

# Customer Manual for Service Online

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## 1. Summary

BMW Service Online is an internet-based application that enables the customer to book their vehicle directly into the dealer's workshop. The bookings are made possible via the Service Online API provided by CDK into Autoline, the Dealer Management System (DMS).

## 2. Requirements

In order to make a booking using Service Online, the customer must:

- Be an owner or a driver of a BMW, BMW i or MINI vehicle.
- Have an email address for registration process.

## 3. Service Online

Select the dealer from either the Preferred Dealer drop down box, or by selecting the dealer directly from the map and click on Book a Service (Figure 1).

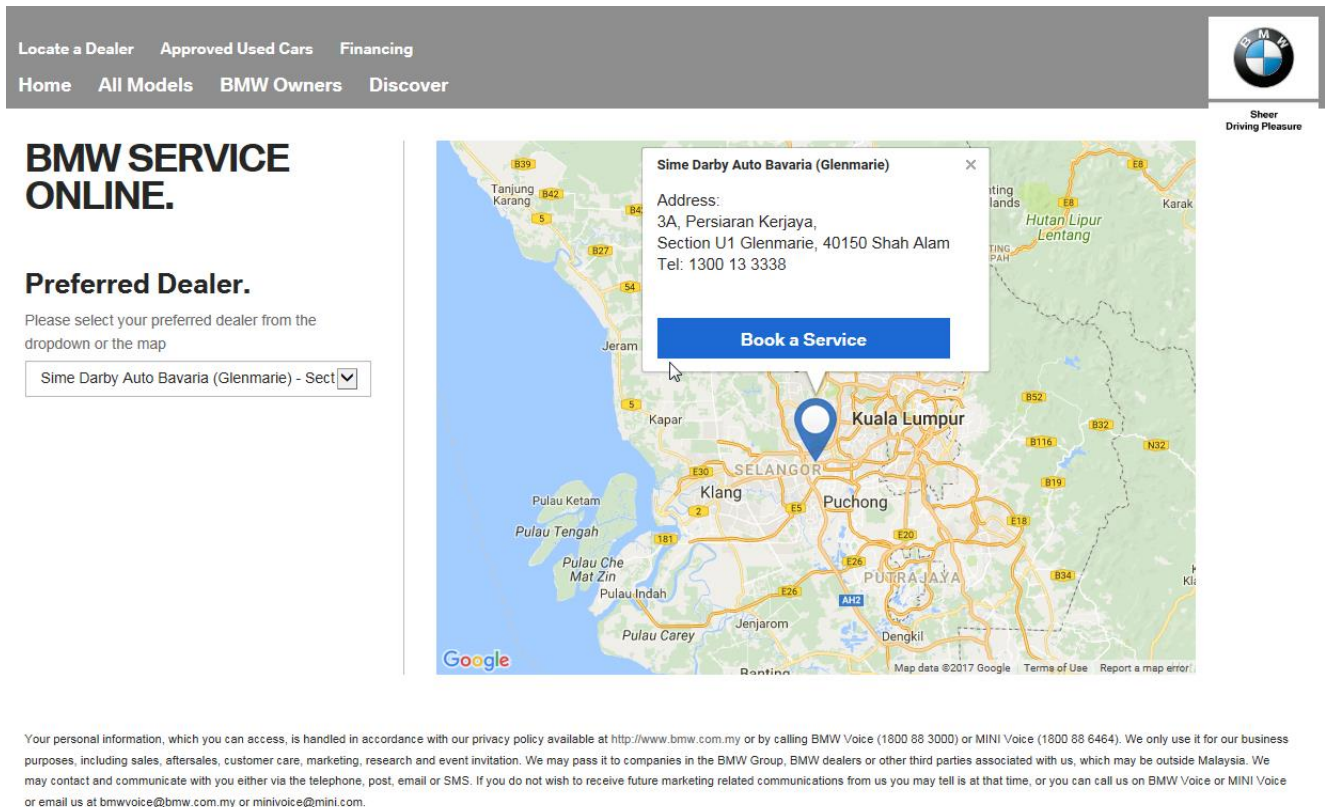


Figure 1 - Dealer Selection Screen

The next screen presented, is the Log in Screen. The User will have the option to either Login or Register as displayed in Figure 2.

Locate a Dealer Approved Used Cars Financing

Home All Models BMW Owners Discover

**BMW SERVICE ONLINE.**

Login  Register

**Login.**

Email\*

Password\*

**Login**

> Forgot your password?

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Figure 2 – Customer Logging

### 3.1 Registration

Upon registration, please enter the following basic information.

- Title
- First name
- Surname
- Email
- Mobile phone
- Password (Password must be at least 8 characters long and must include at least one uppercase, one lowercase, one digit and one special character) Example Germany7\*

Select register button.

A registration confirmation e-mail will be received, containing a link that will allow you to activate the account and login. (Figure 3).

