STIHL Product Registration

When serial items are sold the dealer is then required to register the sale on the STIHL B2B website for warranty purposes.

This process can be very time consuming particularly in busy periods.

With this service the STIHL serial items sold each day are sent directly to the STIHL B2B website and are automatically registered for the appropriate warranty.

Ibcos will set up a batch to extract the sales, usually for the previous day, and this will then be sent automatically to STIHL.

STIHL will send a confirmation early the following day to show the registrations completed.

Note

Up to a maximum of 21 part prefixes can be set for use with STIHL Product Registration.

If a single prefix is shared between STIHL and other manufacturers this will cause all sales under the prefix to offer the "Customer Type" field and potentially be sent to STIHL. Non-STIHL sales can be set to Customer Type "Not Set" although these will appear on the exclusions report.

This integration is designed to work with the Serial Parts module in Gold and will not work where wholegoods are used as serial parts.

Set Up

STIHL apply warranty depending on the customer type. The customer type can be set when the machine is sold.

If particular customers are generally one type of sale then this can be set on the customer account either on an individual basis or via a mass amend.

Customer Maintenance
(Sales Ledger, Customer Maintenance)

A new field has been added to the Customer Maintenance screen, General tab to hold the default for each customer.

Field	Options	Selection
Customer Type	• Not Set • Professional • Domestic • Hire • Extended Warranty	Select as required to determine the type of warranty available for the customer. If the customer is set to "Not Set" then sales of serial items to the customer will not be sent automatically to STIHL.

Mass Customer Amendment
(Sales Ledger, Modification, Mass Customer Amendment)

The new field for Customer Type has also been made available to the Mass Customer Amend program, 'All' option, so that the field can be set for a range of customer accounts if required.

Manufacturer Prefix Configuration
(Communications, Manufacturer Prefix Config)

A configuration needs to be set up to hold all prefixes used for STIHL sales.

This is used to identify sales of STIHL machinery/equipment.

Up to a maximum of 21 part prefixes can be set for use with STIHL Product Registration.

Ibcos will set this up as part of the configuration process.

Field	Options	Selection
Manufacturer		Enter STIHL in capital letters
Main Prefix		Enter the main prefix used for STIHL
Additional Prefixes		Enter any additional prefixes used for STIHL, e.g. S1, S2

Sales

Point of Sale / Till / Workshop / Wholegood

Sales of STIHL serial parts recorded via Point of Sale, Cash Till, Workshop Entry and Wholegood Invoice and Self Bill are sent for warranty registration.

When selling STIHL machinery, at the point the specific serial item is selected a new prompt displays the customer type and the personal handover question.

Customer Type
This is defaulted if set on the customer account and can be overridden for individual sales if required.

In this way a customer whose account is set to Professional can record a Domestic sale for example.

Cash Sale accounts can be set to "Not Set" on the account to allow the customer type to be selected manually for individual sales.

Select from:
- Domestic
- Professional
- Hire
- Extended Warranty

Personal Handover/Marketing & Safety
A question is asked on whether a personal handover has taken place. If the machine has been handed over personally to the customer, then the question can be answered 'Yes' and the Fee for Service will be credited by STIHL on registration of the machine provided this is within 3 days of sale.

An additional question which is only active if the Customer Type is set to PRO – Professional

