

Customer Records User Manual
Power Equipment Division



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Overview

This document contains a complete set of instructions and tips for the **Customer Records** system. The **Customer Records** system enables Dealers and Suppliers to add and maintain Customer information for marketing and warranty purposes.

If you have any queries or comments about the **Customer Records** business function please contact Dealer Support on 01753 590761.

Conventions & Icons Used In This Document



..... Select button



..... Click to Save the record



..... Click to go back to the HOME page



..... Search button



..... Click to proceed to next page



..... Click to return to previous page



..... Click for help on the web page

“Honda Extranet” The web based Hondacom system

“Customer” Refers to a person or company that has purchased a Honda product

“Business Function” A main menu option e.g. “View Ownership”

“Master login” The main *master* user ID maintained by your Dealer Principal or system administrator

Bold Represents field name

HOT TIPS

..... Recommendation or warning information

* Asterisk denoting “mandatory field” where you must enter data into the field to continue for example:

Customer No.:*

System Access

Access will be given to your extranet Master login. If you need access for individual user IDs please see your system administrator who can give the username access using the Master login. If your Master login does not show the **Customer Records** menu please contact Dealer Systems Support on 01753-590 761.

HONDA
Pan-European Dealer Extranet

Country:

Business Unit:

User:

Password:



Your **Business Unit** is your dealer code. **User** and **Password** are your normal Hondacom login details. Click the red arrow at the bottom to access the intranet Home Page.



The screenshot shows the Honda Power Equipment Extranet Home Page. At the top, there is a green navigation bar with links: [power equipment](#), [atv](#), [lawn and garden](#), [marine](#), and [engine](#). Below this is a banner image of a red Honda lawnmower. A secondary navigation bar contains links: [General](#), [Accounts](#), [Bulletins](#), [Connections](#), [Sales](#), [Marketing](#), [After-sales](#) (highlighted in red), [Institute](#), and [Who's Who](#). The main heading is **HUK Power Equipment**. The page is divided into three columns. The left column, titled **After-sales**, contains a list of links: [HondaCOM](#), [Customer Services](#), [Customer Records](#), [MSDS](#), [Parts](#), [Warranty](#), [Clothing & Merchandise](#), and [DITMIT](#). The middle column, titled **Announcements**, features two notices. The first, dated (23 June), is titled **Honda extranet maintenance work on Sunday 26 June 2005** and states that certain applications will be affected. The second, dated (21 June), is titled **Belgium Parts Orders** and informs users about parts orders for Belgium. The right column is titled **What's New**.

From your intranet Home Page select **After Sales** from the menu across the top, and then **Customer Records** from the menu down the left hand side of the screen. There are a number of Business Functions including **Record Purchase** and **Update Customer Details**.

Record Purchase

This business function allows you record new purchases a customer has made. You can also update a vehicle's registration here.

Select the **Record Purchase** option on the **Customer Records** menu

Step One – Find Product

To record a purchase (new or used) you must first search for the Power Equipment product by entering the **ATV VIN no/Registration No.**, or entering the full **Serial Number** (known as **PIN** – Product Identification Number)

The screenshot shows a web application interface for 'power equipment'. At the top, there is a green navigation bar with links: General, Bulletins, Sales, Marketing, After-sales, Institute, and Who's. Below this is a grey button labeled 'Find Product' with a red question mark icon to its right. A red line separates this from the 'Record Purchase' section. In the 'Record Purchase' section, there are three input options: 1. 'ATV VIN No.' with a text box and a red checkmark icon. 2. 'or' 3. 'Registration No.' with a text box and a red checkmark icon. Below these, it says 'Or'. Then, 'Please Enter a Serial Number:' is followed by two fields: 'Serial Prefix:' with a text box and '(e.g. MAEF)' below it, and 'Serial Suffix:' with a text box and '(e.g. 8200118)' and a red checkmark icon below it. A red line separates this from a red home icon at the bottom.

HOT TIPS

Enter the **Registration No.** as one whole string e.g. K917GWW not K917 GWW.

Click on  to begin the search.

Step Two – Confirm Product**A) Where product has been found**

The details of the selected product will be displayed for your confirmation.

power equipment | Law

General Bulletins Sales Marketing **After-sales** Institute

Confirm Product ?

Record Purchase

The selected product is recorded as being currently owned by Alan Anderson

Serial Number: Prefix Suffix
MAEF 8200118

Model Type: HF2114 SE

Engine: Prefix Suffix
1006876

Type of Boat if Marine: Unknown

Model Code: WM2

< Home >

To navigate to the next screen click on  .

