

VOLKSWAGEN
GROUP OF AMERICA



Parts *On Command*

Participant Workbook

VOLKSWAGEN

GROUP OF AMERICA

 *Parts On Command*

Session 1



Site Access

New Parts On Command

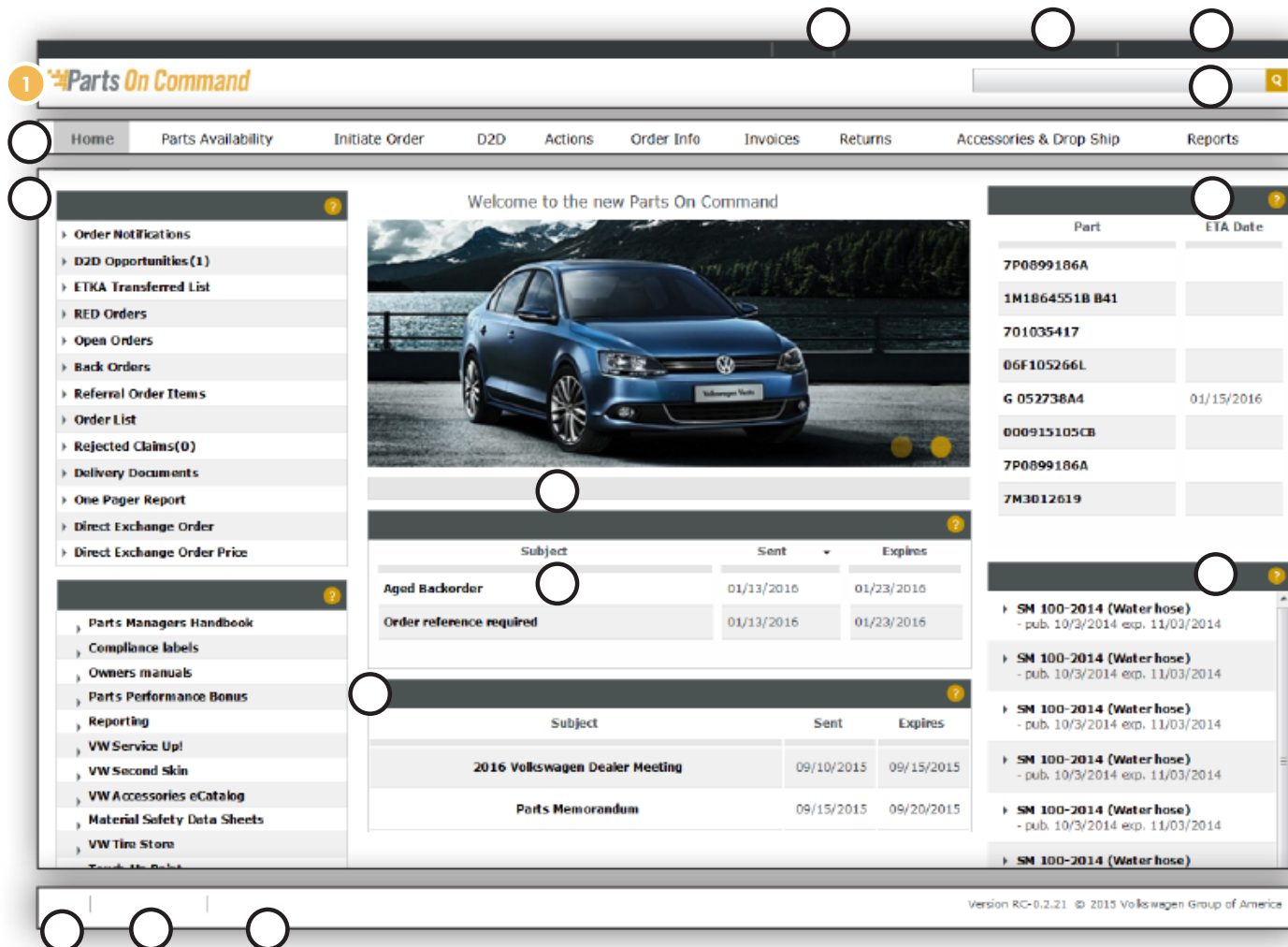
★ Quick Start / Access POC

Audi

iAudiportal.com > login > Parts On Command link

Volkswagen

VWHub.com > login > Parts On Command link










Home Page

Place the number of each site descriptor below in the correct circle on the home page wireframe above. Example, there is a "one" placed in the circle where users will always find the POC logo on the new site.

- | | | | |
|------------------|-----------------------------|--------------------|-------------------|
| 1. Logo Button | 5. Parts Search | 9. Promotion List | 13. Help |
| 2. Dealer ID | 6. Tab Bar | 10. Notifications | 14. Contact Us |
| 3. Facing PDC | 7. Links | 11. Special Notice | 15. Dealer Search |
| 4. Shopping Cart | 8. Critical Alerts/Car Down | 12. Parts News | |

Match The Icon

Use a line to connect the New POC Icon in the left column with its copy description in the right column.