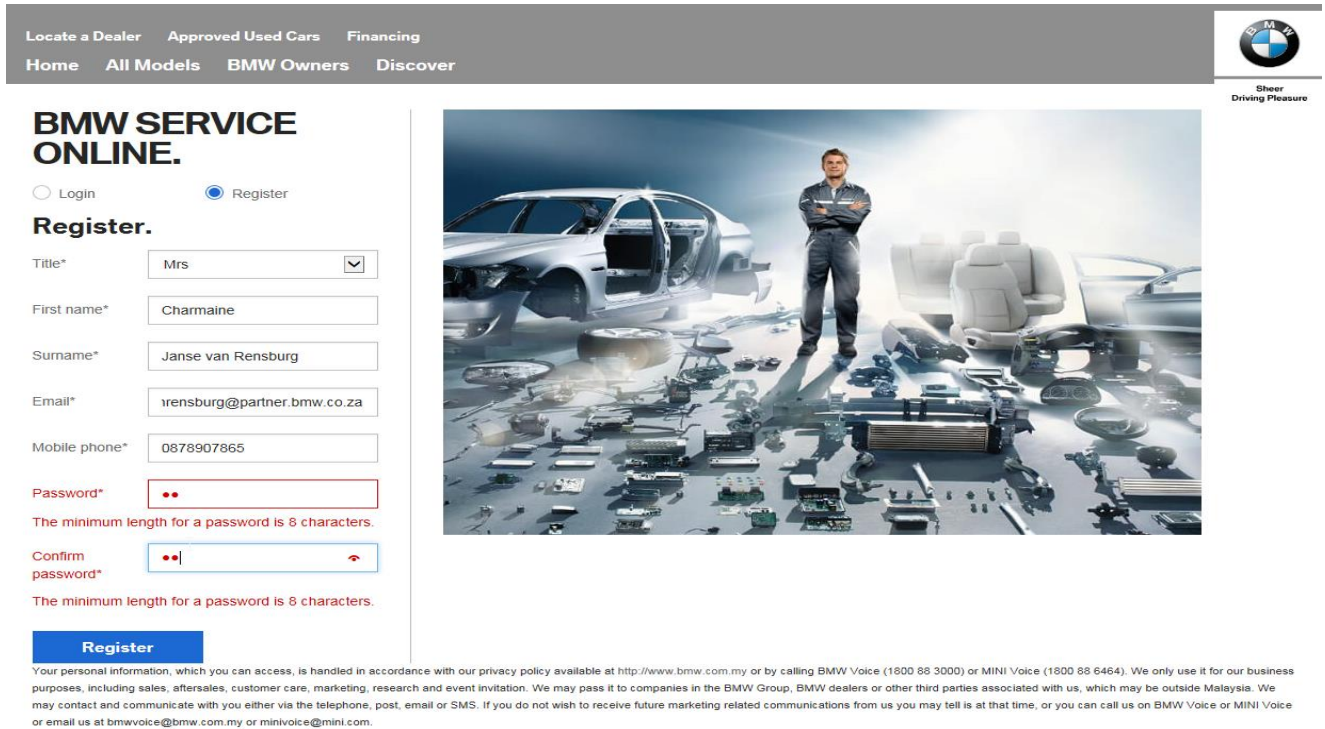


Figure 3 – Customer Registration

## 3.2 Login

Enter Email address and password to login

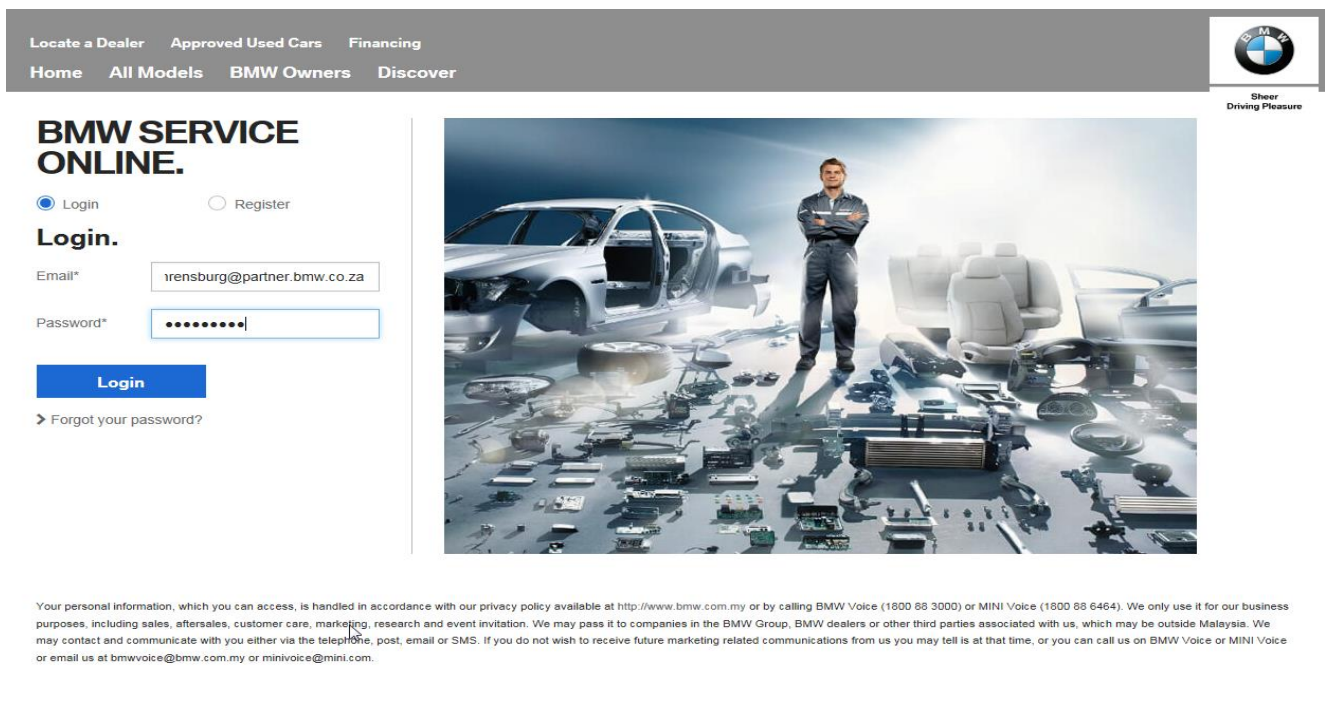


Figure 4 – Login Screen

### 3.3 Password Reset

The “Forgot your password” functionality can be used if the password is incorrect or forgotten – Select “Forgot your password”

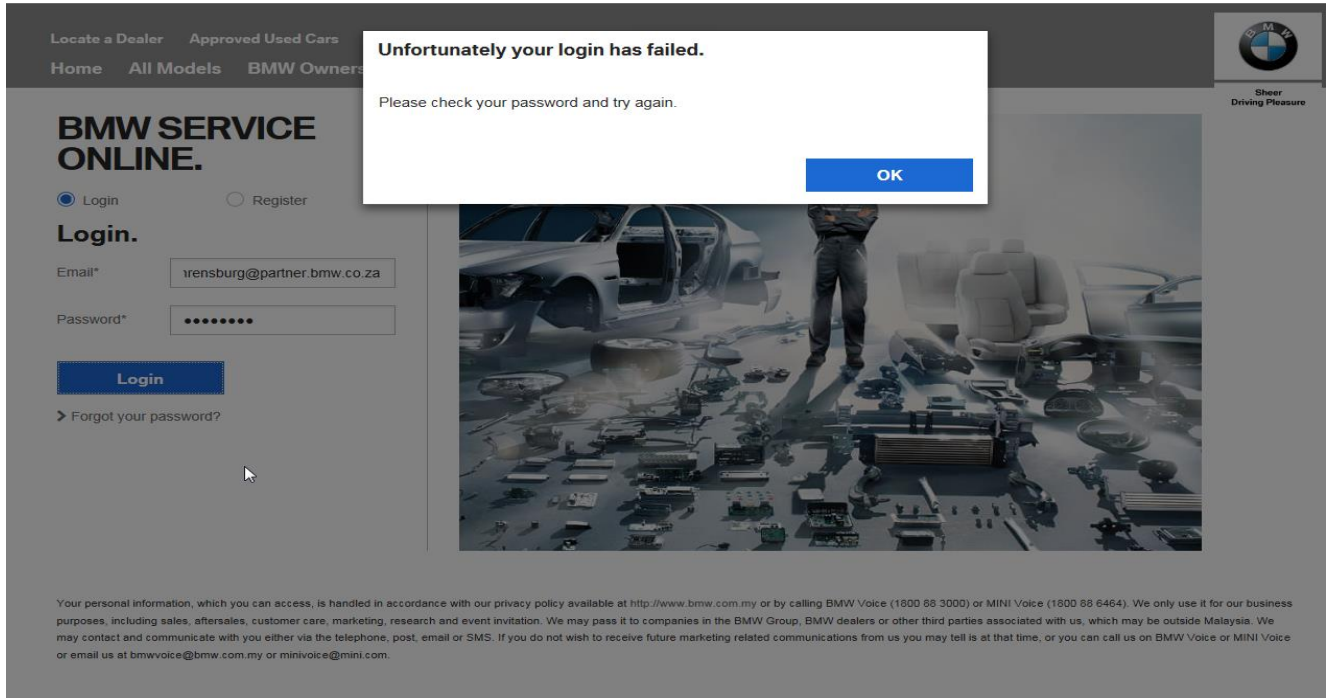


Figure 5 – Login Screen

Enter email address and select Reset password – A password reset email will be send to entered email address

