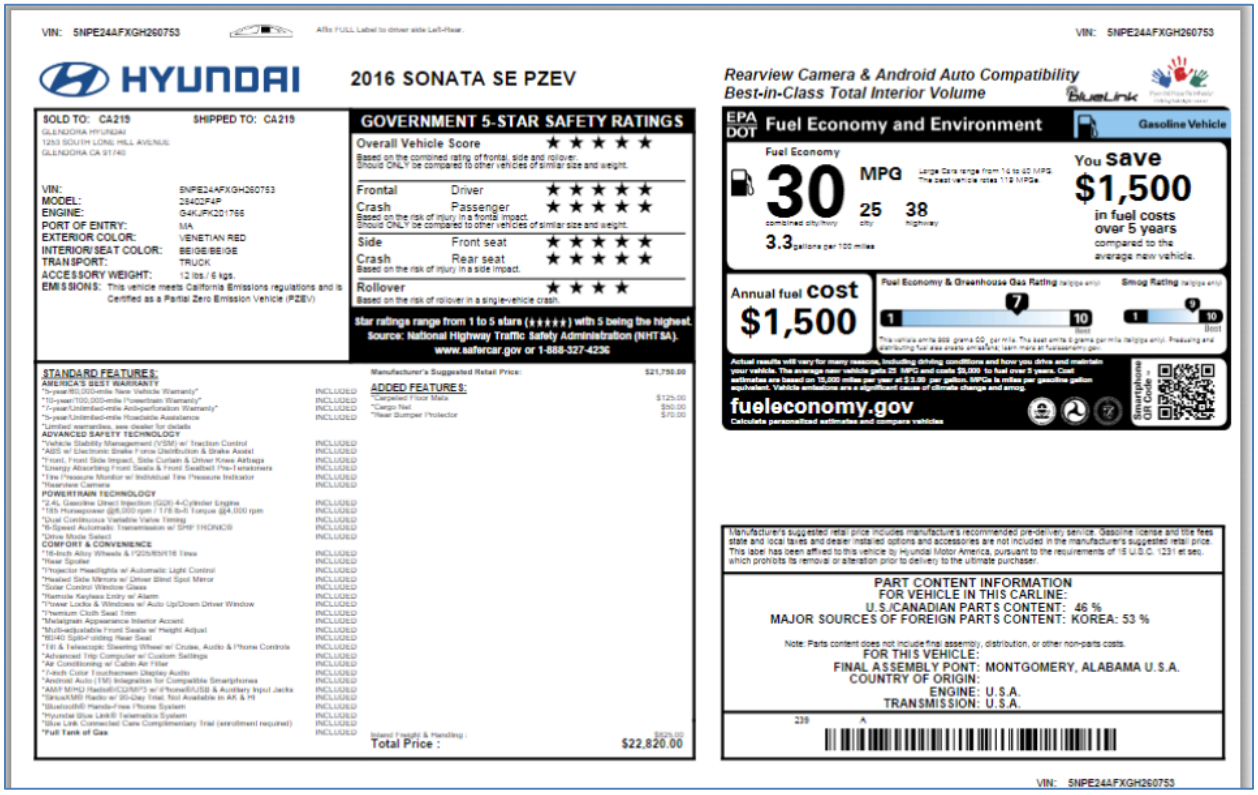
Action Button	Definition
Search	You can search VIN details by full VIN or last 8 digits of VIN.
Window Sticker	You can print Window Sticker.
Edit	It will open Original Owner Verification screen to update original ower information.
Print	Prints the current screen.

If you type last 8 digits of VIN and click 1 Search icon , then you will VIN Search pop-up.

