

Installation user guide

Regular warranty records and Tesla Deal submissions, step by step.

Start at the tracker

orlandotintworld.com/phone/

Sign in with your assigned staff account.

+ New installation

+ New Tesla Deal

Choose the button that matches the job. Follow your store's instructions for which jobs belong in the Tesla Deal workflow.

Regular warranty submission - pages 2-6

Use **+ New installation**. Follow the entry prompts, then verify the completed details before saving.

Tesla Deal submission - pages 7-13

Use **+ New Tesla Deal**. Follow the entry prompts, verify the completed details and add photos and installers. Save, then wait for confirmation and tap **Done**.

Be prepared

Have the vehicle nearby and access to the products used, as well as the work order number. If windshield protection is included, also have the vehicle mileage.

Photo reference: VIN plates and film labels - pages 14-16

Start a regular warranty record

Follow the prompts from top to bottom. Verify the completed details afterward.

1 Select New installation

On the home screen, select + **New installation**. Enter the work order number and tap **Look up in Shopmonkey**.

Work order lookup
Find the customer using the store and ticket number.

Work order number

Look up in Shopmonkey

Filled from Shopmonkey · Store 047 · Work order 10003.

Your login sets the store. If the work order is not found, make sure you are logged in to the correct store.

Check the green lookup result

The message should show the correct store and work order number.

2 Look up the VIN

Enter all 17 VIN characters or tap **Scan photo**. Once the VIN is filled, tap **Lookup**.

VIN lookup
Enter the VIN or scan its label.

VIN

Lookup

 **Scan photo**

Enter all 17 characters, or scan a clear photo of the VIN label.

For best results

Use the VIN plate in the door jamb. Keep the full VIN visible and the photo sharp.

The lookup fills vehicle details farther down the form. If it cannot find them, complete those fields during the final review.

Next: complete the service prompts

Choose the installed services, coverage and label scans. The customer, vehicle and material details appear below these prompts so you can verify them together before saving.

Window tint and paint protection film

Under Coverage & label scans, select each service installed on this vehicle.

3

Window tint

Check the covered areas. Tap **Scan label** beside each area to scan its film label.

Window tint

☐ **Windshield**

Scan label

☒ **Front windows**

Scan label

☒ **Rear windows**

Scan label

☐ **Sunroof**

Scan label

The scan fills the **film series**, **VLT / shade** and **roll ID** in the details below.

Front windows

Prime XR Plus

20

123456789

4

Paint protection film

Select the installed package: **Partial front**, **Full front** or **Full car**. Scan the matching label.

Paint protection film

☐ **Partial front**

Scan label

☒ **Full front**

Scan label

☐ **Full car**

Scan label

The scan fills the **film type** and **roll number** in the details below.

Paint protection film details

Review the material details for each selected area.

Full front

Ultimate Plus

123456790

Continue through the service prompts. You will verify the filled material details after completing the service selections. Keep the product labels nearby.

Coatings and windshield protection

Select these services only when they were installed on the vehicle.

5 Ceramic coating

Select **Ceramic coating**, then choose the coating options inside its box.

Ceramic coating

Select each coating installed. Individual surfaces can be selected on their own.

☒ **Paint / PPF coating**

Choose the paint / PPF protection term.

☐ **1 YEAR**

☒ **4 YEAR**

☐ **8 YEAR**

☒ **Glass**

☒ **Wheel/Caliper**

☐ **Upholstery**

☐ **Plastic/Trim**

Paint / PPF coating

Check this option for the exterior coating and choose the installed term:

1 year = Lite

4 year = Classic

8 year = Premium

Individual coating surfaces

Glass, Wheel/Caliper, Upholstery and Plastic/Trim can be selected on their own or with Paint / PPF coating.

6 Windshield protection

Select **Windshield protection** as a main service. Scan the film label or type the roll ID.

Windshield protection

Enter the film roll ID and vehicle mileage at installation.

Windshield protection roll ID

122919650

Vehicle mileage (miles)

12500

Scan label

Scan the label to fill the roll ID, or enter it manually.

Enter the vehicle mileage at installation using **whole numbers only**.

Both the roll ID and mileage are required when windshield protection is selected.

Mileage is not required when that service is not selected.

Select the correct service

Windshield protection film, windshield tint and Glass coating are separate services. Choose each only if it was installed.

Verify the completed details

After the service prompts, continue down to the customer, vehicle and material details.

7 Verify customer details

Check the customer name, phone, email and actual installation date.