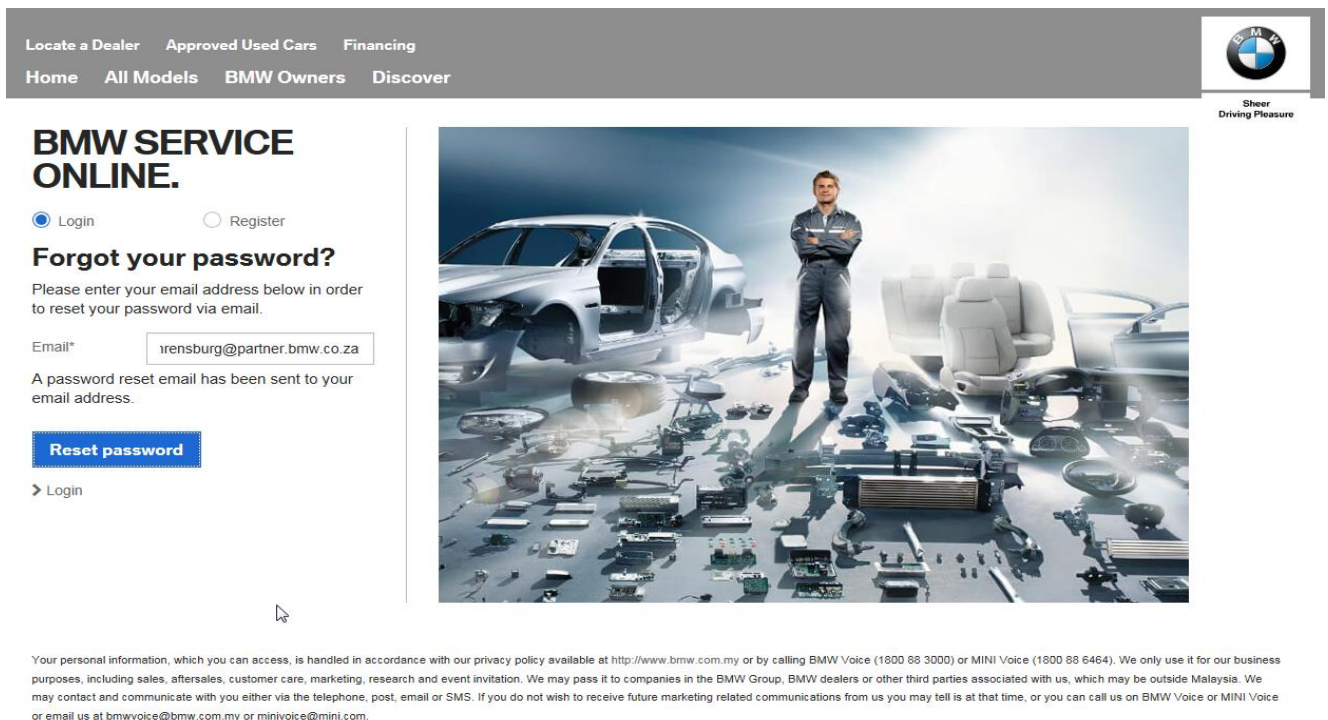


Figure 6 – Reset password

Password reset email – select the “click here” to change your password

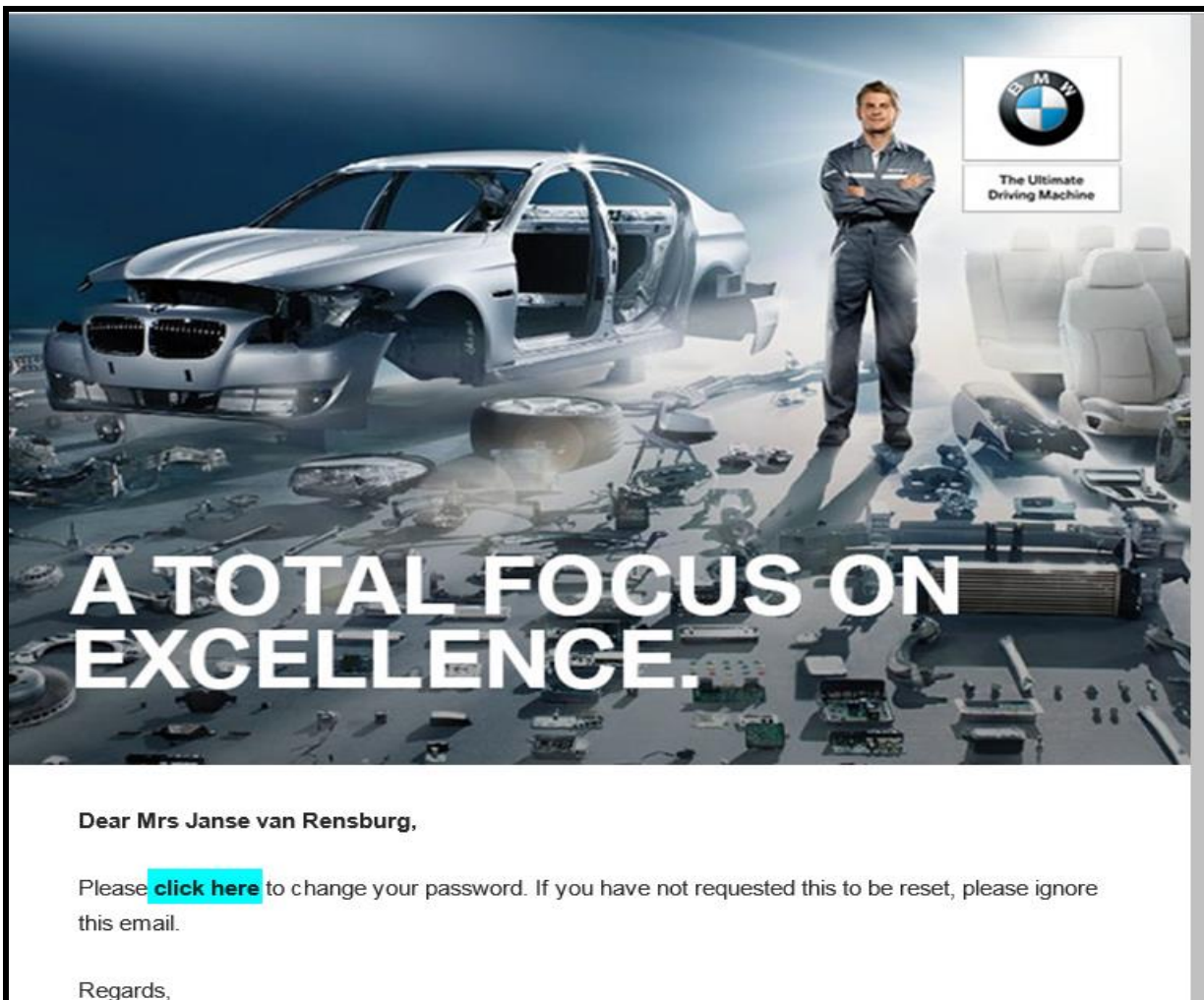


Figure 7 – Password Reset email

Enter password and confirm new password

The image shows a web form titled 'Reset forgotten password'. The form has a dark grey background. At the top, the title 'Reset forgotten password' is written in white. Below the title, there are two input fields. The first is labeled 'New password \*' and the second is labeled 'Confirm new password \*'. Both fields are currently empty. Below the input fields, there is a note: 'Key \* = Mandatory field.' At the bottom of the form, there is a blue button with the text 'Reset Password' in white.

Figure 8 – Reset

Confirmation email of password changed send to customer



Figure 9 – Confirmation of password changed



### 3.4 Add a Vehicle

User will be presented with the vehicle selection screen once logged in – if no vehicle is displayed a vehicle must be added, by selecting the Add Vehicle button. (Figure 10).

