

Jaguar Land Rover Workshop Equipment



Webshop Quick Start Guide

<http://jlreqquipment.service-solutions.com>

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Select Preferences

- Once you are connected, please select your preferences-by clicking onto 'My preferences' at the top right corner of the page.

The screenshot shows the Jaguar Land Rover Equipment Workshop website. At the top right, there are links for 'ENGLISH (UNITED KINGDOM) | MY PREFERENCES | REGISTER | LOGIN'. The main navigation bar includes 'HOME', 'CATALOGUE', 'MY WISH LIST', 'JAG TOPIX', and 'LR TOPIX'. A search bar is located on the right. The 'Set User Preferences' form is centered, with 'Select your country:' set to 'United Kingdom' and 'Language:' set to 'English (United Kingdom)'. A 'Save' button is at the bottom of the form. A dialog box is overlaid on the bottom left of the form, titled 'Changing your country preference may impact one or more of the following:'. It lists seven items: 1. Products currently in your Shopping Cart and Wish List may be removed; 2. Products available for viewing and/or purchase may change; 3. The price for products may change; 4. The currency with which products are priced may change; 5. The available payment methods may change; 6. The available shipping options and costs may change; 7. Previously saved shipping addresses may not be available. The dialog box has 'Cancel' and 'Continue' buttons at the bottom.

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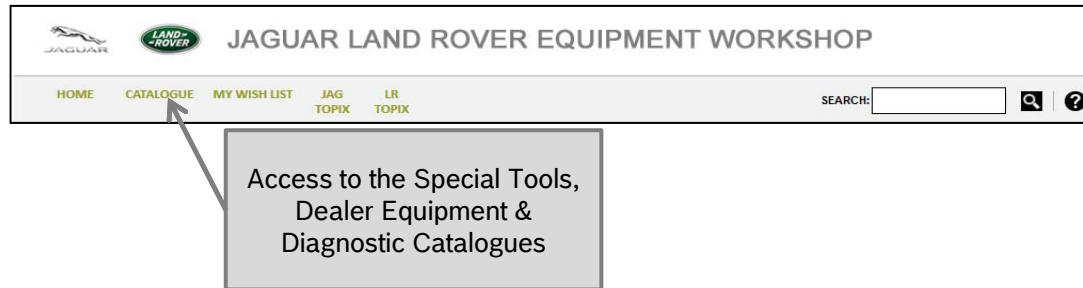


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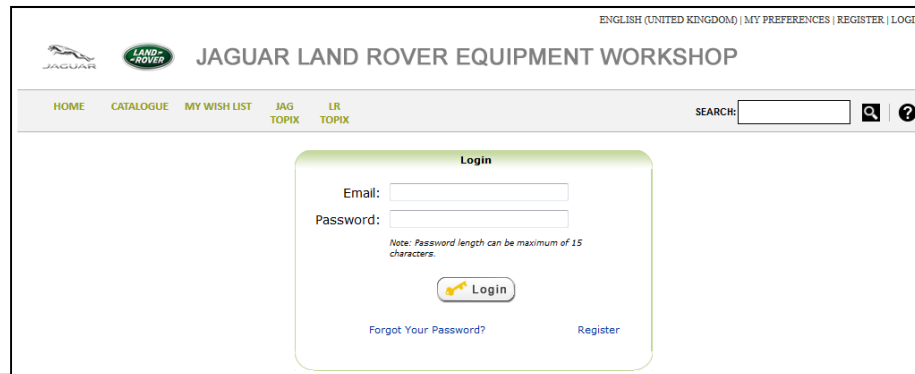
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User Registration & Login – Generic Information

- The JLR website can be browsed as an online catalogue using the link across the top of the page without requiring registration or login.



- Registration (see next page) allows you to login and therefore purchase products, view availability & check order status.
- If you register for the first time, you will be logged in automatically on completion. If you are returning to the site, then click the 'Login' option and enter your Email and Password.



