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NISSAN BULLETIN

DCS Enhancement – Campaign Restricted Parts Ordering

Reference: NPSB/16-526

Date: March 10, 2016

Attention: Service & Parts Managers

Nissan is pleased to announce the availability of a new DCS enhancement to the **Parts > Parts Order Management** screen. Parts personnel with access to this screen will now be able to order **restricted campaign parts** using the **Service Campaign Order (SVC) Type**. This option will only work with campaign parts and cannot be used to order other sales restricted parts.

Here are some things parts personnel will need to know about this new ordering method:

- ✓ **All SVC Orders should be created in the DCS:** If you add a Campaign Restricted part to any other Order Type via your DMS, e.g., STK; the DCS will not allow you to Submit the Parts Order and/or the order will be *Canceled* in the overnight batch.
- ✓ **A Separate SVC Order must be created for each VIN that has a Campaign:** If multiple campaign parts are ordered under one VIN, then the SVC Order will be rejected by the Campaign Parts team (campaign.parts@nissan-usa.com). You will be advised to create a separate SVC Order for each VIN.
 - The system will inform you if you are ordering parts for a VIN outside of the campaign. This may apply if a part is shared with another vehicle not involved in the campaign, so you can proceed with your order after acknowledging the warning.
 - The system will identify if a part for that particular VIN has already been ordered and inform you of the last dealer that ordered this part, so only order parts for VINs requiring service at your dealer and do not reuse the same VIN for all campaign restricted parts orders.
- ✓ **SVC Parts Orders Should not Exceed the Max Order Quantity for a Campaign:** If a SVC Order contains part quantities that exceed the Max Order Amount for a Campaign, the DCS will not allow you to Submit the Parts Order.
- ✓ **SVC Parts Order Status:** Since all SVC Orders go to the Campaign Parts team for disposition, the parts order **Status** will be updated according to their prioritization and allocation process:
 - ◆ **Submitted:** The Campaign Parts team has received your order for review
 - ◆ **Approved:** The Campaign Parts team has approved your SVC order and it has been sent to the PDC for allocation. Dealers will see the approved order on their parts allocation report within 24-48 hours.
 - ◆ **Canceled:** The Campaign Parts team has rejected your SVC order and you will not receive the part(s)
- ✓ **If a SVC Order has multiple parts, the DCS will automatically split the order to ensure there is only one part per SVC Order.** The DCS will automatically append the Dealer Order Reference# with 01, 02, 03, etc. if it is less than 5 characters. For example, ABC-01, ABC-02, ABC-03. DCS cannot add a reference number suffix to new orders when the dealer reference number is more than 5 characters; therefore the system will display a warning message asking you to decrease the number of characters in your Dealer Reference Number.

The ability to place campaign restricted parts orders through DCS will yield several benefits:



Order Acknowledgement of submitted orders and approved orders.

- Dealers will see that orders have been received and when they have been approved
- Campaign parts will also be able to provide specific comments related to each order to inform dealers of parts availability timing when parts supply is not readily available



Parts Tracking for campaign restricted parts.

- Restricted campaign parts will now include the dealer reference number on the parts pick label for easier management of customers waiting on parts.
- Dealers can escalate a parts order by adding dealer comments when ordering.
 - Initially, all orders will require a dealer comment, but this will be made optional in the next DCS release.
- Vehicle priority can be selected to help prioritize campaign restricted parts ordering. Order prioritization will be in the following order and based on parts availability. Use this priority as necessary, but do not overuse as it will lose its effectiveness.
 - **Vehicle Down** – vehicle is disabled in service bay and parts are needed quickly
 - **Towed** – vehicle is disabled and was towed to the dealership; parts will be prioritized to minimize time a customer is out of their vehicle for lemon law rules.
 - **Rental** – customer is out of their vehicle and currently in a rental; parts will be prioritized to minimize time a customer is out of their vehicle for lemon law rules.
 - **Blank** – normal priority order; filled in the order they are received based on parts availability



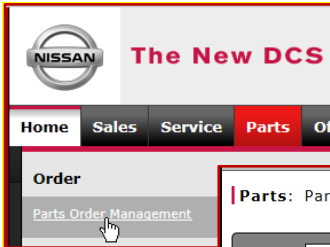
Parts Selection will appear as a drop down menu for the campaign ID entered.

- Parts listed will be for the campaign ID entered, but only while parts are sales restricted. Once a parts restriction is removed, the part will be ordered using an order type other than SVC
- Parts listed are not VIN specific. Parts personnel are still responsible for selecting the applicable part when parts vary by VIN, color, etc.