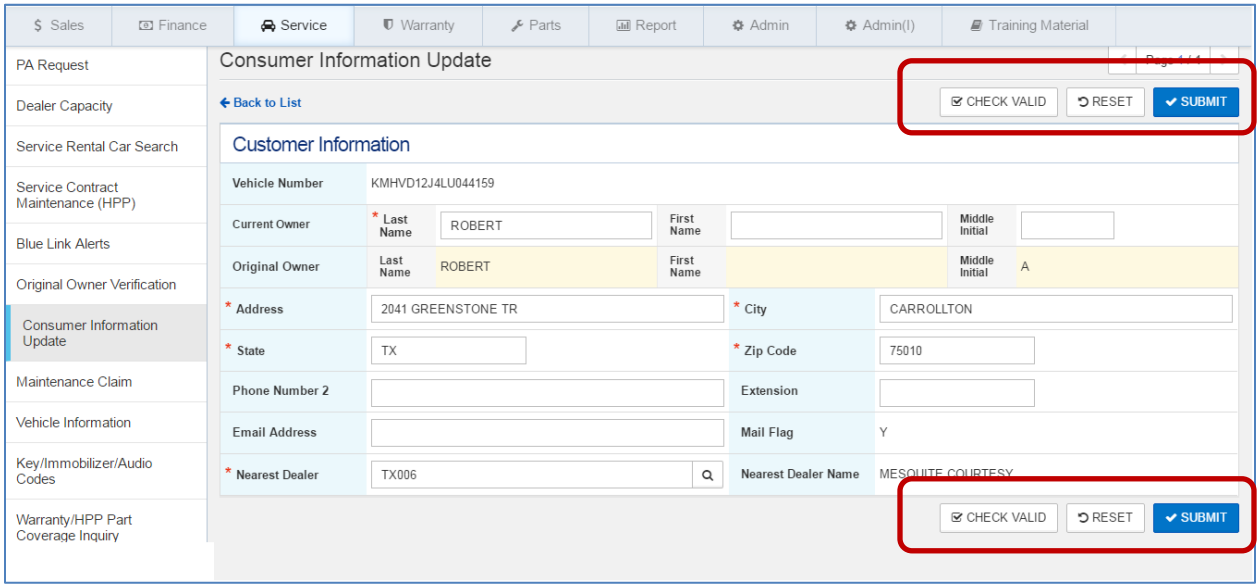
Select one VIN in the list, then the VIN will be populated in the VIN textbox. VIN information will be populated the VIN information.



To print Window Sticker, click 2 Window Sticker button. It will display Window Sticker in PDF.



To update customer information, click 3 Edit button. The you will see Consumer Information Update screen. You can update consumer information and submit.



Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Reset	It will display the last saved data on the screen.
Submit	Customer information will be submitted if there is no error.

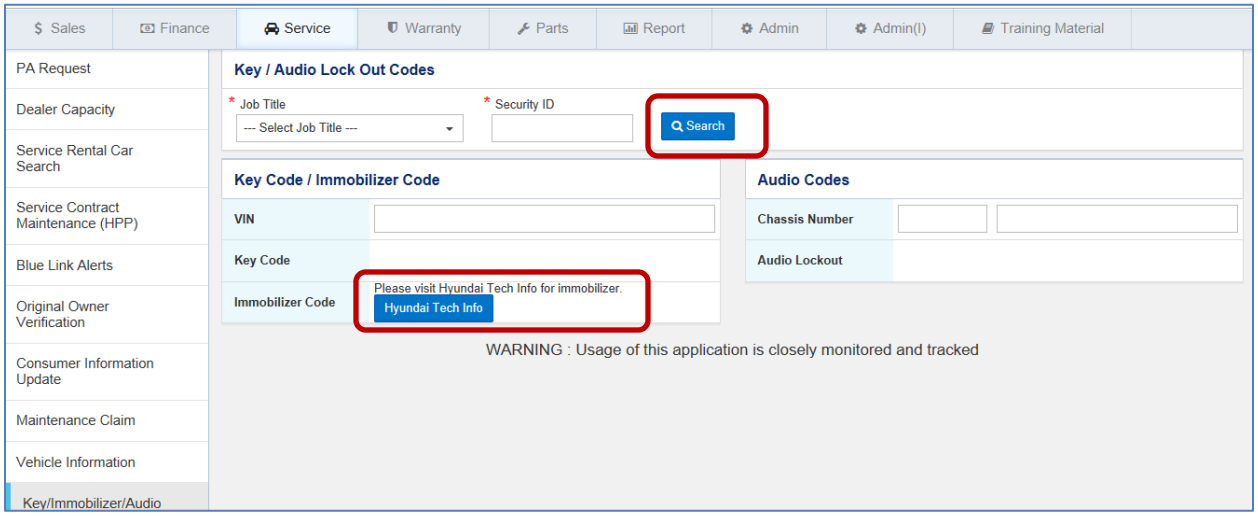
3.10 Key / Immobilizer / Audio Codes

You can inquire Key code, Immobilizer Code, and Audio Lockout in this screen. For Immobilizer code inquiry, Hyundai TechInfo button is available to go to Hyundai Tech Info site because the code is maintained by Hyundai TechInfo.

- To search Key Code, select Job Title and enter Security ID and VIN. Then click Search button.

- To search Immobilizer Code, click Hyundai Tech Info button. You will see Hyundai Tech Info site to inquire Immobilizer Code.

- To search Audio Lockout, select Job Title and enter Security ID and Chassis Number. Then click Search button.