1		Special Notice
2		Cross-Border Block
3		Promotion
4		Service Camp./ Tech. Bulletin
5		Direct Exchange
6		Lookup
7		Add Rows

Parts Availability Tab

Part Information

Parts On Command

Home
Parts Availability
Initiate Order
D2D
Actions
Order Info
Invoices
Returns
Accessories & Drop Ship
Reports

Home \ AIRBAG

Sorry,
no image
is available

Part Information 4F1880204D| AIRBAG

Division	Drop Ship
VW/AUDI	No
Dealer Net	Suggested Retail Price
\$679.00	\$970.00
Upper Order Limits	Blocks
No	
Returnable	Package UOM
No	1
D2D Eligible	RED Order Only
No	No
Core	Core Price
N/A	N/A
Direct Exchange Part	
No	
Part Comments	
Supersession Type	Supersession Indicator(s)
Part number is interchangeable with replacement (reversible supersession)	A A L
View Components	
Haz-Mat/Dangerous Goods Yes	

Proper Shipping Name	UN Number	Class
Safety devices	3268	9
Packaging Group	EX Number	Link to Safety Data Sheets (SDS)
	EX-1999070070	

Quantity

New Feature

Direct links to Bulletins and Safety Data Sheets (SDS)

NOTE: Bulletins are not available in Canada

8

Parts Availability Tab

Check Availability — By Importing a .CSV File

The screenshot displays the 'Parts Availability' tab in the Parts On Command system. The navigation bar includes Home, Parts Availability, Initiate Order, D2D, Actions, Order Info, Invoices, Returns, Accessories & Drop Ship, and Reports. The main content area shows a progress bar with four steps: 1. Parts Availability Search (highlighted), 2. Parts Availability List, 3. Add to Order, and 4. Order Confirmation. A yellow warning banner states: 'Parts availability may change when the order is actually placed.'

The main interface features a table with columns for 'Part' and 'Requested Quantity'. Below the table are three buttons: 'Check Availability' (highlighted with a circled '3'), 'Reset', and 'Delete Selected'. An 'OR' separator is positioned between the table and a file selection dialog.

The file selection dialog (highlighted with a circled '2') shows a 'New folder' window with a list of files and folders. The file name is 'monthly.csv' and the file type is set to '*.csv'. A 'Browse' button is visible in the dialog.

A callout box (highlighted with a circled '1') contains the instruction: 'Please select a file in CSV format with valid part and quantity to add to check availability.' Below this instruction is a 'Select File to Upload' field and a 'Browse' button.

You can import a parts list from a spreadsheet, by saving it as a CSV file and importing the file via the import function.

If invalid parts are uploaded, these will display after the Check Availability button is selected.

FULL INSTRUCTION
ON CREATING AND
IMPORTING A CSV FILE
CAN BE FOUND IN THE
APPENDIX.

Parts Availability Tab

Check Availability — By ETKA Transfer

Home | Parts Availability | Initiate Order | D2D | Actions | Order Info | Invoices | Returns | Accessories & Drop Ship | Reports

POC Links ?

- Order Notifications
- D2D Opportunities (0)
- ETKA Transferred List** ①
- RED Orders
- Open Orders
- Back Orders
- Referral Order Items
- Order List
- Rejected Claims(0)
- Delivery Documents
- One Pager Report
- Direct Exchange Order
- Direct Exchange Order Price

Web Links ?

- Parts Managers Handbook
- Compliance labels
- Owners manuals
- Parts Performance Bonus
- Reporting
- VW Service Up!
- VW Second Skin

Critical Alerts/ Car Down ?

Part	ETA Date									
1 ETKA List										
2 Add to Order										
3 Order Confirmation										
Order Type	Dealer PO	Dealer Comment	Carrier Code							
Select	*	*	Select							
! Parts availability may change when the order is actually placed.										
<input type="checkbox"/>	Part	Description	Dealer Cost	Retail Cost	Requested Quantity	Dealer On Hand Qty	PO	Dealer Comments	Jacksonville (0405)	Wiscor (040)
<input type="checkbox"/>	000096311A	CLEANER	\$6.30	\$9.00	8	0		Testing	2053	
<input type="checkbox"/>	000096311A	CLEANER	\$6.30	\$9.00	4	0		Testing	2053	

②

Part is not available

Add to Order | Reset | Delete Selected

Minimum Order Quantity not met | 02/06/2016 | 02/16/2016

Minimum Order Quantity not met | 02/06/2016 | 02/16/2016

Parts News ?

Subject	Published
New Parts On Command Update	02/05/2016

SM 04-2016 (Pressure Hose)
- pub. 01/26/2016 exp. 02/24/2016

SM 02-2016 (Control Unit)
- pub. 01/26/2016 exp. 02/20/2016

SM 071-2015 (Turbo-Revised)
- pub. 01/13/2016 exp. 01/29/2016

See Appendix for ETKA Order Steps

Parts Availability Tab

Order Parts

Parts On Command Enter Dealer Code Submit Parts Search

Home **Parts Availability** Initiate Order D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Availability Part Information

1 Parts Availability Search **2 Parts Availability List** 3 Add to Order 4 Order Confirmation

Order Type: Select * Dealer PO: * Dealer Comment: Carrier Code: Select

! Parts availability may change when the order is actually placed.

Part	Description	Requested Quantity	Dealer Cost	Retail Cost	Dealer On Hand Qty	New Jersey (0410)	Wisconsin (0402)	Jacksonville (0405)	Knoxville (0407)
<input type="checkbox"/> 5K0201400 ⚠️ Ⓡ	FUEL GUARD	1	\$25.80	\$43.00	0	534	231	790	773

Add to Order Reset << Back to Parts Availability Search Review Parts Information

Help | Contact Us | Dealer Search

After clicking the Check Availability Button, you will be presented with the Parts Availability List view. This view provides information on cost, on-hand quantity, facing PDC availability and availability at other PDCs. Icons below the part number denote special considerations about the part, e.g., Haz-Mat.

