

newschannel update



TO: Parts Managers and Parts Advisors	FROM: Parts Assistance Center
RE: Weekly Parts Update	DATE: August 31, 2018

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.

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

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* NCU dated August 10, 2018 for additional information.

PROGRAMS AND PRODUCT UPDATES (continued)

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:

The screenshot shows the 'Parts Inquiry & Order' interface. At the top, the 'Order Type' is set to 'Special Returns'. Below this, the 'Item category' dropdown is open, showing several options. Green arrows point to 'SPOM auth part ret.', 'SCM auth part ret.', and 'SCM auth core ret.'. A tooltip on the right side of the dropdown provides instructions: 'If part is a new part - select SCM Auth Part Return.' and 'If you are trying to return a CORE (70) - select SCM auth Core Return.'

Order T...	Item	Part Number	Quantity	Item category	Confr...	Avail. Qty	Ve...	Source
Spe...	000000		0.000		0.000	0.000	0.000	
Spe...	000000		0.000	SPOM auth part ret.	0.000	0.000	0.000	
Spe...	000000		0.000	SPOM auth tool ret.	0.000	0.000	0.000	
Spe...	000000		0.000	SCM auth part ret.	0.000	0.000	0.000	If part is a new part - select SCM Auth Part Return.
Spe...	000000		0.000	SCM auth core ret.	0.000	0.000	0.000	If you are trying to return a CORE (70) - select SCM auth Core Return.
Spe...	000000		0.000	Selling back request	0.000	0.000	0.000	
Spe...	000000		0.000	PDC Adj Scrap	0.000	0.000	0.000	
Spe...	000000		0.000	Free item Return cat.	0.000	0.000	0.000	
Spe...	000000		0.000	Default item Returns	0.000	0.000	0.000	

- 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”

XPPI – Electronic Parts Catalog Updates

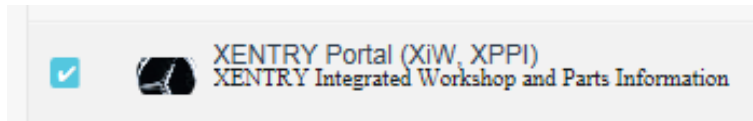
Access is available via NetStar to all Parts team member with a D7 User ID.

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)*.

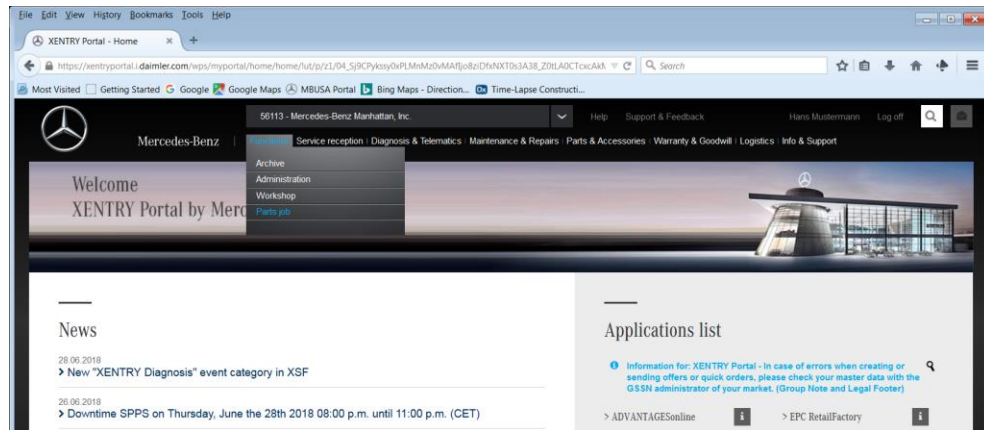
Please be reminded that the current EPC will sundown on September 30th.

To access the new system via NetStar:

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



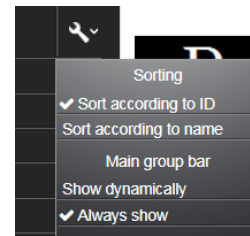
After following the link, or by navigating directly to <<https://aftersales.i.daimler.com>>, select “Parts job” from the “Functions” menu



XPPI Tip of the Week

Main Groups display options

After identifying the vehicle and starting your search, the Main Groups page appears, with a list of groups at the left. This group list can be displayed either *dynamically* or *always*, selectable using the fly-out menu at the top of the group list – the ‘wrench’ icon.



Show dynamically fits the group list to the window height. You can scroll up or down to see groups not currently visible. Once the main group is selected, the list collapses to the left, allowing the parts list and image to use nearly the full screen width. The advantage to this view is the reduced space the group menu uses, allowing more space for the image. The group list can be re-expanded by clicking the double arrows.

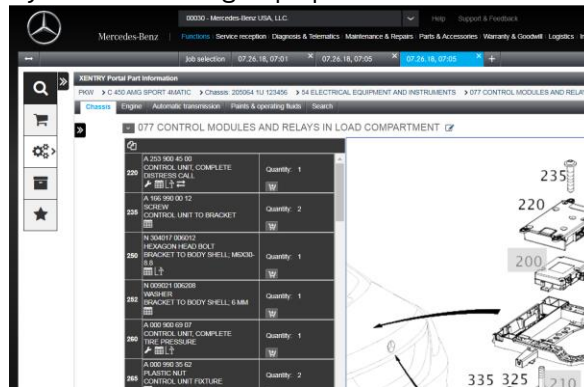


Always show displays the entire group list at all times, making it easier to switch groups using the menu, but requiring the entire window to be scrolled to select some groups.

Dynamic view



Dynamic with Subgroup open



Always show



How you set the group display depends on your preferences. We urge you to try it both ways to see which is best for you.

Next week: Printing a shopping list

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