Customer & installation details

Check the details filled from the work order.

Customer first name

Training

Customer last name

Example

Phone number

555-010-0100

Customer email

training@example.com

Installation date

10/07/2026

Complete any missing customer information. Correct anything that does not match the work order.

8 Verify vehicle and materials

Match the VIN, make, model and year to the vehicle being worked on.

Vehicle details

Check or complete the vehicle information.

Make

Honda

Model

Accord

Year

2022

For every selected area, check the film, shade and roll ID against the product label. Fill any blanks or correct scan errors.

Front windows

Prime XR Plus

20

123456789

Final service check: confirm all installed services and coverage are included. Check coating choices and windshield protection mileage when applicable.

Save and find the warranty record

Review the entries, save the record and check that it appears in the list.

9 Final check and save

Add any useful **Work notes**. Review the customer, VIN, date, services, coverage and every material entry.

Work notes
Optional instructions, warranty notes, or customer requests.

Training example: verify all installed services and material labels before saving.

Cancel **Save installation →**

Tap **Save installation** once and wait for the result.

If the record will not save

Complete the highlighted fields.

If a connection error appears, keep the form open, reconnect and tap **Save installation** again. Contact the owner if it still fails.

10 Check the saved record

A successful save returns to the installation list and shows **Warranty saved to cloud**.

Warranty saved to cloud

2022 Honda Accord
Oct 7, 2026
WO 10003 • VIN 1HGCVF10NA100001

Store 047 **Window Tint** **Paint Protection Film**
Ceramic Coating **Windshield Protection Film** **Glass Coating**
Wheel/Caliper Coating

Find the job in **Recent installations**. Search by work order or VIN.

To correct details, tap the **pencil icon**, make the changes and save again.

Your regular submission is complete

When **Warranty saved to cloud** appears and the job is listed, your submission is saved. You can return to the home screen or begin the next job.

Submit a Tesla Deal

A step-by-step guide for the technician entering the installation.

Finish with confirmation.

Your job is complete when the popup says **Tesla Deal sent correctly**.

1 Select New Tesla Deal

On the home screen, select **+ New Tesla Deal**.

Follow the entry prompts from top to bottom. Verify the filled information in the details sections below.

+ New installation

+ New Tesla Deal

Be prepared

Have the vehicle nearby, access to the products used and the work order number.

2 Look up the work order

Work order lookup

Find the customer using the store and ticket number.

Work order number

10001

Look up in Shopmonkey

Filled from Shopmonkey · Store 047 · Work order 10001.

Enter the work order number and tap **Look up in Shopmonkey**.

Your login sets the store. If the work order is not found, make sure you are logged in to the correct store.

Check the green lookup result: the message should show the correct store and work order number.

Enter the VIN and installed services

Complete the lookup, coverage and scan prompts before reviewing the details below.

3 Look up the VIN

Enter all 17 VIN characters or tap **Scan photo**. Once the VIN is filled, tap **Lookup**.

VIN lookup
Enter the VIN or scan its label.

VIN

Lookup **Scan photo**

Enter all 17 characters, or scan a clear photo of the VIN label.

For best results

Use the VIN plate in the door jamb. Keep the full VIN visible and the photo sharp.

Paint protection film

Select the installed package and scan its film label.

Ceramic coating

Select the installed 1, 4 or 8 year term.

4 Select coverage and scan

Select each installed service and covered area. Tap that area's **Scan label** button.

Coverage & label scans
Choose services and coverage, then scan each area's label.

☒  **Window tint**
Film coverage & material tracking

☐  **Paint protection film**
Coverage, finish & material tracking

☐  **Ceramic coating**
1, 4 or 8 year protection

Window tint

☐ **Windshield** **Scan label**

☒ **Front windows** **Scan label**

☒ **Rear windows** **Scan label**

☐ **Sunroof** **Scan label**

Next: verify the details below. The lookup and label scans fill the customer, vehicle and material sections for you to review.

Verify the completed details

Continue down the form after the VIN, service and label scan prompts.

5

Verify customer details

Check the customer name, phone, email and actual installation date.

Customer & installation details

Check the details filled from the work order.

Customer first name

Training

Customer last name

Example

Phone number

555-010-0100

Customer email

training@example.com

Installation date

10/07/2026

Complete any missing customer information. Correct anything that does not match the work order.

6

Verify vehicle and materials

Match the VIN, make, model and year to the vehicle being worked on.

Vehicle details

Check or complete the vehicle information.