Parts Availability Tab

Order Parts

The screenshot displays the 'Parts Availability' tab in the Parts On Command system. The navigation bar includes 'Home', 'Parts Availability', 'Initiate Order', 'D2D', 'Actions', 'Order Info', 'Invoices', 'Returns', 'Accessories & Drop Ship', and 'Reports'. The 'Parts Availability' tab is active, showing a progress bar with four steps: 1. Parts Availability Search, 2. Parts Availability List (highlighted), 3. Add to Order, and 4. Order Confirmation.

Below the progress bar, there is a form for order details with the following fields:

- Order Type: Daily (1)
- Dealer PO: 12345 (2)
- Dealer Comment: re-stock (3)
- Carrier Code: 13-Surface 1-3 pm (4)

A yellow warning banner states: "Parts availability may change when the order is actually placed."

The main content area shows a table of parts with the following columns: Part, Description, Requested Quantity, Dealer Cost, Retail Cost, Dealer On Hand Qty, New Jersey (0410), Wisconsin (0402), Jacksonville (0405), and Knoxville (0407). The first row is highlighted, showing a checked checkbox (5) for the part 5K0201400 (FUEL GUARD).

At the bottom, there are three buttons: 'Add to Order' (6), 'Reset', and '<< Back to Parts Availability Search'. A dark grey button labeled 'Add Parts to Order' is also visible.

The footer includes 'Help', 'Contact Us', and 'Dealer Search'.

Add Parts to Order

In Parts Availability List view, you will (1) select Order Type (Daily or Stock), (2) enter Dealer PO number, (3) add a Dealer Comment if needed and (4) select the Carrier Code, based on the urgency of the order. Next, (5) check the box to the left of the part. (6) Click the button at the bottom to Add to Order.

Parts Availability Tab

Order Parts

The screenshot shows the 'Parts Availability' tab in the Parts On Command system. At the top, there is a search bar for 'Parts Search' and a 'Submit' button. Below this is a navigation menu with options: Home, **Parts Availability**, Initiate Order, D2D, Actions, Order Info, Invoices, Returns, Accessories & Drop Ship, and Reports. Under 'Parts Availability', there are sub-tabs for 'Availability' and 'Part Information'. A green message bar at the top indicates 'Daily Order is Validated Successfully!'. A progress bar shows four steps: 1. Parts Availability Search, 2. Parts Availability List, 3. Add to Order (highlighted), and 4. Order Confirmation. Below the progress bar is a 'P O:' field with the value '12345' and a 'Comments:' field with the value 're-stock'. There is a checkbox for 'Copy comment for all lines'. Below this are buttons for 'Submit', 'Reset', and 'Validate'. A note states: 'NOTE: If you wish to delete the part, check the box to the left of the part number and click Delete Selected.' To the right of the note is a 'Delete Selected' button. The main part of the screen is a table with the following columns: Part, Description, Dealer PO, Requested Qty, Confirmed Qty, PDC, Order Type, Carrier Code, and Dealer Cost. The table contains one row for part number 5K0201400, described as 'FUEL GUARD', with a dealer PO of 12345, a requested quantity of 1, and a confirmed quantity of 1. The PDC is 0410 NJ, the order type is 'Daily', the carrier code is '13-Surface 1-3 pl', and the dealer cost is \$25.80. Below the table is a 'Comments' field and a 'Place Your Order' button. At the bottom of the screen, there are buttons for 'Submit', 'Reset', and 'Validate', and a footer with 'Help', 'Contact Us', and 'Dealer Search'.

Parts On Command

Enter Dealer Code

Home **Parts Availability** Initiate Order D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Availability **Part Information**

✓ Daily Order is Validated Successfully!

1 Parts Availability Search 2 Parts Availability List **3 Add to Order** 4 Order Confirmation

P O : 12345 Comments : re-stock Copy comment for all lines

NOTE: If you wish to delete the part, check the box to the left of the part number and click Delete Selected.

<input type="checkbox"/>	Part	Description	Dealer PO		Requested Qty	Confirmed Qty	PDC	Order Type	Carrier Code	Dealer Cost	
<input type="checkbox"/>	5K0201400 	FUEL GUARD	12345	●	1	1	0410 NJ	Daily	13-Surface 1-3 pl	\$25.80	
Comments <input type="text"/>											

Help | Contact Us | Dealer Search

After clicking the Add to Order button, you should see a validation message. Now the order is on your order list and ready for submission. In this view, you may still change Dealer PO, Requested Quantity, Order Type and Carrier Code. Clicking the Submit button at the bottom will order the part(s).

Parts Availability Tab

Order Parts

Parts On Command

Home
Parts Availability
Initiate Order
D2D
Actions
Order Info
Invoices
Returns
Accessories & Drop Ship
Reports

Availability
Part Information

✓ Your Parts orders is successful.