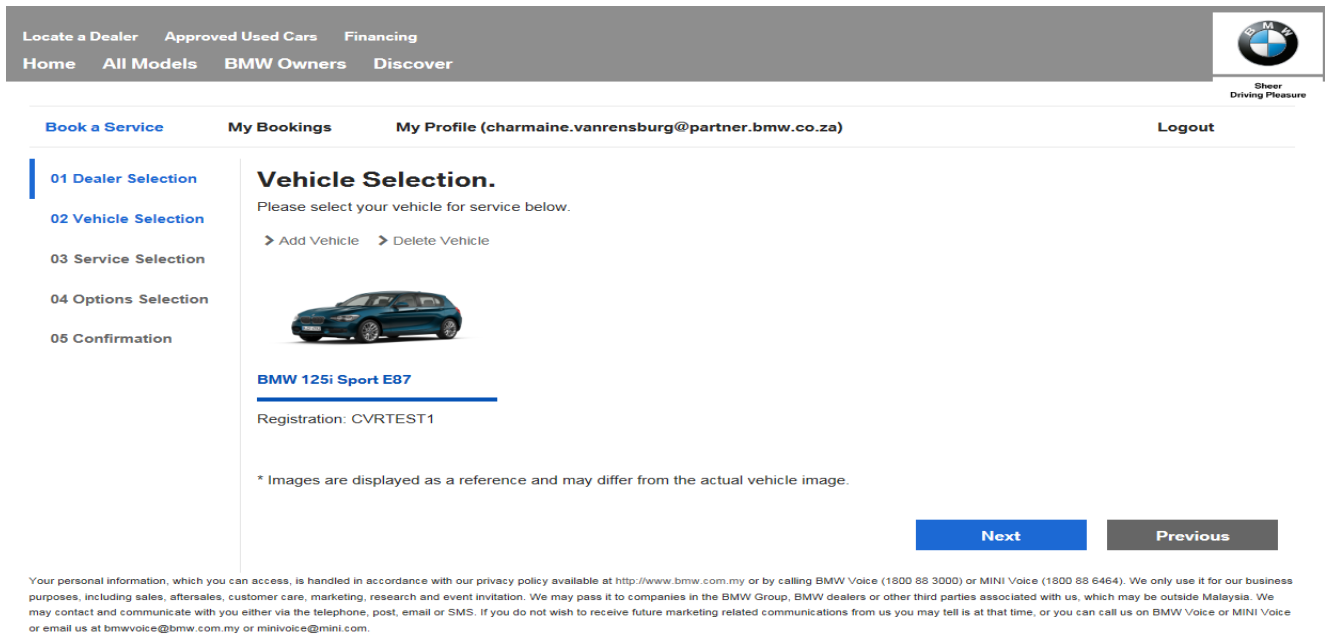


Figure 10 - Vehicle Selection Screen

On the Add a Vehicle screen the customer can search for his/her vehicle, to verify that it does not already exist in the Autoline Dealer management system, by entering the vehicle registration number or VIN number and click Search (Figure 11).

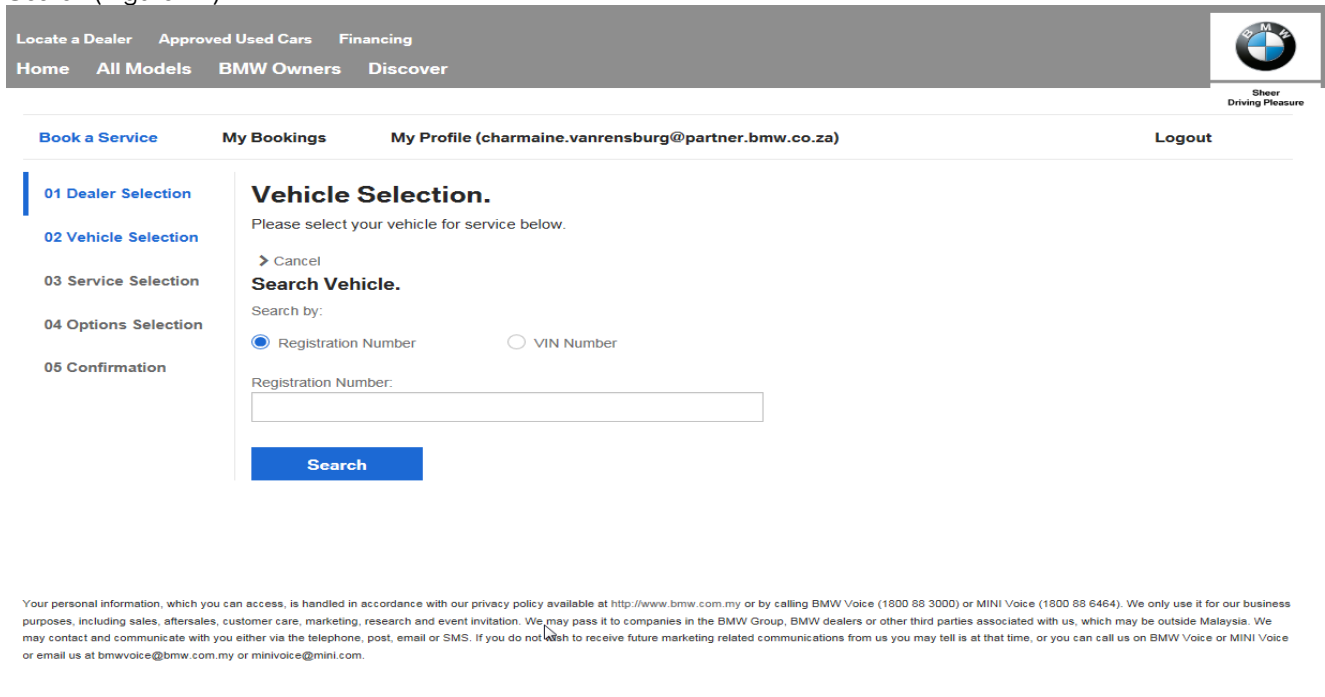


Figure 11-Add a Vehicle - Search Screen

If the vehicle already exists in Autoline DMS, the vehicle details will be displayed with vehicle found message (Figure 12). Add by clicking on the Add This Vehicle button.