HOT TIPS

If the Registration Card gives only the **Engine Suffix** then key in the **Engine Suffix** and continue. The system will NOT allow you to enter the **Engine Prefix** on its own

B) Where product has not been found

If Honda U.K. does not have any information on the **Serial Number** that has been entered, and the **Serial Number** is valid, then the product may be a grey or parallel import and the following screen will be displayed

power equipment | lawn care

General | Bulletins | Sales | Marketing | **After-sales** | Institute | Who's

Find Model ?

Record Purchase

No matching records found!

Serial Number: Prefix Suffix
MAEF 1110111

Model Type*: PLEASE SELECT
HF2114 HE
HF2114 SE
HF2114K1 H E
HF2114K1 S E
HF2114K2 H E
HF2114K2 S E

< < >

Select the **Model Type** and continue to the next screen by clicking on

Step Three – Find Customer

You can then perform a search to locate the details of the Power Equipment customer.

power equipment | lawn care

General | Bulletins | Sales | Marketing | **After-sales** | Institute | Who's

Find Customer ?

Record Purchase

Quick Search

Customer No.*: [] ✓

Person Search

First Name: [] Last Name*: []

Postcode*: [] (e.g. SL3 8QY) ? ✓

Company Search

Company Name*: []

Postcode*: [] (e.g. SL3 8QY) ? ✓

< <

A) Where customer has not been found

If Honda U.K. has no information on the Company or Person you have searched for, the customer details will be presented for you to complete.

Update Customer
?

Update Customer Details

Please ensure that the data protection act statement is communicated and adhered to.

Customer No.	25382536	Goneaway	No	Market this person	Y
Customer Type	Retail / Private	Deceased	N	Deletion Request	N

Customer Details

Title*	Mr	Gender*	Male
First Name	Tim	Initials	T
Middle Name			
Last Name*	Walker	Honorific	CID (e.g. OBE)
Preferred Name			
Date of Birth	06/03/1967 dd/mm/yyyy		

Search for Address

House No.		Postcode	W6 7HF (e.g. SL3 8QY)	Find Address P
-----------	----------------------	----------	--	--

Person Address Details

Modify Address ✓	View Previous Address P
---	--

House Name	
MPS Indicator	

Address 1*	BASEMENT
Address 2	176 HAMMERSMITH GROVE
Address 3	
Address 4	
District	
Town*	LONDON
County	
Postcode*	W6 7HF (e.g. SL3 8QY)

Contact Details

Telephone		(Day)		Pref Contact		TPS Ind.	
		(Evening)					
		(Mobile)					
		(SMS)					

Email		(Home)		Pref Contact		TPS Ind.	
		(Work)					

Preferred contact method

Permission to contact the customer by
 Mail
Email
Telephone
SMS

Data Protection Statement: From time to time, Honda, its associated companies, authorised dealers and agents representing or working on behalf of Honda may wish to contact you regarding our products, services, offers, technical developments or your opinions. The information you provide may be used by Honda for marketing, research or analysis purposes.

<
P
P

Customer Type

On initial entry when creating a customer the field defaults to Retail/Private but can be changed to 'Company or Business' or 'Messrs'

Goneaway

Defaults to No (not gone away) but can be changed to Yes if notification is received that the person is no longer at the stated address

Deceased

Defaults to No but can be changed to Yes if notification is received that the person is deceased

Market this person

Defaults to Yes but can be changed to No if the person specifically states that they do not want to be marketed by Honda. Please be aware that this will result in their details being excluded from all Honda (UK) mailings apart from recalls. This status should only be used if the customer has specifically asked not to be marketed to by Honda.

Deletion Request

Defaults to No but can be changed to Yes if the person specifically requests their details to be deleted from the database

Title

Select from list.

One option on Title is Other which opens up an additional field which allows entry of an alternative title not included on the list.

First Name and Initials

This field should only contain the person's first name. The initials should be entered in the Initials field.

*** You must enter either, Title, First Name or an Initial**

Preferred Name

If the person has an alternative name they prefer to be addressed by then it can be stored in this field. Note that the contents of this field may be used in mailings. E.g. if name is stored as William and preferred name as Bill, we might address a mailing to Mr William Smith but start the letter with Dear Bill.

Honorific

Use this field to record any additional forms of address which should appear after the surname, eg OBE, BA(Hons) etc.

