

User Guide

ECR Online Tire Management

ECR Solutions
Servicegesellschaft mbH

Index

1. General Organization	Page 3
2. Web-Access to the ECR Order System	Page 4 - 6
3. Overview of the Application/Screen mask	Page 7 - 10
4. Instruction Login	Page 11
5. Master Data	Page 12 - 13
6. Order Overview	Page 14
7. Operation Process/Workflow	Page 15
8. Create an order	Page 16 - 17
9. Create an order „Normal Service“	Page 18 - 25
10. Create an order „Mobile Service“	Page 26 - 27
11. Create an order „Break down“	Page 28 - 31
12. Create an order „Season change“	Page 32 - 35
13. Storages	Page 36 - 38
14. Carcass Storage	Page 39 - 40
15. Note Function	Page 41
16. Upload Images	Page 42
17. Credit note process/ Request credit note	Page 43 - 44

General Organization

Preliminary remarks

The system allows the electronic creation of tire orders. Therefore, the service provider should settle the tire orders in the online tool.

After creation of the order in the online tool, the order will be released either immediately after completion by the tire dealer automatically by the system or by the ECR Service Center, if further investigation with the tire dealer is necessary.

Address and Availability ECR Service Center Support ECR System

ECR Solutions Servicegesellschaft mbH
Grubenhof 16
26188 Edeweicht

Phone: +49 (0)4405 98 77 130
Fax: +49 (0)4405 – 98 77 29
E-mail: reifen@ecr-solutions.de

Service hours ECR Service Center:

Monday - Friday	from 07:30 am to 05.30 pm
Saturday	from 08.30 am to 12.00 am

ECR Online Tire Management

Overview of Application/Screen mask

Explication of navigation bar (Standard)

Home	Home Back to homepage.
Orders	Orders Order Overview.
Create new order	Create new order Opens the page to ask for a vehicle to create a new tire order.
Stored tires	Stored tires Shows all tires which are stored for the respective fleet. Also the tires on this page can be stored.
Casing storage	Casing storage Shows all carcasses which were removed from the vehicles and are picked up by Michelin.
My account	My Account Is divided in Services and Master Data.
Services	Services Shows the agreed price for the respective fleet customers.
Master data	Master Data Shows the saved master data and provides the ability to correct or change the password.
Help	
Logout	Logout

Home page ECR Web Portal

Login

Change language
Dansk
Deutsch
English
Francais
Nederlands
Svenska

 ECR·solutions

User ID:
PIN:

Login

Order

Home

Search: Period: 90 Days Search Update

Orders
Create new order
Stored tires
Casing storage
My account
Services
Master data
Help
Logout

New / Open fleet checks (0) / authorized / in progress (0) / Executed / credit note requested (0) / Credit note issued (0) / Canceled (1)

ID	Type	License plate number	Date	Status	Option
1000197812	Fleet Check		27.04.2016	canceled	

Create new order

Home

ECR Tire Management

Orders
Create new order
Stored tires
Casing storage

New vehicle search

Please enter the licence plate number or the last 7 digits of the vehicle ID (VIN).
Licence plate number
Vehicle ID
Date of order 16.06.2016
Search Cancel

Please note the following instructions:

[Home](#)
[Orders](#)
[Create new order](#)
[My account](#)
[Services](#)
[Master data](#)
[Help](#)
[Logout](#)
[Ticketsystem](#)

Master data

Service provider

Address

Street:

ZIP:

City:

ZIP:

P.O. Box:

Country:

DE - Deutschland

Contact

Telephone number:

Fax No.:

Email:

Apply changes

Change user ID

Current PIN:

New PIN (at least 4-digit):

New PIN (repeat):

Change PIN

Logout

[Sprache ändern](#)
Deutsch

Login

Sie wurden erfolgreich abgemeldet.



ECR·solutions
Servicegesellschaft mbH

Benutzerkennung:

Kennwort:

Anmelden

User Guide Login

Access Authorization

User identification: For each operation, a 5-digit user ID is run by ECR.

PIN Code: The Company can register one or more PIN codes at ECR. The PIN code is to manage independently.

After entering the ECR Web-Address <https://ecr-solutions-order.de/reifen/>
The following page will be shown:



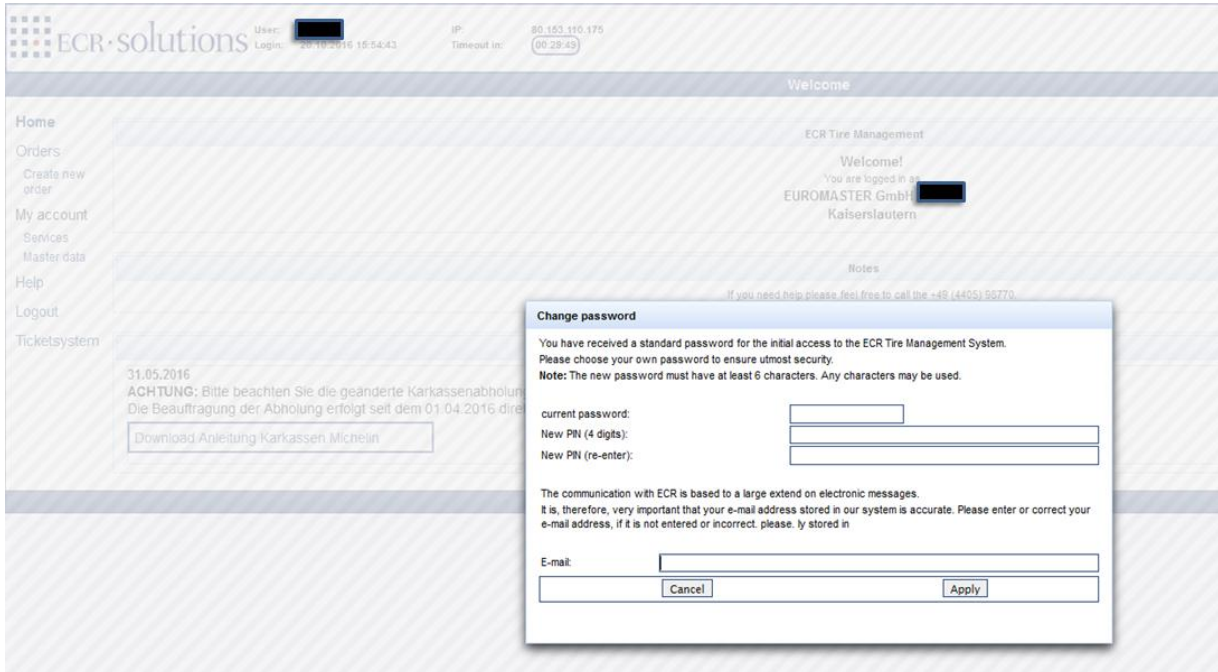
The screenshot shows the ECR solutions Login page. At the top, there is a blue header bar with the word "Login" in white. Below the header, on the left, is a "Change language" dropdown menu with a red border, listing languages: Български, Dansk, Deutsch, English, Français, Nederlands, and Svenska. In the center, the ECR solutions logo is displayed. To the right of the logo is a login form with two input fields labeled "User ID:" and "PIN:", and a green "Login" button below them. The background features a stylized graphic of a tire tread. At the bottom, a blue footer bar contains the text "© 2017 ECR Solutions | Legal Disclaimer".

On the left you can choose your language.

After logging in with your default password, you will be asked to put in your new password.

In no case you can avoid the process. With the entry of your individual password (min. 6 digits) you are registered and you can take full advantage of the capabilities of the Web platform. Please specify your e-mail address also.

ECR Online Tire Management

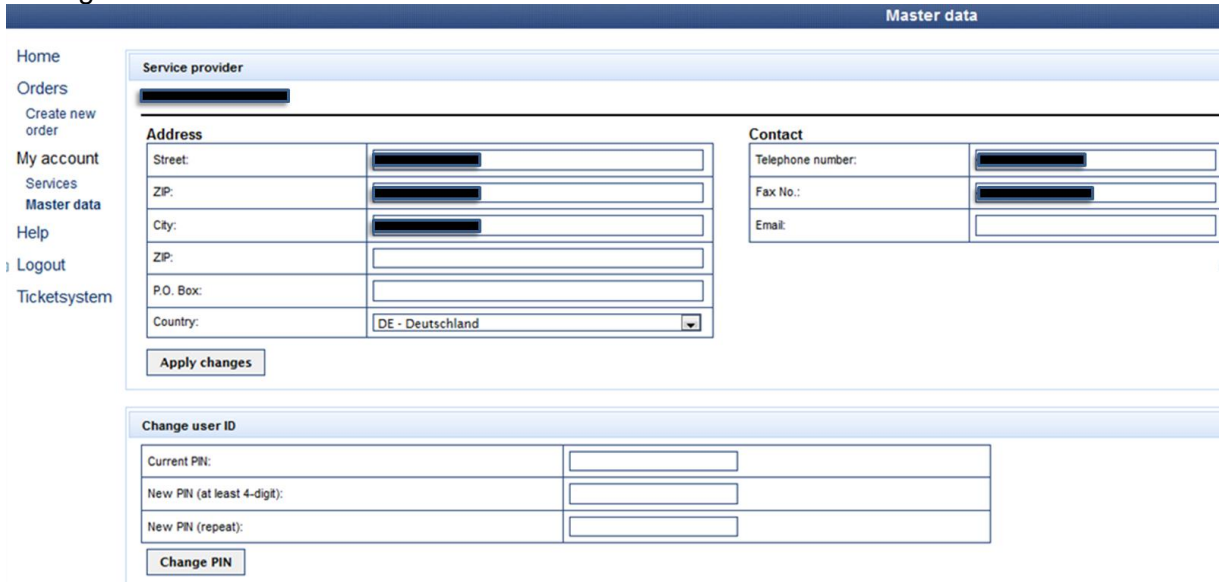


The screenshot shows the ECR Online Tire Management login page. At the top, there is a header with the ECR solutions logo, user information (User: [redacted], Login: [redacted], IP: 80.153.110.175, Timeout in: 90:29:43), and a 'Welcome' message. The main content area includes a sidebar with links like Home, Orders, My account, Services, Master data, Help, Logout, and Ticketsystem. A 'Change password' dialog box is open in the center, prompting the user to create a new password. The dialog box contains fields for 'current password', 'New PIN (4 digits)', and 'New PIN (re-enter)', along with an 'E-mail' field and 'Cancel' and 'Apply' buttons. A note states: 'You have received a standard password for the initial access to the ECR Tire Management System. Please choose your own password to ensure utmost security. Note: The new password must have at least 6 characters. Any characters may be used.'

