

AUTOMOTIVE CONSULTING ENGINEERS LTD



Your Guide To ACE's Web-Based Information System

S.O.A.K (Source Of All Knowledge) WEB BASED INFORMATION SYSTEM

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www.ace-uk.org Inspection Services throughout the U.K.

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Directors Comments

ACE has always believed strongly in providing its clients with the best possible service that can be achieved. It has always been a fundamental requirement with our company that we produce a transparent inspection analysis, so our clients can view our performance and the effectiveness of the system in use.

To ensure transparency, we do not mask any errors that have developed during the inspection process and we will make every attempt to eradicate any errors highlighted.

To this end, ACE statistics are now available on our website rather than being emailed on a monthly basis. This is to give you, as clients, clear and specific information about ACE'S performance during the calendar month.

We are constantly upgrading our website information system to provide our clients with the best possible information. As further improvements are requested, we make every attempt to add additional information and improvements as soon as possible. As such, if you have suggestions please let me know by emailing your suggestions to tony@ace-uk.org.

We thank you for taking the time to use ACE'S information service and hope you will find this of interest.

A handwritten signature in black ink, appearing to read 'T Farndale', written in a cursive style.

T Farndale - MIMI CAE MSOE MIRTE LCGI MIDiagE
Director

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Login

Once you have logged onto the website, www.ace-uk.org, you will notice, in the top right hand corner a navigation bar (an example is shown and labelled below).



To log into the website in order to access *your account with us* or to access our old website, click on, 'Login' on the navigation bar.

This will open up the login screen.

To access *your account* enter your user name and password (usually supplied by your manager or in a separate email from ACE) *details of how to get a username and password?* and click, 'Keyed Entry' to open the Control Panel (see 'Your Control Panel Explained' for details on what this is and how to use it)

- If you have, 'Keyed Entry', you will be asked for your user name and password every time you wish to enter *your account*.
- If you have chosen to use, 'Keyless Entry', our *website* will remember your details for 7 days after you last logged in using, 'Keyless Entry'.

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To remove, 'Keyless Entry' you must press the button, 'Clear Keyless Entry' on the Control Panel. You will then be presented with a screen where you must confirm the cancellation of, 'Keyless Entry' and a notification will appear confirming you have successfully cleared the memory of your login details. After this, you can return to the login page by ?.

You will also notice the button to access our old website below the user name and password entry boxes.

If you have come here by mistake or wish to return to our main web site, click the button, 'Main Web Site'.

Please also note the information regarding how our site uses cookies and how you as a user of the name facilities comply with the use of cookies for these purposes.

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Your Control Panel Explained

Once you have logged into *your account* the screen that you are brought to is the control panel. The control panel gives you details of all vehicles' that are under instruction with us and their progress. Please see below a labelled version of what you will see on your screen.

For administrators to make amendments and view users and passwords

Clear memorised login details

View our newsletters/ sign up to the mailing list

Logout of your online data account and return to our main website

Brings you back to this page

Create a new job

View monthly statistics on reports

Help for the page you are on now

View this guide

Messages from ACE

Control Panel

New Job

Stats

Some Day Important

News Letter

Logout

Control Panel

User Admin

Clear Keyless Entry

Web Page Help

Website User Manual

How It Works

View video's of how components in vehicle's work

Welcome demo to A.C.E SOAK System...

Rep No	Created	Reg No	PolNo	Claims Ref	Inspection Address	Visit Date	Est	Rec-Booked	H/Eta	P	Pub
0412290	02/08/12				Bradford West Yorkshire	04/06/12	00:00	✓	0	00:00	Details
0410939	03/07/12	TF05ACE	2	1	Bradford West Yorkshire	04/06/12	00:00	✓	0	00:00	Details
0410588	23/06/12	TF05ACE	policy	Claims	Add4	?	00:00	✗	0	00:00	Details
0410196	13/06/12	L10FAK			Bradford West Yorkshire	Cancelled	00:00	✗	0	00:00	Details
0407553	28/03/12	TF05ACE	B	B	Bradford West Yorkshire	Cancelled	00:00	✗	OnHold	1 00:00	Details

Filter out reports at different stages of our process

Search using your claims reference

Search using your policy reference

Search using the registration of the vehicle

Click to view details of why the report is on hold

Click to view details of the record (see next page)

From here you can:

- Create a new job - See 'Send Us An Instruction'
- See statistics - See 'Reports Statistics'
- Clear 'Keyless Entry' - See 'Login'
- See this manual
- Sign up to our newsletter
- *Control panel helpsheet*
- User Admin – if you are an administrator
- *View video's on ...*

As well as see the progress of your outstanding reports with us. **For assistance on doing anything listed here see the instruction pages that are noted next to the task.**

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Details Button

When you have clicked the 'details' button (on the last column on the right of the report record on your control panel) you will see the screen below which has been labelled to aid you with using it.

