



# Aftersales Retailer Support

## DBS Enhancement – Checking Inventory for Open Campaigns

Reference: IPSB/15-286a

Date: February 26, 2018

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

UPDATE February 26, 2018  
Please discard earlier versions of this bulletin

The announcement from December 21, 2015 has been revised to include:

1. New functionality for identifying stop sales and parts restrictions for vehicles in dealer inventory
2. RDR warning messages when vehicles affected by a stop sale are submitted for retail delivery

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 DBS vehicle sales inventory will yield several benefits:

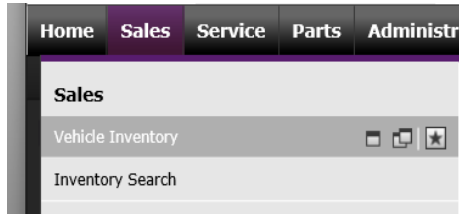
- ✓ **EASY IDENTIFICATION** of vehicles with open campaigns helps ensure repairs are performed prior to retail sale.
  - ◆ Any individuals with access to the *Sales > Vehicle Inventory* screen can identify vehicles in inventory that require campaign repairs.
  - ◆ Vehicles requiring campaign repairs will be identified with **BOLD RED** text.
  - ◆ STOP SALES and Parts restrictions are identified with a "Y" (YES) or "N" (NO) on the campaign report.
  - ◆ Parts restrictions labeled with a "Y" require parts departments to submit SVC orders and may not arrive from PDCs as quickly due to an extra level of approval being necessary.
- ✓ **VISUAL CUES** for vehicles that have had campaign repairs performed by service, but not 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 and a claim is submitted for a campaign repair in DBS. 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.
- ✔ **RETAIL DELIVERY REPORT (RDR) WARNING** when attempting to complete a RDR or file a quick RDR on a vehicle subject to a stop sale and there is no campaign-warranty claim payment. The warning is passive, but the user ID and time stamp is recorded if a user elects to proceed with completing an RDR for a vehicle with an open campaign and stop sale.

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.

# 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 or Used unsold vehicles with a *Location Status* of **DLR INV** will display colored text if the vehicle has a campaign in either **OPEN, PERFORMED, or PAID** status.

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

## Definition of Color-Code

**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, a campaign claim has been submitted 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 (NNA) 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.

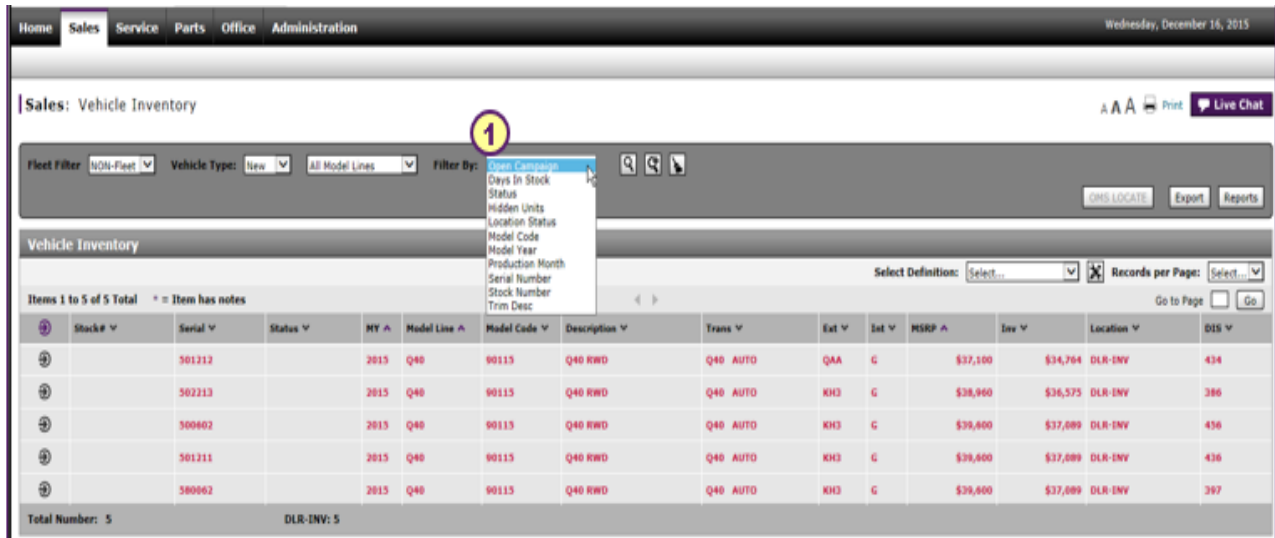
**Note:** Vehicles acquired via trade will also show campaign status when traded into your inventory or when searching another retailer's inventory.