Master Data

Page (My Account) [Master Data]

Shows the data of branch office as they are registered in the system. In addition, a new PIN for the login can be set.



The screenshot shows the 'Master data' page. It features a sidebar with links like Home, Orders, My account, Services, Master data, Help, Logout, and Ticketsystem. The main content area is divided into two sections. The top section, 'Service provider', contains fields for 'Address' (Street, ZIP, City, ZIP, P.O. Box, Country) and 'Contact' (Telephone number, Fax No., Email). The bottom section, 'Change user ID', contains fields for 'Current PIN', 'New PIN (at least 4-digit)', and 'New PIN (repeat)', along with a 'Change PIN' button. An 'Apply changes' button is also present in the 'Service provider' section.

The address, the telephone and fax number and E-mail address can be changed here.

The data of the bank account cannot be changed by the operation. In the case you want to, please send a fax to the ECR Service Center: 04405 - 98 77 29 or by E-mail to: reifen@ecr-solutions.de

ECR Online Tire Management

Change of the User PIN Code

Master data	
<div> Home Orders Create new order My account Services Master data Help Logout Ticketsystem </div>	
<div> <div>Service provider</div> <div> <div>Address</div> <div> <div>Street:</div> <div>ZIP:</div> <div>City:</div> <div>ZIP:</div> <div>P.O. Box:</div> <div>Country:</div> </div> <div> <div>DE - Deutschland</div> </div> </div> <div> <div>Contact</div> <div> <div>Telephone number:</div> <div>Fax No.:</div> <div>Email:</div> </div> </div> <div>Apply changes</div> </div>	
<div> <div>Change user ID</div> <div> <div>Current PIN:</div> <div>New PIN (at least 4-digit):</div> <div>New PIN (repeat):</div> </div> <div>Change PIN</div> </div>	

The 6-digit password can be changed here. Enter the current password and enter the new password twice. You can change any password.

ECR Online Tire Management

Page (My Account) [Services]

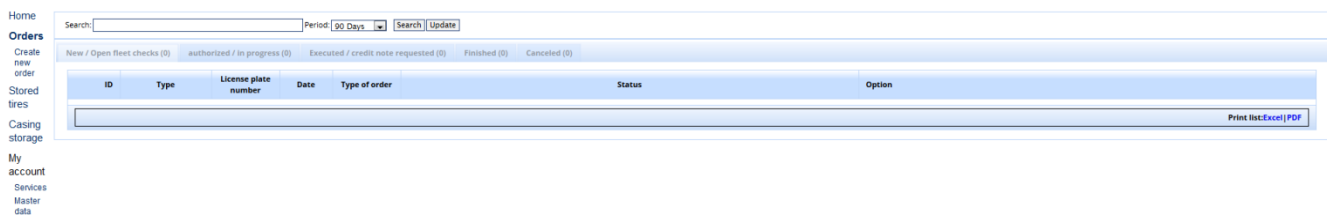
For a better coordination and to look up, you can find here the service agreements between you and ECR Solutions. The prices are divided into fleets and can be called after goods and vehicle groups. Also a special search is possible for service items.

Explanations regarding masks/overviews of storages and carcasses you will find the on page **30**.

Order Overview

Page (Home) [Orders]

This overview lists all orders settled with ECR Solutions with respective status. It is useful to limit the time period for orders or intended retrieval.



With the search function, you can search specifically for vehicles or orders.

You will find the orders for a better overview and information for the ECR Service Center under following headings:

- New / Opened Fleetchecks
- Released / In progress
- Executed / Credit note requested
- Credit note issued
- Canceled

Here you will always find the respective order status and how you can continue working, or find information which steps need to be done further. The functions for the operation of the program are displayed in the action column.

Workflow

Basic Instructions for „Create new order“

The ECR Online-System is always in the same workflow and tries to create orders automatically because of the deposited share rules.

Workflow

It is always the same workflow!

ECR Online Tire Management

1. Choose vehicle
2. Choose type of service
3. Check the axle configuration and the tire size
4. Put in the condition of the tire into the Fleetcheck
5. Create a pre-order or edit the existing pre-order
6. Wait for release
7. Carry out, confirm and request credit note, please indicate the tire number and the delivery note number
8. Fax the signed order back to ECR Service Center, if necessary used as a storage note with or without rim

Release rules

The following examples can cause that a release must be granted by ECR:

- **Order**

Order date differs from the service date

- **Master data**

Axle configuration is not set yet

- **Fleetcheck**

Change of product

Removal of spare wheel

Change of tire number

- **Pre-order**

Modification of product

Addition of service

Addition of rims

Create New Order

Homepage (Home) → [Create new order]

The following page will be shown (Zoom):

New vehicle search

Please enter the licence plate number or the last 7 digits of the vehicle ID (VIN).

Licence plate number

Vehicle ID

Date of order

With the input of the identification plate or the last 7 digits of the vehicle identification number, you will get access to the data of the vehicle and can create an order.

ECR Online Tire Management

The vehicle can be found only if one of the above mentioned information is done correctly. If the vehicle is not found, because it is not maintained by ECR or it is no longer in the inventory of fleet customers, an error message will appear.

If the vehicle is served by ECR and no other operation is already open for that vehicle, following page opens after entering the data:



The screenshot shows a web interface for vehicle management. At the top, there's a 'Vehicle' header. Below it, fields for 'Licence plate number', 'Type of vehicle', 'Fleetcheck-ID', 'VIN', 'Renter', 'Order-ID', 'Mileage', 'Fleet', and 'Status' are visible. The 'Type of vehicle' field contains 'KRONE SDC 27 4LTJ4'. The 'Fleet' field contains 'KRONE FLEET GmbH'. Below these fields, there's a 'Create order' section with four buttons: 'Standard (using fleet check)', 'Assistance service', 'Breakdown service', and 'Seasonal tire change'. At the bottom, there's a 'Previous orders' link.

In the vehicle overview you will find all relevant data of the vehicle, so as

- Service package with the product specifications and allowed services
- Pre-orders (already issued by the ECR Service Center)
- Stored tires at tire service partner stock

To create an order four major categories are important:

Page (Create order) ➔

[Button > Normal Service<> Mobile Service<>>Breakdown<>Saison change<]

➤ **Normal Service (with Fleetcheck)**

Service which takes place on-site in the workshop will be handled as a normal service, and always a full indication of the condition of tires in the Fleetcheck is necessary.

➤ **Mobile Service**

Every service outside the workshop, at a save place like near the customer. The complete Fleetcheck must be filled in.

➤ **Breakdown**

Breakdowns are handled another way, because a complete Fleetcheck is not possible and it is based on another demand. For breakdowns only the data of the tire on which a service is executed must be recorded.

➤ **Season change**

For a season change order you will create an order by changing the summer or winter tires. Stored tires will be taken preferably. A complete Fleetcheck is necessary. The storage with or without rim must be confirmed.

Create a New Order

- **Homepage (Home) [Create new order]**
- **Button [Normal Service]**

Check axle and the tire size

First of all you have to check the axle configuration and the tire size.

Home
Orders
Create new order
Stored tires
Casing storage
My account
Services
Master data
Help
Logout

Info

Vehicle

Licence plate number: KRONE SOC 27 eLTU4
Type of vehicle: KRONE SOC 27 eLTU4
Fleetcheck-ID:
Back

VIN:
Reffer:
Order-ID:

Mileage:
Fleet: KRONE FLEET G10H
Status: ...
Continue

Note:
Please ensure that the given information about configuration of axes and tire size are correct. In case they have to be corrected please get in contact with the ECR service center, ph: +49 (0) 4405 98770 or E-Mail: reifen@ecr-solutions.de

Axes:

Tires:

Summer tires (current)

Axis	Tire size
1	385/55 R 22.5
2	385/55 R 22.5
3	385/55 R 22.5
4	385/55 R 22.5
5	385/55 R 22.5
6	385/55 R 22.5

Spare wheel:
☐ Standard
☒ None
☐ Spare tire

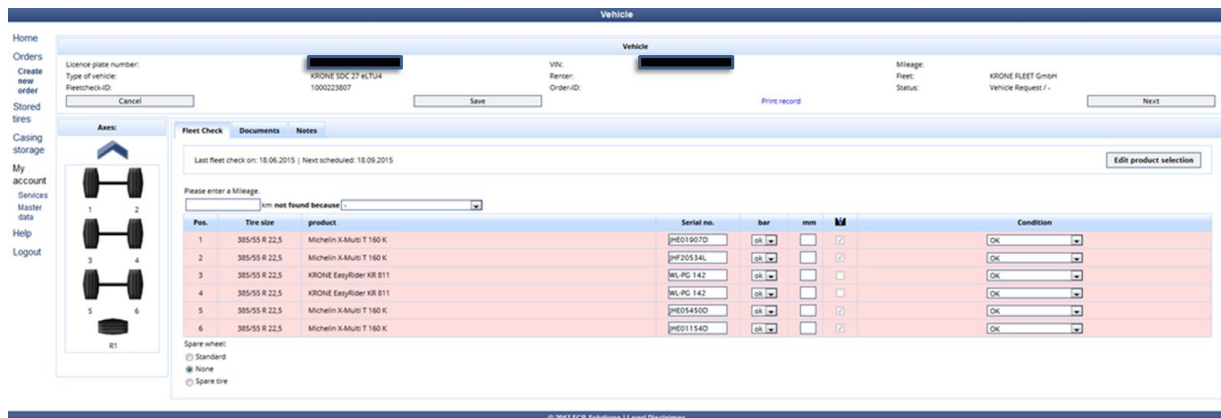
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If the axle configuration or the tire size is not correct, please contact the ECR Service Center.

You can reach the Fleetcheck by clicking [continue].