Annotations on the screenshot include:

- Takes you back to the control panel (Control Panel button)
- Create a new job (New Job button)
- View monthly statistics on reports (Rate button)
- Help for the page you are on now (Web Page Help button)
- View our newsletters! sign up to the mailing list (News Letter button)
- Logout of your online data account and return to our main website (Logout button)
- View this guide (How It Works button)
- Takes you back to the control panel (Back To Listing button)
- Send us a message to request a cancellation of this inspection (Request Cancellation button)
- View images on this report (View Images button)
- View our in-house audit trail - who's had it (Audit Trail button)
- Add your own note to the instruction for our viewing (Add Note to Instruction button)
- View video's of how components in vehicle's work (View Video's button)
- View our in-house notes (In-House Notes button)
- Send us a message to call you (Send Us A Message button)
- View the documents we have created in-house in relation to this inspection (View Documents button)

Report Number	D410600
Fully No	1
Registration Number	TF06ACE
Make and Model	AUDI Q7
Est Reg	N/Aval
Colour	
Body Type	
Engine Size	0
Last Change of Keeper	N/Aval
Created	03/07/12
Inspection Status	Co - Sent By System - EMAIL (P)
Fault Type	BOOYWORK
Inspection Date	04/06/12
Fault	TEST TEST TEST
Client Special Int	We would class the edge section of the number 2 exhaust valve to have broken as a result of thermal fatigue. Thermal fatigue develops as a result of poor heat dissipation from the valve head, this leading to high tensile stresses within the valve head, leading to choral failure and displacement of a section of the valve head as found. The two most likely causes for the condition are, 1) Manufacturing defect, which at the vehicle's age and recorded mileage appeared to be unlikely, or 2) and most likely deterioration in the valve seat had affected the thermal path at the failed valve area causing poor heat dissipation.
Client Company	A.C.E. Limited

The rest of this page shows you where we are inspecting the vehicle and some information on our engineer who will be inspecting/has inspected the vehicle. *Please note this image is from the demonstration login so please disregard any information in the boxes shown, on your screen will be the relevant data for the vehicle report you are looking at.*

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Send Us An Instruction

You can send us your instructions (also called inspection requests) by either, emailing us the details or sending us the details using our web-based entry system. To use the web-based entry system, starting from the control panel, click, 'New Job' found on the top line of *task buttons*.

To begin a completely new instruction to send to us fill in the details in the boxes provided as shown in the labelled image below.

To retrieve details from an instruction you have previously entered, click, 'Retrieve Incomplete Instruction' found on the top right hand side.

The screenshot shows a web-based entry system interface for ACE. The interface includes a top navigation bar with buttons for 'Control Panel', 'Logout', and 'New Instruction For Sub Acc:'. Below this is a main form area with several sections:

- Operator/Owner's Name:** A text input field.
- Registration Number:** A text input field with a 'Reg Lookup' button.
- Make / Model:** A text input field.
- Date of Sale (dd/mm/yy):** A date input field.
- Mileage at Sale:** A text input field.
- Date of Failure (dd/mm/yy):** A date input field.
- Mileage at Failure:** A text input field.
- Risk Date (dd/mm/yy):** A date input field.
- Inspect at Postcode:** A text input field with a 'Postcode Lookup' button.
- Inspect at Name:** A text input field.
- Inspect at Address 1, 2, 3, 4:** Four text input fields.
- Inspect at Contact Name:** A text input field.
- Inspect at Contact Telephone:** A text input field.
- Policy Number/Policy Number:** A text input field.
- Warranty No:** A text input field.
- Notes:** A large text area for additional information.

At the bottom of the form are two buttons: 'Create Inspection Request' and 'Retrieve New Instruction'. The interface is annotated with several callouts:

- 'Control Panel': Takes you back to your control panel.
- 'Logout': Logs you out of your online data account immediately.
- 'New Instruction For Sub Acc:': Clears any information in the fields and allows you to start again - please note the information will clear, not save.
- 'Create Inspection Request': Click here, once you have filled in the fields, to send your job request.
- 'Retrieve New Instruction': Click here, once you have filled in the fields, to send your job request.
- 'Retrieve Incomplete Instruction': Saves the information you have entered, to be completed at a later time/date.
- 'Reg Lookup': Throws in any information the DVLA have on record for the entered vehicle registration.
- 'Postcode Lookup': Throws in the rest of the address relating to the postcode you have entered.