1 Parts Availability Search

2 Parts Availability List

3 Add to Order

4 Order Confirmation

Your Parts orders are

Stock Order :	Daily Order : 1012627388	External Vendor :
----------------------	------------------------------------	--------------------------

Daily Order 1012627388

Line	Part	Description	Dealer PO	Requested Qty	Confirmed Qty	PDC	Carrier Code	Dealer Cost	Total Cost
11	5K0201400	FUEL GUARD	12345	1	1	0410 NJ	13-Surface 1-3pm	\$33.30	\$25.80

Review Order

Sub-Total :	\$25.80
Brand Surcharge :	\$0.00
Handling Charge :	\$7.00
Order Discount :	\$0.00
Total State Local Tax :	\$0.00
GST / HST :	\$0.00
PST / QST :	\$0.00
Environmental Recovery cost :	\$0.00
Order Sub-total :	\$33.30

Once you have clicked Submit to place your order, you will be presented with the Order Confirmation page. The green box will show a successful order and the details of the order are now complete.

Help | Contact Us | Dealer Search
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Initiate Order Tab

Order Parts

The screenshot shows the 'Initiate Order' tab in the Parts On Command system. The interface includes a navigation bar with 'Initiate Order' highlighted, a progress bar with three steps: '1 Parts Availability Search', '2 Add to Order', and '3 Order Confirmation'. Below the progress bar are input fields for 'Order Type', 'Dealer PO', 'Dealer Comment', and 'Carrier Code', each with a circled number (3, 4, 5, 6) indicating a step. A yellow warning banner states 'Parts availability may change when the order is actually placed.' Below this is a table with columns 'Part' and 'Requested Quantity'. The first row of the table has circled numbers 1 and 2 pointing to the input fields. To the right of the table is a file upload section with a 'Browse' button. At the bottom left, there are buttons for 'Add To Order' (with a circled 7), 'Reset', and 'Delete Selected'. The footer contains 'Help | Contact Us | Dealer Search' and 'Version RC-0.2.32 © 2015 Volkswagen Group of America'.

OR

The Initiate Order Tab works much the same way as Parts Availability, but with fewer steps.

Just (1) enter your Part numbers and (2) Requested Quantities, (3) Order Type, (4) PO, (5) Dealer Comment, (6) Carrier Code and (7) click the Add To Order button.

Initiate Order Tab

Order Parts

Parts On Command Enter Dealer Code Submit Parts Search

Home Parts Availability **Initiate Order** D2D Actions Order Info Invoices Returns Accessories & Drop

Parts Order Direct Exchange Order

1 Parts Availability Search 2 Add to Order 3 Order Confirmation

P O : 1234 Comments : daily order Copy comment for all lines

Submit Reset Validate

Part	Description	Dealer PO	Requested Qty	Confirmed Qty	PDC	Order Type	Carrier C
5K0201400	FUEL GUARD	1234	1	1	0410 NJ	Daily	12-Surface 1

New Features

- Transmit Daily Orders from your DMS
- Change Order Type & Carrier Code at the line item level prior to hitting "Submit".

How DMS orders will be translated in POC:

Stock:

- STK -> Stock
- WKL -> Weekly Stock
- DSS -> Drop Ship Stock

Daily Orders:

- DPO -> Daily
- EMG -> Emergency
- VOR -> Vehicle Off Road

This view shows you the parts available and allows you to change quantities, order type and carrier code before clicking Submit and adding to your order.

Initiate Order Tab

How to Place a RED

Home Parts Availability Initiate Order D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Availability | Part Information

1 Parts Availability Search → 2 Parts Availability List → **3 Add to Order** → 4 Order Confirmation

P O : 1234 Comments : Customer Car Down Copy comment for all lines

Submit Reset Validate Delete Selected

Part	Description	Dealer PO	Requested Qty	Confirmed Qty	PDC	Order Type	Carrier Code	Power Cost
06A133062BH	CONTR.UNIT	RED ORDER	1	0	Backordered	Daily	2-Surface 1 pm	\$401.23

Order Type dropdown menu:
 Daily
 Daily Stock
 RED Warr.
 RED Non-Warr.

When a part has no stock available, the confirmed QTY will show 0. To upgrade to RED, click the drop down under Order Type and select RED Warranty or RED Non-Warranty.

Home Parts Availability Initiate Order D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Order Details | Order List

Sales Document

Order Type: Daily Sales Doc Number: 1012627689 Dealer PO: RED ORDER Carrier Code: 12-Surface 1 pm

Comments: Customer Car Down

Line Item	Part	Description	Requested Quantity	Quantity	PDC	Message	Total Cost	Bill Core	Carrier Code
11	06A133062BH	CONTR.UNIT	1	1	Backorder		\$401.23		12-Surface 1 pm

Upgrade To Red dropdown menu:
 Daily
 Daily Stock
 RED Warranty
 RED Non Warranty

Save Reset Validate Delete Selected

To upgrade an existing order to RED when there is no stock available at the PDCs, select the drop-down next to Upgrade to RED and select RED Warranty or RED Non-Warranty.

Initiate Order Tab

Critical Alerts

The screenshot displays the 'Initiate Order' tab in the Parts On Command system. The main interface includes a navigation bar with 'Initiate Order' highlighted, a progress bar with '2 Add to Order' selected, and a table of order lines. The table contains one line for part 06D107066S (PISTON) with a dealer PO of 1234, a requested quantity of 1, and a dealer cost of \$169.00. A 'Critical Alert' checkbox is highlighted in an orange box. An 'Additional Information' modal is open, showing fields for VIN, Repair Order, Key Code/PK, Mileage, Repair Order Date, Customer Name, and Alert Info. The 'Alert Info' section includes checkboxes for 'Repeat Repair', 'Customer in Loaner', 'High Profile/Potential Buyback', and 'Re-order Due to Damage'. A callout box on the right states: 'Only 6 fields are required, with optional check boxes for clarification and space for additional comments. The Critical Alert check box, is found at the order line level inside the Initiate Order Tab.'