ECR Online Tire Management

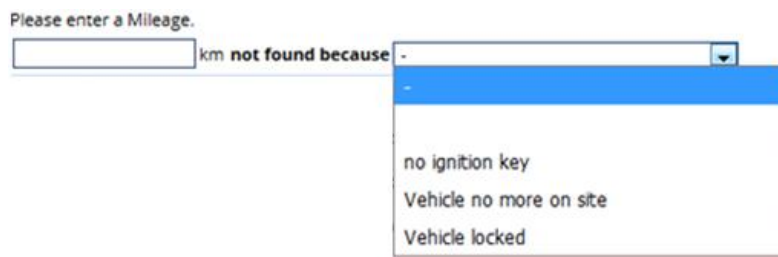
Collect tires and fill in the Fleetcheck



The screenshot shows the 'Vehicle' section of the ECR Online Tire Management interface. It includes a sidebar with navigation links like Home, Orders, Create new order, Stored tires, Casing storage, My account, Services, Master data, Help, and Logout. The main form area contains fields for License plate number, Type of vehicle, Fleetcheck-ID, VIN, Renter, Order-ID, Mileage, Fleet Status, and KRONE FLEET GmbH. Below these is a 'Fleet Check' section with tabs for 'Fleet Check', 'Documents', and 'Notes'. It displays the last fleet check date and next scheduled date. A table lists tires with columns for Pos., Tire size, product, Serial no., bar, mm, M, and Condition. A dropdown menu for 'Please enter a Mileage' is open, showing options like 'km not found because' and a list of reasons: 'no ignition key', 'Vehicle no more on site', and 'Vehicle locked'.

Pos.	Tire size	product	Serial no.	bar	mm	M	Condition
1	385/55 R 22.5	Michelin XAAuto T 160 K	ME01907D	as		?	OK
2	385/55 R 22.5	Michelin XAAuto T 160 K	ME020514L	as		?	OK
3	385/55 R 22.5	KRONE EasyRider KR 811	ML PG 142	as			OK
4	385/55 R 22.5	KRONE EasyRider KR 811	ML PG 142	as			OK
5	385/55 R 22.5	Michelin XAAuto T 160 K	ME05450D	as		?	OK
6	385/55 R 22.5	Michelin XAAuto T 160 K	ME01154D	as		?	OK

If a vehicle with an odometer is to be handled, it is very important for the documentation to mention this. If the mileage cannot be determined, you have various choices in the drop box.



This image shows a close-up of the 'Please enter a Mileage' dropdown menu. The text 'km not found because' is visible, followed by a list of options: 'no ignition key', 'Vehicle no more on site', and 'Vehicle locked'.

For the determination of the condition of tires, the ECR worksheet can be printed out. This registration form is also used by the telephone handling or the handling by fax.

ECR Online Tire Management

voertuigregistratie

service-telefoon: +49 (4405) 98770

fax: +49 (4405) 9877-29

 web: <https://ecr-solutions-order.de/reifen/>


1000225264000440



voertuigcheck- 1000225264

datum: 8-jul-2017

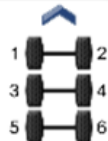
blad 1 / 2

Dienstverlener die opdracht heeft

voertuig

 kenteken: VIN: gebruik -

 V-ID: kilometerst vloot: KRONE FLEET Nederland B.

 voertuigtype:


pos.	bandenmaat	produkt	serie-nr.	mm {nb}	toestand
1	385/55 R 22,5	Michelin X-Multi T 385/55 R 22,5 160	<input type="text"/>	<input type="text"/>	X <input type="text"/>
2	385/55 R 22,5	Continental HTR2 385/55 R 22,5	<input type="text"/>	<input type="text"/>	- <input type="text"/>
3	385/55 R 22,5	Continental HTR2 385/55 R 22,5	<input type="text"/>	<input type="text"/>	- <input type="text"/>
4	385/55 R 22,5	Michelin X Multi T 385/55 R 22,5	<input type="text"/>	<input type="text"/>	X <input type="text"/>
5	385/65 R 22,5	Michelin XTE3 REMIX 385/65 R 22,5	<input type="text"/>	<input type="text"/>	X <input type="text"/>
6	385/65 R 22,5	Michelin REMIX X Multi T 385/65 R	<input type="text"/>	<input type="text"/>	X <input type="text"/>

Filling out the Fleetcheck by a simple input of manufacturers and profile makes it easy. If a vehicle was already registered before, the Fleetcheck contains all information of mounted products.

You have to adjust the current profile and serial number of the tire in case of deviations. Level of air pressure, profile depth and condition of tire must be entered by you. These data are the basis for the complete release and handling process. The information is used to create the pre-order. You will find your application of carcass return, storage, as well as the claim procedure.

ECR Online Tire Management

Edit product selection

Edit product selection

Click on "Edit product selection" to select the tire product for the respective position.

The indication of the condition of the tire requires your professional assessment and determines how the pre-order looks like. Specification of whether it is a "one-sided wear"; a "repair", a "claim", "scrap" or "premature replacement", is very important and even mandatory for the damage reasons.

Vehicle

License plate number: [redacted] VIN: [redacted] Mileage: [redacted]
Type of vehicle: KRONE SDC 27 eLTU4 Renter: [redacted] Fleet: KRONE FLEET GmbH
Fleetcheck-ID: 100022807 Order-ID: [redacted] Status: Vehicle Request / -

Last fleet check on: 18.06.2015 | Next scheduled: 18.09.2015

Please enter a Mileage: [redacted] km not found because [redacted]

Pos.	Tire size	product	Serial no.	bar	mm	Condition
1	385/55 R 22.5	Michelin X-Multi T 160 K	JHE01907D	ok	5	OK
2	385/55 R 22.5	Michelin X-Multi T 160 K	JHF20534L	ok	5	OK
3	385/55 R 22.5	KRONE EasyRider KR 811	WL-PG 142	ok	5	One-sided wear
4	385/55 R 22.5	KRONE EasyRider KR 811	WL-PG 142	ok	5	Compliant
5	385/55 R 22.5	Michelin X-Multi T 160 K	JHE05450D	ok	5	Repair
6	385/55 R 22.5	Michelin X-Multi T 160 K	JHE01154D	ok	5	Scrap
						Early replacement

Spare wheel: ☐ Standard ☒ None ☐ Spare tire

Edit product selection

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When everything is filled in correctly, you can create the pre-order.

Pre-order

The system has now created an order on basis of the specifications of the Fleetcheck and the specification of the customer.

You find the explications of the tab in the order mask.

- **Product Services**
All selected services and products are listed here.

ECR Online Tire Management

➤ Images

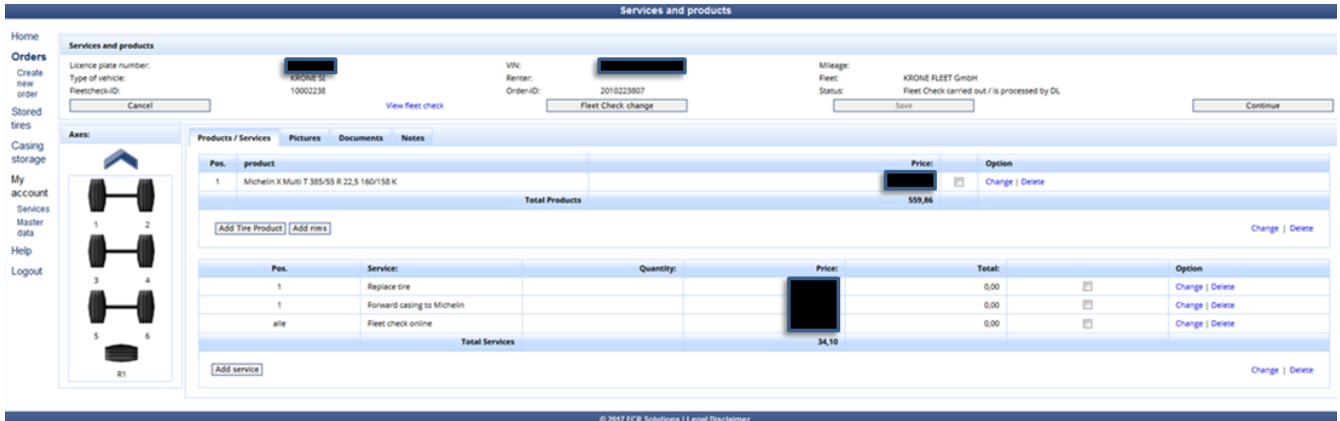
Uploads of images (formats: gif, png, jpg) can be found here.

➤ Documents

Here you will find all the documents belonging to the order. In addition, you can upload documents as PDF Files.

➤ Notes

You can write and receive notes/information to/from ECR. Every modification or operation is documented in the notes.



The screenshot displays the 'Services and products' interface. At the top, it shows vehicle information: Licence plate number (KRONLE SE), Type of vehicle (10002238), VIN (KRONLE SE), Order ID (2010223807), and Fleet status (KRONLE FLEET GmbH). Below this, there are tabs for 'Products / Services', 'Pictures', 'Documents', and 'Notes'. The 'Products / Services' tab is active, showing a table of products and services. On the left, there is a diagram of a vehicle chassis with six wheels labeled 1 through 6, and a 'RT' label below it. The table lists the following items:

Pos.	product	Price	Option
1	Michelin X Multi T 385/55 R 22.5 160/158 K	559,86	<input type="checkbox"/> Change Delete
Total Products		559,86	

Below the products table, there are buttons for 'Add Tire Product' and 'Add rims'. The 'Services' table is also visible:

