

# newschannel update



TO: Parts Managers and Parts Advisors Service Managers and Service Advisors	FROM: Dealer Assistance Center
RE: Weekly Parts Update	DATE: June 22, 2018

## ETA REQUESTS

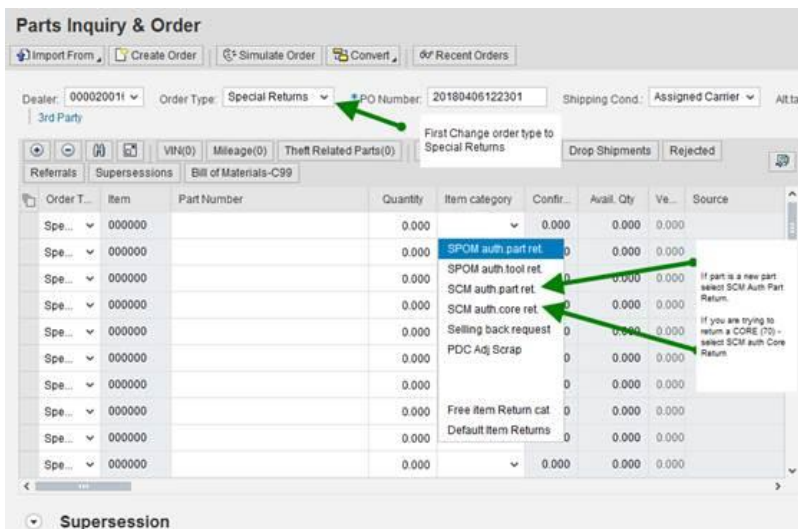
Please be reminded that ETA requests are to be submitted via the *Exception Report* tab in Paragon.

## SPECIAL PROCUREMENT ETA REQUESTS

Please email SP case inquiries to [171-SpecialProcurement@mbusa.com](mailto:171-SpecialProcurement@mbusa.com). Please ensure that you include the SP case number, Paragon/Part/VIN numbers with your inquiry. CB5 orders/inquiries should be emailed to [171-PACSP@mbusa.com](mailto:171-PACSP@mbusa.com).

## SPECIAL RETURNS – Exceeding Purchases

System settings have been modified to remedy returns that yield “Exceeding Purchases” error messages. After verifying that the part was purchased within the last 36 months. If all is correct, please create a special return as illustrated below:



- Select “Special Returns” order type
- Select Item Category:
  - SPCM auth part ret – If the part is new part, select “SCM Auth Part Return”
  - SCM auth core ret – If you are trying to return a Core part (70), select “SCM Auth Core Return”

## PROGRAMS AND PRODUCT UPDATES

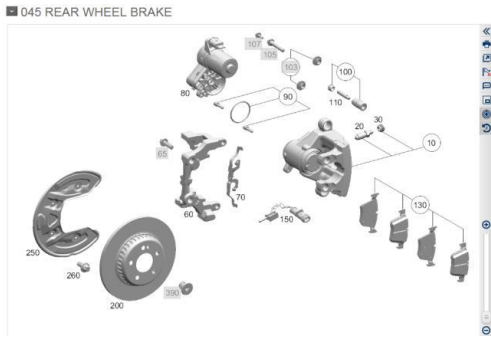
### New Electronic Parts Catalog

MBUSA proudly announces the launch of our new Electronic Parts Catalog titled Xentry Portal Parts Information (or XPPI for short).

XPPI is an innovative solution for searching for parts and provides you with vehicle specific information efficiently and in a new clearly presented format.

#### Some of the key features of XPPI are:

- Better data filtering
- Data cards available as soon as the car is built (no more new models not showing up in the EPC)
- Search by last 8 of the VIN
- Customizable functionality
- Part number fly-outs
- Better parts illustrations
- Updated images
- ODUS integration
- Designation and word search
- Show oil capacity and oil quality
- Multiple sessions
- And much, much more!!!



XPPI will launch mid-July 2018. Please stay tuned for more information in the coming weeks.

Please refer to the *New Electronic Parts Catalog NCA* dated June 15, 2018 for additional information.

### PAC Form Update – CB3/CB5 Parts

Please be advised that the “CB5 and Upgrade Request Form” (Forms & Link tab on the PAC website) has been modified and is now titled, “CB3 & CB5 Request Form”. Requests for both CB3 and CB5 parts are to be submitted on this form. Requests will route to Special Procurement for review and order placement.

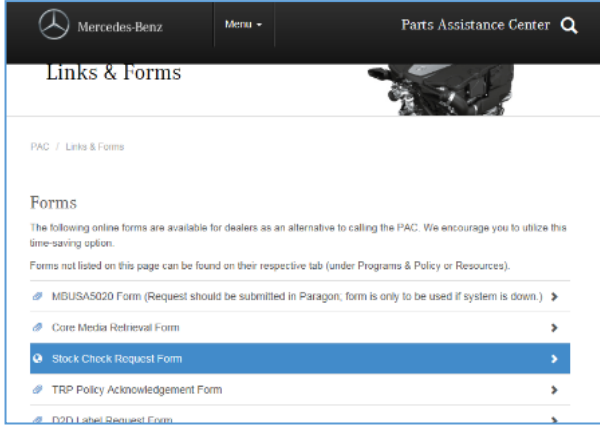
Accessories Specification Request Form	➤
Part Specification Request Form	➤
Extended Length Seat Belt Request Form	➤
Today Sure Form	➤
"Empty Cage - Return to PDC" sign	➤
Sheet Metal Claims Form	➤
<b>CB3 &amp; CB5 Request Form</b>	➤
Competitive Parts Pricing Feedback	➤

Any inquiries regarding CB3/CB5 submissions should be emailed to 171-SpecialProcurement@mbusa.com.

## PROGRAMS AND PRODUCT UPDATES (continued)

### STOCK CHECKS

Requests for stock checks are to be emailed via the **Stock Check Request Form** (*Links & Forms* tab on PAC website).



Please complete the form as outlined:

1. Part Ordered – use capital letter and numbers with no spaces or dashes (i.e., 12345678909B51)
2. Part Received – leave blank if unsure
3. Priority – only high priority if it applies
4. Questions/Comments – include brief description/overview of issue
5. Pictures – attach up to 4 pictures; size limit of 5 mb total. Pictures should be clear and 640 x 480. Include a picture of the blue and white parts label in your submission.

The screenshot shows the Mercedes-Benz Stock Check Request Form. The form includes the following fields and sections:

- Reference #:** Text input field containing '105200107'.
- Dealer Code:** Text input field.
- Dealer Name:** Text input field.
- Part Ordered:** Text input field.
- Part Received:** Text input field.
- Your Name:** Text input field.
- Your Email Address:** Text input field.
- Your Phone Number:** Text input field.
- SAP Order Number:** Text input field.
- Date Ordered:** Text input field.
- Chassis/VIN Number:** Text input field.
- PDC Received From:** Dropdown menu with '- Select PDC -' and a dropdown arrow.
- Problem Details:** Dropdown menu with '- Select Description of Problem -' and a dropdown arrow.
- Priority:** Dropdown menu with 'Normal' and a dropdown arrow.
- Questions / Comments:** Text area for user input.
- Attachments:** Section with instructions: 'Click the "Browse" button to locate and upload the picture(s) of the Part Received (MANDATORY, max = 4) and Original part (max = 4). (Please limit images to 640 x 480 resolution) of total size less than 5MB'. It includes a 'Browse...' button and a note: 'Please hold "Ctrl" button on keyboard to select multiple files.'.
- Submit:** A blue button at the bottom of the form.