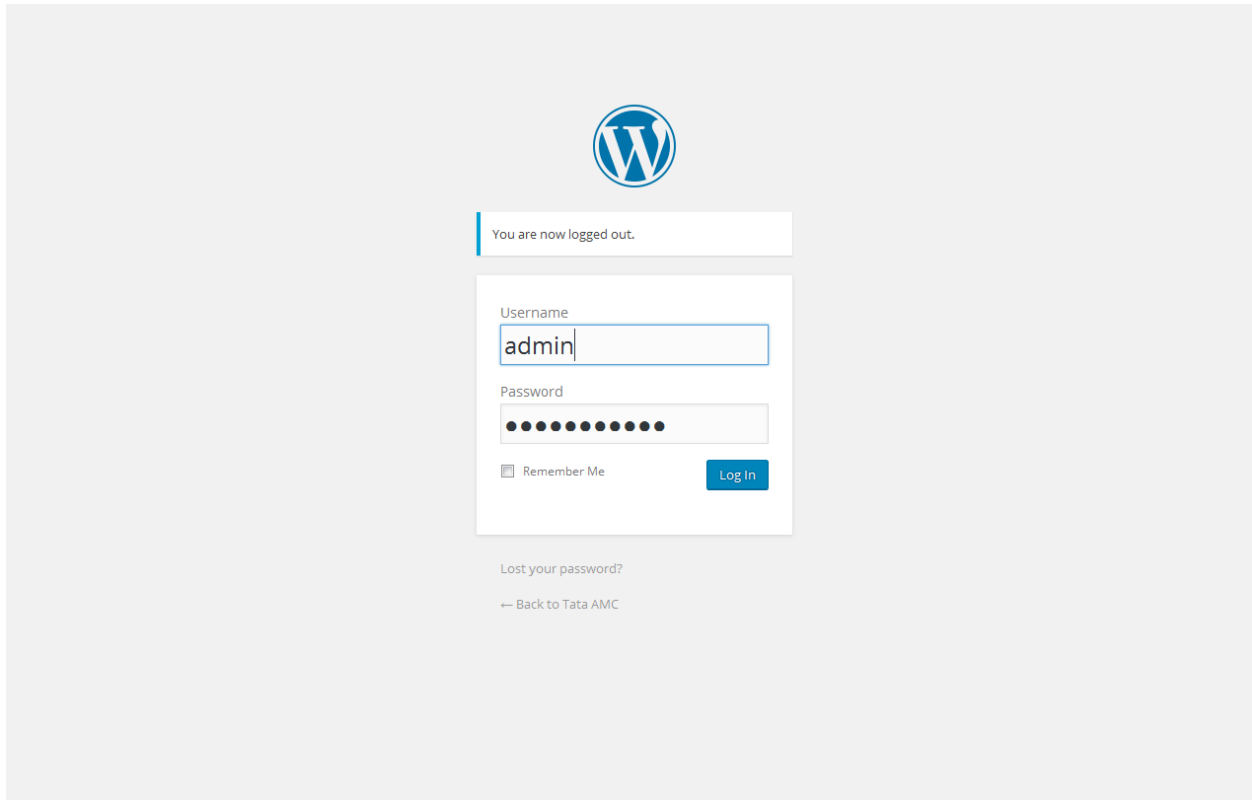


Step - 1

Login in to Wordpress admin using Admin user credentials.





You are now logged out.