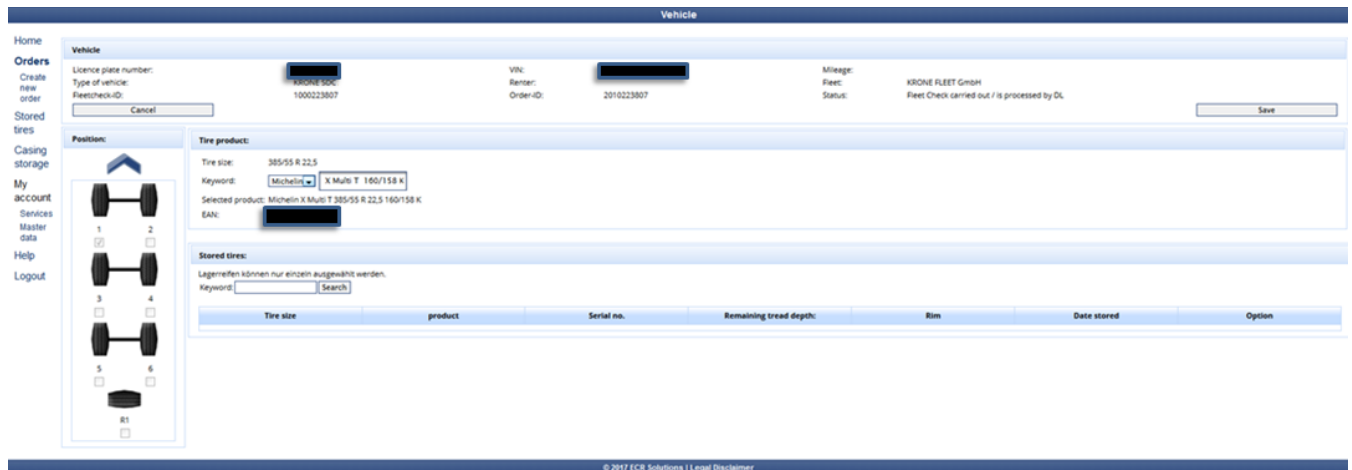
Pos.	Service	Quantity	Price	Total	Option
1	Replace tire			0,00	<input type="checkbox"/> Change Delete
1	Forward casing to Michelin			0,00	<input type="checkbox"/> Change Delete
alle	Fleet check online			0,00	<input type="checkbox"/> Change Delete
Total Services			34,10		

At the bottom of the services table, there is an 'Add service' button. The footer of the interface shows '© 2017 ECR Solutions | Legal Disclaimer'.

ECR Online Tire Management

Modification and Extension of the pre-order

It can be necessary to change the tire product.
 If necessary you can add or remove rims or services.



The screenshot shows the 'Vehicle' management interface. On the left is a sidebar with navigation links: Home, Orders (Create new order, Stored tires, Casing storage, My account, Services, Master data, Help, Logout). The main area is titled 'Vehicle' and contains the following fields:

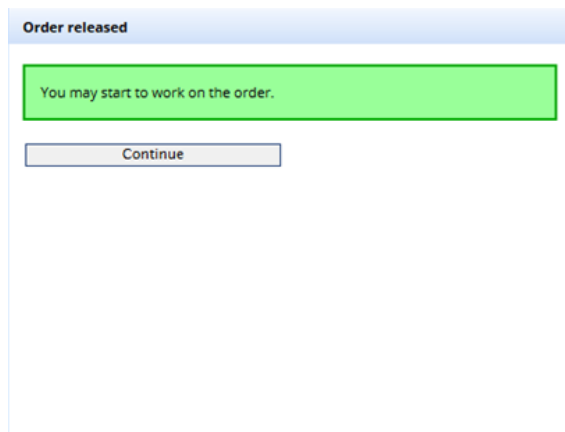
- Vehicle Information:** Licence plate number (KRONE SDG), Type of vehicle (100023807), VIN (2010223807), Rentor (2010223807), Mileage, Fleet (KRONE FLEET GmbH), Status (Fleet Check carried out / is processed by DL), and a 'Save' button.
- Position:** A diagram of a vehicle chassis with 6 wheel positions (1-6) and a 'R1' position, each with a checkbox.
- Tire product:** Tire size (385/55 R 22.5), Keyword (Michelin), Selected product (Michelin X Multi T 385/55 R 22.5 160/158 K), and EAN.
- Stored tires:** A section with a search bar and a table with columns: Tire size, product, Serial no., Remaining tread depth, Rim, Date stored, and Option.

At the bottom of the interface, there is a copyright notice: © 2017 ECR Solutions | Legal Disclaimer.

If all entries are saved, click [next]. You will get the hint immediately, whether your order has been released or a release by the ECR Service Center is required.

Order release

If the order gets „green“ it has been released.



The screenshot shows a confirmation screen titled 'Order released'. It features a green rectangular box with the text: 'You may start to work on the order.' Below this box is a 'Continue' button.

If the order is released you can start execution of service. You will see a green bar with the binding release of the order. Working in the ECR Online Tool can be done independent of opening hours of the ECR Service Center – Releases can be obtained automatically.

ECR Online Tire Management

A Release is necessary -> the order will be „red“

Usually an order will be released automatically as long as the workshop observed the specifications and no modification has been made which need further investigations. The following circumstances/examples cause, that an approval of the ECR Service Center is necessary:

The service date has been dated back
Services have been changed/added
A non-approved manufacturer's tire product was chosen
You added a rim to the order
Existing data in the Fleetcheck was modified
The last Fleetcheck was done less than 3 months ago
Within working hours

The order is immediately checked by the ECR Service Center and a release or a refusal will be communicated to you.

Order (released) as a document for the tire dealer

After the release, the order is available in two copies as a PDF File to print. The first part is for the tire dealer and the second part for the customer to sign. One copy includes the price and the other only the service and quantity details. Now you can request the credit note.

ECR Online Tire Management



2000225264-00-01-60



ECR Solutions Service GmbH, Postfach 1120, 26181 Edewecht



ECR Solutions Service GmbH
Postfach 1120
26181 Edewecht
tel.: +49 (4405) 9877-0
fax: +49 (4405) 9877-29
info@ecr-solutions.de
Referentie: AS RE RC


Opdracht terug aan ECR
Fax-nr.: +49 (4405) 9877-29


onderschreven opdracht

Opdrachtsgegevens:

opdracht 2000225264

blad: 1

ECR opdrachtnr.: 2000225264
opdrachtdatum: 12-sep-2017
factuur-nr.:
Dienstverlener-id.: 
gebruiker/Gebuike

vloot: KRONE FLEET Nederland
kenteken:
V-ID: 
kilometerstand:
VIN:
voertuigmerk:
jaar:

pos.	produkt	aantal
4	Michelin X Multi T 385/55 R 22,5 160/158 K	
pos.	service	aantal
	online fleetcheck	1
4	Karkas aan Michelin verderleiden	1
4	band(en) vervangen	1

geweldschade / garantievordering:

{Position} 4: schroot - profielstukken ontbreken - loopvlak - /; 10.0mm restprofiel diepte

Aub aanvullen met uw faktuumnummer, de aktuele km-stand (zodien aanwezig) en de serienummers van de gemonteerde banden:

factuur-nr.: kilometerstand: - km

pos.	produkt	serienummer
4	Michelin X Multi T 385/55 R 22,5 160/158 K	<input type="text"/>

datum

Inzamelaar/verwerker

Inzamelaar/verwerker

Signature Tire Order

When the tire service has been executed, the printed order (updated or if necessary including supplements) shall be signed by the customer/driver and sent to the following fax number: ECR Service Center 04405 98 77 29.

The signature by the driver is considered as a confirmation that the service has been carried out correctly. This confirmation is required in case of additional charges of fleet customers by having damage or violence injuries.

ECR Online Tire Management

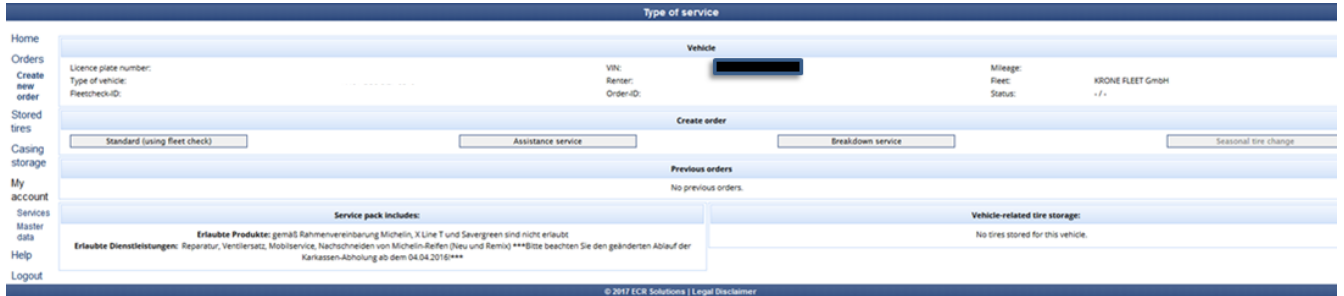
Deviation: in the following cases:

- The driver does not want to sign the order or
- The vehicle is picked up outside opening hours or only provided.

In these cases, the signature must be made by the tire dealer. The name of the driver must be written in block letters and the company has to sign and made the company stamp
After sending the signed order, the tire dealer can request the credit note and the ECR Service Center will grant the credit note.

ECR Online Tire Management

Type of Orders




Create a New Order

- Homepage (Home) [Create new order]
- Button [mobile service]

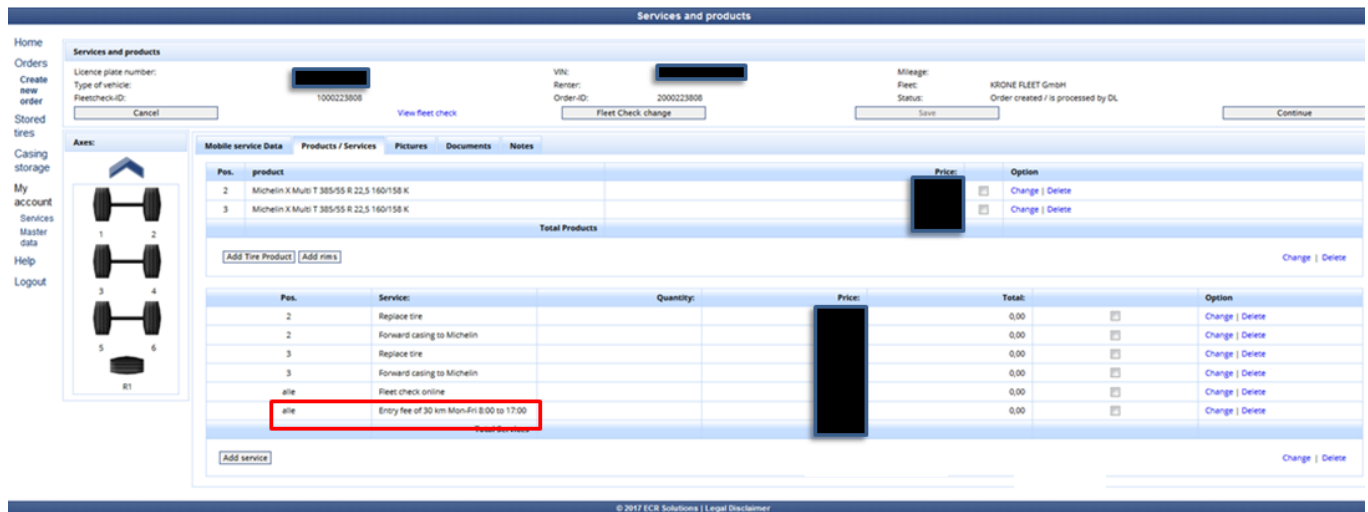
The mobile service is different from the normal service only by the fact that the service is not carried out on-site of the workshop.

