From: Broadcast Messaging System
To: DL-BMS_Message_Monitors
Subject: N63 Order Processing Update
Date: Tuesday, February 10, 2015 2:11:53 PM

Publish Date: February 10, 2015
From: Parts Logistics
Expiration Date: February 24, 2015

DCSnet Message
Important

Subject: **N63 Order Processing Update**

To: All BMW Parts and Service Managers

RE: N63 Order Processing Update

Good Afternoon,

We would like to apprise you of the current status regarding your orders being emailed to the N63 box.

As of today for N63 CCP:

- there are just over 5,000 orders awaiting entry
- the oldest order is from 1/26/2015 – which we are working on today
- orders are being entered at the rate of 300 to 500 per day
- emails are coming in at the rate of 400 to 500 per day

As of today for Timing Chain, we have 244 orders awaiting order entry, there are two parts we are short on. Orders will be processed as soon as inventory arrives at the RDCs which is anticipated as early as next week.

In order to speed our progress, we request that you please:

- refrain from sending in orders a second and third time
- ensure all data is entered to the first email, we are receiving multiple emails adding or removing a part from the list
- do not call the PTG, they are not involved in this process and will not be able to provide you with any information
- include the below information for every order:

  VIN – Noted in Subject Line
  Part numbers requested and quantity needed for each
  Dealer Name and Number
  Dealer Contact Person and Phone Number
  Dealer Ship to Address

Please note we are receiving several orders without dealer numbers, this stops the order from being entered while we research to find the correct information.

Your support in refraining from sending multiple emails and providing all information in the order will assist us in speeding up our process.

We appreciate your patience as we work through the back log of orders.

Thank you,
Parts Logistics

Attachments:

No Attachments No Attachments

Recipients: BMW Passenger Cars, CC-AfterSalesAreaManagers
BMW Passenger Cars, All Offerings, All Regions, All Areas, Service, All
BMW Passenger Cars, All Offerings, All Regions, All Areas, Parts, All