Additional Information of PART 06D107066S

VIN :

Repair Order :

Key Code/PK :

Car Down : Yes No

Mileage :

Repair Order Date :

Customer Name :

Alert Info :

Repeat Repair High Profile/Potential Buyback

Customer in Loaner Re-order Due to Damage

Dealer's Remarks :

Part	Description	Dealer PO	Requested Qty	Confirmed Qty	PDC	Order Type	Carrier Code	Dealer Cost
<input type="checkbox"/> 06D107066S	PISTON	1234	1	0	Backordered	RED Non-War	98-RED Order F	\$169.00

Comments: VIN: Critical Alert

Help | Contact Us | Dealer Search

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Initiate Order Tab

Critical Alerts

Additional Information of PART 06D107066S

VIN :

Mileage :

Repair Order :

Repair Order Date :

Key Code/PK :

Customer Name :

Car Down : Yes No

Alert Info : Repeat Repair High Profile/Potential Buyback
 Customer in Loaner Re-order Due to Damage

Dealer's Remarks :

Part	Description	Dealer PO	Requested Qty	Confirmed Qty	PDC	Order Type	Carrier Code	Dealer Cost
06D107066S	PISTON	1234	1	0	Backordered	RED Non-War	98-RED Order F	\$169.00

Comments: VIN: Critical Alert

Steps for creating a Critical Alert—from Order Line level After order is entered or transferred to POC:

- 1 Locate Order Line that needs alert
- 2 Select Daily Order Type and RED Order Priority
- 3 Select Critical Alert check box to open up a critical alert
- 4 Enter VIN, Mileage, RO#, RO Date, Customer Name
- 5 Check Car Down status (Yes/No)
- 6 Select Update
- 7 When returned to Order Page, select Validate
- 8 Select Submit

Initiate Order Tab

Critical Alerts

The screenshot shows the Parts On Command website interface. The top navigation bar includes 'Home', 'Parts Availability', 'Initiate Order', 'D2D', 'Actions', 'Order Info', 'Invoices', 'Returns', 'Accessories & Drop Ship', and 'Reports'. The 'Initiate Order' tab is active. On the left, there are sections for 'POC Links' and 'Web Links'. The main content area features a large image of a blue SUV, a 'View Promotion List' link, a 'Notifications' table, and a 'Parts News' table. A 'Critical Alerts / Car Down' table is highlighted with an orange border, showing a list of parts with their respective ETA dates.

Part	ETA Date
04C907601	
G 052738A4	
423858969H Z57	
8K0071620A 9AX	
01J300043KX	

Critical Alerts Display on the New POC Homepage. To add or view comments or to check ETA, select the alert from the New POC Homepage.

Initiate Order Tab

Order Parts

The screenshot shows the 'Initiate Order' tab in the Parts On Command system. A green success message states 'Your Parts orders is successful.' Below this is a progress bar with three steps: '1 Parts Availability Search', '2 Add to Order', and '3 Order Confirmation'. The '3 Order Confirmation' step is highlighted with an orange box. Below the progress bar, a yellow box displays order details: 'Your Parts orders are', 'Stock Order :', 'Daily Order : 1012626624', and 'External Vendor :'. A table below shows the order items:

Line	Part	Description	Dealer PO	Requested Qty	Confirmed Qty	PDC	Carrier Code	Dealer Cost	Total Cost
11	561823031E	HOOD TEST		1	1	0422 LA	12-Surface 1pr	\$290.38	\$290.38
21	4F1880204D	AIRBAG TEST		1	0	Backordered	12-Surface 1pr	\$679.00	\$679.00

Below the table is a summary of charges:

Sub-Total :	\$969.38
Brand Surcharge :	\$0.00
Handling Charge :	\$0.00
Order Discount :	\$0.00
Total State Local Tax :	\$0.00
GST / HST :	\$0.00
PST / QST :	\$0.00
Environmental Recovery cost :	\$0.00
Order Sub-total :	\$969.38

An orange callout box on the left explains: 'This view shows your result after clicking the Submit button—Order Confirmation—along with a complete summary of charges.'

Initiate Order Tab

Direct Exchange

Home Parts Availability **Initiate Order** D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Parts Order | **Direct Exchange Order**

Search Criteria

Part

Search

Home Parts Availability **Initiate Order** D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Parts Order | **Direct Exchange Order**

Search Criteria

Part

Search

Vendor Information

Vendor Name	Vendor Code	Vendor Address
<input type="text" value="Bosch US"/>	100072040G	2800 S 25th Ave, Broadview, IL, 60155, US
Phone		
(800) 266-2528		

Dealer Information

Dealer	Order Date
405073-Gunther Volkswagen	02/25/2016
Dealer Address	Phone
1660 S State Road 7 Davie FL 33317-6408 US	(954)797-1660

Parts Ordering Challenge

Based on the Challenge below, what would be your next steps? We will ask you to walk us through the process for each part.

Challenge

It's 2:20 p.m. and I need the following Warranty parts next day.

.....

Part numbers needed:

- 3c0254505 X Qty. 1
- 06d107066S Qty. 4

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 *Parts On Command*

Session 2



D2D Tab

Opportunities, Print Label, Seller Order Status, Buyer Order Status

1 To accept or reject a D2D order, select the appropriate radio button, confirm the quantity you want to sell and then click the submit button. Labels must be printed.

