

PARTS ALERT

FLASH TRAINING 2025-4



DID YOU KNOW?

Viewing Credits in DC217– DCS-XT provides an easy way to search for credits and invoices using DC217. The screen allows for search by order reference number, invoice number, or the dealer PO#. This provides visualization of parts order invoices as well as credits. When entering a parts invoice number, dealers can select “Linked Trans” at the bottom of the order information screen to obtain any credits linked to the invoice. A blank invoice number field indicates the order or claim has not been processed. If an invoice number is listed, the invoice or credit has been processed. When procuring this information, dealers can also print the invoices using screen DC222.

Return Packing Lists – When sending returns, a Hino packing list is required for all shipments, no exceptions. Hino cannot process a return using a dealer issued packing list. If a Hino packing list is missing or never came through via DCS, dealers should contact partssupport@hino.com to request a copy. Omitting this packing list can result in delayed processing or an inability to process.

Tech Assist vs Parts Support– Hino provides several resources for dealers to get the job done. In addition to parts support, there are resources for technical support using Hinonet. Opening a tech assist case or contacting a technical service manager is the best way to get assistance with technical questions. Parts Support is designed and trained help dealers with anything related to parts, invoices, claims, etc. Tech assist is designed and trained to handle technical and service questions.