newschannel
update

TO:	Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE:	Weekly Parts Update	DATE: August 10, 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

PAC Fax Disconnected

Effective immediately, the PAC will no longer have a fax number. Please use the Lockset form in Paragon 2.0 when ordering locksets.

New PAC Phone Prompts

The PAC phone prompts were modified on August 1st and calls will now be routed to a PAC agent whose skillset best matches the caller's inquiry. It is very important you enter the correct prompt in order to be directed to the correct PAC agent.

Press 1 for Technical (This prompt is for all technical-specific questions such as Parts Specifications)

Press 2 for Non-Technical
Prompts for Non-Technical prompt:
- o Press 1 for ETAs
- o Press 2 for D2Ds
- o Press 3 for Order Placement
- o Press 4 for Part Number Inquiries
- o Press 5 for Returns
- o Press 6 for all other inquiries

Please refer to the *New PAC Phone Prompts* NCA dated August 10, 2018 for additional information.

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.
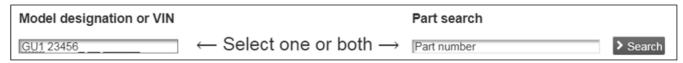
XPPI – Electronic Parts Catalog Updates

The XPPI tool is now live. 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)*.

This week's tip: Start with a VIN

XPPI is even further optimized to filter parts by VIN, with a new Advanced Code Evaluation filter. This makes it even more beneficial to fully identify the vehicle before starting a parts lookup.

XPPI will accept several forms of vehicle identification:
- The complete Vehicle Identification Number (VIN), such as 55SWF4JB1GU123456
- The complete Chassis Identification Number (FIN), such as 55S2050481U123456
- The last 8 characters of the VIN (*not the FIN*), such as GU123456

You'll know the vehicle is correctly identified when the Vehicle Data icon is shown.

You can also start with a Part number, with or without Vehicle identification.

Shortcut: After identifying the vehicle, pressing Enter opens the main Groups screen and places the cursor in the Search field. As a time-saving shortcut where you know the group you want, type it in and press enter. Once in the Group screen, the cursor remains in the Search field, allowing the subgroup to be selected in the same way. You can also use the arrow keys to scroll through the subgroups once the group is selected.

Please submit all questions and feedback to XPPI-Feedback@mbusa.com.