Accept	Reject	Part	Description	
<input type="radio"/>	<input type="radio"/>	078903137BC	RIBBEDBELT	
<input type="radio"/>	<input type="radio"/>	3C5867913C 5AP	DOOR SEAL	
<input type="radio"/>	<input type="radio"/>	1K5867913C 9B9	DOOR SEAL	1012626814
<input type="radio"/>	<input type="radio"/>	1K5867243G 6K8	LINING	1012626814
<input type="radio"/>	<input type="radio"/>	5C6837477B 5AP	SEAL	1012626814
<input type="radio"/>	<input type="radio"/>	5N0075101	MUD FLAP	1012626814

Submit Reset

You can see notifications of your D2D opportunities in the POC Links Section of the Home Page.

- POC Links
 - Order Notifications
 - D2D Opportunities(6)**
 - ETKA Transferred List
 - RED Orders
 - Open Orders
 - Back Orders
 - Referral Order Items
 - Order List
 - Rejected Claims(0)
 - Delivery Documents
 - One Pager Report
 - Direct Exchange Order
 - Direct Exchange Order Price

If your dealership participates in the D2D program, this view will allow you to view D2D opportunities. Additionally, you will be able to print shipping labels right from this tab. Everything you need for D2D, all in one place!

(Note: non-enrolled dealers will not see D2D opportunities in the system.)

★ Quick Start / D2D (Dealer-to-Dealer) Opportunity

D2D Tab

D2D Opportunities > Review Seller Order Status or Buyer Order Status

Actions Tab

Pending Actions

The screenshot shows the 'Actions' tab in the Parts On Command system. The 'Pending Actions' subsection is active, displaying a table of 6 items. A callout box on the left explains that the Actions Tab is used to view unresolved issues and take appropriate actions to resolve them. A callout box on the right highlights the 'Rejection Message' column, which contains specific error messages for each item.

Source	Sales Document	Line Item	Dealer PO	PO Date	Order Type	Part	Description	Order Quantity	Rejection Message
		119		01/19/2016	Stock	1K0011031P	JACK	-6	Enter Valid Quantity
		119		01/19/2016	Stock	3D0959753T INB	KEY	1	VIP PART NUMBER
		119		01/19/2016	Stock	ZVW352112Q DSP	ENGINE OIL	2	Minimum Order Quantity not met
		119		01/19/2016	Stock	021103101B	CYL.BLOCK	1	MDL SPEC., CALL PDC FOR MATL#
		119		01/19/2016	Stock	5Q0260839A	VALVE	3	ERROR IN PRICING PARTS
		119		01/19/2016	Stock	000051506D	PHONAERIAL	4	OBSOLETE PART

The Actions Tab allows you to view unresolved issues and take the appropriate action to resolve them. In the Pending Actions subsection, you'll see items that require your intervention.

- Provide missing information
- Provide correct information
- Cancel the order

Actions Tab

Order Notifications

Parts On Command

Home **Parts Availability** Initiate Order **Actions** Order Info Invoices Returns Accessories & Drop Ship Reports

Pending Actions **Order Notifications**

Search Criteria

Dealer PO Part Sales Document Date From Date To
MM/DD/YYYY MM/DD/YYYY

Order Notifications (14) Display Records Per Page

<input type="checkbox"/>	Sales Document	Line Item	Dealer PO	PO Date	Order Type	Part	Description	Order Qty	Notification Message
<input type="checkbox"/>	1012627492	1	DPOPOC0218	02/18/2016	Daily	G 013A8J1G	COOL.ADD.	6	ROUND
<input type="checkbox"/>	1012627492	5	DPOPOC0218	02/18/2016	Daily	012311247D	RING	1	MULTIPLESUPERSEDED PART
<input type="checkbox"/>	1012627492	18	DPOPOC0218	02/18/2016	Daily	000121005 U	WATER PUMP	4	NON-VALUATED MATL NOT ALLOWED
<input type="checkbox"/>	1012627492	19	DPOPOC0218	02/18/2016	Daily	00A096301A 015	CLEANER	12	ROUND
<input type="checkbox"/>	1012627492	16	DPOPOC0218	02/18/2016	Daily	234567891		2	Invalid Part
<input type="checkbox"/>	1900017665	12	DPOPOC0218	02/18/2016	Stock	EXD107765	VW Grey-White	8	Order is placed
<input type="checkbox"/>	1900017665	13	DPOPOC0218	02/18/2016	Stock	EXD107742	Black	5	Order is placed

In the Order Notification subsection, you will find exceptions from DMS downloads. Notifications are viewable for 10 days. Order Notifications are also displayed on the Home Page.

Order Info Tab

Order Details

Parts On Command

Home Parts Availability Initiate Order D2D Actions **Order Info** Invoices Returns

Order Details Order List

Search Criteria

Item Status: Dealer PO: Date From: Date To: Order Type:

Sales Document: Part: Include Rejections?: Yes No

! If the ETA Date and/or ETA Status field is blank and you want information, please contact the Parts Specialists for assistance.

