

newschannel update



TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: September 14, 2018

ETA REQUESTS

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

SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to 171-SpecialProcurement@mbusa.com. Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry. CB5 orders/inquiries should be emailed to 171-PACSP@mbusa.com.

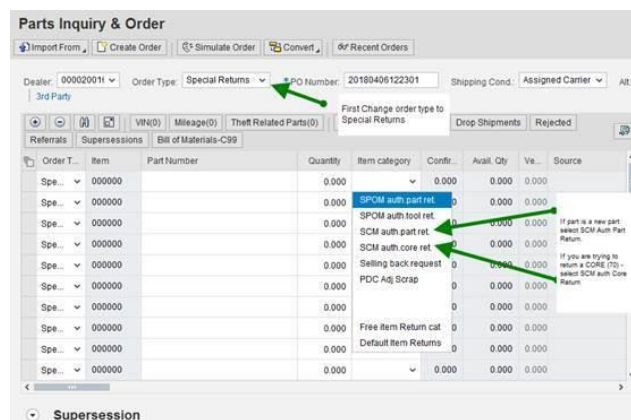
PROGRAMS AND PRODUCT UPDATES

Parts Specification Requests

Please be reminded that all parts specifications requests must be submitted via the *Parts Specification Request Form* (*Forms & Links* tab on the PAC website) and not via email. Please transition to this process to avoid delay in processing of your requests.

SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:



- Select “*Special Returns*” order type
- Select Item Category:
 - SCM auth part ret – If the part is new part, select “*SCM Auth Part Return*”
 - SCM auth core ret – If you are trying to return a Core part (70), select “*SCM Auth Core Return*”

PROGRAMS AND PRODUCT UPDATES (continued)

Webinars – PAC Workbench, September 18-19

The Parts Assistance Center is happy to announce the launch of our new parts case system, PAC Workbench. The Workbench was developed to replace our current CRM system, Siebel, and improve your customer service experience.

The Workbench is a case management system which will allow you to send inquiries through an online portal. Dealers are to submit inquiries to the PAC via this primary application. The system will also allow you to search and find solutions for your parts inquiries. The workbench will launch on September 25th with webinars organized to train the entire dealer network; see below schedule.

<p>US03 Session 1: Tuesday September 18th 11:30 am to 12:15 pm EST</p> <p>Session 2: Wednesday September 19th 11:30 am to 12:15 pm EST</p>	<p>US04 Session 1: Tuesday September 18th 2:15 pm to 3:00 pm EST</p> <p>Session 2: Wednesday September 19th 11:30 am to 12:15 pm EST</p>	<p>US05 Session 1: Tuesday September 18th 1:15 pm to 2:00 pm EST</p> <p>Session 2: Wednesday September 19th 1:15 pm to 2:00 pm EST</p>
<p>US06 Session 1: Tuesday September 18th 9:00 am to 9:45 am EST</p> <p>Session 2: Wednesday September 19th 9:00 am to 9:45 am EST</p>	<p>US08 Session 1: Tuesday September 18th 10:30 am to 11:15 pm EST</p> <p>Session 2: September 19th 10:30 am to 11:15 pm EST</p>	<p>How to correctly enter a Virtual Classroom / Webinar:</p> <p>If you DO NOT have a login on this account: >> Click the 'Enter as Guest' radio button on the left side. >> In the name slot, please enter your:</p> <ul style="list-style-type: none"> - First Name - Last Name - Dealer Code (or MB ID) <p>**You must enter all this information in order to be accepted into the training and in order to receive proper credit</p>

Link to Webinar: <https://mbusatrainng.adobeconnect.com/r79aeu7d2093/>

Dial in Phone: (888) 205-5513 Participant Code: 373224

If you have any questions or would like more information, please feel free to reach send an email to 171-PACMailbox@mbusa.com.

XPPI – Electronic Parts Catalog Updates

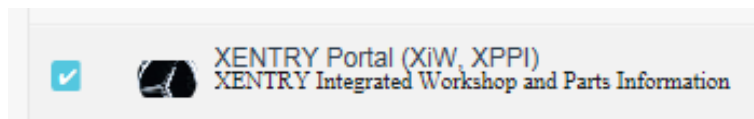
Access is available via NetStar to all Parts team member with a D7 User ID.