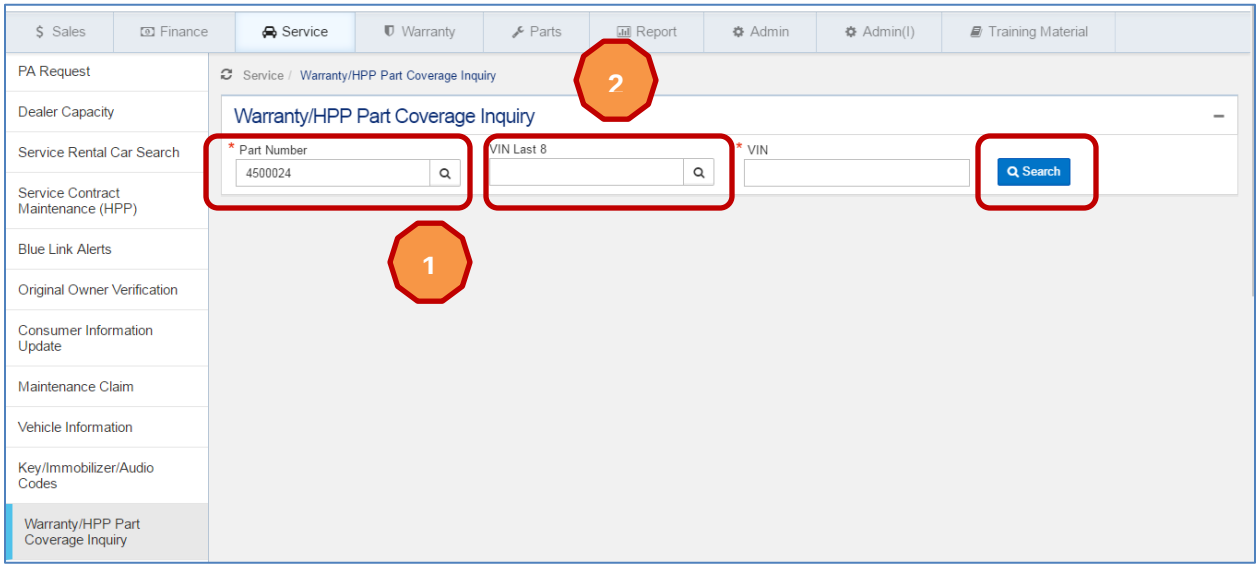


Button Information

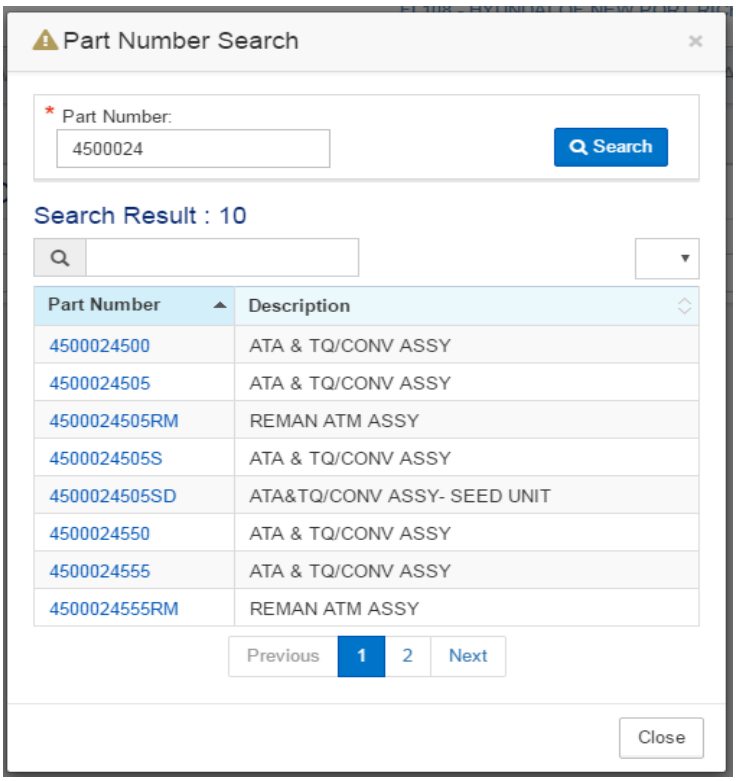
Action Button	Definition
Search	Please select job title and enter Security ID. Then enter VIN for Key Code or enter Chassis number for Audio Lockout and click Search button. Job Title : Select Job Title from the below options.
Hyundai Tech Info	It will guide you to Hyundai Techi Info site.