Make

Tesla

Model

Model 3

Year

2022

For every selected area, check the film, shade and roll ID against the product label. Fill any blanks or correct scan errors.

Front windows

Prime XR Plus

20

123456789

Before the photos and installers: confirm the selected services, covered areas and material details match the work completed.

Add photos and select installers

Use the labeled photo spaces, then identify who completed the work.

7 Take the installation photos

Tesla Deal photos
Add up to 6 photos using the labeled spaces below. They will be emailed as separate JPG attachments, with a PDF of store number, customer information, VIN, installer, coverage and roll IDs.

Vin Take photo	Front Take photo
Side 1 Take photo	Side 2 Take photo
Rear Take photo	Work Order Take photo

0 of 6 photos added. Email: chase.norman@tintworld.com

Tap **Take photo** in the matching space: **Vin**, **Front**, **Side 1**, **Side 2**, **Rear** or **Work Order**.

Review each thumbnail. Use **Remove** to replace an incorrect or blurry photo. Wait for photos to finish preparing.

8 Choose the installers

Select installers
Select one required installer. Add up to two more if needed.

Installer (required)
JP

Installer 2 (optional)
Jorge

Installer 3 (optional)
No additional installer

The first installer is **required**. Installer 2 and Installer 3 are optional.

If a name is not listed, choose **Other installer** and type the name.

Work notes

Add any useful details, instructions or customer requests.

Work notes
Optional instructions, warranty notes, or customer requests.

Sides and rear completed. Customer requested matching shade.

Before saving: check the work order, store, customer, vehicle, coverage, materials, photos and required installer.

Save once and wait for confirmation

Keep the page open while the app saves the files and confirms email delivery.

9 Tap Save installation once



The app saves the installation, uploads the PDF and photos, and sends the email.

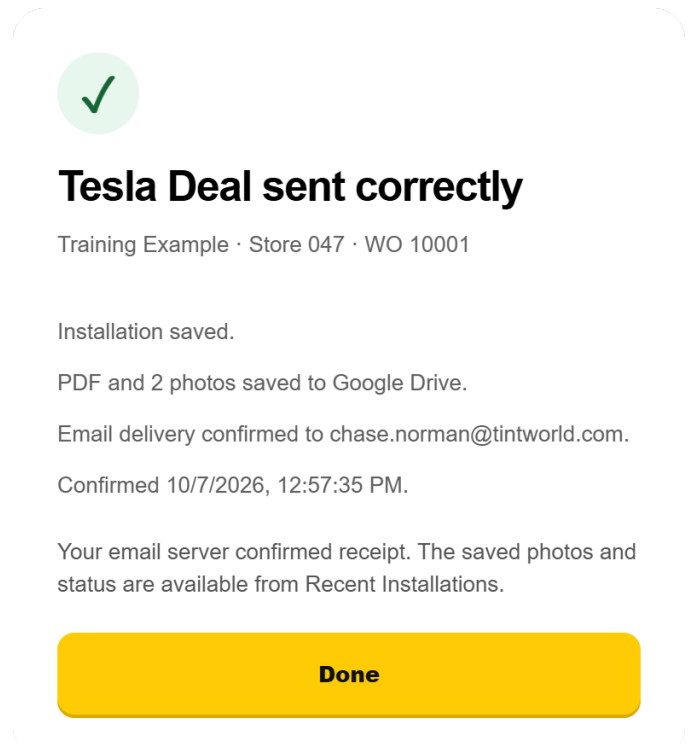
This can take a minute or more. Watch the progress message and leave the form open.

Installation and files saved. Waiting for email delivery confirmation...

Keep the form open until the final success or retry popup appears.

If required information is missing, complete the highlighted fields and save again.

10 Finish with Done



When the popup says **Tesla Deal sent correctly**, review the customer and job details, then tap **Done**.

The recent installation will have a green **Submitted** tag.