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User Registration & Login – Registration Process (1/2)

➔ OPTION A: REGISTER WITH YOUR OEM DEALER CODE / BOSCH ACCOUNT NUMBER

- STEP 1: Select 'Register' from the top of the page
- STEP 2: Enter your User information
- STEP 3: Select "Yes" under "Customer Data" and click on "Next"
- STEP 4: Enter your OEM Dealer Code / Bosch Account Number, select your country and click on "Complete Registration"

- ➔ Your registration is almost complete – just 2 more steps to enable immediate ordering.
 1. In the meanwhile, you should have received an email from us. Please confirm your registration and activate your web account by clicking on the included activation link.
 2. Please login.

- ➔ In case of issues with your registration, please call your local Customer Service (CUS) - contact details are available by clicking on 'Contact Us' footer link.

The screenshot displays the registration process on the Jaguar Land Rover Equipment Workshop website. The page is titled "Create New Account" and "Customer Data". The "Create New Account" section includes fields for Email, Confirm Email, Phone / Mobile, Title, First Name, Last Name, Password, Confirm Password, Security Question, and Security Answer. The "Customer Data" section includes a question "Do you have an existing Bosch Account Number or OEM Dealer Code?" with radio buttons for "Yes" and "No", and a "Next" button. Below this, there is another "Customer Data" section with fields for "OEM Dealer Code / Bosch Account Number" and "Select your country: United Kingdom", along with a "Back" button and a "Complete Registration" button. The page also features a navigation menu with "HOME", "CATALOGUE", "MY WISH LIST", "JAG TOPIX", and "LR TOPIX", and a search bar.

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User Registration & Login – Registration Process (2/2)

➔ OPTION B: REGISTER WITHOUT AN OEM DEALER CODE / BOSCH ACCOUNT NUMBER

- STEP 1: Select 'Register' from the top of the page
- STEP 2: Enter your User information
- STEP 3: Select "No" under "Customer Data" and click on "Next"
- STEP 4: Enter your Customer information and click on "Complete Registration"

- ➔ Your registration is almost complete – just 2 more steps to enable immediate ordering.
 1. In the meanwhile, you should have received an email from us. Please confirm your registration and activate your web account by clicking on the included activation link.
 2. Please login.

- ➔ The Bosch Team will complete the creation of your Bosch Account in the background. This will take up to 3 days.

Please consider: Your order will stay in the system and will not be processed as long as the creation of your Bosch Account is not completed.

- ➔ In case of issues with your registration, please call your local Customer Service (CUS) - contact details are available by clicking on 'Contact Us' footer link.

The screenshot shows the registration process on the Jaguar Land Rover Equipment Workshop website. The page is titled "Create New Account" and "Customer Data". The "Create New Account" form includes fields for Email, Confirm Email, Phone / Mobile, Title, First Name, Last Name, Password, Confirm Password, Security Question, and Security Answer. The "Customer Data" form includes fields for Company Name, Military Customer, Brand, OEM Dealer Code / Bosch Account Number, VET/FAX Number, Street, Building Number/Name, Postal Code, City, PO Box, Postal Code (Related to PO Box), Country, and Region. There are "Next" and "Complete Registration" buttons.

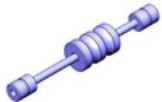
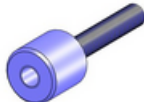


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Browsing for Products

- The JLR website contains a search function that allows you to search by tool number, name or description.
- Search Result

The screenshot displays a search results page with the following details:

- Page navigation: << < 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 ... > >> Page size: 10
- Product 1:  Product Id: [100-012](#) Name: [SLIDE HAMMER](#) Description: SLIDE HAMMER Price: GBP £53.29 per unit. Buttons: Check Availability, Cart, Wish List.
- Product 2:  Product Id: [100-012-01](#) Name: [ADAPTOR FOR 100-012](#) Description: ADAPTOR FOR 100-012 Price: GBP £14.80 per unit. Buttons: Check Availability, Cart, Wish List.

Callout boxes provide additional information:

- “Wish List” enables you to save items you may be interested in purchasing at a later stage
- Put the items you want to purchase into “Cart” and proceed to checkout. “Cart” is only visible for registered and associated users (web & customer accounts linked)

NOTE: When searching for tool numbers the exact match shows at the top of the list, similar tools show below it.

