



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 13, 2016

BACKORDER INFORMATION

Supply Chain Management has implemented reporting enhancements that will provide better ETA information in Paragon. As detailed in the April 8th NCA, backorder recovery dates for Top Constrained parts are now posted on the Dealer Exception Report tab in Paragon; the recovery date should be used as your ETA.

As a result of these modifications, the weekly backorder listing will no longer be published.

PROGRAMS AND PRODUCT UPDATES

PGW Damaged Glass Return Process

Effective May 1, 2016, customer must notify their local PGW branch within 24 hours of delivery to claim that a part was damaged on delivery. PGW will pick up the part and review it to determine if credit will be issued. This new process allows PGW to expedite a credit and implement actions to eliminate future occurrences.

Please note this new process as PGW will no longer accept any product that is damaged, primed or otherwise unsaleable after 24 hours from delivery. Pictures of the defect are now required to be attached to the return in order to receive credit.

Please visit the PAC website for additional information: Programs & Policy → National Accounts (CV) → PGW Damaged Glass Return Process (May 1, 2016).

Warranty Webinar, May 18 and 19

Topic	Date/Time
<ul style="list-style-type: none">April Survey ResultsTips for Complex RepairsMbrace – Product Awareness and Best PracticesWIS/ASRA – Open Q&A	May 18: Central and Northwest Regions: 11:30 am – 12:30 pm EST May 19: Southern and Western Regions: 1:30 – 2:30 pm EST
Connectivity: https://mbusawarranty.adobeconnect.com/may2016/	
Audio: (888) 394-8197; Passcode: 460 843 3934	

Please refer to the *Warranty Webinar – May 2016* NCA dated May 6, 2016 for additional information.

PAC Personnel

The PAC welcomes 3 new employees to the team. They bring a wealth of customer satisfaction experience and are looking forward to assisting you with your parts needs.

New PAC Team Members	Joseph Deen
	Eric Mueller
	Carlos Pinzon

As always, do not hesitate to contact the PAC at (877) 727-8762 or PACMailbox

Memorial Day Holiday Schedule

In observance of the Memorial Day holiday, the entire MBUSA organization (including PAC and PDCs) will be closed Monday, May 30th. Normal business operations will resume on Tuesday, May 31st.

TIP OF THE WEEK: Uploading Pardat File

In the event of a system issue, orders can be uploaded via Pardat file to the PAC for order processing. The file’s default location is C:/Mbpert/pardat.txt; file is automatically updated by the dealer’s DMS. See below screenshot for file location.