3.11 Warranty / HPP Part Coverage Inquiry

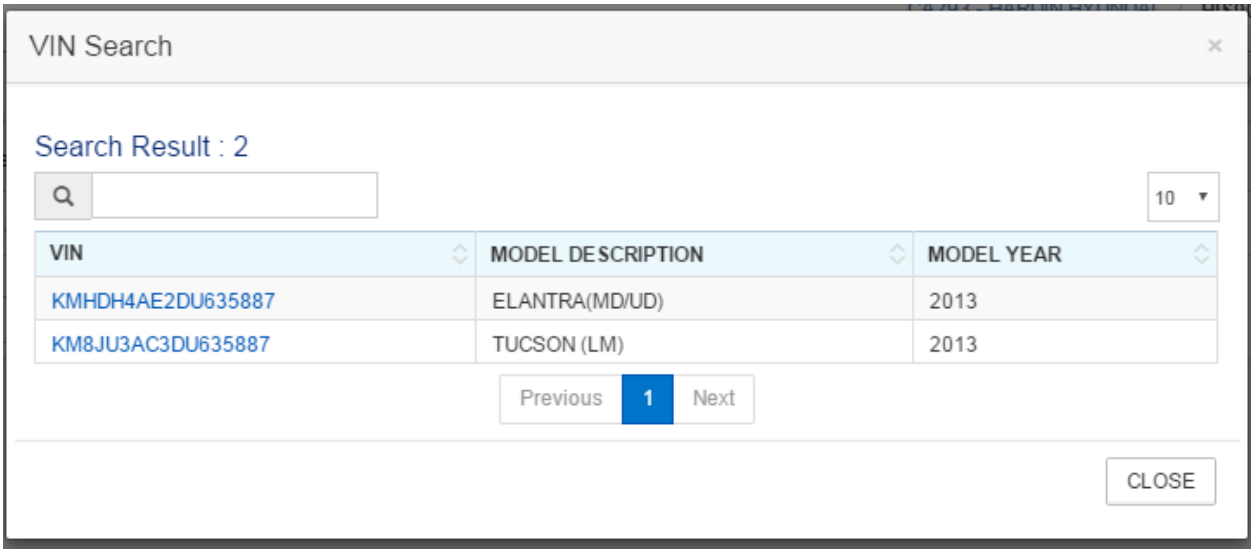
You can inquire Warranty/HPP Parts Coverage for Part and VIN and view warranty information such as Type, Coverage, Term, and Mileage along with HPP coverage for the parts.



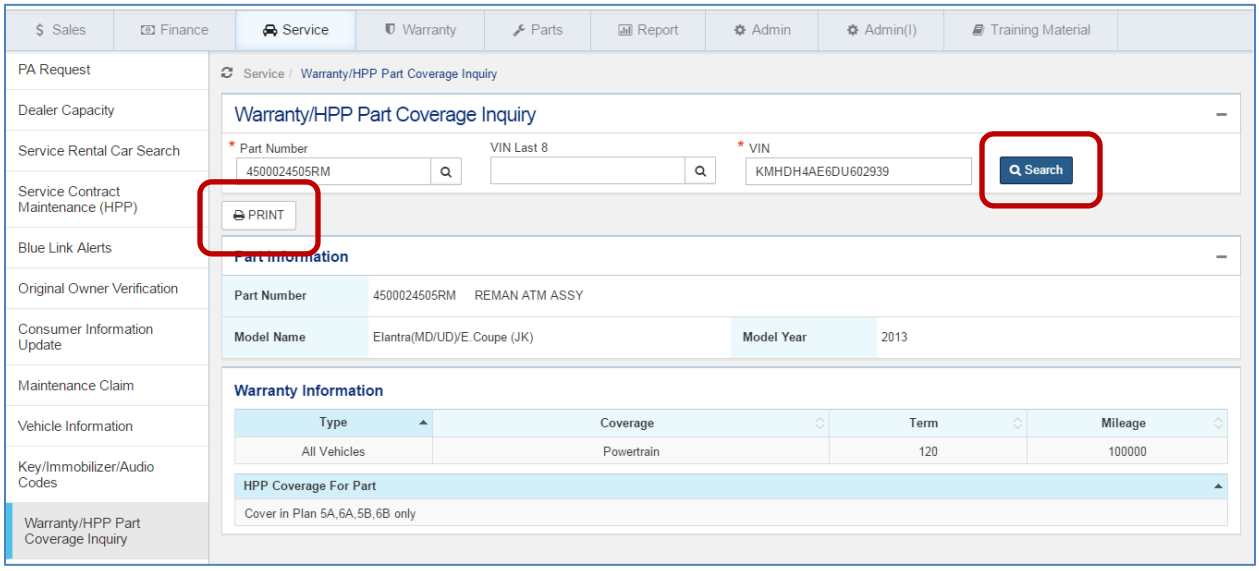
Type partial part number (at leaset 5 characters) and click 1 search icon, then you will see Parts Number Search pop-up window. Select one part number, then the selected part number will be populated in Part Number text box. Also you can change part number and search again. You will get result list.