After the vehicle has been selected, the date of service have to be put into the system:

Date	14.09.2017	
Start Time	13:58	
End Time	15:00	
Mileage	55	(basic distance)
City	Edeweicht	

ECR Online Tire Management

After entering the complete Fleetcheck, you will receive a pre-order with a service lump-sum. This service lump-sum is calculated on basis of your information at the beginning of the process.



The screenshot displays the 'Services and products' section of the ECR Online Tire Management system. It includes a sidebar with navigation links like 'Home', 'Orders', 'Create new order', 'Stored tires', 'Casing storage', 'My account', 'Services', 'Master data', 'Help', and 'Logout'. The main area shows a form for entering vehicle and tire information. Key fields include 'Licence plate number', 'Type of vehicle', 'Fleetcheck-ID', 'VIN', 'Renter', 'Order-ID', 'Mileage', 'Fleet', 'Status', and 'Krone Fleet GmbH'. Below these, there are tabs for 'Mobile service Data', 'Products / Services', 'Pictures', 'Documents', and 'Notes'. The 'Products / Services' tab is active, showing a table of products (Michelin X Multi T 385/55 R 22.5 160/158 K) and services (Replace tire, Forward casing to Michelin, Fleet check online). A red box highlights the 'Empty fee of 30 km Mon-Fri 8:00 to 17:00' service. The bottom of the page shows the copyright notice '© 2017 ECR Solutions | Legal Disclaimer'.

The further treatment of the order corresponds to the treatment of an order with normal service (Fleetcheck), which you can see on page 18.

ECR Online Tire Management

Type of Orders



Create a new order

- Homepage (Home) [Create new order]
- Button [Breakdown]

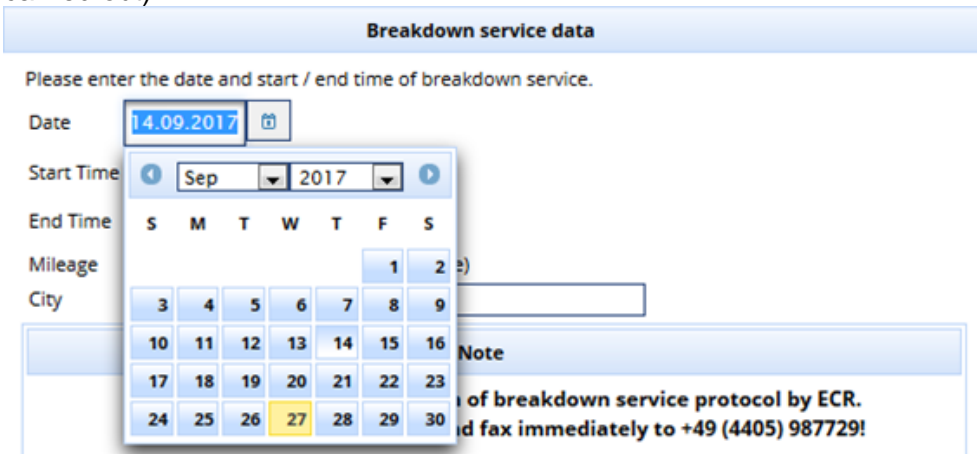
The service in case of a breakdown differs only to the normal service in that way that the order has already been granted, and the work is already done. The commissioning of a breakdown is done in many cases by the emergency call centre.

Important notes to „ Create Breakdown Order“

The ECR Service Center requires the **Breakdown record (Emergency call centre)** and the **signed breakdown order** by the driver. In this case the ECR Online System is only used for creation of invoice.

ECR Online Tire Management

Please set already the date when you create the order (when the breakdown service has been carried out).



Breakdown service data

Please enter the date and start / end time of breakdown service.

Date: 14.09.2017

Start Time: Sep 2017

End Time: Sep 2017

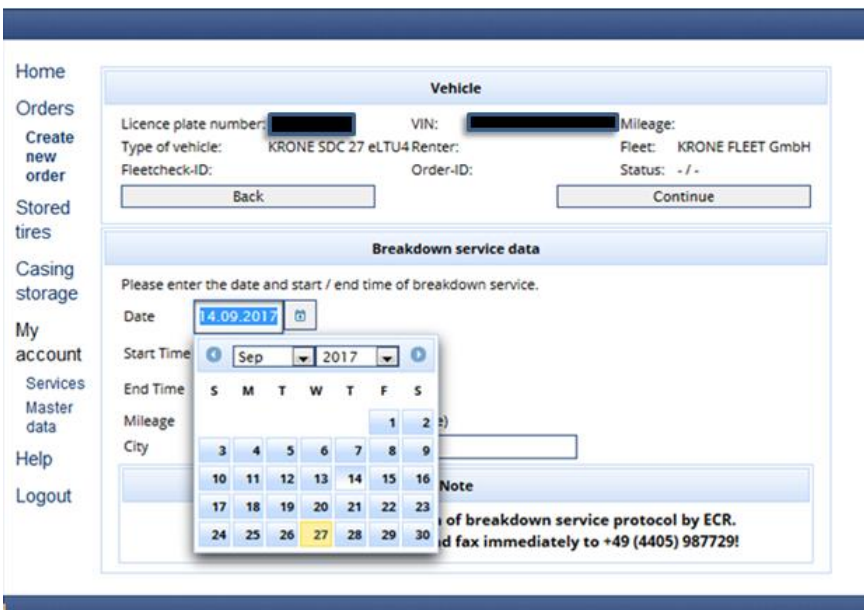
Mileage: 1

City: 3

Note: of breakdown service protocol by ECR. and fax immediately to +49 (4405) 987729!

The input is relieved by a calendar.

In the order itself please enter the date again, the start and end time, driven kilometers (one-way) and the place of the breakdown.



Vehicle

Licence plate number: [redacted] VIN: [redacted] Mileage: [redacted]

Type of vehicle: KRONE SDC 27 eLTU4 Renter: [redacted] Fleet: KRONE FLEET GmbH

Fleetcheck-ID: [redacted] Order-ID: [redacted] Status: - / -

Back Continue

Breakdown service data

Please enter the date and start / end time of breakdown service.

Date: 14.09.2017

Start Time: Sep 2017

End Time: Sep 2017

Mileage: 1

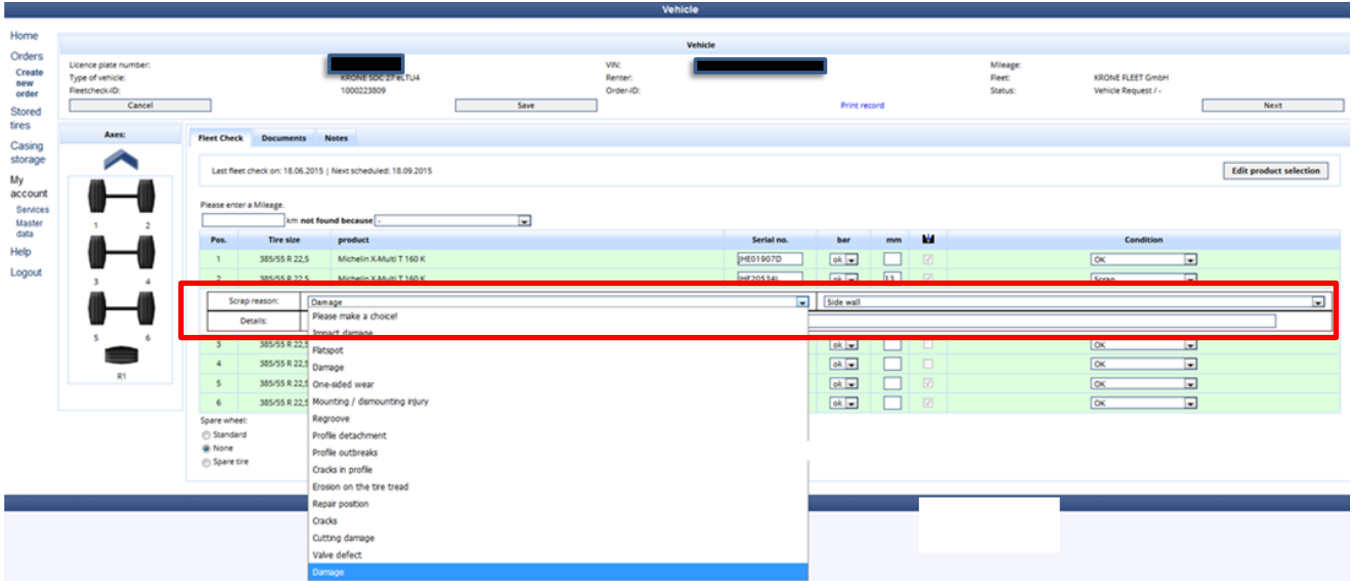
City: 3

Note: of breakdown service protocol by ECR. and fax immediately to +49 (4405) 987729!

This information is used to determine the breakdown lump-sum later in the pre-order.

ECR Online Tire Management

Please fill in the data of the affected tire in the Fleetcheck. It is important that you choose the reason and details that have led to the damage of the tire.



