



HYUNDAI SALES BULLETIN

**Subject: Hyundai Extended Protection Program Procedures -
Registration for HEP / H-Promise**

No: 90-01-2020

Group: General Information			January 22, 2020
ATTN: <input checked="" type="checkbox"/> Sales Manager <input checked="" type="checkbox"/> F&I Manager <input type="checkbox"/> Sales Consultant <input type="checkbox"/> All Staff	<input checked="" type="checkbox"/> Dealer Principal <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Service Advisors <input type="checkbox"/> Technicians	<input checked="" type="checkbox"/> General Manager <input type="checkbox"/> Parts Manager <input type="checkbox"/> Parts Advisors <input checked="" type="checkbox"/> Warranty Manager	Model(s): All

Bulletin Summary:

This bulletin replaces #90-01-2019 dated June 10, 2019

This bulletin will cover the proper entry of HEP contracts as well as information on how to download and print all HEP documentation required once the contract has been entered.

H-Promise contracts are **always** registered through the SAP Sales system. **Note: for H-Promise instructions please see Sales Bulletin 50-017-2018**

HEP contracts can be registered in both SAP and AS400 systems. The system to enter the HEP contract depends on when the HEP is sold in relation to when the vehicle is sold. Contracts that are sold at the same time as a new vehicle sale are to be entered through SAP during vehicle registration.

For contracts sold after the vehicle has been registered, the HEP contract must be entered through the AS/400. Once contracts are registered through either system, electronic HEP documents will be created for dealers to print for the customer.

The electronic HEP document system will provide copies of the HEP application, terms and conditions and HEP certificate. The customer and the dealer must sign both copies of the HEP application forms that are printed. One copy of the application form will be kept by the dealership and one copy will be provided to the customer, as well as a copy of the terms and conditions and the HEP certificate.

If an HEP contract is sold on a previously owned vehicle, the ownership of the vehicle must be transferred in SAP before entering the contract. If ownership is transferred after registering the HEP contract the documents created will be in the previous owners name and the contract will be placed into "transfer" status and will not be active.

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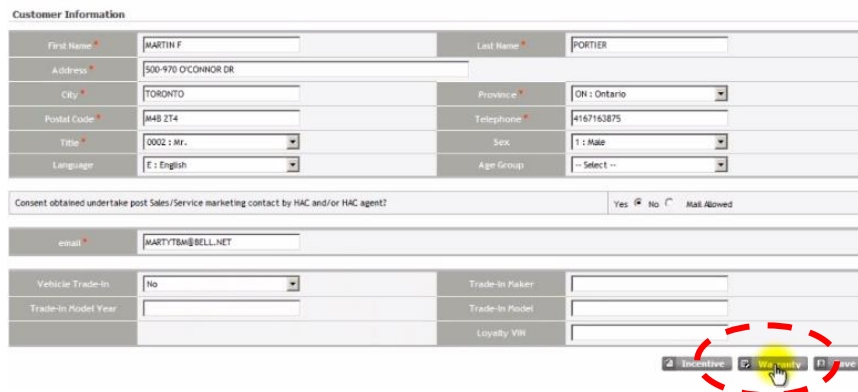
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Contracts sold during vehicle registration

For contracts sold on a new vehicle at the time of vehicle sale, the contracts are to be registered at the same time as vehicle registration in SAP. Registration of HEP contracts in SAP is performed through the vehicle registration menu.

Follow the instructions below to register an HEP contract through SAP.

1. In the vehicle registration screen after entering the customer information, select the “Warranty” button located on the bottom right of the screen.