Gender

Automatically updates to match title – works fine with Mr, Mrs, Miss but not with Dr. or other titles which could apply to either gender. In these cases please select M or F where known.

Date of birth is not mandatory, but once a date of birth has been entered it cannot be deleted, only corrected

Address

Quick Address functionality is used by Customer Records - enter house number and postcode or just postcode, then hit the 'Find Address' key . If only one possible address is found this will be used to automatically populate the address section below. If more than one possible match is found, a list will be displayed for the user to select from, and the selected address will be used to populate the address section below.

Within the full address section, the house name and district fields can be edited as they do not form part of the Post Office Standard Address Format (PAF) as supplied by Quick Address. To edit any other lines of the address you need to first click the Modify Address button – however, it is preferable not to alter the PAF address.

Note that certain address lines are mandatory (indicated by *)

MPS Indicator

If the text 'Do Not Mail' appears here, this indicates that the person has registered their details with the Mailing Preference Service to prevent receipt of unsolicited marketing mailings. This indicates that they do not wish to receive marketing material through the post – unless they have separately indicated that they are happy to receive such mailings from Honda, these people should not be marketed by mail.

This field is not user editable, and will not be populated for a newly added customer until an MPS update has been run by Honda (normally once per quarter).

Phone Numbers

Not mandatory, but the format is validated.

Pref Contact

For Phone numbers, this field tells us whether the person would prefer to be contacted on their daytime number, evening, SMS or mobile number

For Email Addresses, it tells us whether the person would prefer to be contacted on their home or work email addresses

TPS Ind

If the text 'Do Not Phone' appears alongside a telephone number this indicates that this telephone number has been registered with the Telephone Preference Service and may not be used for unsolicited marketing calls. Unless the customer has separately indicated that they are happy to receive such calls from Honda, these people should not be marketed by telephone.

This field is not user editable, and will not be populated for a newly added customer until a TPS update has been run by Honda (normally every 28 days).

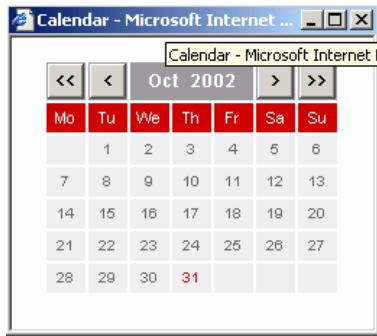
E mail address is not mandatory

Preferred Contact Method

Indicates how the person would prefer Honda to contact them

Permission to Contact Boxes at the foot of the screen indicate the customer's wishes in respect of contact from Honda by mail, email, telephone and SMS. If no preference has been expressed the value in each case will default to X (ie unknown). If the customer does not wish to be contacted by the method shown then select No from the drop down list. If the customer actively agrees to contact via any of these methods, select Yes from the drop down list. Once a value of No or Yes has been selected from the list, it cannot be set back to X

Date Input – the date can be entered automatically by clicking on the  icon.



Then click on the date required and the date field will populate automatically in the correct format e.g.

Date of birth  (dd/mm/yyyy)

Click on  to move to the next stage of the Record Purchase process

B) Where customer has been found

The system will take you to the next step directly if the customer has been found.

No.	Person	Street	Postcode
49520170	Miss MARNIE STROMBOM	2 DEVEREUX ROAD	SL4 1JJ

Customer Not Listed - ADD NEW 

Click on  to select a customer from the list to be linked to the product

If none of the records listed match the customer details for the purchaser then click on ADD

NEW  button- this will take you to the **Update Customer** screen where you can enter the customer's details

Step Four – Enter Purchase Details

Once the customer details have been entered, or found, the **Purchase Details** screen will be shown.

power equipment | lawr

General | Bulletins | Sales | Marketing | **After-sales** | Institute | VA

Purchase Details ?

Record Purchase

Customer Details

Customer: 49520170

Miss MARNIE STROMBOM

2 DEVEREUX ROAD

WINDSOR

BERKSHIRE

SL4 1JJ

Product Details

	Prefix	Suffix
Serial No:	MAEF	8200118
Model Type:	HF2114 SE	

Purchase Details

Purchase Date* 06/01/2005 (dd/mm/yyyy)

Selling Dealer* CHE306

Type of Sale Domestic

New / Used Purchase Used

< Home Save

You must then enter the **Purchase Date** and select whether the product was a **Hire**, **Domestic** or **Commercial** purchase, and if it is a **New** or **Used** product

Click on  to save the record. You have now completed the **Record Purchase** business function.