Order Detail List (27) Display Records Per Page Download As: Page 1 of 3

Dealer PO	Order Type	Order Date	Sales Document	Line Item	Part	Description	Order Quantity	Confirmed Quantity	ETA Date	ETA Status	PDC/R DC	Comments	Rejection Reason	Carrier Code
TEST	Daily	01/25/2016	1012626624	000011	561823031E	HOOD	1	1			0422 LA			96 2nd day delivery
TEST	Daily	01/25/2016	1012626624	000021	4F1880204D	AIRBAG	1	0			0405 JAX			94 referr. next day air
02512	Daily	01/25/2016	1012626609	000011	09G300033J	AUTOM TRAN	1	1			0405 JAX			12 Surface 1pm
123	Stock	01/21/2016	1012626497	000011	000051434	HARNES	1	1			0402 WIS			96 2nd day delivery
123	Stock	01/21/2016	1012626497	000021	000051443C	ADAPTER	1	0			0405			96 2nd day

The Order Info Tab features two subsections, Order Details and Order List. Order Details allows you to view current orders, as well as search previous orders by status, date range, PO number and Order Type. These orders will display in list form, and you may sort the list by any column heading.

New Feature

- Carrier tracking information is now available for stock and daily orders
- Click on Document Flow icon for tracking information. FedEx tracking numbers now have a direct link

Order Info Tab

Order List

Order List (12) Display 10 Records Per Page Page 1 of 2

<input type="checkbox"/>	Dealer PO	Order Type	Order Date	Sales Document	Order Status	Rejections	Total Cost
<input type="checkbox"/>	TEST	Daily	01/25/2016	1012626624	Not yet processed		\$969.38
<input type="checkbox"/>	02512	Daily	01/25/2016	1012626609	Not yet processed		\$4,601.22
<input type="checkbox"/>	123	Stock	01/21/2016	1012626497	Not yet processed		\$67.40
<input type="checkbox"/>	123	Stock	01/20/2016	1012626468	Not yet processed		\$290.38
<input type="checkbox"/>			01/20/2016	1012626467	Not yet processed		\$827.40
<input type="checkbox"/>			01/20/2016	1012626466	Completely processed	R	\$0.00
<input type="checkbox"/>			01/20/2016	1012626465	Not yet processed		

The subcategory Order List allows you to search the same way to display a list of current orders and their total cost. Lists in this view are also sortable by column header.

New Feature

Total Cost Column

Invoices Tab

Invoice List

Parts On Command Enter Dealer Code Submit Parts Search

Home Parts Availability Initiate Order D2D Actions Order Info **Invoices** Returns Accessories & Drop Ship Reports

Invoice List

Search Criteria

Invoice Number Delivery Number Order Number Part Order Type

External Vendor Name

External Vendor Name

Select

Excelda

Coverking

Dealer Tires

Chamberlain

Original Wraps - 3M Group

Sherwin Williams

Date From 1/18/2016 Date To 1/25/2016 D2D Only Yes No

Search Reset

Display 10 Records Per Page Page 0 of 0

Invoice	Invoice Date	Order Type	Delivery / Order Number	Total Value
No Results Found				

New Features

- External vendor dropdown search
- Invoice turns gray once printed
- Select All button for Invoices
- Once an invoice has been printed, it turns light gray in the invoice list, allowing you to differentiate between printed and non-printed invoices.

The Invoices Tab features an Invoice List view that you can use to view current invoices or search by Date Range, Invoice Number, Order Number, Part, Vendor and Order Type.

Clicking on an order will provide a detailed breakdown with surcharges, handling charge, discounts and internal unit cost.

Returns Tab

Buyback, Claims, Core List

Parts On Command

Home
Parts Availability
Initiate Order
D2D
Actions
Order Info
Invoices
Returns
Accessories & Drop Ship
Reports

Buyback/Claims/Cores List
Initiate Buyback | Buyback Schedule | Initiate Claim | Initiate Cores | Core Bank - Open | Core Bank - History

Search Criteria

Type

Buyback/Claim/Core Document

Date From

Date To

Part

Dealer Reference

Rejected Items Only

 Yes No

In the Returns Tab, there are a number of subcategories that pertain to buyback, claims and cores. You can initiate buybacks and in the Buyback Schedule subcategory is a new feature that allows you to see Eligible Value versus Credit Value.

Buyback/Claim/Core List (38)
Display 10 Records Per Page
Page 1 of 4

	Document Type	Date	Document	Dealer Reference	Status
<input type="checkbox"/>	Re-manufactured	01/18/2016	2002948164	REMANUFACTURED	Completely processed
<input type="checkbox"/>	Re-manufactured	01/18/2016	2002948163	REMANUFACTURED	Completely processed
<input type="checkbox"/>	Normal Buyback	01/08/2016	2002948097	NORMAL BUYBACK	Not Relevant
<input type="checkbox"/>	Dissolution Buyback	01/05/2016	2002948086	DISSOLUTION BUYBACK	Completely processed

Returns Tab

Buyback Schedule

Home Parts Availability Initiate Order D2D Actions Order Info Invoices **Returns** Accessories & Drop Ship Reports

Buyback/Claims/Cores List | Initiate Buyback | **Buyback Schedule** | Initiate Claim | Initiate Cores | Core Bank - Open | Core Bank - History