The XPPI User Document is posted on the PAC website and available to download under the *Resources* tab → *Electronic Parts Catalog (EPC) → Xentry Portal Parts Information (XPPI) User Document (July 2018)*.

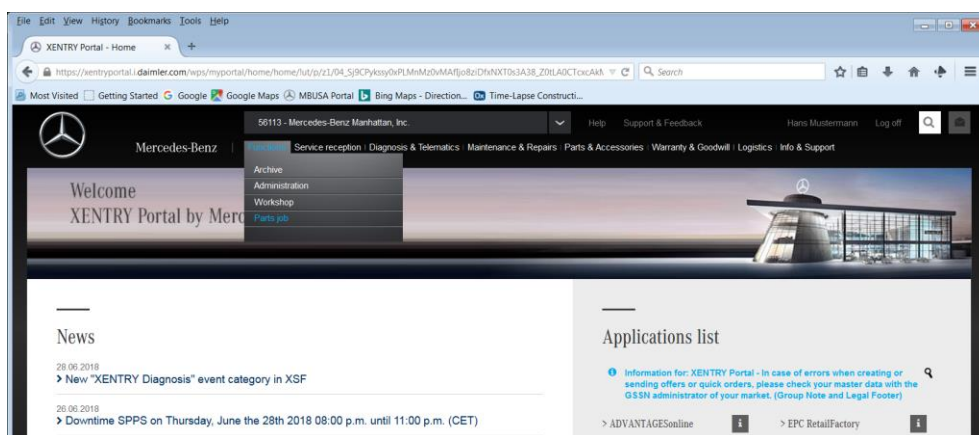
Please be reminded that the current EPC will sundown on September 30th.

To access the new system via NetStar:

- Click on LINKS
- Select the link to XENTRY Portal (XiW, XPPI)



After following the link, or by navigating directly to <<https://aftersales.i.daimler.com>>, select “Parts job” from the “Functions” menu



XPPI – Electronic Parts Catalog Updates (continued)

Settings Options

This week we'll look at the main display settings, found on the Actions menu.

While most of these are self-explanatory, there are two that merit special attention:

- Show images in Subgroup selection:** If you don't like the subgroup thumbnails, this switches them off. When you select the Subgroup display as a list (instead of grouped) the subgroup display takes up little space. Regardless of the settings, subgroup thumbnails always show below the main section once a subgroup is selected.
- Submit availability query for "Add to shopping cart" action:** Dealers using StockPro can have part availability displayed if this option is checked. Both local (in-dealer) and PDC availability can be displayed. Note that, at the moment, D2D availability is also shown, but here the availability cannot be certain: It depends on the other dealer being willing to sell the part, which is not always the case.

We encourage you to explore the effects of each of these settings. As you explore, you will see that XPPI offers a greater range of display options compared to EPC. With a little experimentation, you'll find the settings that best fit the way you prefer to work.

User settings	
Setting	Value
IUntergruppendarstellung	IListe
Shopping cart output format	XFR
Delay in interface blocking for long-running actions (ms)	750
Separator between copied part numbers	
Show transparent mask during waiting times	<input type="checkbox"/>
Show images in subgroup selection	<input type="checkbox"/>
Submit price request for "Add to shopping cart" action	<input type="checkbox"/>
Submit availability query for "Add to shopping cart" action	<input type="checkbox"/>
Hide replaced parts	<input type="checkbox"/>
Only show marked parts	<input checked="" type="checkbox"/>
Display flyouts in picture chart	<input type="checkbox"/>
Dynamic main groups	<input type="checkbox"/>
Hide parts list	<input type="checkbox"/>
Remove first character when copying part numbers	<input type="checkbox"/>
Automatically copy selected parts to clipboard	<input checked="" type="checkbox"/>

Next Week: More settings options

Found a bug? Got an idea? Send an e-mail to XPPI-Feedback@mbusa.com with the details.