View Ownership

The **View Ownership** facility is used to view all the products owned by a customer. You can also mark a unit as sold from these screens.

Step One – Find Customer

To update the products that a person owns you must find the customer by completing the **Find Customer** screen.

You can search using **Quick Search**, **Person Search** or **Company Search**.

Click  to begin the search.

HOT TIPS

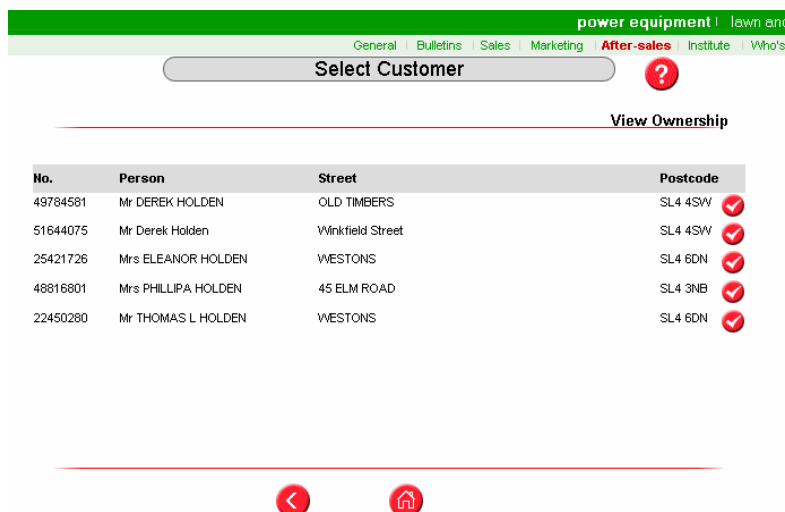
For the **Person Search** you will need to enter the **Last Name** and the **Postcode**.

If you do not know the postcode you can search the database using .

Enter the first line of the address, **Address 1** and **Town** and then click on . The **Postcode** will be derived, using information from the National Post Office

Step Two – Select Customer

The results of your search will be displayed. Select the customer you were searching for by clicking on .



power equipment | lawn and garden

General | Bulletins | Sales | Marketing | **After-sales** | Institute | Who's

Select Customer 

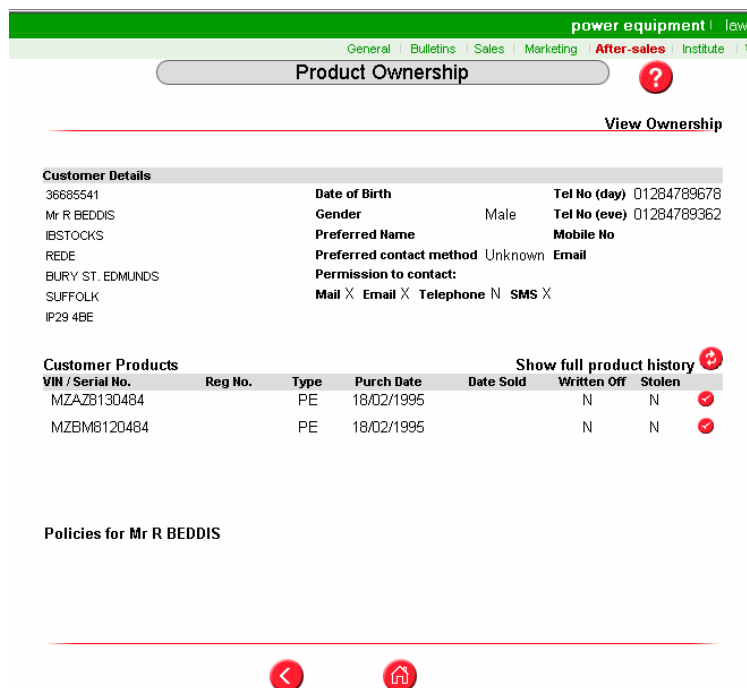
View Ownership

No.	Person	Street	Postcode
49784581	Mr DEREK HOLDEN	OLD TIMBERS	SL4 4SW 
51644075	Mr Derek Holden	Winkfield Street	SL4 4SW 
25421726	Mrs ELEANOR HOLDEN	WESTONS	SL4 6DN 
48816801	Mrs PHILLIPA HOLDEN	45 ELM ROAD	SL4 3NB 
22450280	Mr THOMAS L HOLDEN	WESTONS	SL4 6DN 