Username
admin

Password
●●●●●●●●

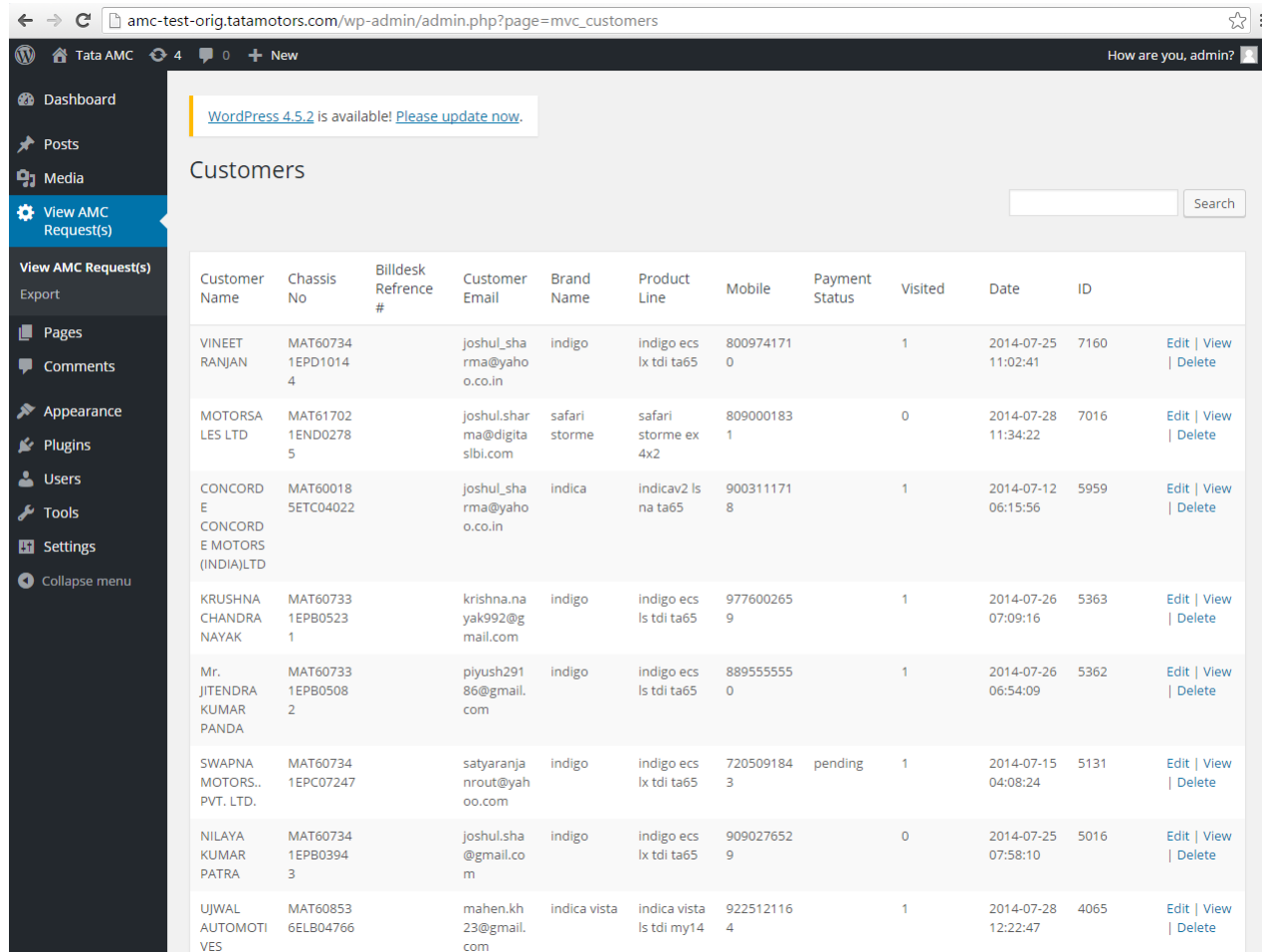
Remember Me

[Lost your password?](#)

[← Back to Tata AMC](#)

Step - 2

After log in admin panel go to **View AMC Request(s)** menu on the left side. This will show the customers list.



The screenshot shows the WordPress admin dashboard for 'Tata AMC'. The left sidebar menu is expanded to 'View AMC Request(s)'. The main content area displays a table of customer requests. A notification at the top indicates 'WordPress 4.5.2 is available! Please update now.' The table has columns for Customer Name, Chassis No, Billdesk Reference #, Customer Email, Brand Name, Product Line, Mobile, Payment Status, Visited, Date, and ID. Each row includes 'Edit | View | Delete' links.