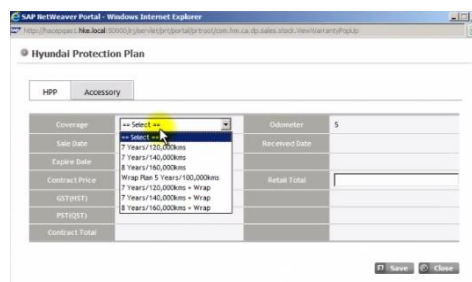


The screenshot shows the 'Customer Information' form in SAP. The form contains the following fields:

First Name	MARTIN F	Last Name	PORTER
Address	500-970 O'CONNOR DR		
City	TORONTO	Province	ON : Ontario
Postal Code	M4B 2T4	Telephone	4167163875
Title	0002 : Mr.	Sex	1 : Male
Language	E : English	Age Group	-- Select --

Below the form, there is a checkbox for 'Consent obtained undertake post Sales/Service marketing contact by HAC and/or HAC agent?' with 'Yes' selected. An email field contains 'MARTYTB@BELL.NET'. At the bottom, there are fields for 'Vehicle Trade-In' (No), 'Trade-In Make', 'Trade-In Model', and 'Loyalty VIN'. A red dashed circle highlights the 'Warranty' button in the bottom right corner.

2. A warranty popup menu will appear. Select the HEP contract type and enter the sales date and retail price of the contract in the appropriate fields and select “Save”. The popup menu will close and you can complete the vehicle registration. Once the vehicle registration is submitted the HEP contract will be registered.

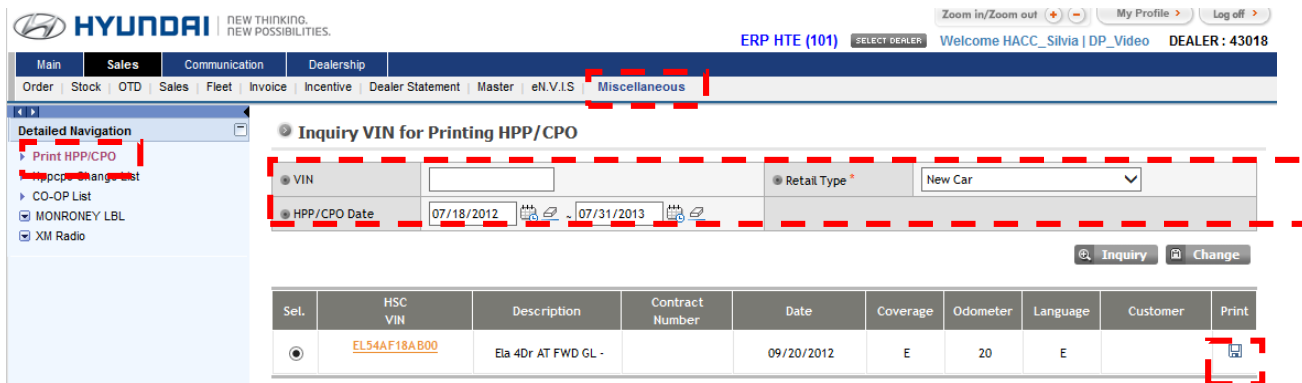


The screenshot shows the 'Hyundai Protection Plan' popup menu. The 'Coverage' dropdown is open, showing options: 'Select --', '7 Years/120,000kms', '7 Years/140,000kms', '8 Years/160,000kms', 'Wrap Plan 5 Years/100,000kms', '7 Years/120,000kms + Wrap', '7 Years/140,000kms + Wrap', and '8 Years/160,000kms + Wrap'. The 'Sale Date' field is highlighted in yellow. The 'Contract Price' field is also highlighted. The 'Retail Total' field is empty. The 'Save' and 'Close' buttons are at the bottom.

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3. Once the new vehicle and HEP registration is complete, the HEP electronic documents will be created in SAP for printing. Dealers can access these documents by simply selecting the “Miscellaneous” tab under the Sales menu and then selecting the “Print HPP/CPO” menu within this screen. This will open up a VIN Inquiry page.
4. Enter the VIN in the appropriate field and then select the “Inquiry” button. The VIN will appear in the list below. Select the “Print” button beside the VIN to open HEP documents for the vehicle. The file will be in PDF format and all customer and vehicle information will already be filled in.
5. The dealer must print this file and the customer and dealership must sign and date both copies of the application form. The customer and dealership will each keep one copy of the application form for their records. The dealer will also provide the customer with a copy of the terms and conditions and the HEP certificate that were printed.



