



# Aftersales Retailer Support

## DCS Enhancement – Checking Inventory for Open Campaigns

Reference: IPSB/15-286

Date: December 21, 2015

Attention: Retailer Principal, Executive, General, Sales, & Service Managers

Infiniti is pleased to announce the availability of a new DCS enhancement to the **Sales > Vehicle Inventory** screen. Sales or service personnel with access to this screen will now be able to easily identify new or previously owned (Infiniti and Nissan only) vehicles requiring campaign remedy prior to sale. Additionally, remedied vehicles will change to an interim "repaired" status while awaiting warranty claims payment from Infiniti, which signifies official recognition of campaign remedy completion. This will make it easier for sales and service departments to communicate which vehicles have received campaign repairs.

The ability to check for open campaigns through DCS vehicle sales inventory will yield several benefits:

- ✓ **EASY IDENTIFICATION** of vehicles with open campaigns helps ensure repairs are performed prior to retail sale.
  - Any individuals with access to the **Sales > Vehicle Inventory** screen can identify vehicles in inventory that require campaign repairs.
  - Vehicles requiring campaign repairs will be identified with **BOLD RED** text
  
- ✓ **VISUAL CUES** for vehicles that have had campaign repairs performed by service, but not yet recognized by Infiniti with warranty claims payment.
  - Vehicles that have received campaign repairs will be identified with **BOLD BLACK** text
  - Vehicles with multiple campaigns must have all campaigns repairs completed before status will change from bold red to bold black.
  - Repaired status is determined when a repair order is closed for a campaign repair and submitted to DCS. Repair orders for campaign repairs should not be closed and submitted until the repair is complete.
  - Once warranty claims are paid by Infiniti, the campaign repair is officially recognized and the vehicles text will return to the default text color (black non-bold).
  
- ✓ **VEHICLE TRADES** will show campaign status when the vehicle is transferred to your inventory.
  
- ✓ **VEHICLE SEARCH** will easily allow you to determine campaign status of vehicles at other retailers before initiating a trade in OMS.
  
- ✓ **GENERATE REPORTS** listing vehicles in your inventory with open campaigns as well as repair or warranty claims status.

A user's guide for these enhancements is included with this announcement to provide you with a better understanding of how to use these features.

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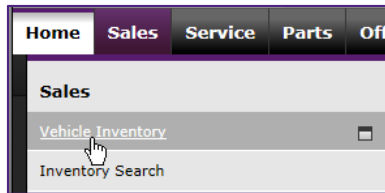
*These enhancements will be available beginning December 21, 2015. However all campaign data will take some time to populate across the network. Campaign data will be fully synchronized with SERVICE COMM by December 23, 2015.*

*SERVICE COMM remains Infiniti's official source for campaign identification should any discrepancies arise.*

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# CHECKING VEHICLES IN RETAILER INVENTORY FOR OPEN CAMPAIGNS

## Access the Vehicle Inventory Screen



1. Hover over the **Sales Menu**.
2. Click **Vehicle Inventory**. *The Vehicle Inventory screen displays.*

**Note:** New and Used unsold vehicles with a *Location Status* of **DLR INV** will display colored text if the vehicle has a campaign in either **OPEN**, **REPAIR COMPLETE**, or **DEALER SUBMITTED** status.