Type last 8 digits of VIN and click 2 search icon. Then you will see VIN Search pop-up window. Select one VIN. The selected VIN will be populated in VIN text box.



Click Search button. You will see Parts and Warranty information.

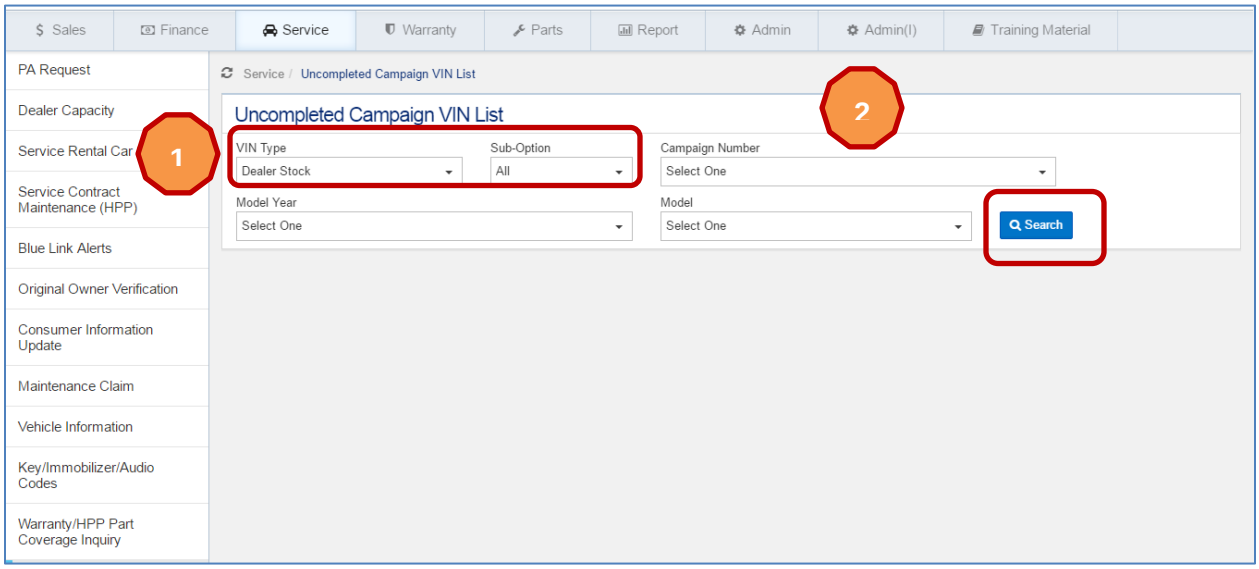


Button Information

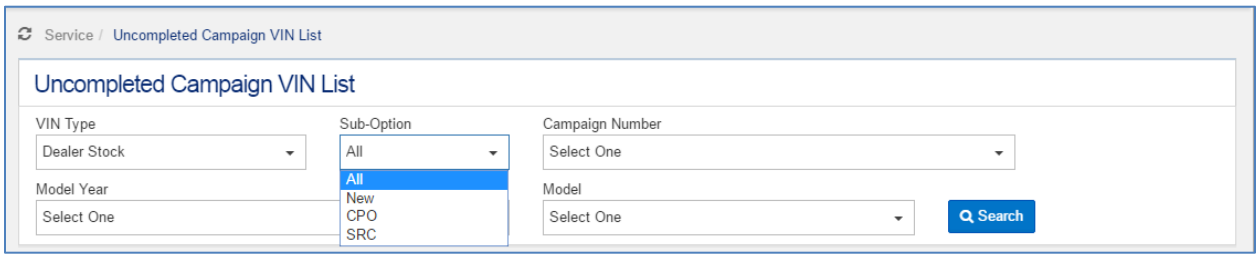
Action Button	Definition
Search	Search Part and Warranty information by Part number and VIN.
Print	Prints the current screen.