Machine sold to professional user with STIHL Smart Connector or Connector 2 A for 1 year additional warranty? Yes/No
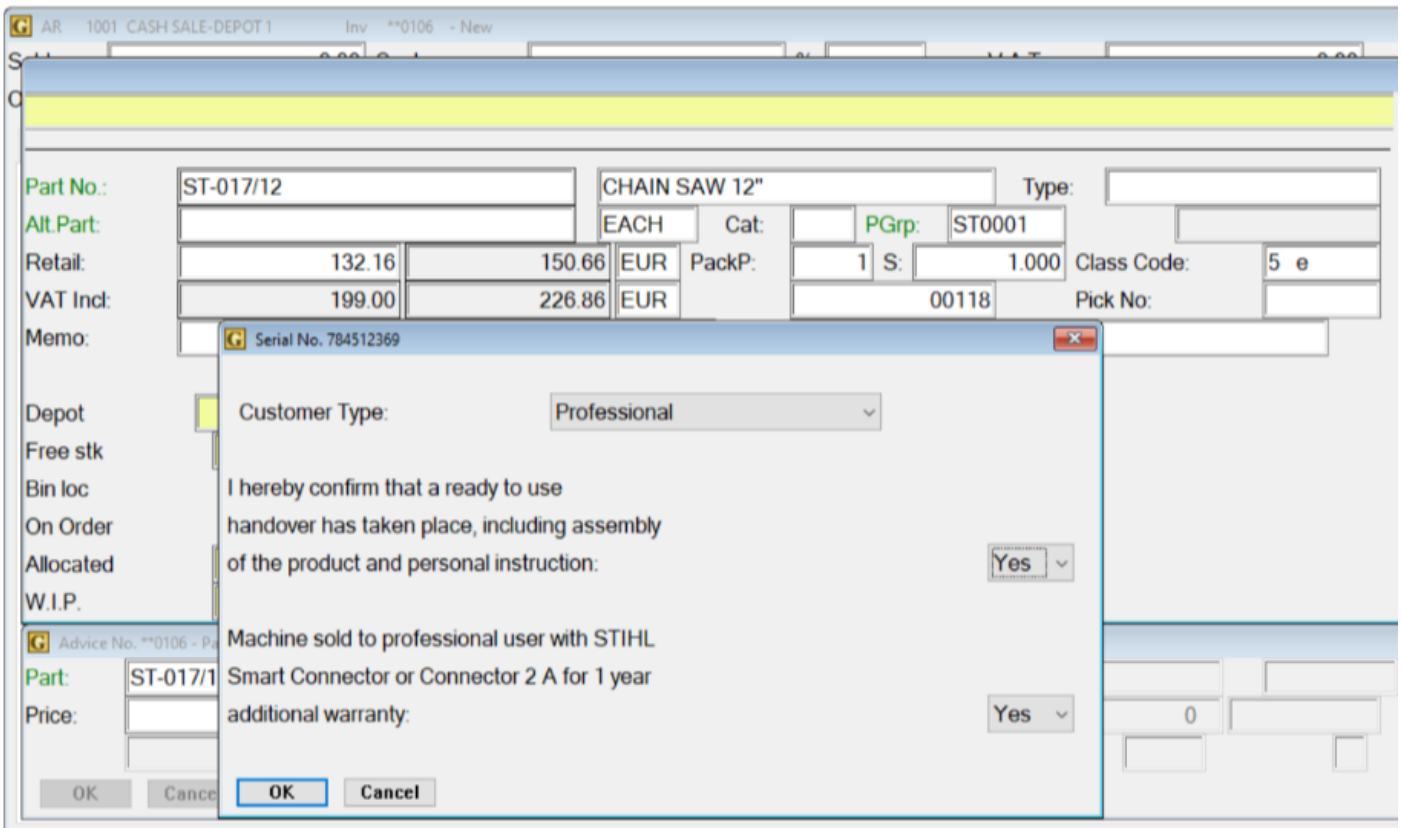
Changing Customer Type or Serial Number after Sale

If a sale has been made and the customer type selected was "Not Set" or an invalid serial number entered it is possible to change this in the "Serial No. Enquiry" program.

In Parts Control --> Enquiry / Advice Labels – Serial No. Enquiry look up the serial number.

Select the "Header" option.