Step Three – Select Product

The **Product Ownership** screen will be displayed. This screen lists all the Honda products that a customer owns, irrespective of division.



power equipment | lawn and garden

General | Bulletins | Sales | Marketing | **After-sales** | Institute | Who's

Product Ownership 

View Ownership

Customer Details

36685541	Date of Birth	Tel No (day) 01284789678
Mr R BEDDIS	Gender Male	Tel No (eve) 01284789362
IBSTOCKS	Preferred Name	Mobile No
REDE	Preferred contact method Unknown	Email
BURY ST. EDMUNDS	Permission to contact:	
SUFFOLK	Mail X Email X Telephone N SMS X	
IP29 4BE		

Customer Products

VIN / Serial No.	Reg No.	Type	Purch Date	Date Sold	Written Off	Stolen
MZA3130484		PE	18/02/1995		N	N 
MZBM8120484		PE	18/02/1995		N	N 

Show full product history 

Policies for Mr R BEDDIS

The Policies section will be used to display the Honda policies that are in force for the customer. This will show all Insurance, Finance and Warranty etc policies that the customer has taken out through Honda business partners via Honda Dealers

Select the product wish to mark as sold by clicking on .

HOT TIPS

The **Product Ownership** screen defaults to the products which a person CURRENTLY owns.

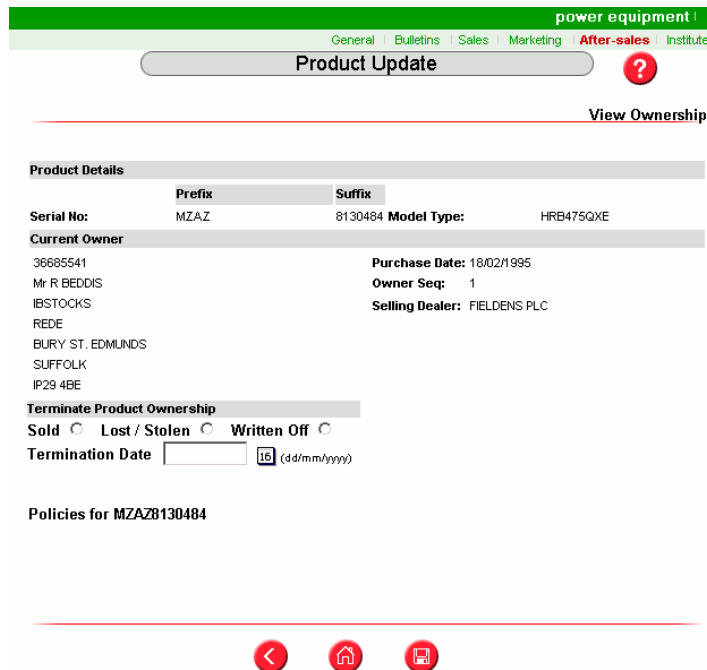
To see the products that they have owned but have now sold, click on  to show the full product history for the selected company.

Use the browser BACK button to go back to the **Select Customer** screen

Use the BACK button in the application to return to the **Find Customer** screen

Step Four – Viewing Ownership

The **Product Update** screen will be displayed.



power equipment |

General | Bulletins | Sales | Marketing | **After-sales** | Institute

Product Update ?

[View Ownership](#)

Product Details

Prefix	Suffix	Model Type
MZA	Z8130484	HRB475QXE

Current Owner

36685541
Mr R BEDDIS
IBSTOCKS
REDE
BURY ST. EDMUNDS
SUFFOLK
IP29 4BE

Purchase Date: 18/02/1995
Owner Seq: 1
Selling Dealer: FIELDENS PLC

Terminate Product Ownership

Sold ☐ **Lost / Stolen** ☐ **Written Off** ☐

Termination Date 15 (dd/mm/yyyy)

Policies for MZA Z8130484

< Home Refresh

You may record the date the product was sold, written off or stolen /lost. One of the reason indicators and the termination date need to be entered (in the format dd/mm/yyyy or click on the calendar icon and select a date) in order to save the change.

The Policies section will be used to display the Honda policies that are in force for the particular product. This will show all Insurance, Finance and Warranty etc policies that apply and that have been taken out through Honda business partners via Honda Dealers

Click on  to save the record.

You have now completed the **View Ownership** business function.

