

## Login

You received your access data for the shop and can log in via login screen. Your customer number acts as your user name.

## 1. Used machines

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At Reform-partner zone it is possible to offer your used machines. You can manage these machines at item 'Used machines'.

At left column's menu you can carry out following processes:

**My advertisement** You can see, adapt, delete or block your written advertisements.\*

**Prepare advertisement** You can prepare an advertisement. Therefore you have to fill in the form. Additional to the key figures of the machine you can enter a description. You can format by using "B" (bold), "I" (italic) and "U" (underlined). An enumeration is possible by means of the 'List symbol'. (Example: enumeration of advantages in key words) In the lower area you can attach pictures. This is done by function key 'Search'. Only GIF, JPEG or PNG formatted pictures can be used!

**Notes** Here you will get exact information for preparation and management of the advertisements.

### **Release:**

All advertisements have to be released by Reform and are marked as released after that. (see legend)

If an advertisement is not updated for more than 3 months it is locked by Reform, i. e. it is not longer visible on the homepage. Simultaneously you will receive a mail from Reform to inform you of blocking. If the advertisement is not managed for another 3 month it will be deleted automatically.

### **\*Blocking of an advertisement**

If an advertisement is blocked, it can be seen only by the author. Online it is not shown any longer. If an advertisement is released it can be seen on the homepage again.

### **GTCT:**

It is possible to state your GTCTs abbreviated at 'My data'. Those are shown directly at the product on the website for the customer.

## 2. Warranty claim

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As a partner of Reform you can manage your warranty claims online.

At left column's menu following options are offered:

My application  
New application

List of all filled warranty claims  
Preparation of a new warranty claim

If you want to prepare a new application please follow steps 1-6 in the application mask:

### 2.1. Type of machine

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State machine type in the choice box

### 2.2. Machine data

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Your customer number is acquired in the trader data. Enter the supplier by yourself. This is done by entering name, address, phone number and other contact data as far as available.

The personal data of the owner have to be stated in the owner data. Detail information does have to be filled in the third block. Fields marked with \* must be filled in.

### 2.3. Case of damage and repair

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In this form data of occurrence of damage and repair are acquired. The damage report has to be stated abbreviated.

### 2.4. Spare parts

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Please enter spare parts, if they were required. The logging of spare parts is split to Reform spare parts and other traders' spare parts.

#### **Please note:**

Please note that every spare part has to be saved **explicitly** by function key '**Save!**'

### 2.5. Pictorial documentation

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The damage should be documented by pictures. These pictures are attached to the warranty claim by function key 'Search'.

#### **Please note:**

Please note that every picture part has to be saved **explicitly** by function key '**Save!**'

## 2.6. Summary

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The summary contains complete data entered by you. Those should be checked again before dispatching the application. **As applicant you are responsible for the correctness of the application correctness of the application.**

You can prepare an advertisement. If you need further data for the application, **you can stop and continue the application at any time**. The application is registered in the list 'My application' and can be finished by function key 'Adapt'. The application can be deleted from your list by function key 'Delete'.

## 3. Download

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In the download area it is possible to load down documents. A search mask is available to simplify searching for the desired document.

The search mask offers following options:

Search term	if you enter your search term you will receive all documents containing this search term. You can also search for word parts. <b>Indication:</b> The contents of the documents are not searched.
Documenten type	Every document is defined by a document type. For example, if you search for a customer service document you can select it at the choice box.
Document language	All documents are categorized by language. For documents which are independent of language like e. g. logos 'All' can be selected at language selection.
Product	State the product you want information for. For documents which are independent of products 'All' can be selected.

### **„Show all downloads in this path“**

This link is displayed at each download document. I. e. all documents which are saved within the stated path are shown.

#### **Example:**

**/Sale/Price lists/Metrac/DE/**

All German documents which are filed for sale, are a price list and belong to Metrac are shown.

## 4. Spare part shop

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The spare part shop submenu is shown in the left column.  
Following options are offered:

### **Product search**

You can search for a product by means of a search dialogue. The search is done by the **article number** with following options:

Starts with	You only know the first figures of the article number.
Exact	Enter the exact article number for the desired article.
Part of the article number	You remember parts of the article number. The combination 435 exists at any position within the article number.

Further you can search directly by a **key word**. Example "Metrac"- all articles which stand in relation to Metrac are shown. (main gearbox, wheel bearing,...)

### **Order archives**

At the order archives you can see all done orders. You can print and file them by means of the print preview.

### **GTCT**

You have to accept the GTCTs to make an order. Those can be read at the item 'GTCT'.

### **4.1. Order transaction/shopping basket**

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#### **Shopping basket**

##### **Put an article into the shopping basket**

Please enter the desired quantity of the article before you put an article into the shopping basket. By means of clicking on the button 'To the shopping basket' the article is put into the shopping basket.

The shopping basket is displayed in the left column directly below the menu navigation. You can delete an article from the shopping basket by means of the symbol '**wastepaper basket**' By clicking on '**Delete shopping basket**' complete articles can be deleted from the shopping basket.

By clicking on '**Order**' you will get to the order transaction.

##### **Show details**

At the shopping basket you can see the details of the product again. That is possible by clicking on 'Article number'. With another click the detail information disappears.

## 4.2. Order transaction

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### Enter address data

The data from your profile are taken over automatically for the delivery address. Of course you can still change your data in this order dialogue. Fields marked with \* must be filled in.

Sending the form is only possible if you filled in complete mandatory fields and accepted the general terms and conditions of trade.

### Check order

The delivery address is written again. The order is reported in a table. If these data are correct you can dispatch the order.

You have the possibility to change complete data, which were entered at step 'Enter address data' subsequently.

### Confirmation of the order

You have to announce your **e-mail address** for being able to receive a confirmation of the order. This is done by filling in at **'My data'** or directly at order transaction.

Thank you for your order!

## 5. My data

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It is possible for you to manage your personal data by the navigation bar in the left column:

### 5.1. My data

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Statement of personal and business data. To guarantee a trouble-free order transaction it is advisable to announce the **e-mail address**. Complete confirmations concerning the purchase are sent via e-mail.

In this area it is possible to state your GTCTs abbreviated. These are stated at every product and can be seen by the customer.

### 5.2. Change password

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You can change your password without effort by entering the password and the password repetition in the second field.

## 6. An e-mail will do

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We will be delighted to be via e-mail at your disposal at other questions or problems. You can reach us at [webmaster@reform.at](mailto:webmaster@reform.at).