The success popup confirms both:

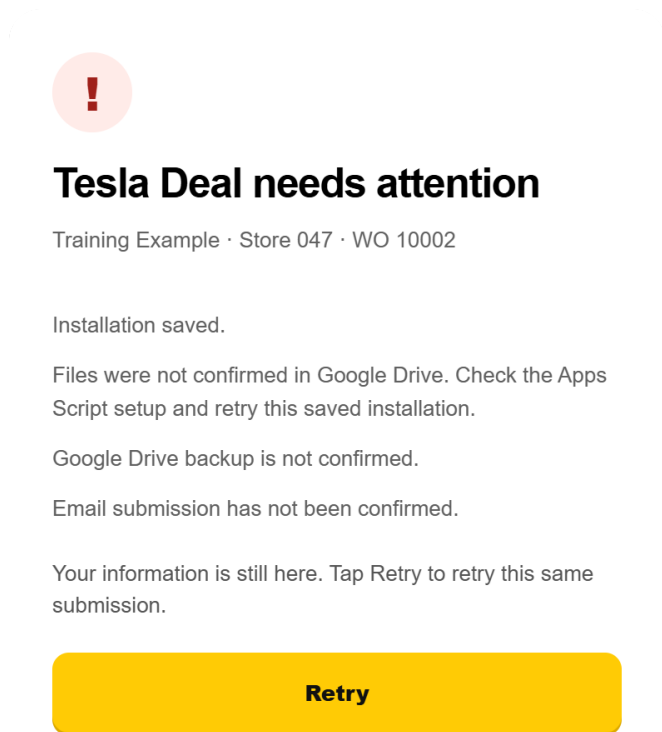
1. The PDF and photos were saved to Google Drive.
2. The receiving email server confirmed delivery.

If the submission fails

The app allows the original submission plus one retry.

1 First failure: tap Retry

The popup explains what went wrong. Tap **Retry** once and keep the page open.

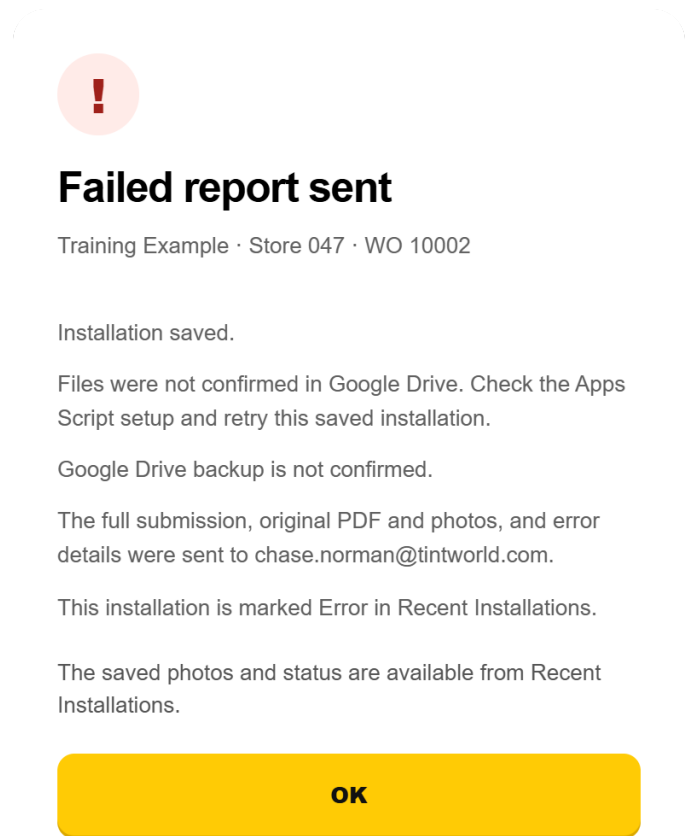


Retry uses the same installation and saved photos.

If the retry succeeds, you will see the success popup with **Done**.

2 Retry fails: acknowledge report

If the retry also fails, the app marks the job **Error** and sends the owner a failure report.



When you see **Failed report sent**, tap **OK**.

The owner receives the full submission, original PDF and photos, and error details.

If it says Failure report not confirmed: the notice has not been confirmed sent. Reconnect and contact the owner. Keep the form open if the files have not finished saving. Do not create a second installation for the same job.

Find the saved record and photos

Use Recent Installations to review a job after you leave the form.

1 Check the status tag

In **Recent installations**, find the job by work order or VIN. Tap its status tag to view confirmation.

2022 Tesla Model 3
Oct 7, 2026
WO 10001 • VIN 5YJ3E1EA9NF200471
Store 047 **Window Tint** **Submitted**
  

Tesla Model 3
Oct 7, 2026
WO 10002 • VIN 5YJ3E1EA9NF200471
Store 047 **Window Tint** **Error**
  

Submitted

Confirmed delivery and saved files.

Error

The job needs attention. Check its message.

Pending

Confirmation has not yet been received.

2 Open the saved files

Tap the **pencil icon** to edit the installation, then scroll to **Tesla Deal photos**.