Vehicle

Home | Orders | Create new order | Stored tires | Casing storage | My account | Services | Master data | Help | Logout

Vehicle

Licence plate number: [redacted] VIN: [redacted] Mileage: [redacted]
 Type of vehicle: KRONE SSC 27 ELT U4 Rentar: [redacted] Fleet: KRONE FLEET GmbH
 Fleetcheck-ID: 1000223809 Order-ID: [redacted] Status: Order created / is processed by DL
 [Cancel] [Save] [Print record] [Next]

Last fleet check on: 18.06.2015 | Next scheduled: 18.09.2015 [Edit product selection]

Please enter a Mileage: [input] km not found because: [input]

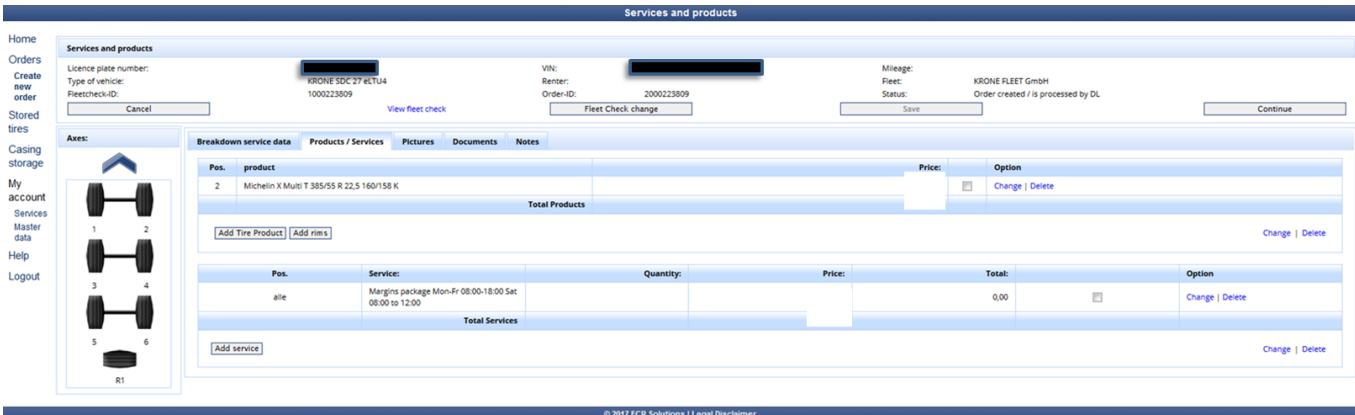
Pos.	Tire size	product	Serial no.	bar	mm	M	Condition
1	385/55 R 22.5	Michelin X Multi T 160 K	ME01907D	OK	27	OK	OK
2	385/55 R 22.5	Michelin X Multi T 160 K	ME01907D	OK	27	OK	OK
3	385/55 R 22.5	Pinaprot		OK	27	OK	OK
4	385/55 R 22.5	Damage		OK	27	OK	OK
5	385/55 R 22.5	One-sided wear		OK	27	OK	OK
6	385/55 R 22.5	Mounting / dismounting injury		OK	27	OK	OK

Scrap reason: [Damage] [Please make a choice!] [Newly damaged] [Raggroove] [Profile detachment] [Profile outbreaks] [Cracks in profile] [Erosion on the tire tread] [Repair position] [Cracks] [Cutting damage] [Valve defect] [Damage]

Spare wheel: [Standard] [None] [Spare tire]

You can skip the FleetCheck when you have filled in all the data of the tire. The remaining positions of the tires must not be filled in. To get to the pre-order, click [next] button.

As pre-order, you will receive the breakdown service rate and the installed tire.



Services and products

Home | Orders | Create new order | Stored tires | Casing storage | My account | Services | Master data | Help | Logout

Vehicle

Licence plate number: [redacted] VIN: [redacted] Mileage: [redacted]
 Type of vehicle: KRONE SSC 27 ELT U4 Rentar: [redacted] Fleet: KRONE FLEET GmbH
 Fleetcheck-ID: 1000223809 Order-ID: 2000223809 Status: Order created / is processed by DL
 [Cancel] [View fleet check] [Fleet Check change] [Save] [Continue]

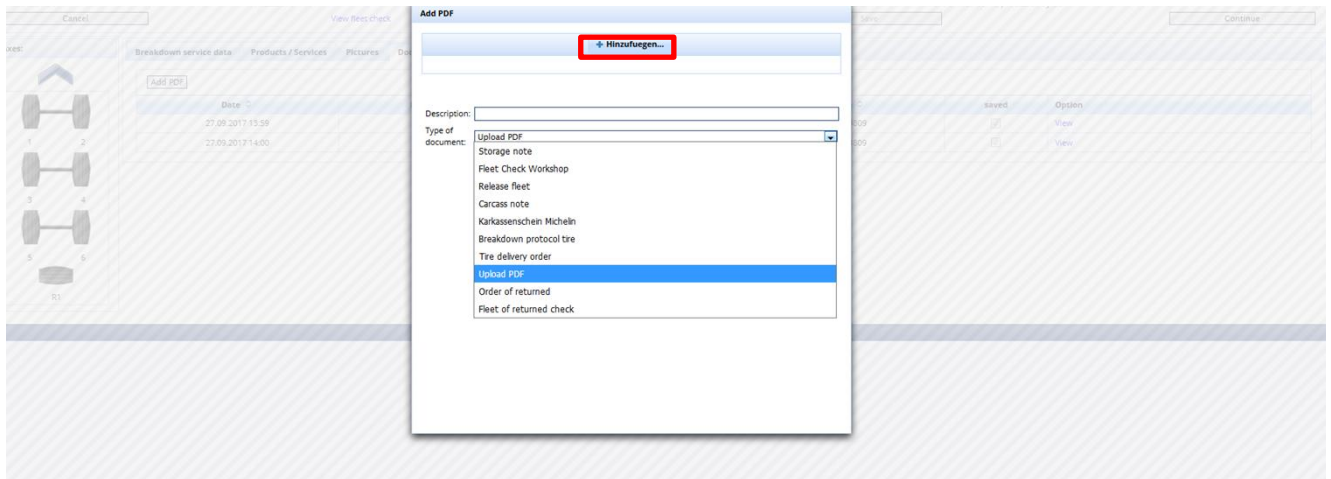
Breakdown service data | Products / Services | Pictures | Documents | Notes

Pos.	product	Price:	Option		
2	Michelin X Multi T 385/55 R 22.5 160/158 K		[Change] [Delete]		
Total Products					
[Add Tire Product] [Add rims] [Change] [Delete]					
Pos.	Service:	Quantity:	Price:	Total:	Option
alle	Margins package Mon-Fr 08:00-18:00 Set 08:00 to 12:00			0.00	[Change] [Delete]
Total Services					
[Add service] [Change] [Delete]					

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ECR Online Tire Management

The breakdown protocol can be uploaded as a PDF under the tab of [documents].



The further treatment of the order corresponds to the treatment of an order with normal service (Fleetcheck), which you can see on page 18.

ECR Online Tire Management

Type of Orders

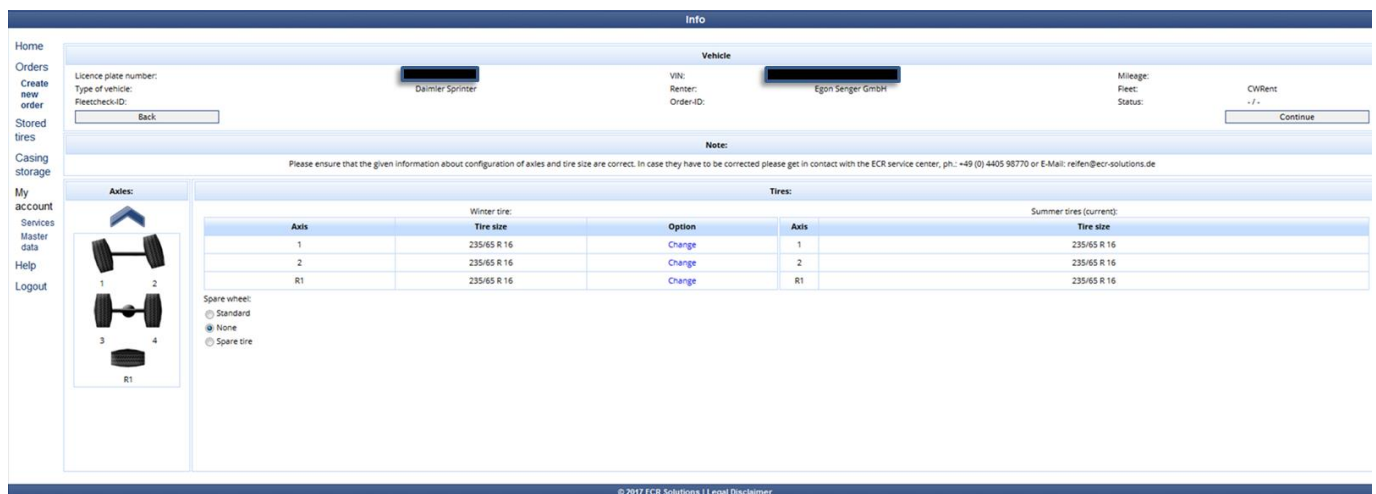


Create a new order

- Homepage (Home) [Create new order]
- Button [Season change]

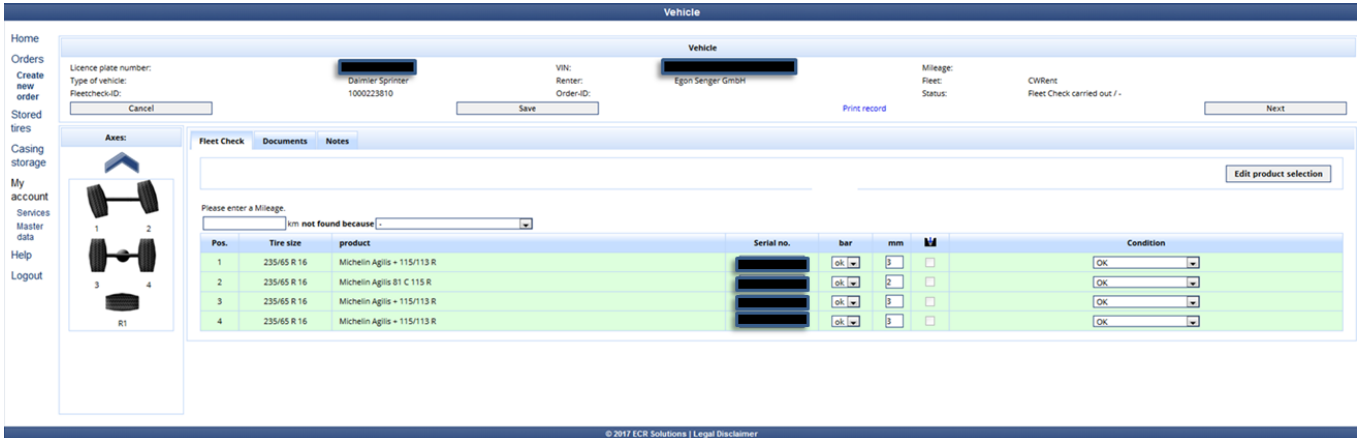
Directly after opening a vehicle, you can see below "vehicle-related storages" if tires/wheels are mounted for the requested vehicle. The stored tires have to be used during a season change. So far click the button [season change]. The system extends the needed tires and put automatically the dismounted tires in your used tire storage.