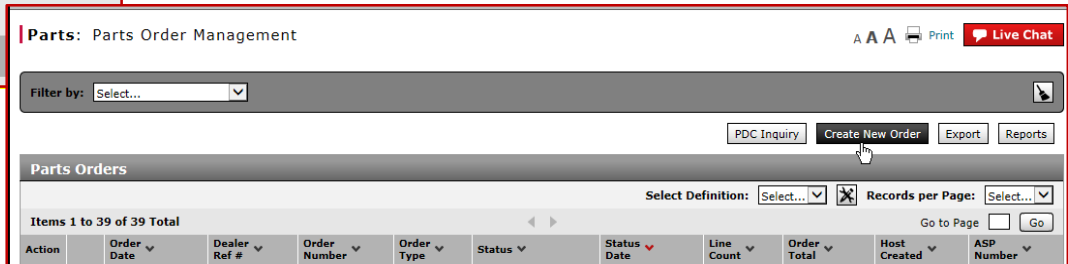
A user's guide for these enhancements is included with this announcement to provide you with a better understanding of how to use these features.

**CREATE an SVC PARTS ORDER:**

Processes & Procedures: All SVC Orders Must be Created for all Campaigns



1. Hover over the **Parts Menu**.
2. Click **Part Order Management**.
3. At the **Part Order Management** screen, click the **Create New Order** button. The **Create Parts Order** screen will display.

**Create an SVC Parts Order**

1. At **Order Type** of **SVC – Service Campaign Order**.
 - Any **Restricted** Parts Order for a Campaign/Recall MUST be created as an **Order Type** of **SVC – Service Campaign Order**. If you add a Campaign Restricted part to any other Order Type, e.g., STK; the DCS will not allow you to Submit the Parts Order or it will be *canceled* by the HOST in the overnight batch.
2. At **Dealer Order Reference #**, type your order reference number.
3. At **VIN #**, type the **VIN**.
4. At **Campaign ID**, type the **Campaign ID**.
 - If the **VIN #** entered for a **Campaign ID** already has parts ordered by you or another dealer, a **WARNING MESSAGE** will display stating “This *****part number***** has already been ordered for *****VIN #***** by *****Dealer Code/Dealer Name*****. You will still be allowed to order the part after approving an additional **WARNING MESSAGE** that will display when you **Submit** the Parts Order.

Parts Order Header

Order Status:	Status Date:	Order Date: 01/14/2016
Line Count: 0	Order Total: \$0.00	* Required Field
Order Type: SVC - Service Campaign Order	Ship Priority: 3	SVC Dealer Comments:
Dealer Order Reference #: WS0001	Cross Ship Priority: 3	
ASP Number:	Backorder Flag: Yes	
VIN #: 3N1AB7APXDL741111	This 700260B000 has already been ordered for 3N1AB7APXDL741111 by 3022/LOKEY NISSAN	
Campaign ID: R1405	Vehicle Priority:	

Parts Order Detail

Part Number	Part Description	Order Quantity	Unit
Select Campaign Part		1	0

Warning Message Close

This 700260B000 has already been ordered for 3N1AB7APXDL741111 by 3022/LOKEY NISSAN&WS011

Would you like to order this part again for this vehicle?

Yes No

- If you place an SVC Order for a **VIN #** that is not part of a campaign, you will receive a **WARNING MESSAGE** that states “Vehicle *****VIN #***** doesn’t have open campaign *****Campaign ID*****”.

Create an SVC Parts Order *continued*

5. At **Ship Priority**, always keep the default value of **3** (do not set to **1** or **2**) as *Restricted* parts may not be readily available for the Campaign Parts team to approve, allocate and ship.
6. If applicable, at **Vehicle Priority**, select **Vehicle Down**, **Towed** or **Rental**. Please use this field appropriately.
 - **Blank** – this is a normal order
 - **Vehicle Down** – vehicle is in a service bay in the process of being repaired and can't be moved
 - **Towed** – the vehicle was towed and sitting on the lot waiting to be repaired
 - **Rental** – customer is in a rental until vehicle is repaired
7. At **SVC Dealer Comments**, type text that will display to the Campaign Parts team when reviewing your SVC Parts Order for approval/allocation. Initially this field is required, but will be made optional upon the next DCS release.