View submission status

Download submitted PDF

Vin



Rear



Tap a saved photo to open it. Tap **Download submitted PDF** to get the original PDF.

The example thumbnails above are training images.

Need to correct a sent packet?

Editing a submitted record does not automatically resend its email. Contact the owner.

Need help?

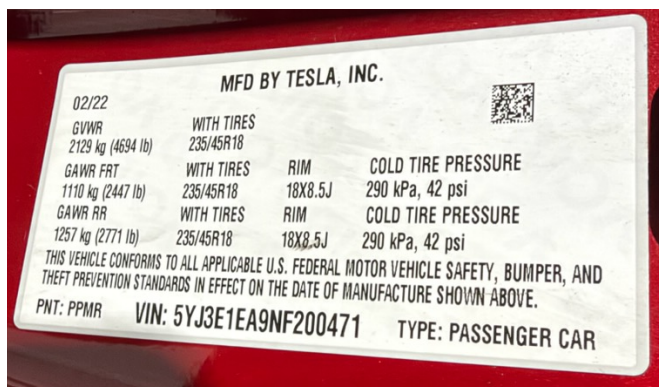
Give the owner the store, work order number and exact message shown.

chase.norman@tintworld.com

VIN plates: what to photograph

Use Scan photo in the VIN lookup section. Review all 17 characters afterward.

Door-jamb label



Recommended for best results. Use the VIN plate in the door jamb. Include the complete 17-character VIN line in the photo.

VIN visible through the windshield



Photograph the complete VIN and its code. Change the camera angle if glare or reflections make characters hard to read.

VIN lookup

Enter the VIN or scan its label.

VIN

1HGCV1F10NA100001

Lookup

Scan photo

Enter all 17 characters, or scan a clear photo of the VIN label.

Use the correct scan button

Tap **Scan photo** in **VIN lookup**. Once a VIN is filled, check it against the vehicle and tap **Lookup**.

Review the make, model and year before saving.

For a readable photo

Hold the phone steady, fill the frame with the label and keep every VIN character visible. Avoid glare, deep shadows and blurry images.

If scanning cannot read it, type the VIN manually and check it carefully.

Tint film labels: find three details

These are sample labels. Always enter the values from the roll used on the job.

PRIME XR PLUS example



Film series: Prime XR Plus

VLT / shade: 70%

Roll ID: 121032186

PRIME XR BLACK example



Film series: Prime XR Black

VLT / shade: 15%

Roll ID: 117938891

What each number means

The percentage is the **VLT / shade**. The number beside **Roll** or **Roll ID** is the roll identifier.

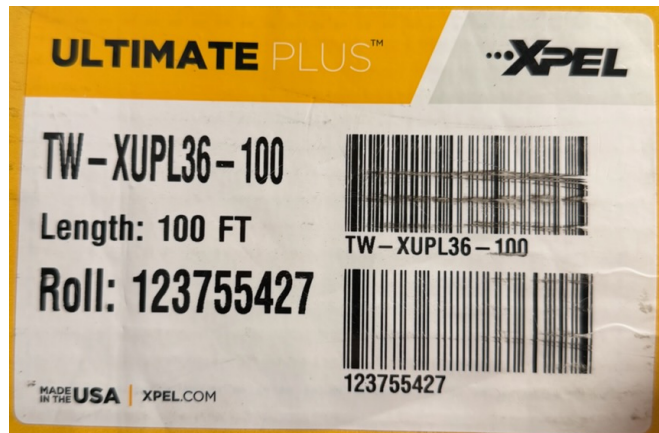
The dimensions, such as 40 inches x 100 feet, describe the roll size. The SKU is a product code. Neither is the roll ID.

Scan the correct area: choose the covered window area, tap its **Scan label** button and photograph the full label. Confirm all three fields before saving.

Protection film labels: find the roll ID

Use the matching service and scan button for the film that was installed.

Paint protection film example



Film type: Ultimate Plus

Roll number: 123755427

Choose the correct PPF package.

Windshield protection example



Service: Windshield protection

Roll ID: 122919650

Also enter the vehicle mileage.

Paint protection film

Select Partial front, Full front or Full car, then scan its label. Verify the film type and roll number in the details below.

Windshield protection

Use the yellow **Scan label** button inside the Windshield protection box. The scan fills the roll ID; enter mileage separately.

Use the number next to Roll

The product codes **TW-XUPL36-100** and **XWPFI48-50** identify the products. They are not the roll IDs.

Keep the full label sharp and readable. After scanning, verify the roll number against the printed label.