Update Customer Details

Step One – Find Customer

To update a customer's information you must first search for the person or company you wish to update.

If you are searching for a person then you can either perform a quick search by:

- **Customer No.** or

simply enter one of two combinations

- **FULL Last Name** and **Postcode** (partial or full)
- **FULL Last Name** and **First Name** (partial or full).

If you are searching for a company then enter:

- **Company Name** (partial or full) and **Postcode** (partial or full).

Once you have entered your search criteria click on  to begin the search.

HOT TIPS

If you are unable to complete the search criteria because you do not know the postcode of the customer you wish to search for then click on the search button: . This will display the **Find Postcode** screen.

Enter the first line of the address, **Address 1** and **Town** and then click on . The **Postcode** will be derived, using information from the National Post Office.

Step Two – Select Customer

All records that match the criteria entered will be displayed.

No.	Person	Street	Postcode
49784581	Mr DEREK HOLDEN	OLD TIMBERS	SL4 4SW ✓
51644075	Mr Derek Holden	Winkfield Street	SL4 4SW ✓
25421726	Mrs ELEANOR HOLDEN	WESTONS	SL4 6DN ✓
61132993	Mr Greg Holden	2 DEVEREUX ROAD	SL4 1JJ ✓
48816801	Mrs PHILLIPA HOLDEN	45 ELM ROAD	SL4 3NB ✓
22450280	Mrs THOMAS L HOLDEN	WESTONS	SL4 6DN ✓

Customer Not Listed - ADD NEW ✓

Select the customer that you wish to update by clicking on ✓.

To add a new customer or prospect, click on ADD NEW ✓

HOT TIPS

Sometimes a customer may be added to the database multiple times resulting in duplicate records. If you notice this you may merge the records by making sure the address and name is the same on all records and the system will automatically convert them into one single record for that customer.

Step Three – Update Customer

Use the **Update Customer** business function to change any detail about the selected customer.

Customer Records User Manual – Power Equipment

Update Customer



Update Customer Details

Please ensure that the data protection act statement is communicated and adhered to.

Customer No.	25382536	Goneaway	No	Market this person	Y
Customer Type	Retail / Private	Deceased	N	Deletion Request	N

Customer Details

Title*	Mr	Gender*	Male
First Name	Tim	Initials	T
Middle Name			
Last Name*	Walker	Honorific	CID (e.g. OBE)
Preferred Name			
Date of Birth	06/03/1967 dd/mm/yyyy		

Search for Address

House No.		Postcode	W6 7HF (e.g. SL3 8QY)	Find Address
-----------	----------------------	----------	--	--------------

Person Address Details

☒ Modify Address	☒ View Previous Address
--	---

House Name		MPS Indicator	
------------	----------------------	---------------	----------------------

Address 1*	BASEMENT		
Address 2	176 HAMMERSMITH GROVE		
Address 3			
Address 4			
District			
Town*	LONDON		
County		Country	United Kingdom
Postcode*	W6 7HF (e.g. SL3 8QY)		

Contact Details

Telephone	(Day)	(Evening)	(Mobile)	(SMS)	Pref Contact	TPS Ind.
Email	(Home)	(Work)				

Preferred contact method

Permission to contact the customer by Mail Email Telephone SMS

Data Protection Statement: From time to time, Honda, its associated companies, authorised dealers and agents representing or working on behalf of Honda may wish to contact you regarding our products, services, offers, technical developments or your opinions. The information you provide may be used by Honda for marketing, research or analysis purposes.



Customer Type

Display only - shows Retail/Private 'Company or Business' or 'Messrs'

Goneaway

Defaults to No (not gone away) but can be changed to Yes if notification is received that the person is no longer at the stated address

Deceased

Defaults to No but can be changed to Yes if notification is received that the person is deceased

Market this person

Defaults to Yes but can be changed to No if the person specifically states that they do not want to be marketed by Honda. Please be aware that this will result in their details being excluded from all Honda (UK) mailings apart from recalls. This status should only be used if the customer has specifically asked not to be marketed to by Honda.

Deletion Request

Defaults to No but can be changed to Yes if the person specifically requests their details to be deleted from the database

Title

Select from list.

One option on Title is Other which opens up an additional field which allows entry of an alternative title not included on the list.

First Name and Initials

This field should only contain the person's first name. The initials should be entered in the Initials field.