**Note:** Use the *Vehicle Type* filter to select **Used** vehicles.

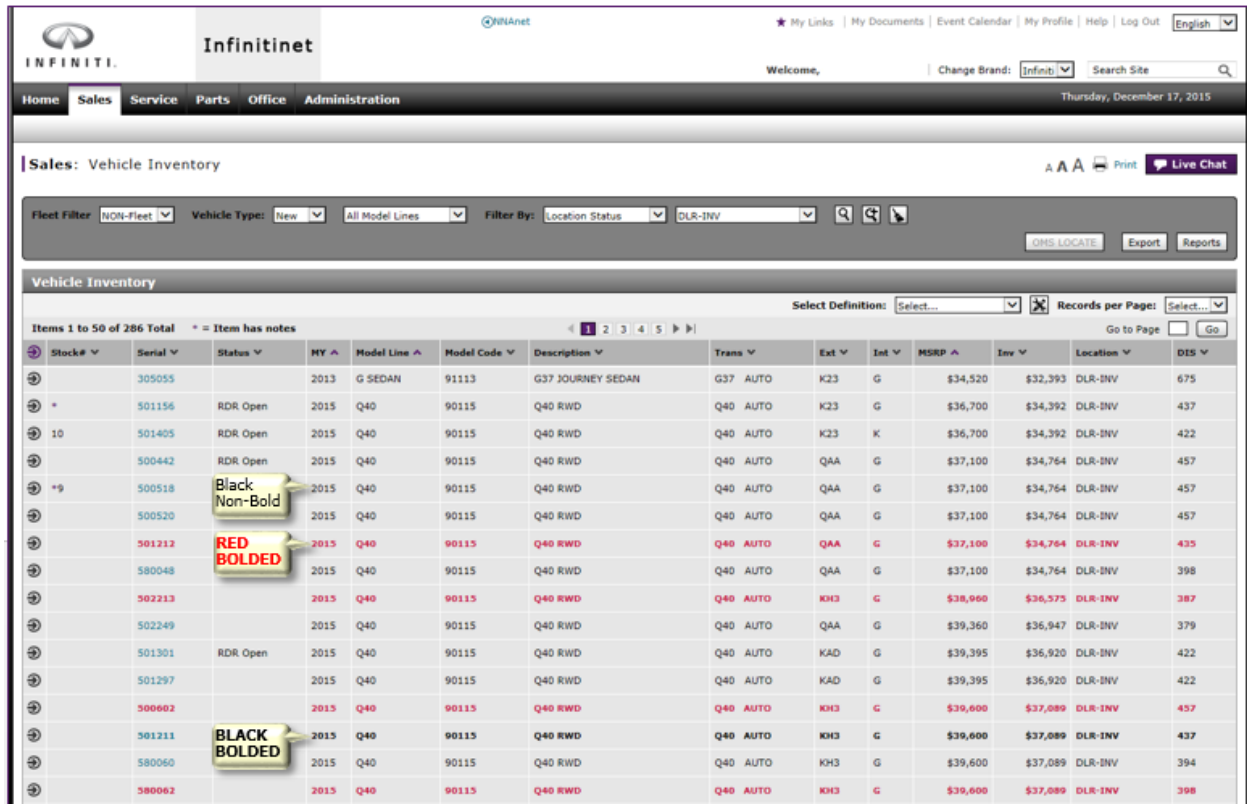
## Definition of Color-Codes

**RED** and **BOLD**: The vehicle has a campaign status of **OPEN**. These vehicles will have a hover text over on the *SERIAL NUMBER* field which will display a pop-up box listing the PNC (Campaign ID) for ALL Open Campaigns, Campaign Description and TSB Number (if applicable).

**BLACK** and **BOLD**: This status indicates a repair order has been closed on this vehicle and the applicable campaign repairs have been completed. The campaign details visible when you hover over the *SERIAL NUMBER* field will remain until Infiniti recognizes campaign completion with a warranty claims payment.

**BLACK** and **NON-BOLD** (default): If a vehicle does not have a campaign or a claim has been paid by NNA, the text will remain the same as it was prior to this enhancement.

**Note:** Vehicles acquired via trade will also show campaign status when traded into your inventory or when searching another retailer's inventory.