Then you will see a screen with tires (summer and winter) which could or should be mounted. The data have to be checked or if necessary modified. (Info to ECR). The sizes can be made according to the specifications of the fleet even speed index based.



You can reach the Fleetcheck by clicking [next]. Handling is like a normal service as described. From this input, the data transfer is carried out in your virtual storage.

ECR Online Tire Management



The screenshot shows the 'Vehicle' management interface. At the top, there's a 'Vehicle' header. Below it, fields for 'License plate number', 'Type of vehicle', 'Fleetcheck-ID', 'VIN', 'Ranter', 'Order-ID', 'Mileage', 'Fleet', 'Status', 'CWItem', and 'Fleet Check carried out / -' are visible. A 'Cancel' button is next to the 'Fleetcheck-ID' field, and a 'Save' button is next to the 'Order-ID' field. A 'Print record' link is also present. Below these fields, there's a 'Fleet Check' tab with sub-tabs for 'Documents' and 'Notes'. A 'Please enter a Mileage' field is shown with a dropdown for 'km not found because'. Below this is a table with columns: 'Pos.', 'Tire size', 'product', 'Serial no.', 'bar', 'mm', 'M', and 'Condition'. The table contains four rows of data for Michelin Agilis tires. To the left of the table is a diagram of a vehicle chassis with four wheels labeled 1, 2, 3, and 4, and a 'R1' label below it. A 'Logout' link is at the bottom left. A footer at the bottom right reads '© 2017 ECR Solutions | Legal Disclaimer'.

Basic instructions for storage:

The ECR Online System documented the basic information of fleet and vehicle, regardless of storages which are the fleet-or vehicle-related one.

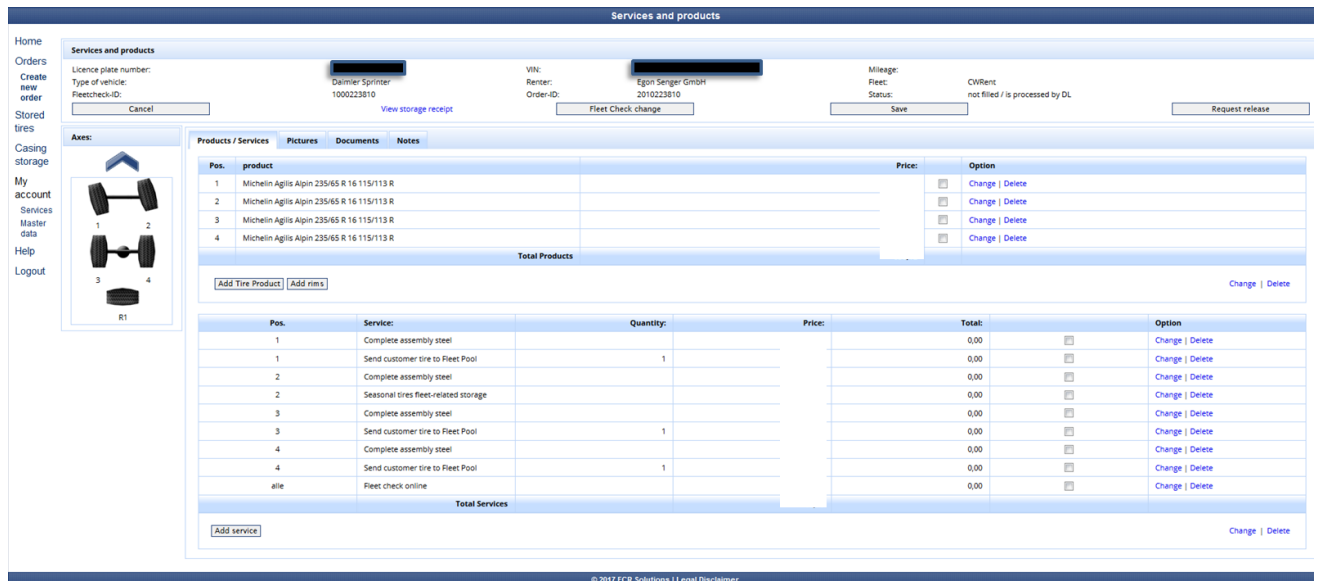
The difference is made as follows:

- Vehicle-related storage:
The license plate is tracked in the column „vehicle“
- Fleet-related storage:
The license plate is tracked in the column „serial number“

This ensures that the vehicles can be equipped with previous tires as well as tires of the fleet.

ECR Online Tire Management

You reach the pre-order by clicking [next]. In case of vehicle-related stored tires, the system will automatically taken the stored wheels/tires for the related vehicle in the order.
 If tires are stored only fleet-related, you will see an overview of the tires with the corresponding size.

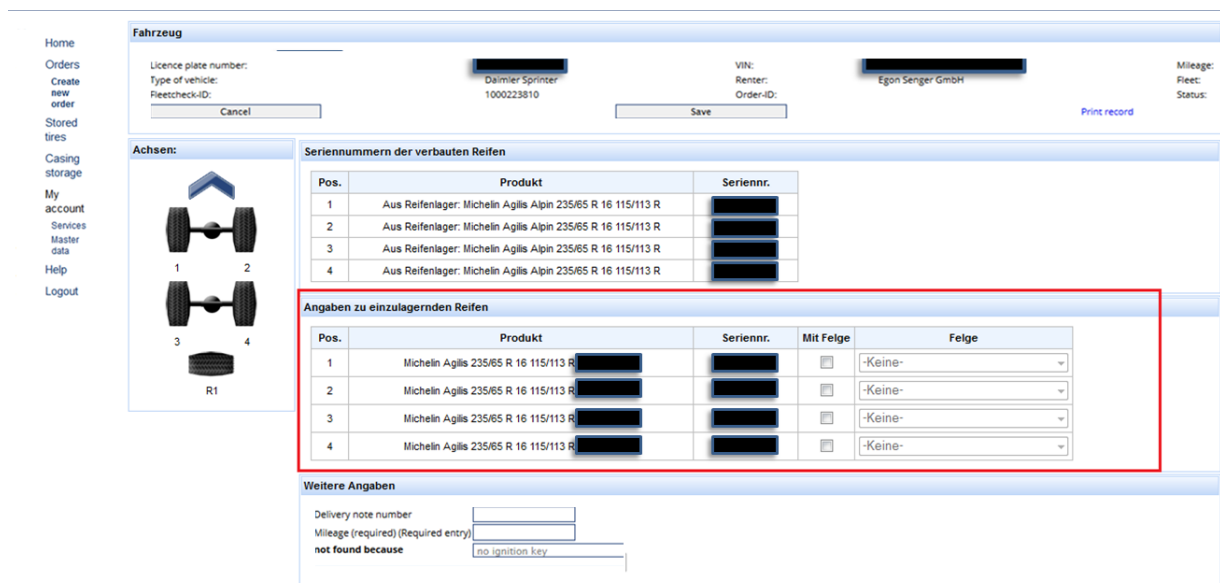


If you do not want to mount the tires selected by the system, a release by ECR Service Center will be required.

Please check if everything is filled in and request for release.

Please keep in mind that you can leave a note/comment which is documented with the order.

You will be asked during requesting the credit note, if wheels/tires should be stored. Please check if the tires are tire sets with rims or tires without rims.



By sending us the signed order, you confirm that you will store the dismantled wheels/tires.

The signed order is also used as the storage note/receipt for ECR.

ECR Online Tire Management

onderschreven opdracht

Opdrachtsgegevens:

opdracht 2010204108

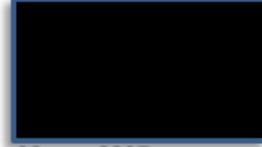
blad: 1

ECR opdrachtnr.:
 opdrachtdatum:
 factuur-nr.:
 Dienstverlener-id.:
 gebruiker/Gebruiker



vloot:
 kenteken:
 V-ID:
 kilometerstand:
 VIN:
 voertuigmerk:
 jaar:

KRONE FLEET Nederland



26-sep-2007

pos.	produkt	aantal
5	Michelin XTE2 REMIX 385/55 R 22,5 160 J	
6	Aeolus HN 805 385/55 R 22,5 (gebr., ZC140551697, 8.0mm)	

pos.	service	aantal
	online fleetcheck	1
5	Karkassen aan Michelin verderleiden	1
5	band(en) vervangen	1
6	gebruikte banden bewaren (reparatie)	1
6	band(en) vervangen	1
6	reparatie buitenzijde	1

opdracht 2010204108

blad: 2

Opslag

pos.	bandenmaat	produkt	serienummer	mm	met velg	Velgentype
6	385/55 R 22,5 160/158 K	Goodyear K Max T 385/55 R 22,5 160/158 K	1925114185	11,00	<input type="checkbox"/>	

datum

Inzamelaar/verwerker

Inzamelaar/verwerker

The remaining process of the order is still the same as a normal service (Fleetcheck) which you can see on page 18.

ECR Online Tire Management

Storage

Handling of Storages

➤ Homepage (Home) [Storages]

Definition:

The difference between storages and carcasses is that the stored tires will be mounted again. Therefore all stored tires are usable tires, which are dismounted earlier from a vehicle of a fleet or because of a seasonal change. The storage is, depending on the fleet, either vehicle- or fleet-related.