To send the inspection request to us click, 'Create Inspection Request' at the bottom left of the screen. This will bring you to a confirmation page, click, 'Send Request To A.C.E.' after which you will be returned to the control panel.

- *What to do if it wont let you send it*

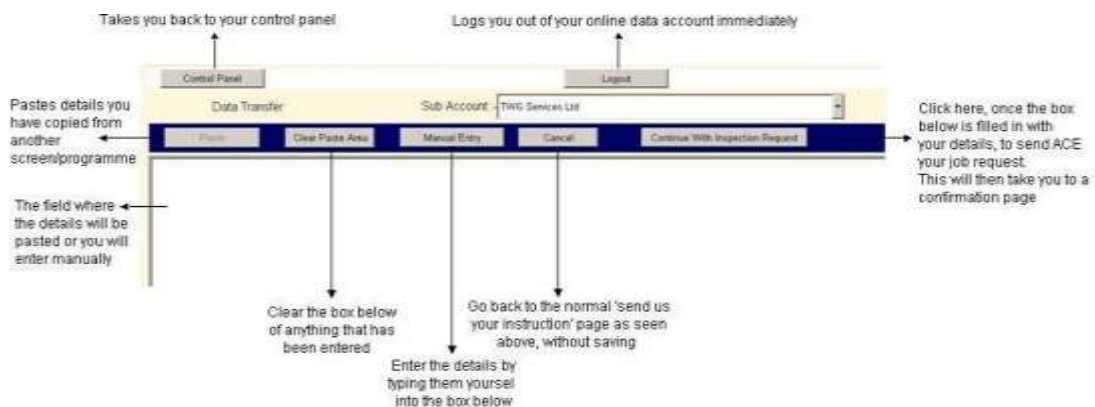
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Data Entry / Paste

Alternatively, you may send us the details using the data transfer screen. This allows you to copy the details from your screen and paste them into a box so you do not have to enter them into the separate boxes as you do using the new job page.



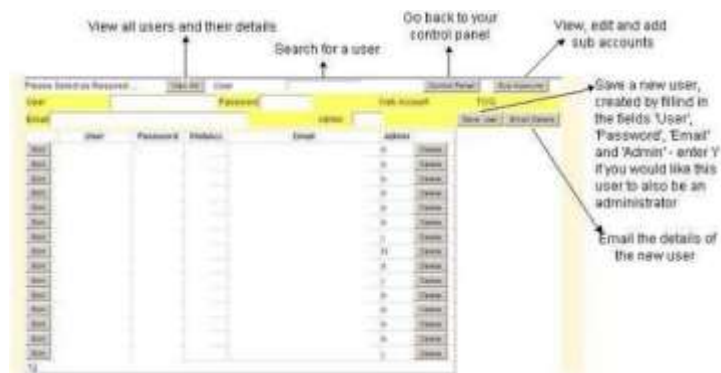
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Administrators

As an administrator, you can manage the account by going onto your control panel and clicking 'User Admin'. Here you can view and edit the details of the users of your online data account as well as create new users and view, edit and create sub accounts.



The screenshot shows a web interface for user management. At the top, there are navigation links: 'View all users and their details', 'Search for a user', 'Go back to your control panel', and 'View, edit and add sub accounts'. Below these is a table with columns for 'User', 'Password', 'Status', 'Email', and 'Admin'. The table contains several rows of user data. To the right of the table, there are buttons for 'New User / Add Users' and 'Email the details of the new user'. Annotations with arrows point to these buttons and the table, providing instructions on how to create and manage users.

Annotations:

- View all users and their details
- Search for a user
- Go back to your control panel
- View, edit and add sub accounts
- Save a new user, created by filling in the fields 'User', 'Password', 'Email' and 'Admin' - enter 'Y' if you would like this user to also be an administrator
- Email the details of the new user

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End Notes

Statistics

On your control panel, you can also gain access to monthly performance stats by clicking the 'stats' button on the top line of task buttons (please see 'Your Control Panel' for a labelled diagram if you are unsure of where this button is).

Becoming a User or Administrator

To get a username and password, please see your administrator. Please also see them to become an administrator yourself whether you have an existing user login or not.

A New Way To View Images

We have recently updated our website and you can now view the images attached to a report online by simply clicking the hyperlink on the report. This will send you to our images page where the image and its description are there for you to view.

If you would like any more information or help using our website, please email Tony at tony@ace-uk.org or call 0845 074 3644.