Customer Name	Chassis No	Billdesk Reference #	Customer Email	Brand Name	Product Line	Mobile	Payment Status	Visited	Date	ID	
VINEET RANJAN	MAT60734 1EPD1014 4		joshul_sharma@yahoo.co.in	indigo	indigo ecs lx tdi ta65	800974171 0		1	2014-07-25 11:02:41	7160	Edit View Delete
MOTORSAL LES LTD	MAT61702 1END0278 5		joshul.sharma@digitalsibi.com	safari storme	safari storme ex 4x2	809000183 1		0	2014-07-28 11:34:22	7016	Edit View Delete
CONCORD E CONCORD E MOTORS (INDIA)LTD	MAT60018 5ETC04022		joshul_sharma@yahoo.co.in	indica	indicav2 ls na ta65	900311171 8		1	2014-07-12 06:15:56	5959	Edit View Delete
KRUSHNA CHANDRA NAYAK	MAT60733 1EPB0523 1		krishna.nayak992@gmail.com	indigo	indigo ecs ls tdi ta65	977600265 9		1	2014-07-26 07:09:16	5363	Edit View Delete
Mr. JITENDRA KUMAR PANDA	MAT60733 1EPB0508 2		piyush29186@gmail.com	indigo	indigo ecs ls tdi ta65	889555555 0		1	2014-07-26 06:54:09	5362	Edit View Delete
SWAPNA MOTORS... PVT. LTD.	MAT60734 1EPC07247		satyanjanrout@yahoo.com	indigo	indigo ecs lx tdi ta65	720509184 3	pending	1	2014-07-15 04:08:24	5131	Edit View Delete
NILAYA KUMAR PATRA	MAT60734 1EPB0394 3		joshul.sharma@gmail.com	indigo	indigo ecs lx tdi ta65	909027652 9		0	2014-07-25 07:58:10	5016	Edit View Delete
UJWAL AUTOMOTIVES	MAT60853 6ELB04766		mahen.kh23@gmail.com	indica vista	indica vista ls tdi my14	922512116 4		1	2014-07-28 12:22:47	4065	Edit View Delete

Step – 3

Select the **“Edit”** link in the last column of the listing page. This action will show below edit page. Here, there are 4 information tabs:

1. Customer
2. Chassis
3. AMC
4. Dealer

Selection of **“Yes”** radio button for **“Send Email to Customer”** sends AMC URL to customer on email address mentioned in **“Email”** field. Select **“No”** to just update customer data.