Stored tires												
Search: <input type="text"/> Period: <input type="text"/> from 27.09.2015 to 27.09.2017 <input type="button" value="Search"/> <input type="button" value="Update"/>												
<div>Used tires</div> <div>Seasonal tires</div>												
Select for shipping note	Origin	Vehicle	Tire size	product	Serial no.	Remaining tread depth	Status	Date stored	Rim	Storage location	Status	View
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	295/60 R 22.5	Michelin X Multiway XD 150/147 K	SRES3738D	7.0		17.01.2017			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/60 R 22.5	Michelin X Energy XF 154/140 L	NLE23194M	6.0		14.12.2016			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/70 R 22.5	Michelin X Line Energy D 154/150 L	HLV 17060C SWS 10085	5.0	NB	16.01.2017			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/70 R 22.5	Michelin X Line Energy D 154/150 L	HLV28102L	5.0	NB	16.01.2017			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/70 R 22.5	Michelin X Line Energy D Remix 315/70 R 22.5	MLD75523A	5.0	NB	14.02.2017			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/70 R 22.5	Michelin X Line Energy D Remix 315/70 R 22.5	PLC12453D	7.0		14.02.2017			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/70 R 22.5	Michelin X Line Energy D Remix 154/150 L	HLB11480A	5.0	NB	24.10.2016			Frachtbefehl erstellt	Consignment note
<input type="checkbox"/>	Euro Leasing GmbH	Fleet pool	315/70 R 22.5	Michelin X Line Energy D Remix 154/150 L	SLV20236A	5.0	NB	24.10.2016			Frachtbefehl erstellt	Consignment note
<div>Edit</div> <div>Add service</div> <div>Print list: Excel PDF</div>												

For a vehicle-based storage, the tires can be reinstalled only to the vehicle from which it was demounted. You can identify such a tire in the storage overview by considering the license plate in the column "vehicle".

➤ Input [Search]

In the overview you can search for storages by following terms:

- Name of the fleet (CWRent, etc.)
- License plate
- Tire products
- Serial number
- Tread depth
- Date of receipt

Therefore a complete overview and a detailed search can be executed.

ECR Online Tire Management

➤ **Button [Add services]**

With this feature you can create storage orders. If tires are defected, you can add a service to generate a storage order, where the tires could be picked up by Michelin for example.

➤ **Button [Print lists]**

With this feature you can print lists for editing.

ECR Online Tire Management

Carcass Storage

Explanation of the carcass storage

➤ Homepage (Home) [Carcass storage]

The ECR system manages every carcass. A separate carcass note will be created in every order in which carcasses are demounted.

This carcass note is printable and can be used for a return receipt for the driver of the pick-up service.

Home

Orders

Create new order

Stored tires

Casing storage

My account

Services

Master data

Help

Logout

Casing storage

Search: Period: Free period: from: to:

Origin	Collector/Forwarder	Tire size	product	Serial no.	Remaining tread depth	Order	Ordering date	View
Euro Leasing GmbH	Michelin	235/75 R 17,5	Michelin X Line T 143/141 J	ROW-QN440	4.0	2010218148	13.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	235/75 R 17,5	Michelin X Line T 143/141 J	P043165A	4.0	2010218148	13.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	235/75 R 17,5	Michelin X Line T 143/141 J	ZK0506268	7.0	2010218148	13.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	235/75 R 17,5	Michelin X Line T 143/141 J	ROW-QN440	4.0	2010218148	13.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	385/65 R 22,5	Michelin X Multi T 160/158 K	PD607721B	3.0	2000218147	09.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	385/65 R 22,5	Michelin X Multi T 160/158 K	PD608114B	3.0	2000218147	09.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/60 R 22,5	Michelin X Energy XF 154/148 L	NU13900E	7.0	2000216959	03.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	385/65 R 22,5	Michelin XTE 3 160 J	PLJ24249U	5.0	2000216959	03.03.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XDE 154/150 L TT	PL116551A	3.0	2020217107	21.02.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XDE 154/150 L TT	PL116671A	3.0	2020217107	21.02.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XDE 154/150 L TT	PL116547A	3.0	2020217107	21.02.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XDE 154/150 L TT	OL46125A	4.0	2020217107	21.02.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XZE 156/150 L	OH05063N	3.0	2020217107	21.02.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XZE 156/150 L	JH02761N	3.0	2020217107	21.02.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	295/60 R 22,5	Michelin X Multiway XD 150/147 K	MRE38507D	6.0	2000214741	17.01.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XZE 156/150 L	GHU00897M	1.0	2000214986	16.01.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Multiway 3D XZE 156/150 L	GHU00957M	3.0	2000214986	16.01.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Line Energy D 154/150 L	ROW-XA 833	4.0	2010214973	16.01.2017	Carcass note Order Fleet Check
Euro Leasing GmbH	Michelin	315/70 R 22,5	Michelin X Line Energy D 154/150 L	ROW-XA 833	3.0	2010214973	16.01.2017	Carcass note Order Fleet Check
EL Used Trucks	Michelin	385/65 R 22,5	Continental HTR2 160/158 K TT	6125552214	3.0	2000214678	12.01.2017	Carcass note Order Fleet Check

123

Print list:ExcelPDF

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➤ Input [Search]

In the overview you can search for storages by following terms:

- Name of the fleet (EURO-Leasing, CWRent, etc.)
- License plate
- Tire products
- Serial number
- Tread depth
- Date of receipt

Therefore a complete overview and a detailed search are given.

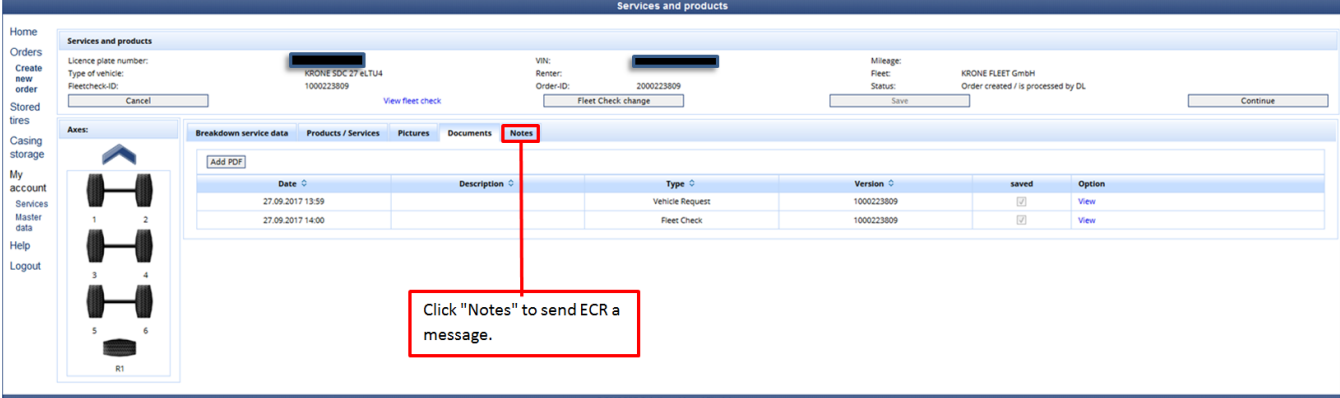
ECR Online Tire Management

Note Function

Notes for the order

All processes in the order are documented so that all involved person could easily understand what is going on.

Also the service centre is able to transmit information concerning the order.



The screenshot shows the 'Services and products' section of the ECR Online Tire Management interface. The 'Notes' tab is selected, displaying a table of notes. A red box highlights the 'Notes' tab, and a red arrow points to it with the text 'Click "Notes" to send ECR a message.'

Date	Description	Type	Version	saved	Option
27.09.2017 13:59		Vehicle Request	1000223809	<input checked="" type="checkbox"/>	View
27.09.2017 14:00		Fleet Check	1000223809	<input checked="" type="checkbox"/>	View

You can also use this feature to communicate own information.

New message to service provider

Write a message:

Sender: Heinrich Nabholz Karisfeld (74778)

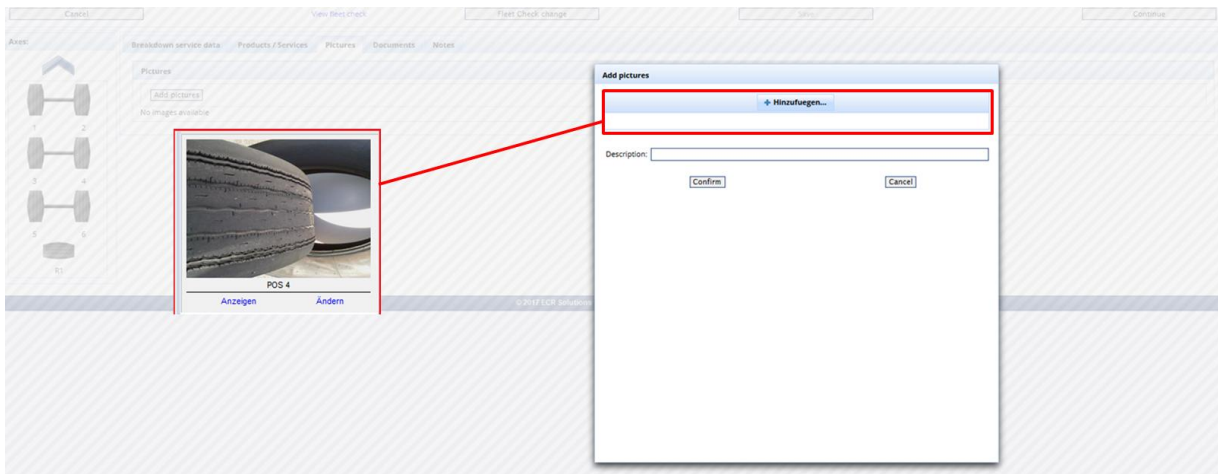
Message:

Save
Cancel

ECR Online Tire Management

Upload Images

Images can be selected and uploaded under the "Images" tab. This is important especially in violence damages or complaints.



Request Credit Note

You can inform the Service Centre in two ways about finishing the order:
 Either you send the signed order to the already known fax number or you can request a credit note by asking under the tab „authorized/in progress“.