3.12 Uncompleted Campaign VIN List

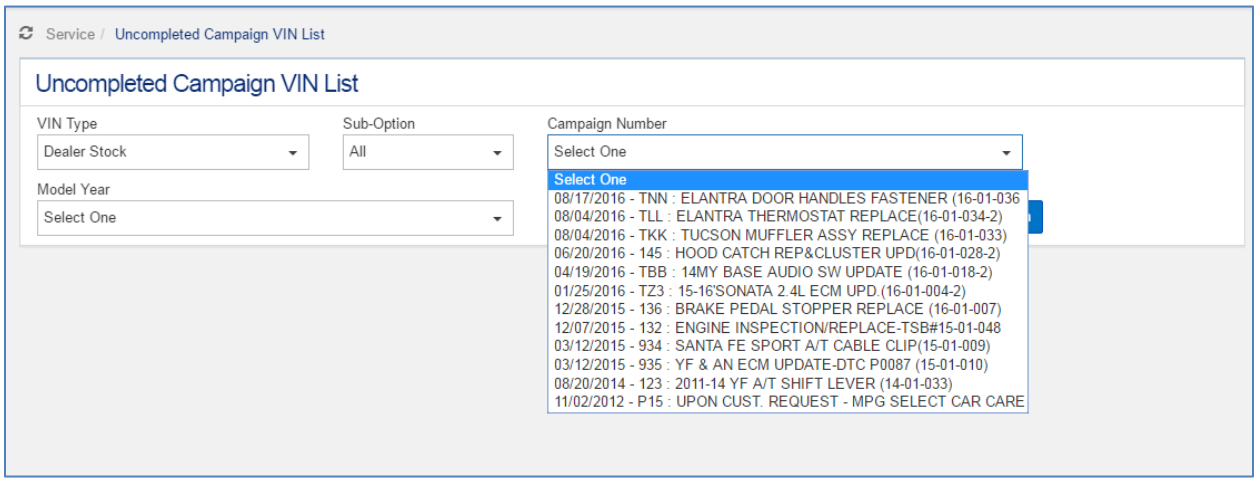
You can search uncompleted campaign information by campaign number, VIN, Model year, and Model. The result list includes VIN's campaign information.



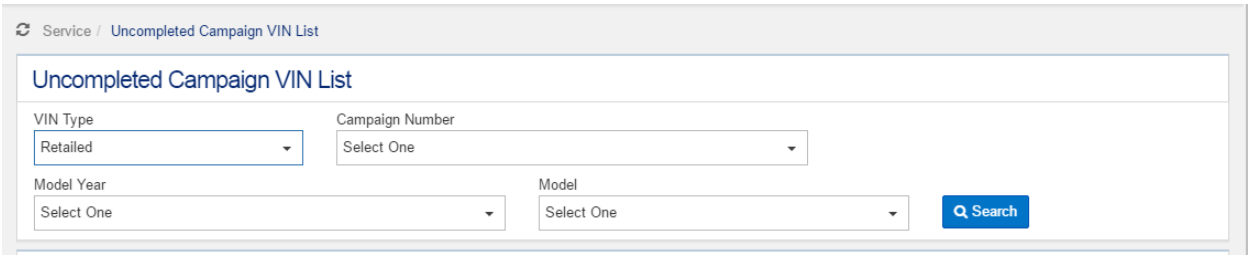
If you select Dealer Stock in 1 Vin Type, you will see sub-options as below.



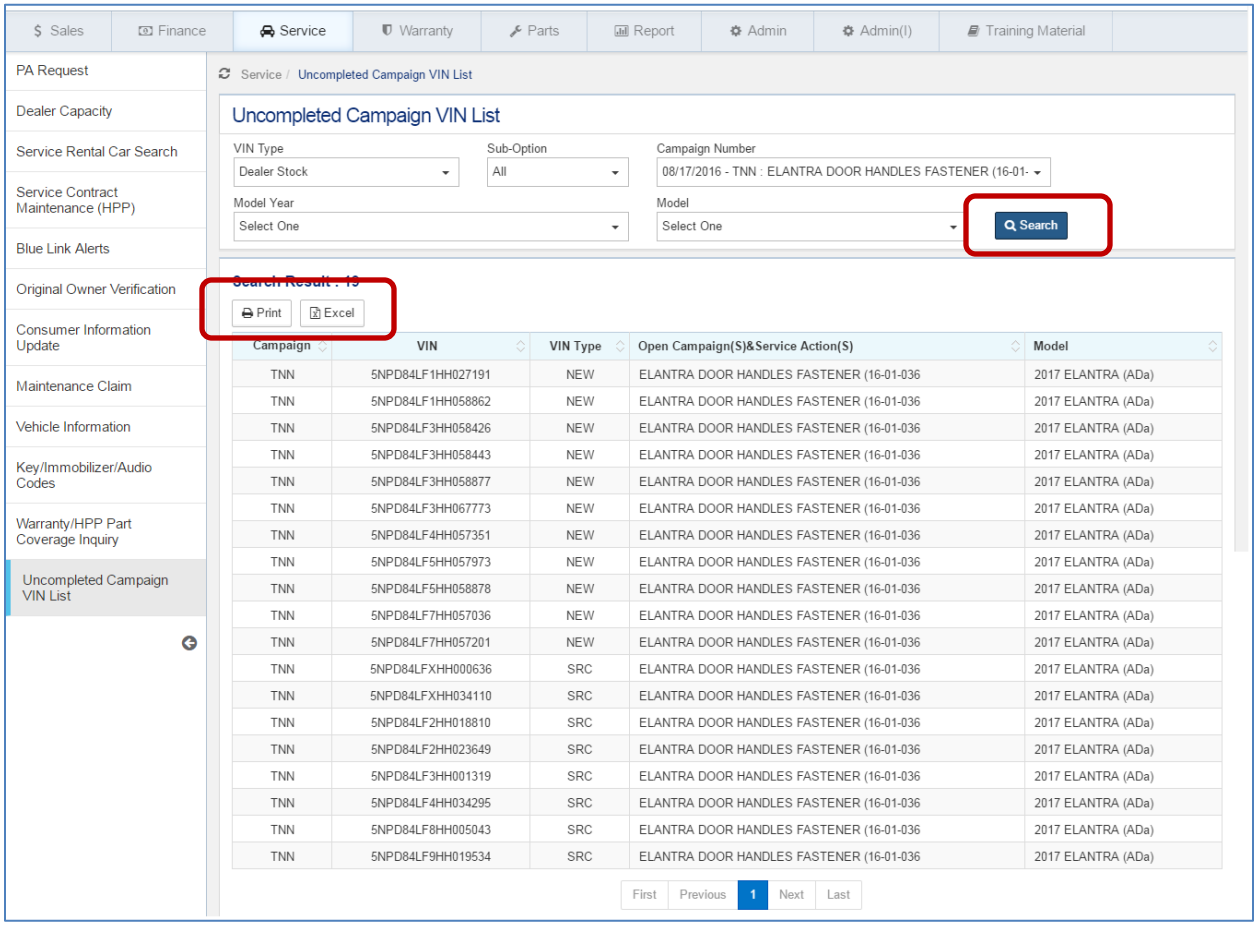
To find Campaign Number, click 2 Campaign Number.