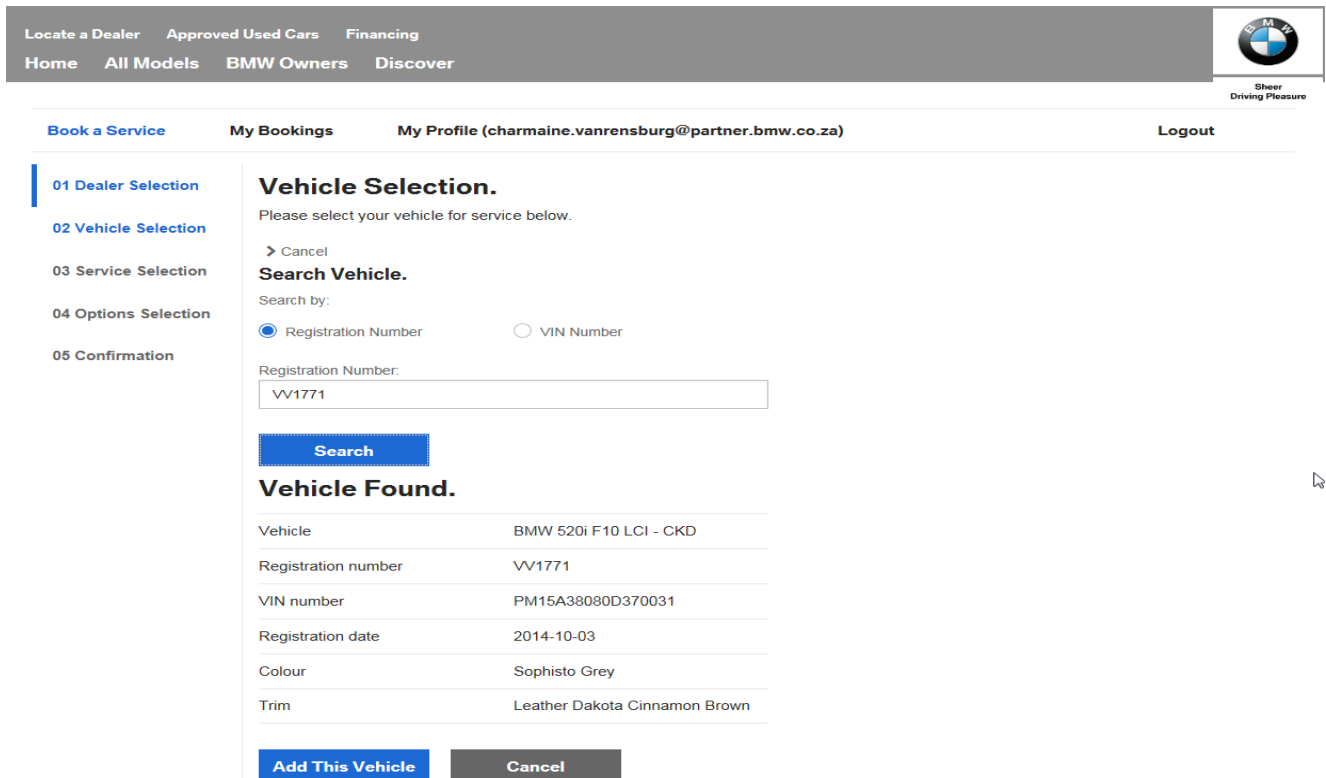


Figure 12-Add a Vehicle - Search Results Screen

If the vehicle was not found with chassis number Search, a message will be displayed 'Unfortunately, no vehicle with those details was found. Please try a registration number search or add your vehicle manually.' Click on 'Add vehicle manually' to add the vehicle (Figure 13).

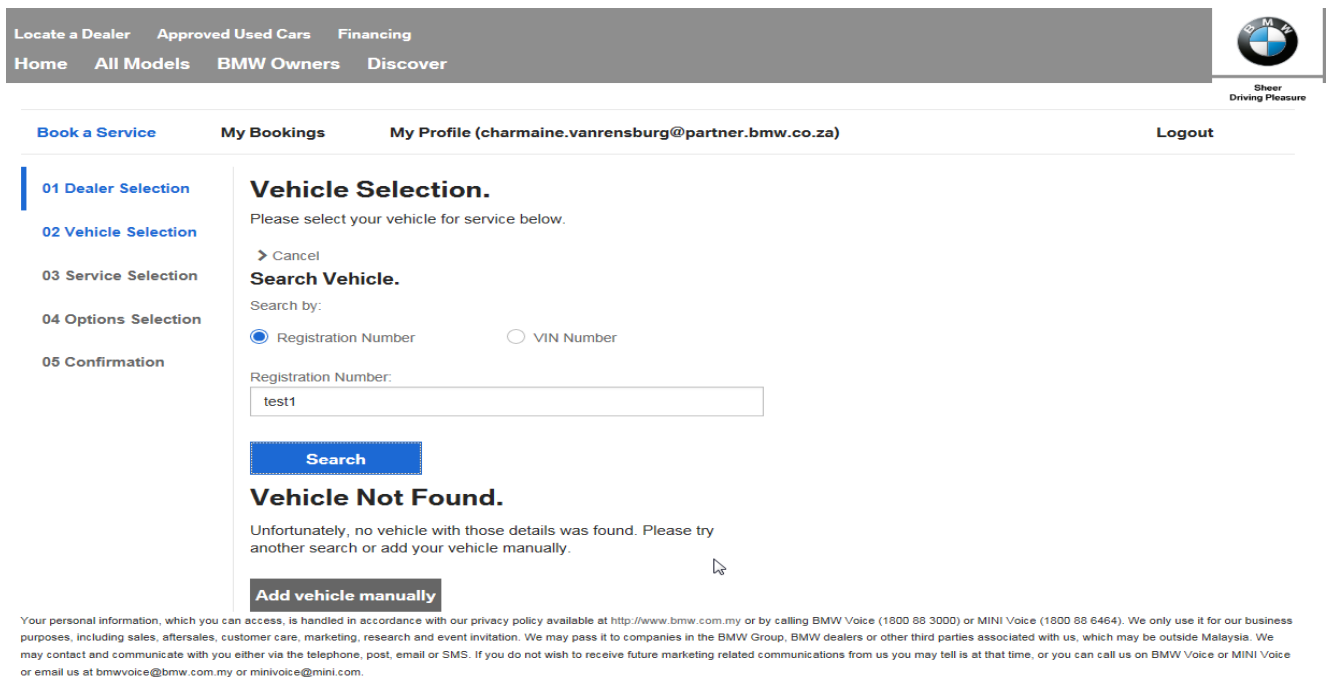


Figure 13-Add a Vehicle - Not Found

On the Add Vehicle manually screen, the customer can select the Brand and vehicle model. The Chassis number is not mandatory on this selection (Figure 14). Select the Submit vehicle button when done. Vehicle will be added to user profile.

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Home All Models BMW Owners Discover

BMW Sheer Driving Pleasure

Book a Service My Bookings My Profile (charmaine.vanrensburg@partner.bmw.co.za) Logout

**01 Dealer Selection**

**02 Vehicle Selection**

03 Service Selection

04 Options Selection

05 Confirmation

**Vehicle Selection.**  
Please select your vehicle for service below.

> Cancel

**Add your vehicle.**

Brand

Vehicle\*

Registration number\*

VIN Number

**Submit vehicle** **Cancel**

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### 3.5 Delete a vehicle

To delete a vehicle, the customer will select the Vehicle then the Delete Vehicle tab in Figure 10. A reason for the deletion must be selected. Select the Delete Vehicle button to complete the delete process (Figure 15). This will remove the vehicle from customer's profile.

Book a Service My Bookings My Profile (charmaine.vanrensburg@partner.bmw.co.za) Logout