*** You must enter either, Title, First Name or an Initial**

Preferred Name

If the person has an alternative name they prefer to be addressed by then it can be stored in this field. Note that the contents of this field may be used in mailings. E.g. if name is stored as William and preferred name as Bill, we might address a mailing to Mr William Smith but start the letter with Dear Bill.

Honorific

Use this field to record any additional forms of address which should appear after the surname, eg OBE, BA(Hons) etc.

Gender

Automatically updates to match title – works fine with Mr, Mrs, Miss but not with Dr. or other titles which could apply to either gender. In these cases please select M or F where known.

Date of birth is not mandatory, but once a date of birth has been entered it cannot be deleted, only corrected

Address

Quick Address functionality is used by Customer Records - enter house number and postcode or just postcode, then hit the 'Find Address' key . If only one possible address is found this will be used to automatically populate the address section below. If more than one possible match is found, a list will be displayed for the user to select from, and the selected address will be used to populate the address section below.

Within the full address section, the house name and district fields can be edited as they do not form part of the Post Office Standard Address Format (PAF) as supplied by Quick Address. To edit any other lines of the address you need to first click the Modify Address button – however, it is preferable not to alter the PAF address.

Note that certain address lines are mandatory (indicated by *)

MPS Indicator

If the text 'Do Not Mail' appears here, this indicates that the person has registered their details with the Mailing Preference Service to prevent receipt of unsolicited marketing mailings. This indicates that they do not wish to receive marketing material through the post – unless they have separately indicated that they are happy to receive such mailings from Honda, these people should not be marketed by mail.

Customer Records User Manual – Power Equipment

This field is not user editable, and will not be populated for a newly added customer until an MPS update has been run by Honda (normally once per quarter).

Phone Numbers

Not mandatory, but the format is validated.

Pref Contact

For Phone numbers, this field tells us whether the person would prefer to be contacted on their daytime number, evening, SMS or mobile number

For Email Addresses, it tells us whether the person would prefer to be contacted on their home or work email addresses

TPS Ind

If the text 'Do Not Phone' appears alongside a telephone number this indicates that this telephone number has been registered with the Telephone Preference Service and may not be used for unsolicited marketing calls. Unless the customer has separately indicated that they are happy to receive such calls from Honda, these people should not be marketed by telephone.

This field is not user editable, and will not be populated for a newly added customer until a TPS update has been run by Honda (normally every 28 days).

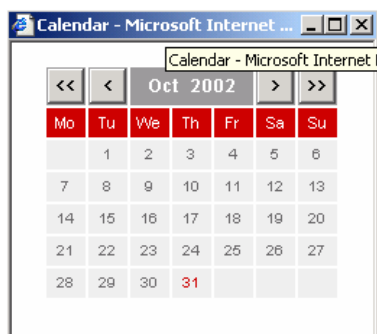
E mail address is not mandatory

Preferred Contact Method

Indicates how the person would prefer Honda to contact them

Permission to Contact Boxes at the foot of the screen indicate the customer's wishes in respect of contact from Honda by mail, email, telephone and SMS. If no preference has been expressed the value in each case will default to X (ie unknown). If the customer does not wish to be contacted by the method shown then select No from the drop down list. If the customer actively agrees to contact via any of these methods, select Yes from the drop down list. Once a value of No or Yes has been selected from the list, it cannot be set back to X

Date Input – the date can be entered automatically by clicking on the  icon.



Then click on the date required and the date field will populate automatically in the correct format e.g.

Date of birth  (dd/mm/yyyy)

Click on  to move to the next stage of the Record Purchase process

Update Product Details

This business function is used to mark a unit as **Written Off**, **Sold** or **Stolen**.

Step One – Search for the product

To update a product (new or used) you must first search for the Power Equipment product by entering the full **ATV VIN /Registration No.** or entering the full **Serial Number** (also known as **PIN** – Product Identification Number)

power equipment

General | Bulletins | Sales | Marketing | **After-sales** | Institute | Who's Who

Find Product ?

Update Product Details

ATV VIN No.: ✓ or Registration No.: ✓

Or

Please Enter a Serial Number:

Serial Prefix: (e.g. MAEF) and Serial Suffix: (e.g. 6200118) ✓

Home

HOT TIPS

Enter the **Registration No.** as one whole string e.g. K917GWW not K917 GWW.

Click on to begin the search.

Step Two – Update the product

The **Update Product** screen is displayed.

power equipment

General | Bulletins | Sales | Marketing | **After-sales** | Institute | Who's Who

Product Update ?

