



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

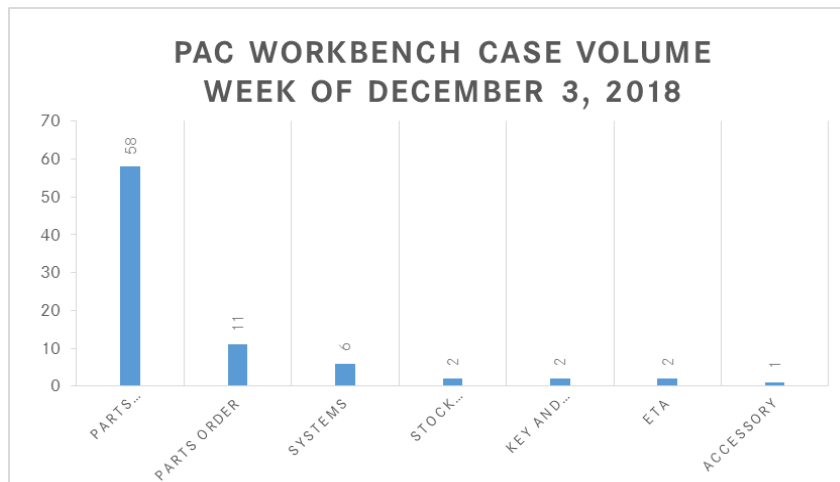
2018 CHRISTMAS/NEW YEAR HOLIDAY SCHEDULE

The entire MBUSA organization (including the PAC and PDCs) will be closed on December 24 – 25 and 31, 2018 (Christmas Eve, Christmas Day and New Year’s Eve) and January 1, 2019. The PDCs will have an early VOR cut-off at 3:00 pm local time. Please review your parts needs and order accordingly.

ETA REQUESTS

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

PAC WORKBENCH CASES



PROGRAMS AND PRODUCT UPDATES

PAC Mailbox

Please be reminded that all part inquiries are to be submitted via the PAC Workbench; emails are only accepted in case of system outage with the Workbench.

Engine Part Availability

Engines are no longer on the blocked part list and can be ordered as necessary.

Purchase Order Numbers

Please be reminded that purchase order numbers can only be used once. Should you need to update an order, please label the purchase order with an “a” or “1” supplemental name (i.e., Order-a or Order-1).

PROGRAMS AND PRODUCT UPDATES (continued)

Warranty Webinar

Topics to be covered: Common Findings / Best Practices

December 19	Central and Northeast Region	11:30 am – 12:30 pm EST
December 19	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 – December 2018* NCA dated December 14, 2018 for additional information.

Revised - Drop Shipment Processing/Backorder Cancellation Update

The current divisions of Cars and Vans, as well as Trucks and Buses, will be transformed into legally independent entities in 2019. In support of the new structure certain backend IT parts system in Germany need to be changed. These changes will have the following impact in the US market.

Impact:

- VOR backorders prior to December 19th will be canceled in Germany's system and our Paragon system. These canceled lines will be re-ordered by MBUSA, please see specific re-ordering details below.
- The cancellations will be processed between December 10th - December 21st. Lines that are canceled will be visible in the dealer's exception report stating 'Order Line Canceled by Vendor'. Dealers do not need to take action based on this information.
- All orders going through MBUSA's PDC network during the blackout period, December 19th - January 1nd, will not be impacted and will process as usual.
- All new VOR orders being fulfilled as drop shipments from Germany that are placed from December 19th - Jan 1st will be held in the system, and will be submitted to Germany for processing during the first week of January 2019.

Order Processing Details for existing backorders:

- All existing backorder lines from July 1st, 2018 forward:
 - No action required from dealer perspective.
 - All open Drop Shipment lines will be canceled and re-ordered by MBUSA. Canceled lines will be consolidated onto a new order. The dealer's original PO number will be referenced in the Turnaround field of the Paragon order. This will allow dealers to track the new order back to the original Paragon order that was canceled, and the order in the dealers DMS.
- Backorders that are in the system prior to July 1st, 2018:
 - Will be canceled, dealers will need to re-order these parts if they are still needed.
 - The cancellation order report will be available on the PAC website showing all dealer backorders that were canceled. Dealers should use this listing to determine which backorders dated July 1st, 2018 and prior are still needed and re-ordered if necessary. This report will be available on Wednesday December 26th.
 - The cancellation order report location is: PAC website → News → News Update tab
 - Action required - Dealers can re-order the canceled lines starting on January 3rd if needed.

Order Processing Details for new orders during the blackout period:

- All new VOR orders being fulfilled as drop shipments from Germany December 19th – January 1st are being held and will be processed by MBUSA through Germany during the first week of January.

Please refer to the *Revised - Drop Shipment Processing/Backorder Cancellation Update* NCA dated December 12, 2018 for additional information.