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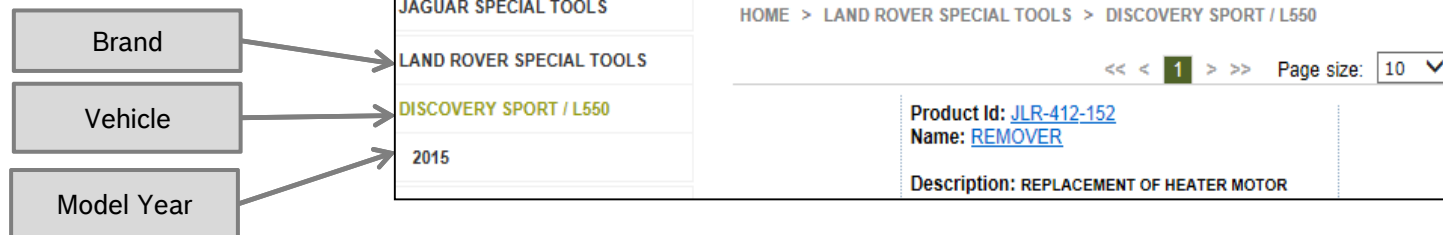
Browsing for Products – Via Catalogue

- The JLR website contains a navigation structure that allows you to browse products via categories (brand, model and model year). A navigation bar is included to let you know where in the list of categories the current product is located.

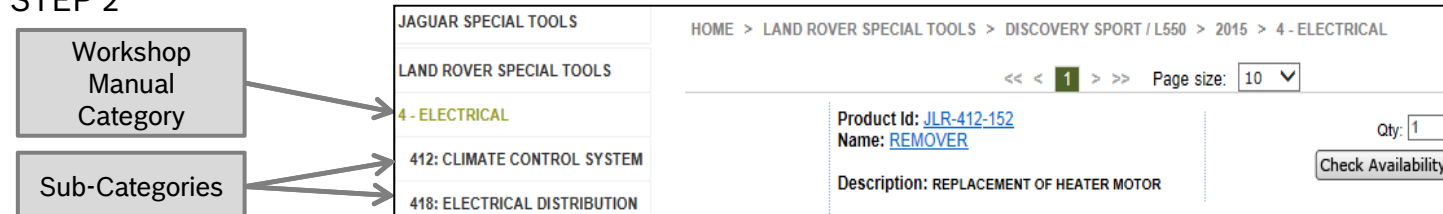


- Essential Special Service Tools

- STEP 1



- STEP 2



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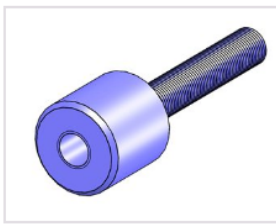
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Browsing for Products – Product Details

→ Click on the respective Product ID or Name to see more details

Product Id: [100-012-03](#)
Name: [ADAPTOR FOR 100-012](#)

- JAGUAR SPECIAL TOOLS
- LAND ROVER SPECIAL TOOLS
- WORKSHOP EQUIPMENT
- DIAGNOSTIC TOOLS
- ACADEMY STANDARDS



100-012-01
ADAPTOR FOR 100-012

Product Weight: 0.482 kg

Description:
Jaguar:
Model:
X100 - XK-SERIES
Section:
300: POWERTRAIN
Component Group:
307: AUTOMATIC
TRANSMISSION/TRANSAXLE

Service Level:
MANDATORY
Tool Type:
ADAPTOR
Application:
TO REMOVE THE EXTENSION HOUSING
SEAL, TO REMOVE THE INPUT SHAFT
SEAL, TO REMOVE THE PINION OIL
SEAL

Used with:
100-012

Land Rover:
Model:
DEFENDER, DISCOVERY 3, DISCOVERY
4, NEW RANGE ROVER, RANGE ROVER
SPORT
Section:
3: POWERTRAIN
Component Group:
307: AUTOMATIC
TRANSMISSION/TRANSAXLE, 308:
MANUAL TRANSMISSION/TRANSAXLE,
CLUTCH AND TRANSFER CASE
Service Level:
MANDATORY
Tool Type:
ADAPTOR
Application:
ADAPTOR FOR IMPACT HAMMER
Used with:
100-012

GBP £15.24
per unit

Quantity in stock
Estimated Ship Date: 2015-06-04
Qty:

Check Availability

Cart

Wish List

Shop

Continue shopping



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Stock Availability

→ Rather than simply providing a basic number of items in stock, the JLR website tells you when to expect Bosch to ship your product.