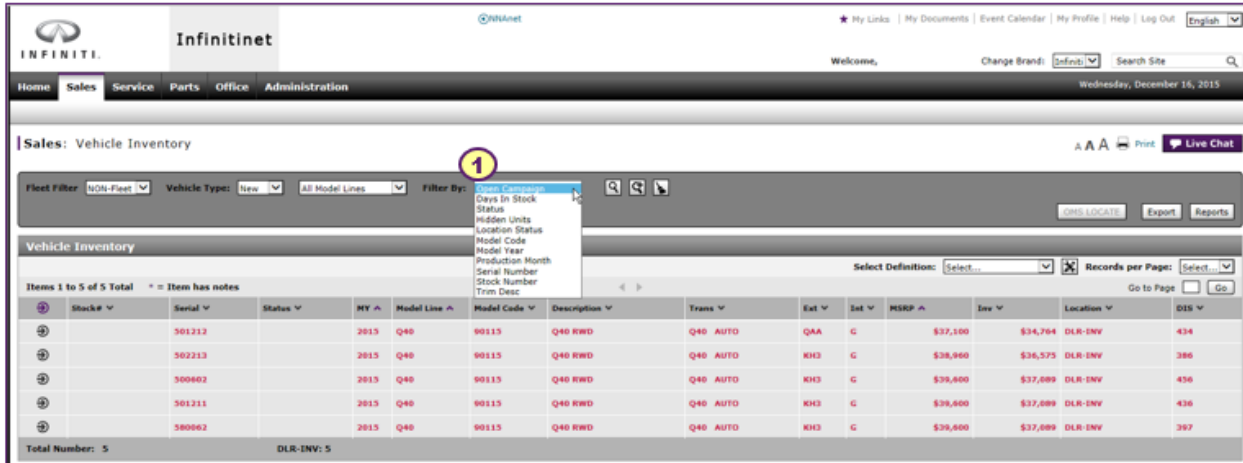


Stock#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
	305055		2013	G SEDAN	91113	G37 JOURNEY SEDAN	G37 AUTO	K23	G	\$34,520	\$32,393	DLR-INV	675
	501156	RDR Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	K23	G	\$36,700	\$34,392	DLR-INV	437
10	501405	RDR Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	K23	K	\$36,700	\$34,392	DLR-INV	422
	500442	RDR Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	457
	500518		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	457
	500520		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	457
	501212		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	435
	580048		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	398
	502213		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$38,000	\$36,575	DLR-INV	387
	502249		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$39,360	\$36,947	DLR-INV	379
	501301	RDR Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	KAD	G	\$39,395	\$36,920	DLR-INV	422
	501297		2015	Q40	90115	Q40 RWD	Q40 AUTO	KAD	G	\$39,395	\$36,920	DLR-INV	422
	500602		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	457
	501211		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	437
	580060		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	394
	580062		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	398

# CHECKING VEHICLES IN RETAILER INVENTORY FOR OPEN CAMPAIGNS

## Using the Filter By & Hover Text

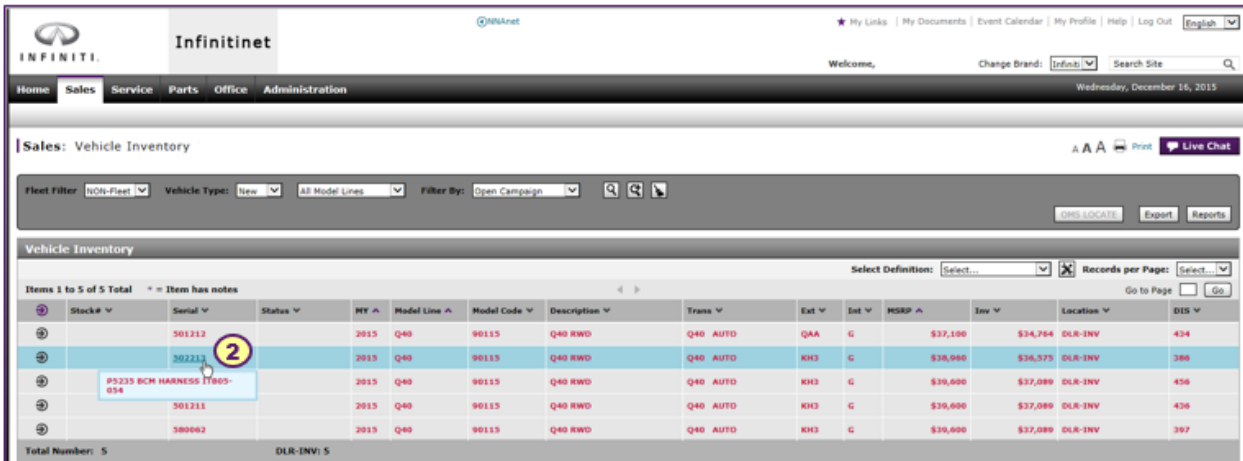
1. At the **Filter By** field, select **Open Campaign**. A listing of vehicles with one or more open campaigns display.