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
*9	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	\$38,960	\$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 and Hover Text

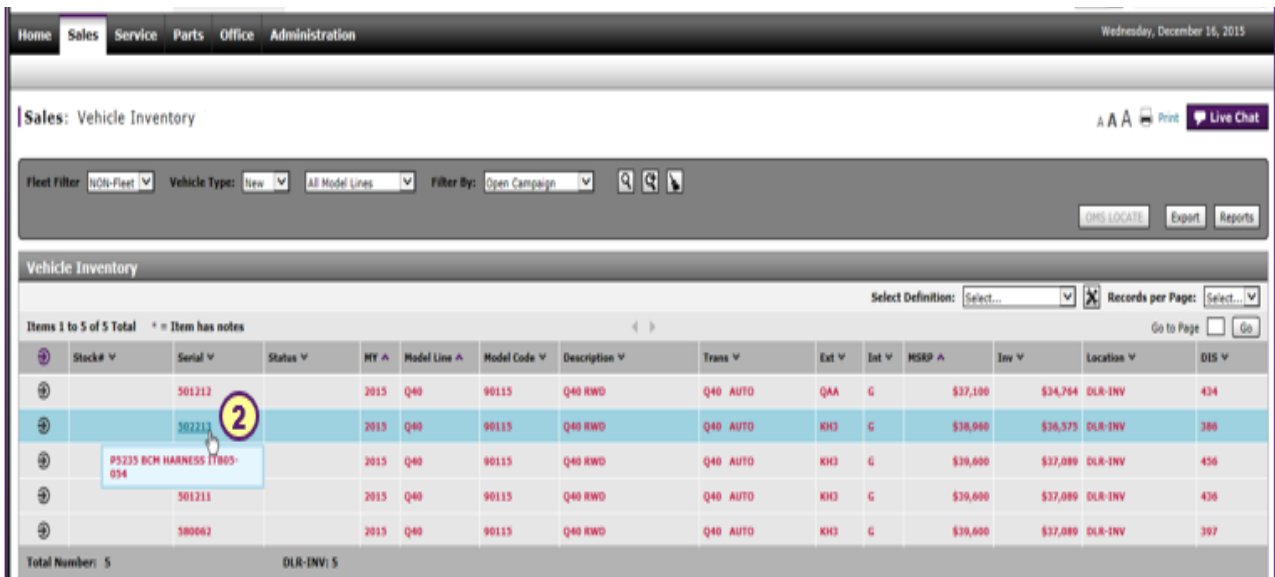
1. At the **Filter By** field, select **Open Campaign**. A listing of vehicles with one or more open campaigns display.



The screenshot shows the 'Sales: Vehicle Inventory' page. The 'Filter By' dropdown menu is open, and 'Open Campaign' is selected. The table below shows a list of vehicles with columns for Stock#, Serial, Status, NY, Model Line, Model Code, Description, Trans, Ext, Int, MSRP, Inv, Location, and DIS.

Stock#	Serial	Status	NY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
301212			2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	434
302213			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$38,960	\$36,575	DLR-INV	386
300602			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	456
301211			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	436
300602			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$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 'Sales: Vehicle Inventory' page with the 'Filter By' dropdown set to 'Open Campaign'. The 'Serial' field for the second row (302213) is highlighted, and a hover tooltip is displayed showing the campaign information: 'P5235 BCH HARNESS IT905-034'.

Stock#	Serial	Status	NY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
301212			2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	434
302213			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$38,960	\$36,575	DLR-INV	386
300602			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	456
301211			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	436
300602			2015	Q40	90115	Q40 RWD	Q40 AUTO	KH3	G	\$39,600	\$37,089	DLR-INV	397

# CHECKING VEHICLES IN RETAILER INVENTORY FOR OPEN CAMPAIGNS

## 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 a RO has not been opened on the vehicle yet. *Unrepaired* means a RO has been opened for the campaign but has not been submitted or closed. *Repaired* means a RO for the campaign has been closed and a warranty claim has been submitted.
  - 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. *Suspended* means a warranty claim has suspended for one or more errors. *Rejected* means the claim has been denied for some reason (either by the retailer or NNA). *Paid* means a warranty claim for the appropriate campaign has been submitted to NNA for payment and has been paid by NNA.
  - Campaign Status:** *Open* means a vehicle has an open campaign and a RO has not been closed for the repair and a warranty claim has not been submitted. *Performed* means a vehicle has an open campaign, and a RO has been closed for the repair and a warranty claim has been submitted, but not paid by NNA. *Paid* means a vehicle has an open campaign, a 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.
- You have the option to **Print** the report or **Export** the report to Excel (shown below).

**Vehicle Inventory**

Shocks	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	US\$
	S00555		2013	G SEDAN	91113	G37 JOURNEY SEDAN	G37 AUTO	K23	G	\$34,520	\$32,393	DLR-INV	674
	S01156	RD Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	K23	G	\$36,700	\$34,392	DLR-INV	436
10	S01405	RD Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	K23	K	\$36,700	\$34,392	DLR-INV	421
	S00442	RD Open	2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	456
9	S00518		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	456
	S00920		2015	Q40	90115	Q40 RWD	Q40 AUTO	QAA	G	\$37,100	\$34,764	DLR-INV	456
	S01212		2013	Q40	90115	Q40 RWD	Q40 AUTO	QAA	C	\$37,100	\$34,764	DLR-INV	434

