

## Document Center

The Document Center is a Dealer Online, (DOL) complimentary feature that enables DOL users to easily view and print numerous online statements pertaining to transactions, invoices, billing, floor checks, and other topics. Eliminate the hassle of paper documents. Sign up today!

## Signing Up for Document Center

- a. **Log in to DOL.** The Dealer Services Menu screen is displayed.
- b. **Click the Document Center link.** An informational screen about the application is displayed.
- c. **Click the “Sign up right now ...” link.** The Document Center Sign up legal agreement is displayed.
- d. **Read the legal agreement.**  
**NOTE:** If you have several **linked dealer accounts** in DOL, they are displayed at the bottom of the legal agreement. Make sure a **check mark** appears in front of **each account for which you wish to activate Document Center.**
- e. **Enter your DOL password** in the indicated field.  
**Note:** Your DOL password is case sensitive.
- f. **Click the I ACCEPT button.** A **Thank You** screen is displayed and provides **buttons** for **accessing Document Center** and other options.

## After Sign up: Step 1 – Access DOL and then Document Center

- a. **Log in to DOL.** The Dealer Services Menu screen is displayed.
- b. **Click the Document Center link.** (The number of NEW documents is displayed next to this link.) The Document Center search screen is displayed.

## Step 2 – Locating and Viewing Document

- a. **Select the desired Document Type** from the drop-down list. Possible options include: **ALL** (the default), **Transaction Statements, Bills, Credit Applied, Debit Note, Direct Debit Payment Advice, and Miscellaneous.**
- b. **Select the desired Document Category** from the drop-down list. Categories include:
  - **Open** (a document that is still active in the system; the balance is **greater than zero** for principal or charge items included in the document).
  - **Paid** (document where the balance is **zero**; documents are available in this category for six months).
  - **All** (includes documents from Open and Paid categories).

## Step 2 – Locating and Viewing Document (Cont.)

- c. **Select** the desired **Document Viewed Status** using the **New Documents Only** checkbox. To restrict the list of documents to only include those you have not seen in the list screen before, place a checkmark on this checkbox.

**NOTE:** Viewing “New” documents at the summary level (list screen) constitutes acknowledgment of receipt of the documents whether or not the documents themselves are opened. This is also the case for documents that are more than 30 days old, even if they have never been presented on the List screen. Once acknowledged on the following day, the documents are no longer considered “New”. They can be viewed by unchecking the “New Documents Only” checkbox.

- d. You can add **additional search criteria** as appropriate and desired. Other criteria fields include:
- **Invoice Number and PO Number** (enter a full or partial number, beginning with the starting characters).
  - **Date Range (From: & To: --** specify starting and ending dates to search for all documents that fall between (and including) these dates. Use the valid date format according to the setting for your country.)
  - **Results per page:** Specify the number of documents you would like returned per page. Options include: 20, 50, 100 or 200.

- e. **Click** the **Display button**. A summary list screen is displayed, showing all documents that match the search criteria entered (including the approximate number of pages for each document). **Scroll down** until you find the document displayed.
- f. To view a desired document, **click** on the **hyperlink** on its summary line. (This launches the document as a PDF file.)
- g. To navigate to other sets of document summary lines, **click** the **Prev** or **Next** buttons.

## Step 3 – Print the Opened Document

If desired, **print the open document** by either clicking the **browser Print icon**, or by selecting **File > Print** from the menu and completing the Print dialog box.

You can also **print several documents at once** from a document list screen as follows:

- a. **Click** to **place a checkmark** in the Select field of every document to be printed or click **Select All**. (Select All will only select the documents displayed on the screen being viewed.)  
**NOTE: Clear All** removes the checkmarks.
- b. **Click** the **View Selected** link. The selected documents queue up for printing.  
**Click** the **browser Print icon** or **select File > Print** and complete the Print dialog box.



## Step 4 – Navigating to Other Screens

Click the following **buttons** on the document list screen to access other Document Center screens:

- **Prev and Next:** accesses the previous or next document summary list screen.
- **Document Center:** returns you to the Document Center Menu screen.
- **Home:** displays the DOL Dealer Services menu screen.

## Exit Document Center & DOL

Click the **Sign Off** option from the top navigation bar or **click the “X”** in the corner of the screen.

## Frequently Asked Questions

**Q. What should I do if I experience problems with Document Center?**

**A.** Contact the Techline at (800) 553-8232.

**Q. I paid off an invoice, but I no longer see documents relating to it in Document Center. Where are they?**

**A.** Documents with a zero balance are retained on the system with a Paid category for six months.

**Q. I can't locate a previously “New” document. I did not open it, where did it go?**

**A.** If you view a document listing at the list “summary” level, this acknowledges that you have reviewed it. It will then be moved to the Open category. This is also the case for documents that are more than 30 days old, even if they have never been presented on the List screen. On the following day it will no longer be considered “New.” To locate the document, uncheck the “New Documents Only” checkbox on the search page and re-run the search.

**Q. Is there a trial period associated with Document Center?**

**A.** Yes, there is a 45-day trial period during which you will be able to access online documents and continue to receive paper documents. The countdown of the number of days remaining in the trial period is shown on the Document Center Search screen.

**Q. I entered my DOL password to accept the Document Center Sign up legal agreement, but I keep receiving an error message.**

**A.** DOL passwords are case sensitive. Insure that the Num Lock and/or Caps Lock is turned off.

For additional information and answers to your questions, please contact your GE Representative.