Inquiry VIN for Printing HPP/CPO

VIN:

HPP/CPO Date: 07/18/2012 to 07/31/2013

Retail Type: New Car

Sel.	HSC VIN	Description	Contract Number	Date	Coverage	Odometer	Language	Customer	Print
<input checked="" type="radio"/>	EL54AF18AB00	Ela 4Dr AT FWD GL -		09/20/2012	E	20	E		<input type="button" value="Print"/>

NOTE: If a HEP contract is sold at the time of vehicle registration but is not entered through SAP during vehicle registration, dealerships will no longer be able to register the contract in SAP.

Dealers must wait until the following day for the vehicle ownership information to transfer to AS/400 before they are able to enter the HEP contract through AS/400.

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HEP Contracts sold after registration

If a HEP contract is sold after vehicle registration (or if HEP entry was missed during vehicle registration) the HEP contract cannot be entered through SAP. The HEP contract registration will need to be performed through the AS/400 system. If a customer purchases a HEP contract on a vehicle that has already been registered follow the steps below to register the contract and print out the necessary HEP documents.

1. Open and log onto your AS/400 screen. Locate and select menu option “HPP Contract Entry/Inquiry” in the AS/400 Warranty menu. The HPP Contract System screen will appear.
2. Enter the vehicle’s VIN into the VIN field and **select “F9” to add a new contract.**

```
HAC062H          *      Hyundai Auto Canada      *      10/06/11
                  *      TORONTO          *      11:40:41
HPD2801          *      HPP Contract System          *      SELECT

                VIN          :  _ _ _ _ _          (MODEL/Y/P/Seq)

                and/or

                Contract # :  _ _ _ _ _

F3 = Exit          F9 = Add Contract          Enter to Inquire
```

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- The HPP Contract Entry screen will appear. Enter all information required (underlined fields) in this screen.

The screenshot shows the 'HPP Contract System' entry screen. Red arrows point from callout boxes to specific fields in the terminal window:

- Dealer code will auto-fill:** Points to the HPD2803 field.
- Surcharge Field Will Auto-Fill:** Points to the Surcharges (GST, PST, Sur. Tot.) fields.
- Enter Vehicle Mileage:** Points to the Sales Odometer field.
- Enter Contract Sale Date:** Points to the HPP Sale Date and Received Date fields.
- Enter HEP Sale Price:** Points to the Contract Price field.
- Received Date Will Auto-Fill:** Points to the Received Date field.

- Once the information is entered, **select "F6" to select the contract type**. A pop-up menu will appear that will allow you to select the appropriate contract group.

The screenshot shows a 'Select Group Code' pop-up menu. The menu is highlighted with a blue border and contains the following options:

Opt	Group
X	H - NEW CAR WARRANTY
-	U - USED CAR WARRANTY

At the bottom of the menu, it says 'F2= Prev Screen' and 'Enter to Select'. The background screen shows the contract details from the previous step.

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- Once the contract group has been selected, the available contract types will appear. There will be many contracts available but only six will be visible on the list, use the “PgDn” (Page down) button on your keyboard to scroll down through the available contracts and select the appropriate contract type and select “Enter” to continue.

```

*      Hyundai Auto Canada      *      16/02/16
*      NATIONAL                  *      10:53:52
*      HPP Contract System      *      ADD

Contract # :                               Status: -           Expiry Date:
VIN       : DH4 D H 337832 ELANTRA 4 DR SEDAN 2013 MODEL YEAR

Cur HPD2805C      Select Base Coverage Code
Con  Group Code H - NEW CAR WARRANTY      99,999.99
Cov  X=Sel
Opt  Opt          Coverage
Sol  -           PP0 - 6Yr/120000km PremiumPlus:$0Deductible      .00
Sal  -           PP1 - 6Yr/120000km PremiumPlus:$100Deductible  /DD/YYYY)
HPP  -           PP2 - 7Yr/120000km PremiumPlus:$0Deductible    /DD/YYYY)
Ren  X           PP3 - 7Yr/120000km PremiumPlus:$100Deductible
Tow  -           PP4 - 7Yr/140000km PremiumPlus:$0Deductible      .00
Con  -           PP5 - 7Yr/140000km PremiumPlus:$100Deductible  .00
GST  -
PST  -
Con  -
Lie  -
F3

F2= Prev Screen      Enter to Select      r History
  