Update Product Details

Product Details	
Prefix	Suffix
MAEF	8200118
Serial No:	Model Type:
51813545	HF2114 SE
Current Owner	
Mr Alan Anderson	Purchase Date: 15/07/2002
3 BARNTON DRIVE	Owner Seq: 1
DUMFRIES	Selling Dealer: WEST SKELSTON SERVICES LTD
DUMFRIESSHIRE	
DG1 4HZ	
Terminate Product Ownership	
☐ Sold ☐ Lost / Stolen ☐ Written Off ☐	
Termination Date	16 (dd/mm/yyyy)
Policies for MAEF8200118	

< Home Save

You can mark a product as sold by entering the date in the **Date Sold/Stolen** field.

HOT TIPS

The date can be entered automatically by clicking on the  icon.

Additionally if you have been notified that the product has been stolen, lost or written off then please select one of the termination reason indicators and enter the termination date.

The Policies section will be used to display the Honda policies that are in force for the particular product. This will show all Insurance, Finance and Warranty etc policies that apply and that have been taken out through Honda business partners via Honda Dealers

Click on  to save the record. You have now completed the **Update Product** business function.

Record Service

This business function is used to record the service history of the product.

Select the **Record Service** option on the **Customer Records** menu

Step One – Search for the product

To update a product (new or used) you must first search for the product by entering the full ATV **VIN /Registration No.** or entering the full **Serial Number** (also known as **PIN** – Product Identification Number)

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Find Product

Record Service

ATV VIN No.: or Registration No.:

Or

Please Enter a Serial Number:

Serial Prefix: (e.g. MAEF) and Serial Suffix: (e.g. 8200118)

HOT TIPS

Enter the **Registration No.** as one whole string e.g. K917GWW not K917 GWW.

Click on to begin the search.

Step Two – Record the Service

If a single match is found, the **Record Service** screen will be displayed.

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Record Service ?

Record Service

The selected product is recorded as being currently owned by Alan Anderson

Product Details

	Prefix	Suffix
Serial No. :	MAEF	8200118
Model Type :	HF2114 SE	
Purch. Date:	15/07/2002	

Service Details

Service Date*: 10/01/2005 16 (dd/mm/yyyy)

Servicing Dealer*: ARK020

Fields marked by an asterix (*) are compulsory.

< Home Save

HOT TIPS

The date can be entered automatically by clicking on the icon.

Once you have entered the **Service Date** and the **Servicing Dealer** click on to save the record..

You have now completed the Record Service business function

View Service History

This business function is used to view the service history of a product

Select the **View Service History** option on the **Customer Records** menu

Step One – Search for the product

To view the service history of a Power Equipment product (new or used) you must first search for the product by entering the full ATV **VIN /Registration No.** or entering the full **Serial Number** (also known as **PIN** – Product Identification Number)

power equipment

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Find Product ?

[View Service History](#)

ATV VIN No.: ✓ or Registration No.: ✓

Or

Please Enter a Serial Number:

Serial Prefix: (e.g. MAEF) and Serial Suffix: (e.g. 6200118) ✓

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HOT TIPS

Enter the **Registration No.** as one whole string e.g. K917GWW not K917 GWW.

Click on to begin the search.

Step Two – View the Service History

The **Service History** screen will be displayed.

power equipment

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View Service History ?

View Service History

The selected product is recorded as being currently owned by Alan Anderson

Current Owner		Product Details	
Customer: 51813545		Prefix	Suffix
Mr Alan Anderson		SerialNo.:	MAEF 8200118
3 BARTON DRIVE		Model Type:	HF2114 SE
DUMFRIES		Purch. Date:	15/07/2002
DUMFRIESSHIRE			
DG1 4HZ			

Date of Servicing	Servicing Dealer
10/01/2005	ARK ATVS LTD

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HOT TIPS

The date can be entered automatically by clicking on the  icon.

Once you have entered the **Service Date** and the **Servicing Dealer** click on  to save the record..

You have now completed the Record Service business function

News

This business function will be updated with useful information and news about **Customer Records**.

CUSTOMER RECORDS NEWS

Last Updated 01/11/02

LATEST NEWS

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DEALER USER GUIDE
MANUAL CUSTOMER
UPDATE FORM

Go

Go

Click on  to view the **Dealer User Guide** or the **Manual Customer Update Form**. The contents of the **News** pages may vary from those shown above as they are updated from time to time.

-----End of Customer Records User Manual-----