Parts: Parts Order Management: Create Parts Order A A A Print Live Chat

Parts Order Header

Order Status:	Status Date:	Order Date: 01/15/2016
Line Count: 0	Order Total: \$0.00	* Required Field
Order Type: * SVC - Service Campaign Order	Ship Priority: * 3	SVC Dealer Comments: * Urgent Case and Customer Pay.
Dealer Order Reference #: WS0001	Cross Ship Priority: * 3	
ASP Number:	Backorder Flag: * Yes	
VIN #: * 5N1AT2MV3FC868283	Cross Ship Flag: * Yes	
Campaign ID: * PC415	Vehicle Priority: Vehicle Down Towed Rental	

Parts Order Detail

Part Number	Part Description	Order Quantity	Unit Packs	Unit Cost	Back Order	Cross Ship	Customer Name	Bin
Select Campaign Part		1	0	\$0.00	Yes	Yes		

Parts Order Detail

Action	Part Number	Part Description	Order Quantity	Unit Pack	Unit Cost	Extended Cost	Backorder Flag	Cross Ship Flag	Customer Name	Bin
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continued...

Create an SVC Parts Order *continued*

Complete the Parts Order Detail Section

There are 2 ways to add the Campaign Parts to the SVC Parts Order; **1.** Use the **Parts Number** field to add each part one-by-one, or **2.** Use the **Add by Campaign** button to automatically add all the related campaign parts to the order. **It is recommended that you use the parts number when all parts on the campaign are not required.**

- Click the **Add by Campaign** button to add all the related parts for the Campaign ID to this SVC Order.

- If an SVC Order has multiple parts, the DCS will automatically split the order, by adding a suffix to the Dealer Order Reference#, to ensure there is only one part per SVC Order.

Note: The Bolt on the example SVC Order displays an **Order Quantity Error** ❌ “Order Quantity must be a multiple of unit pack”. The quantity of the part must be changed to equal **Unit Pack** before the SVC Order can be Saved or Submitted.

- When complete, click **Submit**. The SVC Order is sent to the NNA Host to be processed in the nightly batch.
 - The Campaign Parts team will review your order and once approved, submit your order to the PDC for allocation. Orders that have not been reviewed will maintain “submitted” status until approved. Dealers can check for updated status changes by refreshing their screen. Once approved, dealers will see their order on the parts allocation report within 24-48 hours.



View SVC Parts Order Comments

SVC Parts Order will display as **BLACK & BOLD** when the Campaign Parts team has added an **SVC Corporate Comment**. You can use the Action Menu to **View Order** and read the comments.

Parts: Parts Order Management										
Filter by:										
PDC Inquiry Create New Order Export Reports										
Parts Orders										
Items 1 to 50 of 172 Total										
Select Definition: Records per Page:										
Action	Order Date	Dealer Ref #	Order Number	Order Type	Status	Status Date	Line Count	Order Total	Host Created	ASP Number
	01/11/2016	SVC123		SVC	Canceled	01/13/2016	1	\$0.21	N	
	01/05/2016	AS346	15021953	SVC	Pre Allocated	01/13/2016	1	\$0.00	N	
	01/05/2016	AS341	15021952	SVC	Pre Allocated	01/13/2016	1	\$0.00	N	
	01/05/2016	AS345	15021951	SVC	Pre Allocated	01/13/2016	1	\$0.00	N	
	01/05/2016	AS344	15021950	SVC	Pre Allocated	01/13/2016	1	\$0.00	N	
	01/05/2016	AS342	15021949	SVC	Pre Allocated	01/13/2016	1	\$0.00	N	
	01/12/2016	A12B11		STK	New	01/12/2016	1	\$33.22	N	
	01/12/2016	23r2a		VOR	Open	01/12/2016	1	\$13.15	N	
	12/31/2015	pewold	38612312	STK	Allocated	01/12/2016	1	\$13.15	Y	
	01/11/2016	SC21	15021954	SVC	Canceled	01/11/2016	1	\$2.10	N	
	01/11/2016	wewfe	15021955	SVC	Canceled	01/11/2016	1	\$556.07	N	
	01/11/2016	SVC234	15021956	SVC	Canceled	01/11/2016	1	\$2.10	N	
	01/11/2016	SC23	15021957	SVC	Canceled	01/11/2016	1	\$791.20	N	
	01/05/2016	AS349		SVC	Approved	01/08/2016	1	\$792.54	N	
	01/05/2016	AS3410		SVC	Approved	01/08/2016	1	\$792.54	N	
	01/05/2016	AS348		SVC	Approved	01/08/2016	1	\$318.89	N	
	01/05/2016	AS3411		SVC	Approved	01/08/2016	1	\$792.54	N	
	01/05/2016	AS347		SVC	Approved	01/08/2016	1	\$622.98	N	
	12/31/2015	wefe 2		SVC	Approved	01/08/2016	1	\$201.80	N	
	12/31/2015	wefe 1		SVC	Approved	01/08/2016	1	\$55.92	N	
	01/05/2016	23231		SVC	Canceled	01/08/2016	1	\$4.37	N	