If you select Retailed in 1 VIN Type, you will see below search section.

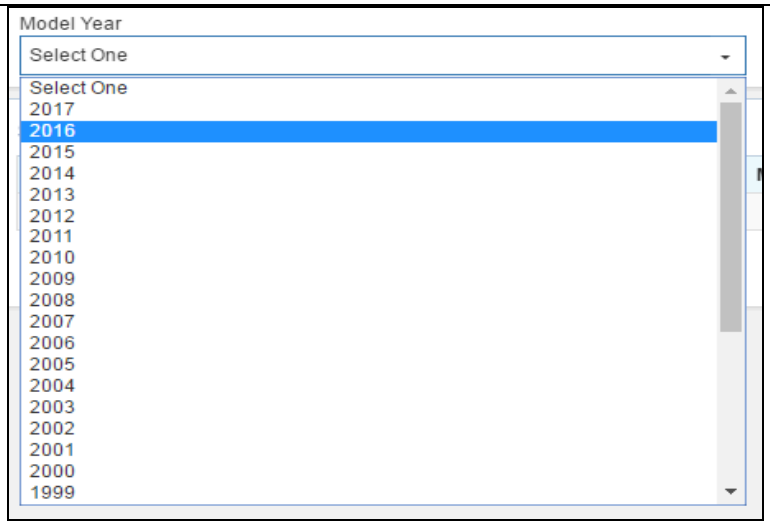


Select Dealer Stock, Sub-Option, and Campaign Number, click search button to get a uncompleted campaign VIN list.

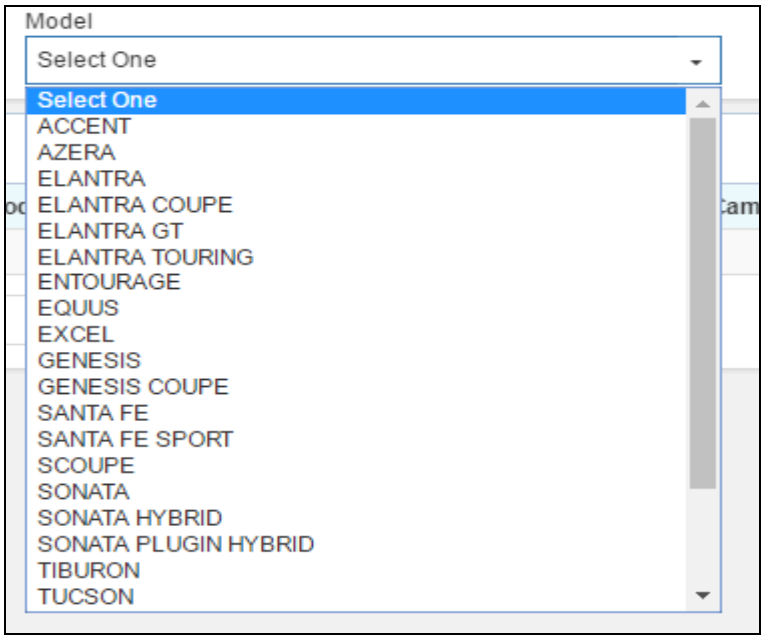


Button Information

Action Button	Definition
Search	Search uncompleted campaign Vin list by VIN Type, Campaign number, Model Year, and Model. Model Year :

