

newschannel update



TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: August 17 th , 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:

- Press 1 for ETAs
- Press 2 for D2Ds
- Press 3 for Order Placement
- Press 4 for Part Number Inquiries
- Press 5 for Returns
- 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.

PROGRAMS AND PRODUCT UPDATES (continued)

Warranty Webinar – August 22 and 23

Topic to be covered: TekInfo moving into Xentry Portal

August 22	Central and Northeast Region	11:30 am – 12:30 pm EST
August 23	Southern and Western Region	1:30 – 2:30 pm EST

Connectivity: <https://mbusaes.adobeconnect.com/warrantywebinar>
 Phone: (888) 394-8197 / Access Code 460 843 3934

Please refer to the *Warranty Webinar – August 2018* NCA for additional information.

Labor Day Ordering/Shipping Schedule

Please be advised that the entire MBUSA organization will be closed on Monday, September 3rd.

Delivery schedules for facing PDC deliveries are as follows:

- DDS: Orders processed on Monday, 9/3 will not ship until Tuesday, 9/4 and delivered Wednesday, 9/5.
- LTL: FedEx LTL is closed on Monday, 9/3. Pick-ups starting Friday, 8/31 will not move until Tuesday, 9/4.

Please contact Deborah Mackenzie with any questions, (770) 705-2049 or Deborah.Mackenzie@mbusa.com.

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)*.

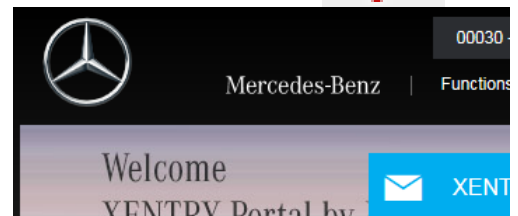
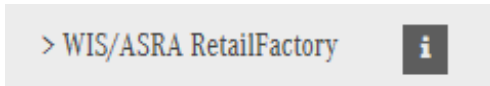
What about WIS?

The Mercedes-Benz Workshop Information System, or WIS, is for Service what the parts catalog is for Parts: The system where nearly all service-related information is found. While your technicians use WIS all day, every day, not many Parts Advisors are familiar with it. We'd like to see that change, since WIS can occasionally help you identify the right part more easily.

To get to WIS using EPC, you would simply click the WIS icon at the top right, near the Data Card.

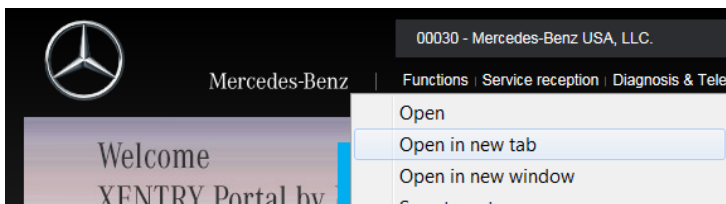


XPPI does not have an icon link for WIS: Instead, there is a link directly in the XENTRY Portal. To get there from XPPI, simply click on the Mercedes-Benz logo at the top left of the screen to return to the XENTRY Portal home page, and select the WIS/ASRA Retail Factory link.



We recently posted a document on the PAC Microsite (News > Parts Information) explaining how to use WIS to identify the correct service fluid and quantity for any job. WIS also contains wiring diagrams, which are useful for finding the electronic component designation of a part (or its connector). There is a wealth of information in WIS, and we encourage you to explore it.

Tip: If you want to open the XENTRY Portal home page in a new browser tab, right-click the Mercedes-Benz logo and select "Open in new tab" (or, if you prefer, "Open in new window").



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