```

- After the contract type has been selected, the Options menu will appear. Select any contract options add-ons that have been sold on the vehicle and select “Enter to continue. If there were no option add-ons sold, select “F2” to continue.

```

*      Hyundai Auto Canada      *      16/02/16
*      NATIONAL                  *      10:53:52
*      HPP Contract System      *      ADD

Contract # :                               Status: -           Expiry Date:
VIN       :                               Status: -           Expiry Date:

Cur HPD2805C
Con  Group Cod
Cov  X=Sel
Opt  Opt          C
Sol  -           P
Sal  -           P
HPP  -           P
Ren  X           P
Tow  -           P
Con  -           P
GST  -
PST  -
Con  -
Lie  -
F3

F2=

      Select Option Codes      HPD2807C
      Group/Cov. H PP3 - NEW CAR WARRANTY 7Yr/120000km Premi
      X=Sel
      Opt          Option
      -           MMSP - MULTI-MEDIA SOFTWARE PACKAGE

Bottom

F2-No Options      Enter to Proceed
  
```

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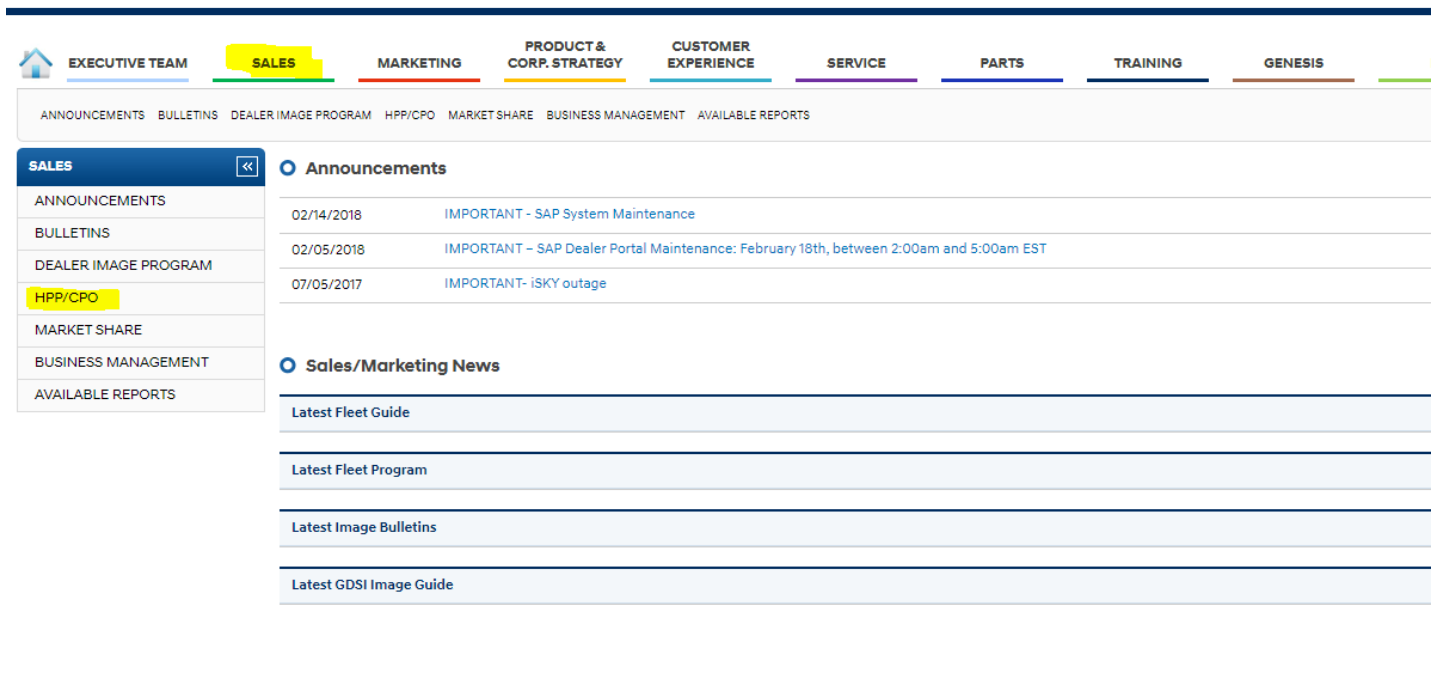
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Once the contract selection process is complete verify that all information on the screen is correct. If all information is correct press “Enter” and “F24” for final entry of the contract into the system. At this point the system will provide you with the contract number for this vehicle.