The screenshot shows the Infinitinet 'Sales: Vehicle Inventory' page. The 'Filter By' dropdown menu is open, showing options like 'Open Campaign', 'Days in Stock', 'Status', etc. A red circle with the number '1' highlights the 'Filter By' field.

Stack#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
501212	501212		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	434
502213	502213		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$36,900	\$36,575	DLR-INV	386
500402	500402		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	456
501211	501211		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$36,600	\$37,089	DLR-INV	436
580602	580602		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$36,600	\$37,089	DLR-INV	397

2. Hover your mouse over the **Serial** field to display the hover text listing the *Campaign ID* and *Campaign Description*. If the vehicle has multiple campaigns, the hover text will display each campaign.



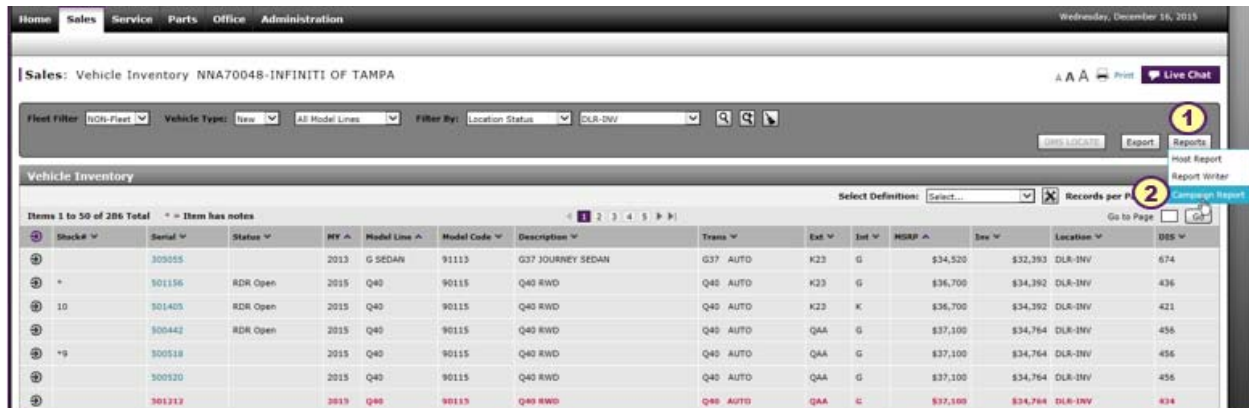
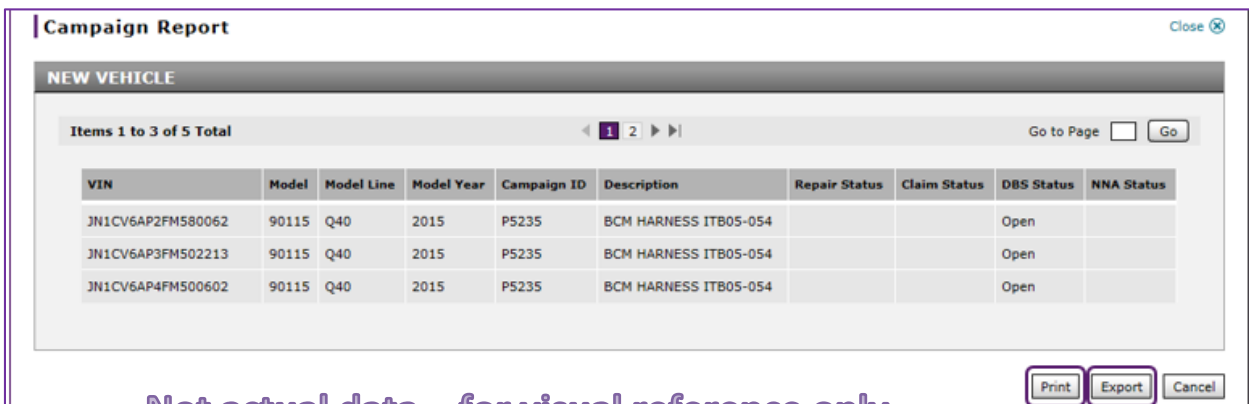
The screenshot shows the same Infinitinet 'Sales: Vehicle Inventory' page, but now the 'Filter By' dropdown is set to 'Open Campaign'. A red circle with the number '2' highlights the 'Serial' field, which has a tooltip displayed over it. The tooltip shows 'P5233 BCM HARNESS T905-054'.