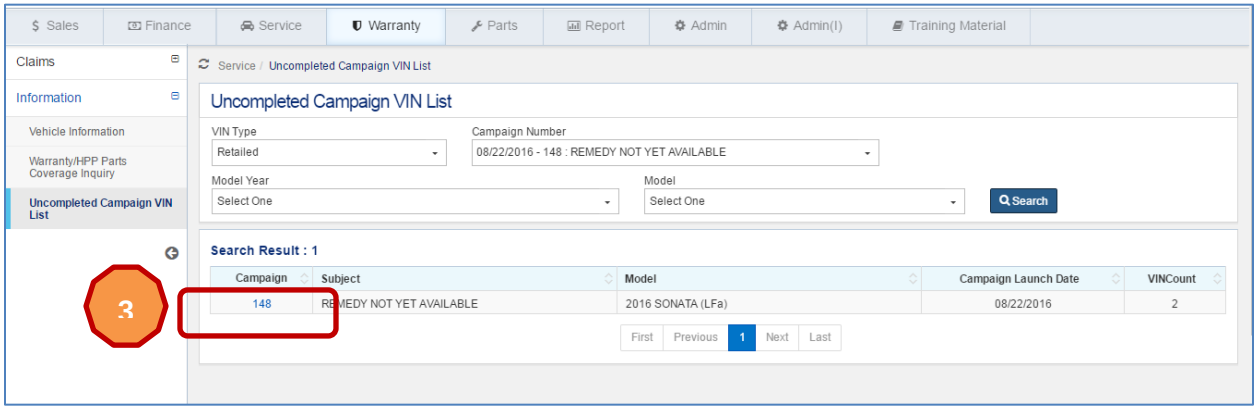


Model :

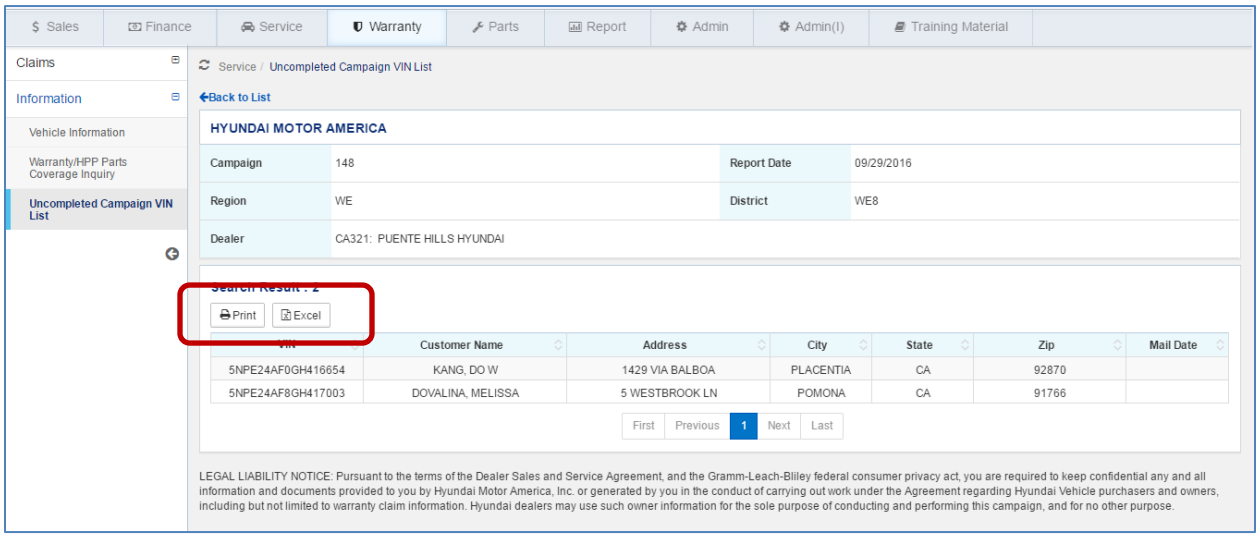


Excel	The results list is downloaded to excel.
Print	Prints the current screen.

Select Retailed and Campaign Number, click search button to get a uncompleted campaign VIN list.



Click 3 campaign number in Campaign column in the list, then you will see a list of VIN information.



Button Information

Action Button	Definition
Excel	The results list is downloaded to excel.
Print	Prints the current screen.