NOTE: It may take up to 20 minutes for the file to appear on ePower after the contract has been entered on the AS/400 system.

NOTE: HEP documents will not appear in SAP for contracts entered through AS/400. Any contracts entered in AS/400 must be accessed through ePower.

1. After the contract has been entered through AS/400 the system will automatically generate an electronic document for the contract. To access this file, dealers must log onto ePower, select the “Sales & Marketing” tab and then select the “HPP/CPO” option on the side menu list.



2. Selecting this menu option will open a new browser window. Your dealership will be listed as

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default, simply enter the VIN and search.

HPP/CPO

Dealer Code	<input type="text" value="Select Dealer"/>	Internal Dealer Code	<input type="text"/>
VIN	<input type="text" value="XXXXXXXXXX"/>	Contract Number	<input type="text"/>

VIN	Contract Number	Date	Contract Type	Language	Odometer
KMHD84LF9LU916850	000230384	2020-01-07 11:31:06	H	E	12
KMHCT5AE5EU181491	000199014	2020-01-07 11:21:04	H	F	10
KM8K1CAA5KU352951	000230383	2020-01-07 11:21:04	H	E	4752
KMHD84LF8KU738380	100254260	2020-01-07 09:48:07	H	F	10
KM8J33A49JU759105	000230381	2020-01-07 09:07:58	H	E	25056
KM8J3CA43LU104120	000230382	2020-01-07 09:07:58	H	E	425
KM8SNDHF4KU298750	000230380	2020-01-07 08:37:51	H	E	47534
KM8J3CA48LU118062	000230379	2020-01-07 08:17:47	H	E	90
KM8J3CA48LU154947	100261194	2020-01-07 03:16:43	H	F	10
KM8J23A41LU140584	100261195	2020-01-07 03:16:43	H	E	39

« 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 »

VIN	Contract Number	Date	Contract Type	Language	Odometer
KMHD84LF9LU916850	000230384	2020-01-07 11:31:06	H	E	12
KMHCT5AE5EU181491	000199014	2020-01-07 11:21:04	H	F	10
KM8K1CAA5KU352951	000230383	2020-01-07 11:21:04	H	E	4752
KMHD84LF8KU738380	100254260	2020-01-07 09:48:07	H	F	10
KM8J33A49JU759105	000230381	2020-01-07 09:07:58	H	E	25056
KM8J3CA43LU104120	000230382	2020-01-07 09:07:58	H	E	425
KM8SNDHF4KU298750	000230380	2020-01-07 08:37:51	H	E	47534
KM8J3CA48LU118062	000230379	2020-01-07 08:17:47	H	E	90
KM8J3CA48LU154947	100261194	2020-01-07 03:16:43	H	F	10
KM8J23A41LU140584	100261195	2020-01-07 03:16:43	H	E	39

« 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 »

This file contains the application forms, terms and conditions and the HEP certificate. The customer information, dealer information, vehicle information, lien holder information and agreement fees will pre-populate on the form. The dealer must print this file and the customer and dealership must sign and date both copies of the application form. The customer and dealership will each keep one copy of the application form for their records. The dealer will provide the customer with a copy of the terms and conditions and certificate that were printed.

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