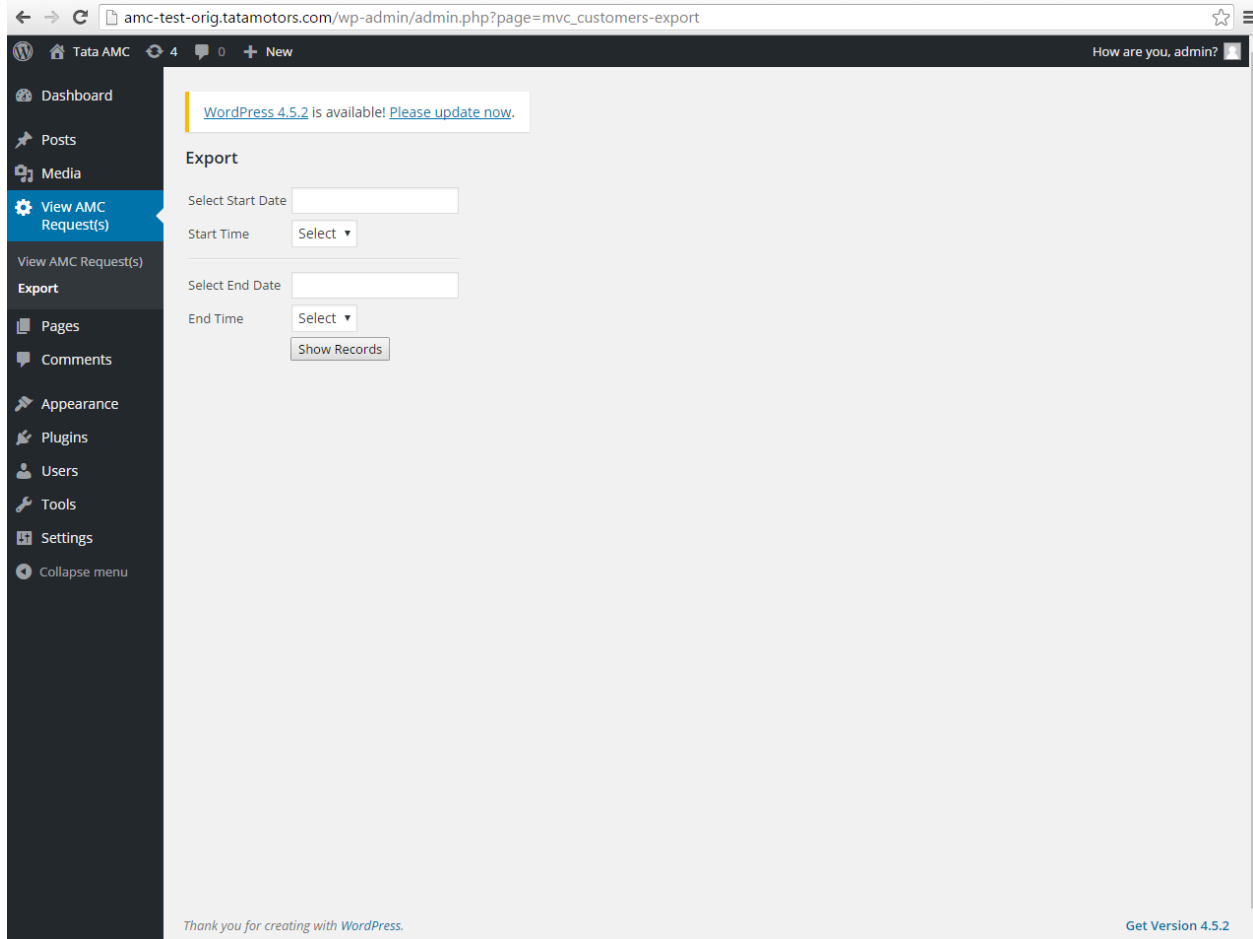
The screenshot shows the WordPress admin interface for editing a customer. The browser address bar indicates the URL: `amc-test-orig.tatamotors.com/wp-admin/admin.php?page=mvc_customers-edit&id=7016`. The page title is "Edit Customer". There are four tabs: "Customer Information", "Chassis Information", "AMC Information", and "Dealer Information". The "Customer Information" tab is selected and contains the following fields:

- Customer Information:
- First Name : MOTORSALES LTD
- CRN NO. : CR01-14-121846798700
- Mobile : 8090001831
- Email :
- Send Email to Customer: Yes No
- Address :
- State : Uttar Pradesh
- City : Lucknow
- Pincode : 226001
-

At the bottom of the page, there is a footer that says "Thank you for creating with WordPress." and "Get Version 4.5.2".

Step – 4 : Export data

Customer list data can be exported into CSV format by selecting “**Export**” submenu in left side menu panel of Wordpress.



You can export the data in different time and date ranges as show in below image. Once date/time range is inputted , select “**Show Record**” button. This will show the “**Download CSV**” link as shown in below image. Clicking on link will download the CSV file in Zip.

- Dashboard
- Posts
- Media
- View AMC Request(s)**
- View AMC Request(s)
- Export**
- Pages
- Comments
- Appearance
- Plugins
- Users
- Tools
- Settings
- Collapse menu

WordPress 4.5.2 is available! [Please update now.](#)

Export

Select Start Date
Start Time

Select End Date
End Time

28 Records For date range 2014-05-01 01:00:00 to 2016-05-12 01:00:00 [Download CSV](#)

Front side: Landing page

Once Admin user updates customers AMC data in admin, one email is sent to customer with a unique Link. On selecting the link following page loads, which mentions selected AMC plan details and customer's detail.