**01 Dealer Selection**

**02 Vehicle Selection**

03 Service Selection

04 Options Selection

05 Confirmation

**Vehicle Selection.**  
Please select your vehicle for service below.

> Delete Vehicle > Cancel

**Vehicle successfully added.**  
Click the button below to continue.

**Continue**

**Delete vehicle.**  
You are about to delete your vehicle from our records. Please enter a reason below.



**Vehicle Information**

Vehicle BMW 320i Luxury F30 - CKD

Registration number test1

Reason for deletion\*

**Delete vehicle** **Cancel**

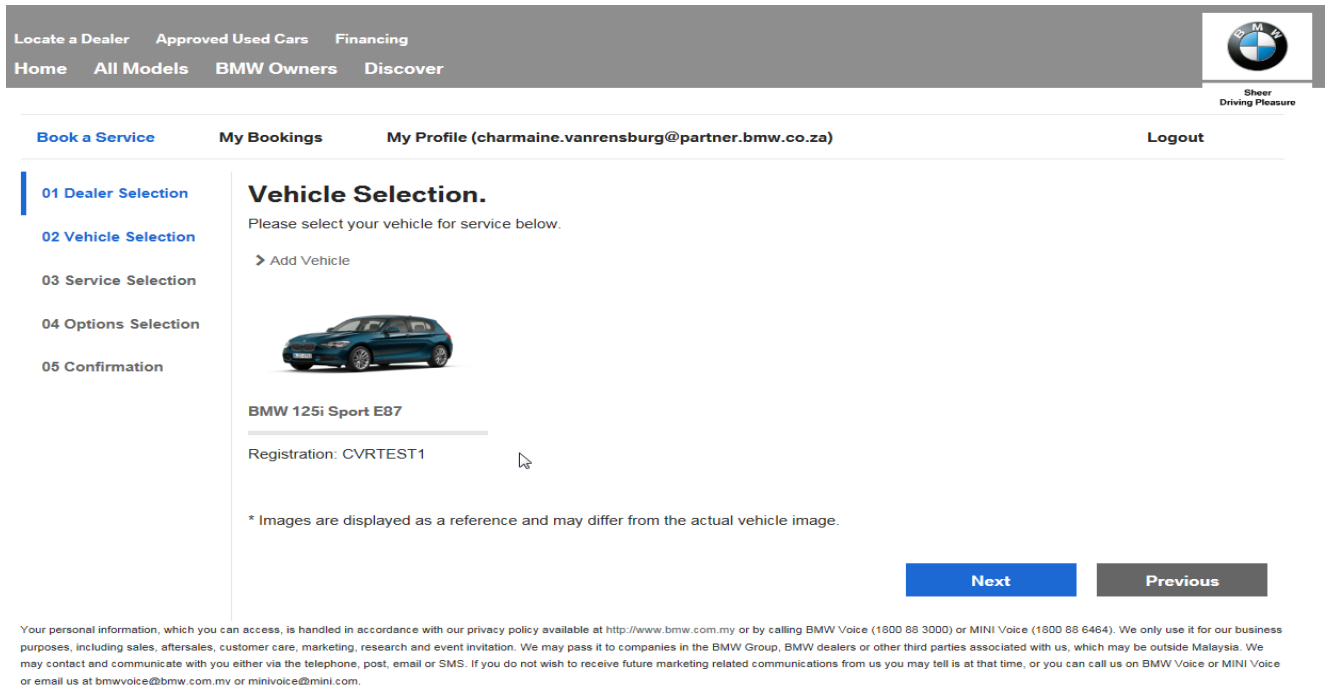



**BMW 125i Sport E87** **BMW 320i Luxury F30 - CKD**  
 Registration: CVRTEST1 Registration: test1

### 3.6 Make a Service booking

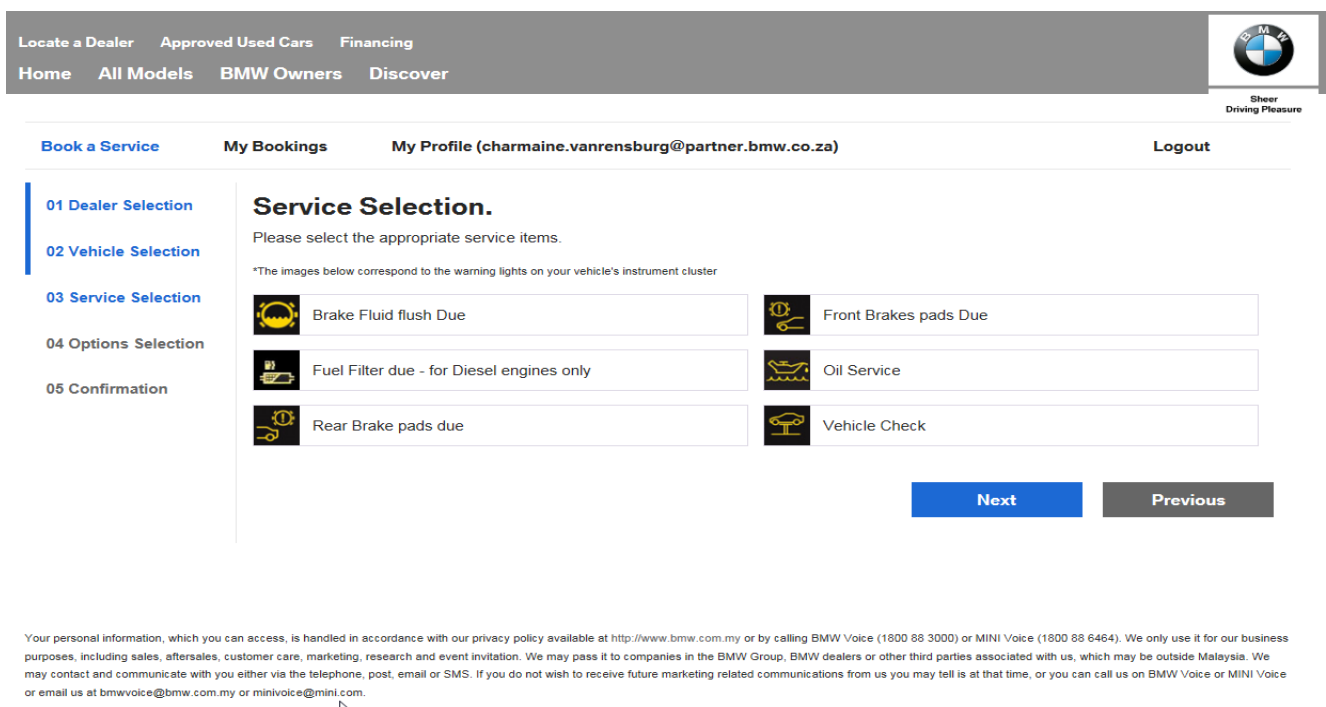
After logging in the user will be presented with Vehicle selection screen

The customer will then be required to select the applicable vehicle that he/she would like to service. They need to click on the image of the vehicle and then on the next button



The next screen is the service selection screen

Select one (or more) service types from the Service Selection. Select the next button.



The next screen presented is the Options Selection. Select the date, then Vehicle drop off time and Preferred Service Advisor  
Select next to proceed to confirmation

[Book a Service](#)   [My Bookings](#)   [My Profile \(charmaine.vanrensborg@partner.bmw.co.za\)](#)   [Logout](#)

- [01 Dealer Selection](#)
- [02 Vehicle Selection](#)
- [03 Service Selection](#)
- [04 Options Selection](#)
- [05 Confirmation](#)

### Options Selection.

Please select the relevant options below.

<
DECEMBER 2017
>


Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

Vehicle drop-off time\*


▼

**Service Advisors.**

Please select your preferred service advisor.




**Mohd Faizal bin  
Mohd Senin**



**Abdul Hafiz**

Review details on confirmation screen and select book Service

Locate a Dealer   Approved Used Cars   Financing


Home   All Models   BMW Owners   Discover
Sheer Driving Pleasure

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- [01 Dealer Selection](#)
- [02 Vehicle Selection](#)
- [03 Service Selection](#)
- [04 Options Selection](#)
- [05 Confirmation](#)

### Confirmation

Please review your service booking details below.