- STEP 1: Enter the quantity of the product you wish to receive



Product Id: [100-013](#)
Name: [DRIVER HANDLE](#)
Description: DRIVER HANDLE

Qty: 1
GBP £22.54 per unit

Check Availability

Cart

Wish List

- STEP 2: Click the 'Check Availability' button



Product Id: [100-013](#)
Name: [DRIVER HANDLE](#)
Description: DRIVER HANDLE

Qty: 1
GBP £22.54 per unit

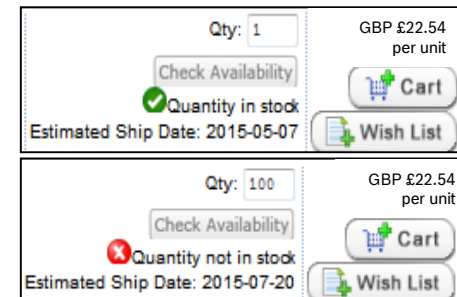
Check Availability

Cart

Wish List

→ The website now shows you the following possibilities:

- Requested quantity is available and can be shipped on the date shown
- Requested quantity is NOT available but we may have the stock available for shipment on the date shown



Qty: 1
GBP £22.54 per unit

Check Availability

Quantity in stock
Estimated Ship Date: 2015-05-07

Cart

Wish List

Qty: 100
GBP £22.54 per unit

Check Availability

Quantity not in stock
Estimated Ship Date: 2015-07-20

Cart

Wish List

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Purchasing Products (1/3)

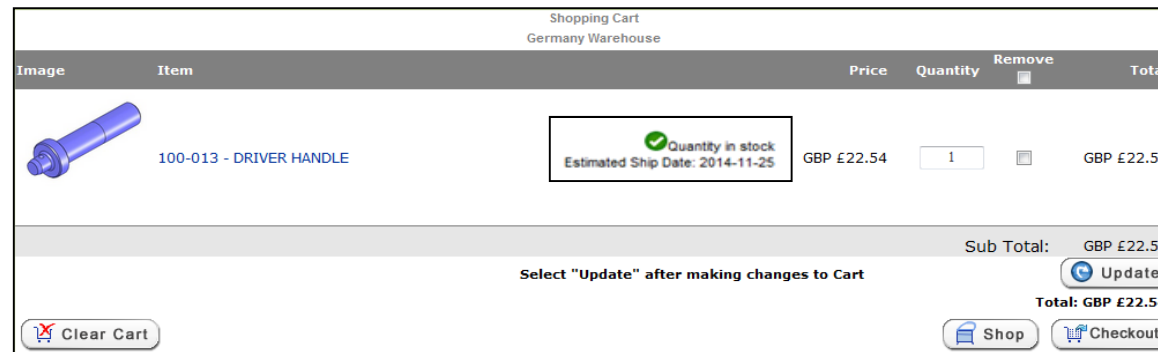
→ As with other online experiences to purchase a product you must first add it to your 'Cart'

- STEP 1: Enter the quantity of the product you wish to purchase.
- STEP 2: Clicking the 'Cart' button will take you to the checkout screen where you can complete your purchase.



The website then shows the items in your cart.

NOTE: You can change the quantity you wish to order (or remove the product completely) by changing the 'Quantity' field or ticking the 'Remove' box and then clicking 'Update'. Clicking 'Clear Cart' will remove all items.