TATA MOTORS

Value Care - Maintenance Plan Online Purchase

Please confirm all the details in the below form. After you confirm the details and agree with the terms & conditions, click on proceed to payment. You will be led to the payment gateway, where you can make the final payment for your Value Care - Maintenance Plan.

CUSTOMER INFORMATION	VEHICLE INFORMATION	VALUE CARE MAINTENANCE PLAN
Full Name: <input type="text" value="Victor Sosea"/>	Chassis number: <input type="text" value="125363"/>	Value Care - Maintenance Plan Type: <input type="text" value="Gold"/>
Contact Number: <input type="text" value="37822355"/>	Model: <input type="text" value="ABC"/>	Contract Year: <input type="text" value="2"/>
Email: <input type="text" value="victor.sosea@yahoo.com"/>	Fuel type: <input type="text" value="ABC"/>	Contract KMs: <input type="text" value="200000"/>
Address: <input type="text" value="Craiova, Sion, 231100, Liberty Street, no."/>	Registration Number: <input type="text" value="123ABC"/>	Dealer Name: <input type="text" value="ABC"/>
City: <input type="text" value="Mumbai"/>	Date of Vehicle sale: <input type="text" value="1992"/>	Total amount to be paid by customer: <input type="text" value="2000"/>
Pin Code: <input type="text" value="400023"/>	Odometer Reading: <input type="text" value="1233333"/>	
State: <input type="text" value="Maharashtra"/>		

I agree to the [terms & conditions](#) of the Tata Motors Value Care - Maintenance Plan Online Purchase .
 I agree to the [terms & conditions](#) of the Tata Motors Value Care - Maintenance Plan Online Purchase .

[PROCEED TO PAYMENT](#)

Front side: Billdesk Payment Page

On selecting “**proceed to payment**” button use is redirected to billdesk payment page as shown below.

The screenshot displays the BillDesk payment interface. On the left, a sidebar menu includes 'Credit Card' (selected), 'Debit Card', 'Debit Card + ATM PIN', and 'Internet Banking'. The main content area is titled 'Pay by Credit Card' and features logos for VISA, MasterCard, and Debit Card. It contains input fields for 'Card Number', 'Expiration Date' (Month and Year), and 'CVV/ CVC', along with a 'Card Holder Name' field. A prominent yellow 'Make Payment' button is at the bottom, with a 'Cancel' link nearby. On the right, a summary box shows 'Merchant Name: Tata Motors' and 'Payment Amount: ₹ 2.00'. The VISA logo with the slogan 'everywhere you want to be' is also visible, along with a 'Powered by BillDesk' logo at the bottom right.

Next are the thank you pages for failure and success of the payments.

Thank You Page: Payment Success

TATA MOTORS



Value Care – Maintenance Plan Online Purchase

Congratulations for choosing Value Care – Maintenance Plan with Tata Motors.

Transaction Summary:

We have received your payment of :

Rs. 100

Model:

Model Name

Dealership:

Dealership Name

Billdesk Transaction No.:

Transaction No

See you at your next service appointment!