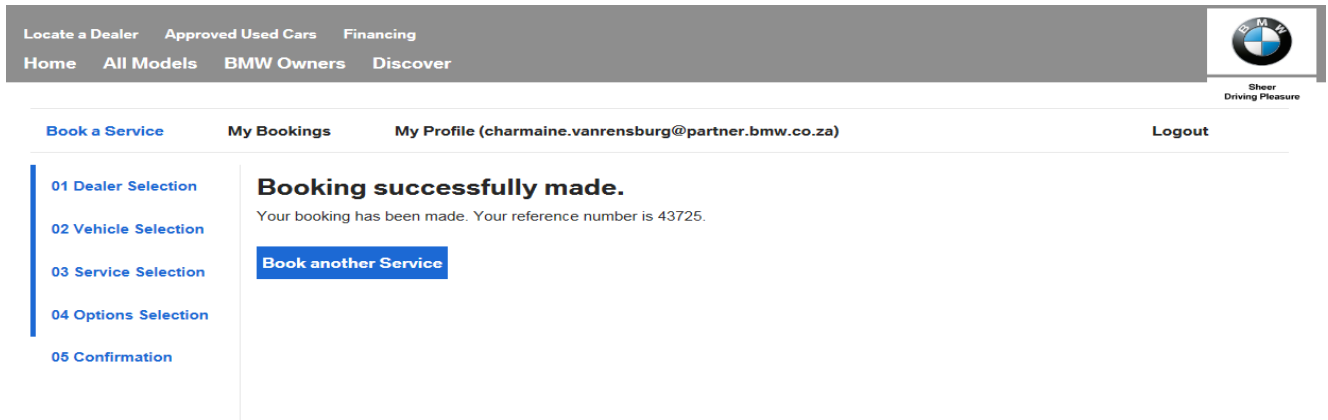
Preferred dealer	Sime Darby Auto Bavaria (Glenmarie) TEST BMW
Service date	07-12-2017
Vehicle drop-off time	08:00
Service advisor	Tan Weng Ket
Vehicle	BMW i8 i12 (CVRTEST20)
Services selected	Fuel Filter due - for Diesel engines only

\* Note: Booking details are not final until specified in the confirmation email.

Book Service
Previous

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A message will display – Booking successfully made, with the a reference number



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A booking confirmation e-mail will be sent to the customer. The .ics attachment allows the customer to add the appointment into the Outlook calendar.



**Dear Mrs Janse van rensburg,**

Thank you for booking your vehicle in for a service with Sime Darby Auto Bavaria (Glenmarie) TEST BMW.  
Kindly review your booking confirmation as some details may have changed.

**Reference Number:** 43725

**Date:** 07/12/2017

**Time:** 08:00

**Service Advisor:** Tan Weng Ket

**Registration:** CVRTEST20

**Service Details:**

- Fuel Filter due - for Diesel engines only

If you need to cancel or amend your booking, please call us on 1300 13 3338 or email at [kit-mun.wai@bmw.com.my](mailto:kit-mun.wai@bmw.com.my)

We look forward to welcoming you to Sime Darby Auto Bavaria (Glenmarie) TEST BMW

Regards,

**Sime Darby Auto Bavaria (Glenmarie) TEST BMW**

3A, Persiaran Kerjaya,

Section U1 Glenmarie,

40150 Shah Alam

Tel: 1300 13 3338

Email: [kit-mun.wai@bmw.com.my](mailto:kit-mun.wai@bmw.com.my)

\*\*Please do not reply to this email address. If you have any questions regarding your account then please contact Sime Darby Auto Bavaria (Glenmarie) TEST BMW

### 3.7 Edit Profile

The customer has the ability to amend his/her User profile by selecting the My Profile tab at the top of the page and select Edit details (Figure 28).

[Book a Service](#)   [My Bookings](#)   [My Profile \(charmaine.vanrensburg@partner.bmw.co.za\)](#)   [Logout](#)

---

#### My Profile.

Your registered details are below. If you would like to update the values, please use the "Edit Details" button.

Title*	Mrs <input type="button" value="v"/>
First name*	Charmaine
Surname*	Janse van rensburg
Email*	charmaine.vanrensburg@partner.bmw.co..
Mobile Phone*	0828705855
Work telephone	<input type="text"/>
Home telephone	<input type="text"/>
Address line 1	<input type="text"/>
Address line 2	<input type="text"/>
Address line 3	<input type="text"/>
Postal code	<input type="text"/>

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Figure 28 – Customer Profile



Confirm the amended details by selecting the Save Details button (Figure 29).

[Book a Service](#)

[My Bookings](#)

[My Profile \(charmaine.vanrensborg@partner.bmw.co.za\)](#)

[Logout](#)

## My Profile.

Your registered details are below. If you would like to update the values, please use the "Edit Details" button.

Title*	Mrs <input type="button" value="v"/>
First name*	Charmaine
Surname*	Janse van rensburg
Email*	charmaine.vanrensborg@partner.bmw.co..
Mobile Phone*	0828705855
Work telephone	0125222659
Home telephone	0118262317
Address line 1	13 Nirvana Street
Address line 2	Witfield
Address line 3	Boksburg
Postal code	1549

[Save details](#)

[Cancel](#)

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Figure 29 – Amend Customer Profile

### 3.8 My Bookings

By clicking on My Bookings (Figure 30), the customer can view upcoming bookings made via the SOL application (Figure 31)

\*This functionality is optional

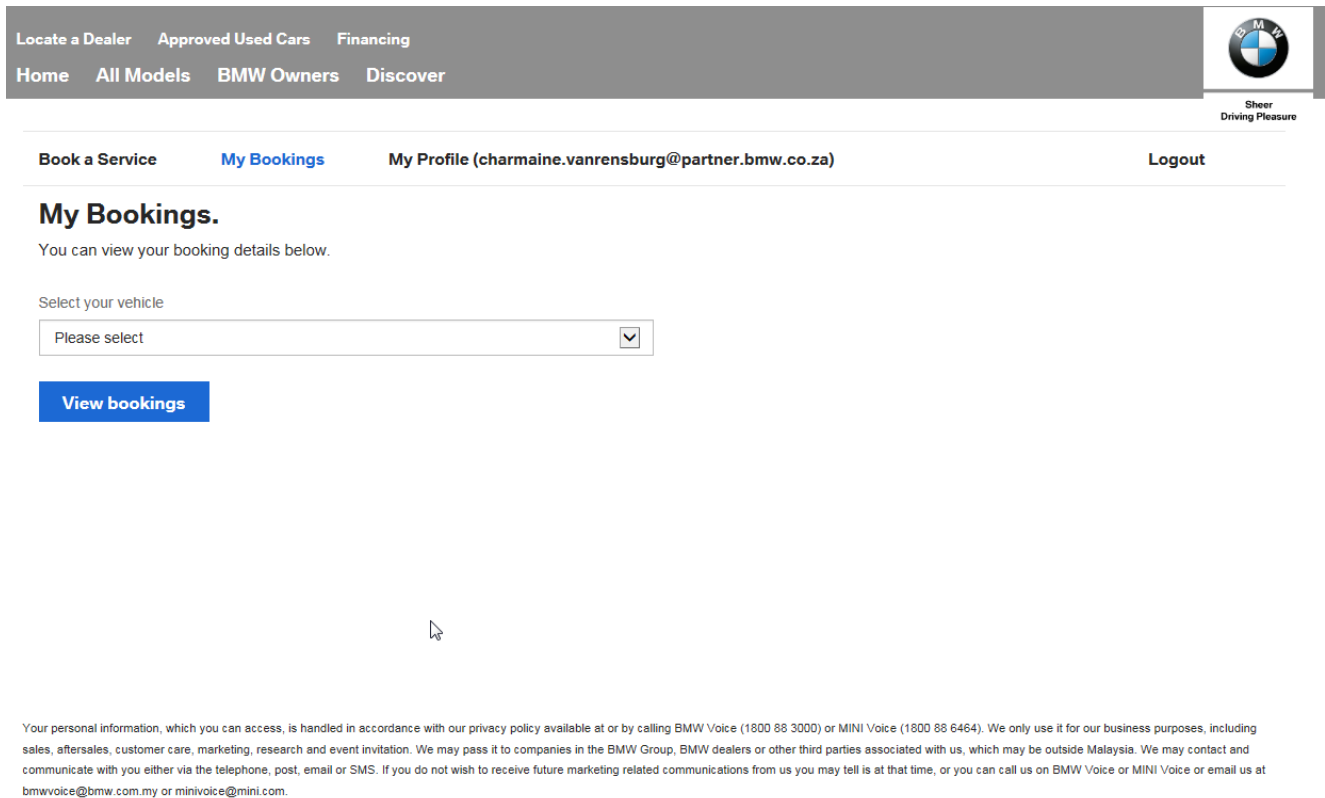


Figure 30 – My Bookings screen

[Book a Service](#)