Stack#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
501212	501212		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	434
502213	502213		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$36,900	\$36,575	DLR-INV	386
500402	500402		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	456
501211	501211		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$36,600	\$37,089	DLR-INV	436
580602	580602		2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$36,600	\$37,089	DLR-INV	397

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## Print or Export a Campaign Report for Your Inventory

- At the **Vehicle Inventory** screen, click the **Report** button. A list of reports displays.
- Click **Campaign Report**. The **Campaign Report** screen displays a listing vehicles that details the Campaign and the status of the Campaign as described below:
  - Repair Status: Blank** means the RO has not been opened yet. **Unrepaired** means an RO has been opened for the campaign but has not been submitted or closed. **Repaired** means an RO for the campaign has been closed.
  - Claim Status: Blank** means the RO is still open (once it is closed the RO is sent to Warranty Claims). **Unsubmitted** means a warranty claim for the appropriate campaign has not been submitted to NNA for payment. **Submitted** means a warranty claim for the appropriate campaign has been submitted to NNA for payment but has not yet been paid. **Paid** means a warranty claim for the appropriate campaign has been submitted to NNA for payment and has been paid by NNA.
  - DBS Status: Open** means a vehicle has an open campaign and an RO has not been closed for the repair and a warranty claim has not been submitted. **Repaired** means a vehicle has an open campaign and an RO has been closed for the repair but a warranty claim has not been submitted. **Paid** means a vehicle has an open campaign, an RO has been closed for the repair, a warranty claim has been submitted and paid by NNA, but the vehicle has not yet been removed from the NNA open vehicle table. **Closed** means a vehicle had an open campaign, an RO has been closed for the repair, a warranty claim has been submitted and paid, and the vehicle has been removed from the NNA open vehicle table.
  - NNA Status: Open** means a vehicle has an open campaign and a warranty claim has not been paid by NNA. **Closed** means a vehicle had an open campaign, the warranty claim has been paid by NNA and the vehicle is no longer in the open campaign table.
- You have the option to **Print** the report or **Export** the report to Excel (shown below).

Not actual data – for visual reference only

	A	B	C	D	E	F	G	H	I	J
1	VIN	Model	Model Line	Model Year	Campaign ID	Description	Repair Status	Claim Status	DBS Status	NNA Status
2	JN1CV6AP2FM580062	90115	Q40	2015	P5235	BCM HARNESS ITB05-054			Open	
3	JN1CV6AP3FM502213	90115	Q40	2015	P5235	BCM HARNESS ITB05-054			Open	
4	JN1CV6AP4FM500602	90115	Q40	2015	P5235	BCM HARNESS ITB05-054			Open	