



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 17, 2016

PROGRAMS AND PRODUCT UPDATES

Special Procurement/ETAs

Please be reminded that ETA requests are to be submitted via the Exception Report in Paragon (Reports tab).

Backorder recovery dates are published in the *Special Procurement* text field → *Exception Report* in Paragon and updated weekly; please use this date as your ETA. In order to maximize effectiveness of the escalation process, top constrained part numbers are excluded from the SP escalation process. Updates on these part numbers are published in the “Weekly Top Constrained Parts” NCA as well as included in the Weekly Parts Update.

Dealer Parts Personnel

The PAC has received an uptick in “unauthorized” calls → personnel not on the dealer roster or non-Parts team members. To avoid service delay for your Parts personnel, we recommend that the dealer roster is updated regularly. These updates are managed by the System Administrator at your dealership via the “Dealer Personnel Maintenance” tab in NetStar.

Miscellaneous Form

Please be reminded that the Miscellaneous Form was discontinued as it duplicated efforts of other forms on the PAC website. Please use the appropriate action form so that we can more efficiently prioritize and respond to your inquiries.

TIP of the WEEK: ETA/Backorder Recovery Date

Backorder recovery dates are located in the *Special Procurement* text field → *Exception Report* in Paragon; please use this date as your ETA.

Exception Report					
Convert to VOR		Cancel Selected Line(s)			
Search	Clear	Save Search As:			Save
Print	All Exceptions	Backorders(0)	Invoice Pending	Drop Shipments(3)	Erroneous Lines(0)
Rejected Lines(0)	Substitutions(0)	Special Procurement	ETA Request	Manual Cancellations(0)	Re
Exceptions	SP Status	Part Number	Special Procurement Text	Paragon Sal	
DS		A 222 401 16 00 7X15	Expected BO Recovery date September 2016	9420243	