[My Bookings](#)

[My Profile \(charmaine.vanrensburg@partner.bmw.co.za\)](#)

[Logout](#)

## My Bookings.

You can view your booking details below.

Select your vehicle

BMW i8 I12 (CVRTEST20)



[View bookings](#)

### 5 Upcoming Bookings.

---

Service Date	2017-11-24
Reference No.	43620
Vehicle drop-off time	08:00
Service Advisor	Abdul Hafiz
Vehicle	BMW i BMW i8 I12
Registration Number	CVRTEST20

---

---

Service Date	2017-11-24
Reference No.	43621
Vehicle drop-off time	08:30
Service Advisor	Lee Teck Soon
Vehicle	BMW i BMW i8 I12
Registration Number	CVRTEST20

---

Figure 31 – View bookings screen

## 3.9 Delete Bookings

By clicking on My Bookings (Figure 32), the customer can view upcoming bookings made via the SOL application (Figure 33)

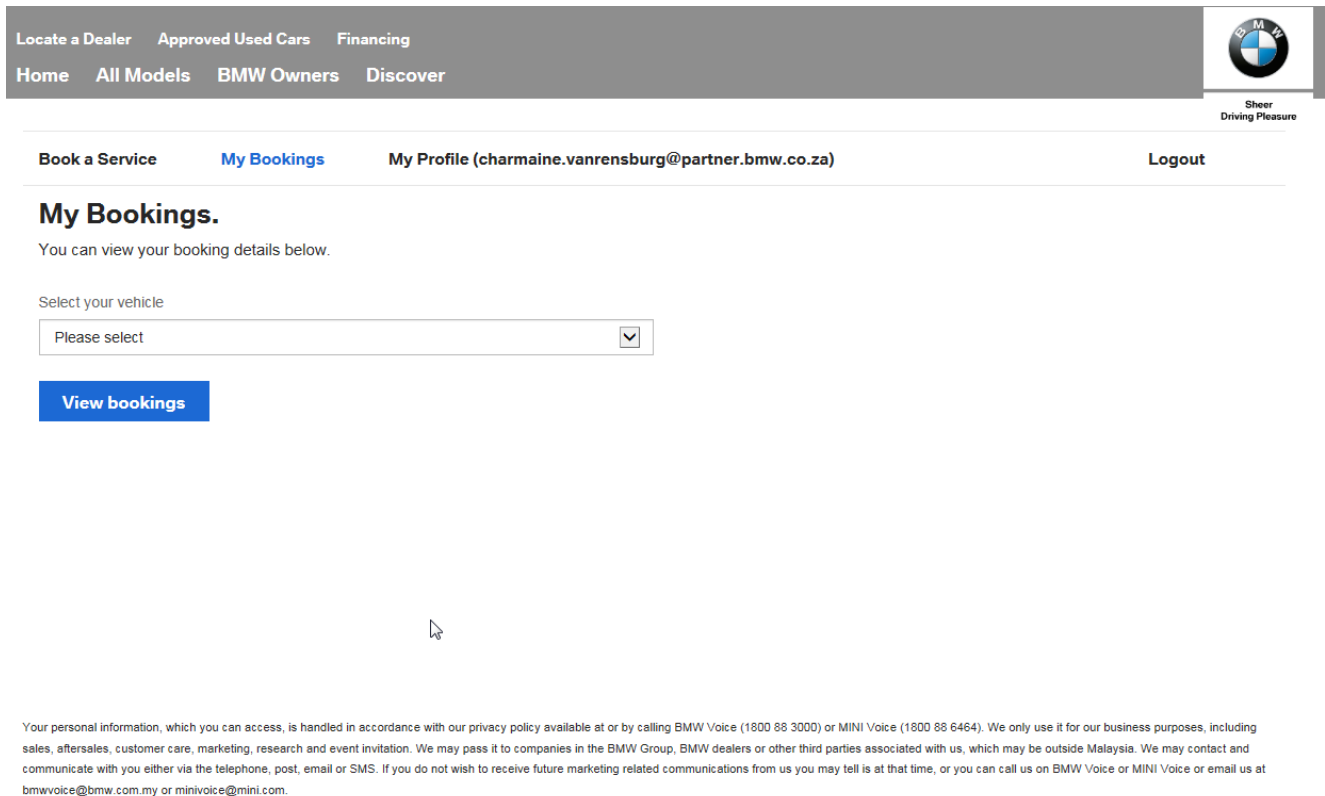


Figure 32 – My Bookings screen

An option is available to delete bookings from the Service Online Web Application – bookings cannot be deleted if the booking date is equal or less than 2 days to Appointment date  
Select Delete Appointment

Drive

---

**Book a Service**   **My Bookings**   **My Profile (charmaine.vanrensburg@partner.bmw.co.za)**   **Logout**

---

### My Bookings.

You can view your booking details below.

Select your vehicle

BMW i8 I12 (CVRTEST20)

#### 4 Upcoming Bookings.

---

Service Date	2017-11-27
Reference No.	43668
Vehicle drop-off time	09:30
Service Advisor	Dinagaran a/l Davida
Vehicle	BMW i BMW i8 I12
Registration Number	CVRTEST20

[> Delete Appointment](#)

---

Service Date	2017-12-07
Reference No.	43725
Vehicle drop-off time	08:00

Figure 33 – View Up Coming bookings

Select Yes –Booking will be removed from the Up Comings bookings Screen (Figure 34)

### Delete Appointment.

Your appointment will be permanently deleted. Do you want to continue?

Figure 34 – Delete Appointment

Email notification send to Customer and Dealer regarding the booking deletion – Figure 35



**Dear Mrs Janse van rensburg,**

We are sorry you are unable to make your appointment with Sime Darby Auto Bavaria (Glenmarie) TEST BMW.

The following service booking has been cancelled.

**Reference Number:** 43668

**Date:** 27/11/2017

**Time:** 09:30

**Service Advisor:** Dinakaran a/l Davida

**Registration:** CVRTEST20

**Service Details:**

- Brake Fluid flush Due

If you wish to rebook please call us on 1300 13 3338 or email at [kit-mun.wai@bmw.com.my](mailto:kit-mun.wai@bmw.com.my)

We look forward to welcoming you to Sime Darby Auto Bavaria (Glenmarie) TEST BMW

Regards,

**Sime Darby Auto Bavaria (Glenmarie) TEST BMW**

Figure 35 – Email Notification