



newschannel update

TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: May 20, 2016

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.

Memorial Day Ordering/Shipping Schedule

Dedicated Delivery Service	- Thursday stock orders, Friday VOR & DSO (before 1pm) orders will be delivered on Friday and Saturday. Dealers that are attended and not open on Saturday, May 28th to accept deliveries must notify Parts Transportation so the appropriate deliveries can be coordinated - email: logistics@mbusa.com - Weekend orders, Monday stock, DSO & VOR orders, Tuesday VOR & DSO orders will be delivered Wednesday, June 1st.
Less Than Truck Load Service	- Thursday stock orders will be delivered Tuesday, May 31st. Friday VOR & DSO (before 1pm) orders will be sent FedEx and delivered Tuesday, May 31st - Friday through Saturday stock, DSO & VOR orders along with Tuesday VOR & DSO orders will be delivered Wednesday, June 1st
VOR & DSO Referrals	- VOR orders placed Friday will be delivered Tuesday, May 31st - DSO orders placed Friday (before 1pm) will arrive Wednesday, June 1st - VORs placed Weekend through Tuesday, will arrive Wednesday June 1st - DSO orders placed Weekend through Tuesday will arrive Thursday June 2nd

Dealers are advised to advise Parts Transportation if they are unable to accept deliveries on any of these dates so that appropriate delivery arrangements can be coordinated – email: logistics@mbusa.com or Brian.Cosgrove@mbusa.com.

Please refer to the Memorial Day, May 30th Ordering/Shipping Schedule NCA dated May 13, 2016 for additional information.

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.