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Purchasing Products (2/3)

- STEP 3: Clicking the 'Checkout' button will start the purchasing process.
- STEP 4: You are next asked to provide contact information so that we can contact the right person if there is a problem with the order.

Sub Total: GBP £22.54
Update
Total: GBP £22.54
Shop Checkout

Shipping Address

Name: *

Email: *

A confirmation email will be sent to this address.

Phone: *

address

Whom may we contact with questions about your order?
Name: *
Phone: *

Next

Click 'Next' to continue.

- STEP 5: Next you are asked to choose your shipping option; you can also enter notes which will be printed onto the delivery note (for the person receiving the parcel).

Shipping Information

Germany Warehouse

Product Id	Item	Price	Quantity	Total
100-012-01	ADAPTOR FOR 100-012	EUR 17,36 €	1	EUR 17,36 €

UPS Standard

Notes

Select a shipping option and press "Next" to proceed with checkout.

Back Next

Click 'Next' to continue.

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Purchasing Products (3/3)

- STEP 6: Lastly, you are provided with a summary of your order for review before clicking the 'Purchase' button which will submit your order to Bosch.


NOTE: If you need to make any changes to your order, please click 'Back'.

Confirm Order

Please review the information you provided. To make changes press "Back," otherwise press "Place Order" to submit and complete your contract to purchase the item(s) listed.

Billing Address	Payment Information
	Open Account Amount Charged After Shipping: GBP £22.54 Customer Reference Number: <input type="text"/>
Shipping Address	Shipping Information
	Germany Warehouse UPS Standard: Not Available

Shopping Cart
Germany Warehouse

Image	Item	Price	Quantity	Total
	100-013 - DRIVER HANDLE	GBP £22.54	1	GBP £22.54

Sub Total: GBP £22.54
Total: GBP £22.54

Using a Promo Code?

Merchandise Total: GBP £22.54
Shipping: Not Available
Tax: To be added
Total: GBP £22.54

I have read and accept the Terms and Conditions of Sale. [Click to read](#)

Option: you can enter your own reference number (will appear on invoices)

Please accept the Terms and Conditions of Sale



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Order Status / History

→ The JLR website can show you the current status of your order as well as information about previous orders.

→ Click the 'Order Status / History' link

[HOME](#) [CATALOGUE](#) [MY WISH LIST](#) [SHOPPING CART](#) [ORDER STATUS / HISTORY](#)

A list of previously placed orders is shown with current status

- PENDING: Order has been placed but not yet shipped
- PARTLY SHIPPED: Order has been part shipped, some products will follow shortly
- SHIPPED: Order has been completely shipped

Order Status / History - These are Web orders only.				
Order Date Range:	From	To	Apply	
Web Order Number	Order Date	Status	# Of Items	Total
536638	27/03/2015	Pending	6	EUR 1.645,34 €

NOTE: Only Web orders are shown.

→ Clicking the order number will bring up details about the order

Item	Shipping Status	Price	Quantity Ordered	Quantity Shipped	Item Cost
100-012-01 ADAPTOR FOR 100-012	Not yet shipped	EUR 16,85 €	1	0	EUR 16,85 €
204-011 HUB PULLER	Not yet shipped	EUR 187,26 €	2	0	EUR 374,52 €
204-112 SPRING COMPRESSOR	Not yet shipped	EUR 417,99 €	3	0	EUR 1.253,97 €
					Merchandise Total: EUR 1.645,34 €

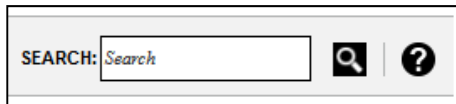
NOTE: When status is 'PARTLY SHIPPED' or 'SHIPPED' you can click the status to track your package (only available for UPS shipments - typically forwarding to the UPS parcel tracking service).

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Help

- The JLR website offers you the possibility, throughout the pages, to access online help files.



- Online help files are identifiable with a question mark icon. Help is accessible from every page from the same location.
 - Online help files content is adapted according to the page you are on. A new window opens with help file information.
- If you need any further help, please click on 'Contact Us' on the page footer to get information on how to contact Bosch Automotive Service Solutions.