Thank You Page: payment Failed

TATA MOTORS

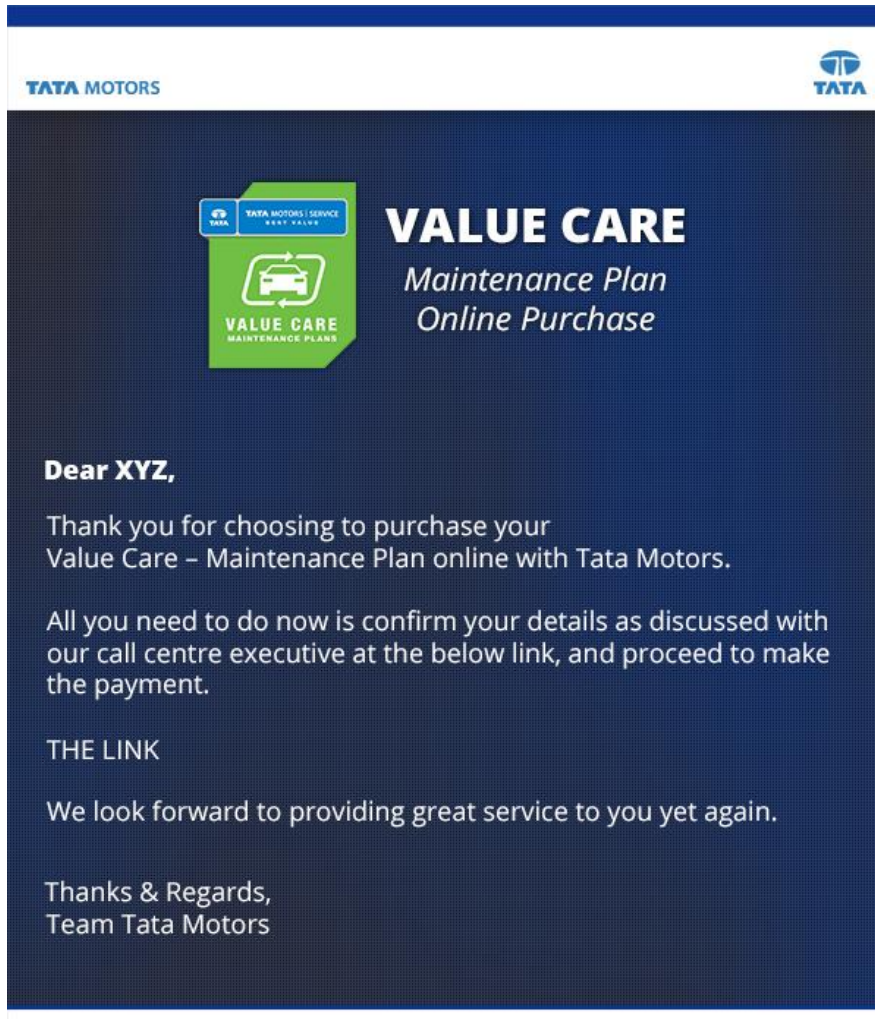


Value Care - Maintenance Plan Online Purchase

Thank you for showing interest in purchasing the
Value Care - Maintenance Plan online.

We regret to inform you that the online transaction
process has failed.

Mailer: Mailer with link to Customer landing page



The image shows an email template for Tata Motors' Value Care Maintenance Plan. The header features the Tata Motors logo on the left and the Tata logo on the right. The main content area has a dark blue background with a grid pattern. On the left, there is a green icon of a car with a circular arrow around it, labeled 'VALUE CARE MAINTENANCE PLAN'. To the right of the icon, the text reads 'VALUE CARE Maintenance Plan Online Purchase'. Below this, the email body starts with 'Dear XYZ,' followed by a thank you message for purchasing the plan online. It then instructs the customer to confirm details and make payment via a link. The email concludes with 'THE LINK' and a closing message from the Team Tata Motors.

TATA MOTORS



VALUE CARE

*Maintenance Plan
Online Purchase*

Dear XYZ,

Thank you for choosing to purchase your Value Care – Maintenance Plan online with Tata Motors.




All you need to do now is confirm your details as discussed with our call centre executive at the below link, and proceed to make the payment.

THE LINK

We look forward to providing great service to you yet again.

Thanks & Regards,
Team Tata Motors

Mailer: Mailer after successful payment



VALUE CARE

*Maintenance Plan
Payment Success*

Dear XYZ,

Congratulations for choosing Value Care – Maintenance Plan with Tata Motors.

Transaction Summary:

<i>We have received your payment of :</i>	<i>Rs. 100</i>
<i>Model:</i>	<i>Model Name</i>
<i>Dealership:</i>	<i>Dealership Name</i>
<i>Billdesk Transaction No.:</i>	<i>Transaction No</i>

See you at your next service appointment!

Thanks & Regards,
Team Tata Motors

Emailer: Emailer after failed payment

TATA MOTORS



VALUE CARE

*Maintenance Plan
Payment Failure*

Dear XYZ,

Thank you for showing interest in purchasing the Value Care – Maintenance Plan online.

We regret to inform you that the online transaction process has failed.

Thanks & Regards,
Team Tata Motors