The serial number sold can be changed in this screen if it was entered incorrectly. Note the serial number must be a valid STIHL serial numbers of at least 9 digits.
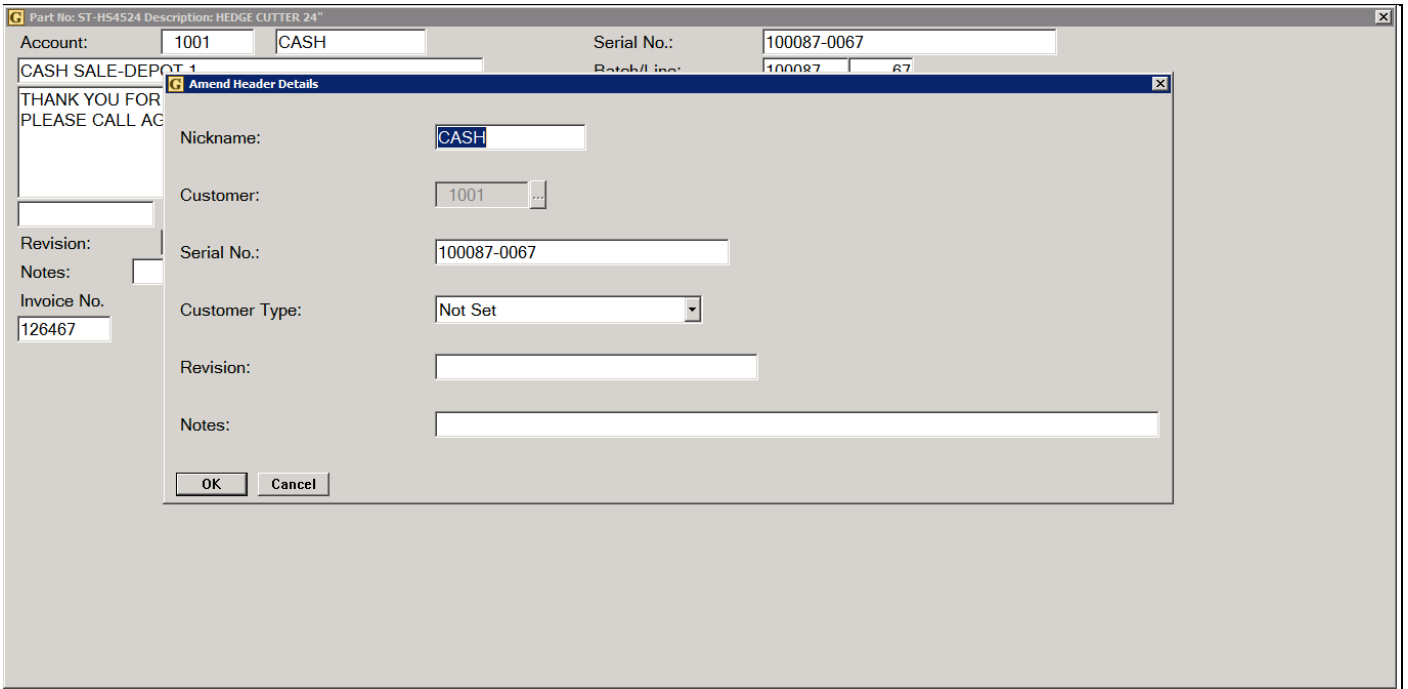
If the Customer Type is "Not Set" it is possible to change this using the drop down to a valid customer type.

Address Information

When sending warranty information to STIHL; if there is a delivery address this will be used, if there is no delivery address then the address details from the advice note or customer account will be used.

The Postcode is a mandatory field and any sales without a postcode will not be sent for registration.

Postcode must be in the last address line to be validated. On most screens this is labelled "Postcode".

Reporting on Customer Type

The Part/Customer Sales Analysis report has been enhanced to include the Customer Type when exported to Excel.

STIHL Product Registration

(Communications, STIHL Product Registration)

The data sent to STIHL is based on the serial number sold and does not include the Gold part number. Serial numbers must be correct STIHL serial numbers. Any spaces will be stripped out before sending. The date of sale is included.

The customer information sent will include the customer type, name and address, plus email address and phone number if available.

This will be setup by Ibcos to run in a batch operation to automatically send the daily sales to STIHL.

An exclusions file is created if any of the data to be submitted to STIHL is invalid and the transaction has not been sent. For example, an invalid serial number or if the customer type is not set. This file will be setup by Ibcos to be emailed to specific individual at the dealer for review. It is set with an attached .csv file containing the invalid registrations.

Field	Mandatory	Selection
Depot	Yes	Enter the depot number (or * for all depots). If each depot has a separate STIHL dealer ID then a separate extraction must be run for each depot.
Dealer ID	Yes	The dealer ID is supplied by STIHL and should be 10 digits in length

Report File Transfer ID	Yes	Select the File Transfer ID created for the Report to be sent to STIHL
Exclusions Transfer ID	Yes	Select the file transfer ID set up to send the Exclusions Report
Prefixes to include	Yes	This is taken from the Manufacturer Prefix Config file
From Date	Yes	Enter the date to start reporting from, the suggestion is that this should be set to TODAY-1 for yesterdays' sales but any date range can be used.
To Date	Yes	Enter the date to report up to, the suggestion is that this should be set to TODAY for yesterdays' sales but any date range can be used.

- "**Save**" can be used to save the settings for future use.
- Use the "**OK**" button to run the extract immediately.

Invalid Serial Numbers
STIHL will send out an email notification which will report any serial numbers that could not be registered, for example an invalid serial number.

This email will arrive the following morning.

Credit Notes
If a machine sold is then credited in Gold it is necessary to contact STIHL to de-register the machine.

Goods Received Notes

If goods are received on a purchase order that has a customer allocation for a serial part the option to set the Customer Type and Personal Handover question is offered at the point the part is received in and transferred to meet the customer requirement.

Inter Depot Transfers

If the serial part was ordered for a customer via IDT from another depot, at the point the IDT Receipt is entered the option to set the Customer Type and Personal Handover question is offered.