**Campaign Report**

VIN	Model	Model Line	Model Year	Campaign ID	Description	Repair Status	Claim Status	Campaign Status	Stop Sale	Parts Restriction
JN1FV7EK0J530366	92918	Q60 CPE	2018	P8301	Q60 EPS REPROGRAM ITB18-004		Denied	Open	Y	N
SJKCH5CP7JA040564	80518	QX30	2018	PG7B5	QX30 CLCK SPRNG CBL ITB18001			Open	Y	Y

Print Export Cancel

B	C	D	E	F	G	H	I	J	K	L
VIN	Model	Model Lin	Model Year	Campaign	Description	Repair Status	Claim Status	Campaign Status	Stop Sale	Parts Restriction
JN1FV7EK0J530366	92918	Q60 CPE	2018	P8301	Q60 EPS REPROGRAM ITB18-004		Denied	Open	Y	N
SJKCH5CP7JA040564	80518	QX30	2018	PG7B5	QX30 CLCK SPRNG CBL ITB18001			Open	Y	Y

# CHECKING VEHICLES IN RETAILER INVENTORY FOR OPEN CAMPAIGNS

## Retail Delivery Report (RDR) Warnings

1. From the Vehicle Inventory screen, click on the arrow and select RDR Vehicle.

The screenshot shows the 'Sales: Vehicle Inventory' interface. At the top, there are filters for Fleet (NON-Fleet), Vehicle Type (Used), Status (In Stock), and Filter By (VIN). A search bar contains the VIN '1N4AL3APXEC152436'. Below the filters is a table with columns: Action, Stock#, VIN, Certified, Certification #, Status, Vehicle Make, Model Line, HY, Ext, Int, Trans, Selling Price, Location, Stocking Date, and DIS. The table shows one item with VIN '1N4AL3APXEC152436' and a status of 'RDR Vehicle'. A dropdown menu is open over the 'RDR Vehicle' status, showing options: 'Edit Stock Number', 'Print Vehicle Detail', and 'View Vehicle Detail'.

2. RDR warning message appears if the vehicle being delivered has an open campaign and STOP SALE applicable.

The screenshot shows a warning dialog box with the following text: "This vehicle is subject to stop sale, completion of required repairs is mandatory prior to vehicle delivery. If the vehicle was delivered before you see this message, please immediately inform the customer and make arrangements for them to return the vehicle as soon as possible and have it remedied for free." Below the text is an 'OK' button.

3. Selecting **OK**, will take the user to the RDR screen. The user can back out of the RDR screen by selecting **CANCEL** or continue and select **SUBMIT**. If submit is selected, the user ID and time stamp will be recorded.

The screenshot shows the 'Sales: Vehicle Inventory: RDR Vehicle' screen. It has a navigation bar with 'Home', 'Sales', 'Service', 'Parts', and 'Administration'. The main content is divided into sections: 'Summary' (Status: Open, Status Date: 02/05/2018), 'Vehicle' (Deal: No Deal, Type of Sale: Retail Sale, Sale Date: 02/05/2018, Salesperson: HOUSE DEAL, F&I Manager: HOUSE DEAL, Security+ Plus Contract: NO, Spanish Language: NO, VIN: 1N4AA6AP4HC364082, Stock Number: N70010, Model Code: 16517, Model Description: MAX 3.5PLT SEDAN, Model Year: 2017, State/Province: WI), and 'Customer' (Title: Mr., Name: John Sample, Company: , Address: 123 Main Street, Anytown, WI, Zip Code: 12345, Phone: 999-999-9999, Email: Jqsampl@gmail.com). At the bottom are buttons for 'Reports', 'Vehicle Detail', 'View Incentives', 'Save', 'Submit', 'Delete', and 'Cancel'.

Continued...

# CHECKING VEHICLES IN RETAILER INVENTORY FOR OPEN CAMPAIGNS

**Sales: Vehicle Inventory** A A A Print DBS Live Chat

Fleet Filter:  Vehicle Type:  All Model Lines  Filter By:

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**Vehicle Inventory** Select Definition:  X Records per Page:

Items 1 to 1 of 1 Total \* = Item has notes Go to Page

Stock#	Serial	Status	MY	Model Line	Model Code	Description	Trans	Ext	Int	MSRP	Inv	Location	DIS
<input type="text" value=""/>	034177	RDR Submitted	2017	QX30	85717	QX30 SPORT	AUTO	KH3	G	\$41,435	\$ 38,964	DLR-INV	314

Total Number: 1 DLR-INV: 1

**Administration: Application Auditing** A A A Print DBS Live Chat

Region:  Area:  District:

Application:  Module:  Function:

User ID:  Dealer:  Reference Number:

Event Date Range:  To:  Others:

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**Application Auditing**

Dealer	Region	Area	District	User ID	Application	Module	Function	Date, Time	Reference Number	Other
<input type="text" value=""/>	NNA Infiniti South 62	Florida	NORTH FLORIDA	<input type="text" value=""/>	Vehicle	RDR	Submit RDR	2017-12-28 21:56:16	<input type="text" value=""/> SJXCH5CP0HA034177	PG782 PG785