Search Criteria

Date From: 08/26/2015
Date To: 03/26/2016

Search Reset

Buyback Schedule (10) Display 10 Records Per Page Page 1 of 1

Return Type	Return Document	Start Date	Label Creation Date	End of Adjustment Date	Eligible Value	Credit Value	Adjustment Value	Credit(%)
Normal Buyback		03/02/2016		03/30/2016	\$0.00	\$0.00	\$0.00	100
Normal Buyback	Initiate Buyback	02/02/2016		03/01/2016	\$109.79	\$0.00	\$0.00	100
Dissolution Buyback	2002948265	01/29/2016		01/30/2016	\$0.00	\$0.00	\$5,000.00	100
Normal Buyback		01/02/2016		01/30/2016	\$0.00	\$0.00	\$2,000.00	100
Normal Buyback		12/02/2015		12/30/2015	\$0.00	\$0.00	\$10,000.00	100
Dissolution Buyback		11/19/2015		11/21/2015	\$0.00	\$0.00	\$10,000.00	100
Normal Buyback	2002947780	11/02/2015		11/30/2015	\$0.00	\$0.00	\$100,000.00	100
Normal Buyback		10/02/2015		10/30/2015	\$0.00	\$0.00	\$7,000.00	100
Normal Buyback		09/02/2015		09/30/2015	\$0.00	\$0.00	\$0.00	100
Normal Buyback		08/03/2015		08/29/2015	\$0.00	\$0.00	\$0.00	100

By clicking on a return item, you can check its status. By clicking the Document Flow icon at the far right of the window, you can see details on the return status of an item.

New Feature

Eligible Value vs Credit Value

Returns Tab

Initiate Claim

Parts On Command

Home
Parts Availability
Initiate Order
D2D
Actions
Order Info
Returns
Accessories & Drop Ship
Reports

Buyback/Claims/Cores List | Initiate Buyback | Buyback Schedule | Initiate Claim | Initiate Cores | Core Bank - Open | Core Bank - History

1 Add Claim

2 Claim Confirmation

Claim type

 Claim without Return - Credit
 Claim without Return - Debit
 Claim with Return
 D2D Credit Request
 D2D with Return

Dealer Reference/Claim

Date 1/25/2016

	Claim Document Item	Item Type	Part	Claim Quantity	Sales Document	Sales Document Item	Message	Add More Info
<input type="checkbox"/>		Select *	<input type="text"/> *	<input type="text"/> *	<input type="text"/>	<input type="text"/>		
<input type="checkbox"/>		Select *	<input type="text"/> *	<input type="text"/> *	<input type="text"/>	<input type="text"/>		
<input type="checkbox"/>		Select *	<input type="text"/> *	<input type="text"/> *	<input type="text"/>	<input type="text"/>		
<input type="checkbox"/>		Select *	<input type="text"/> *	<input type="text"/> *	<input type="text"/>	<input type="text"/>		
<input type="checkbox"/>		Select *	<input type="text"/> *	<input type="text"/> *	<input type="text"/>	<input type="text"/>		

SEE APPENDIX FOR SIZING AND ATTACHING IMAGES TO YOUR CLAIM

New Feature

- Upload Claim Image
- Binocular Icon (Lookup) Instead of Reference Button

Returns Tab

Core Bank - Open, Core Bank - History

Parts On Command

Home Parts Availability Initiate Order D2D Actions Order Info Invoices **Returns** Accessories & Drop Ship Reports

Buyback/Claims/Cores List | Initiate Buyback | Buyback Schedule | Initiate Claim | Initiate Cores | **Core Bank - Open** | Core Bank - History

Search Criteria

X-Part

Order From Date MM/DD/YYYY

Order To Date MM/DD/YYYY

Total Open Obligation
\$0.00

Core Bank - Open Listing (0 items) Display 10 Records Per Page Page 0 of 0

<input type="checkbox"/>	Part	U-Part	Document	Line Item	Eligible Quantity	Unit Value	Extended Value	Return Due Date
No Results Found								

Core Bank - History Listing (0 items) Display 10 Records Per Page Page 0 of 0

	Part	U-Part	Document	Line Item	Eligible Quantity	Transaction Type	Unit Value	Extended Value	Return Due Date
No Results Found									

Accessories & Drop Ship Tab

Accessories

The screenshot shows the Parts On Command website interface. The top navigation bar includes links for Home, Parts Availability, Initiate Order, D2D, Actions, Order Info, Invoices, Returns, **Accessories & Drop Ship**, and Reports. Below this, there are sub-tabs for Accessories and Drop Ship. The main content area is titled "Home \ SimplePart \ Volkswagen Accessories \ Transport" and displays a list of products. The first product is "1K0071126 | BASECARRIE Application Guide" with an MSRP of \$350.00 and a Dealer Price of \$245.00. The second product is "3B0071738 | SERV.PART" with an MSRP of \$34.00 and a Dealer Price of \$23.80. Each product listing includes a quantity selector, an "Add To Cart" button, and a "More" button. On the left side, there is a "Search By Model" section with dropdown menus for Year and Model, and a "Categories" section with a list of categories: Car Care, Comfort and Protection, Communication, Sport and Design, Transport, and Wheels.

The Accessories & Drop Ship Tab features a visual, catalog-like appearance.

You can search by

- Year or Model or both
- Categories in the menu and at the bottom of the page
- Browse visually using the slider

When you've found what you're looking for, simply select the quantity you want and click Add To Cart. If you need more details, simply click or rollover More Info to see more.

Accessories & Drop Ship Tab

Drop Ship

The screenshot shows the Parts On Command website interface. At the top, there is a navigation bar with links: Home, Parts Availability, Initiate Order, D2D, Actions, Order Info, Invoices, Returns, **Accessories & Drop Ship**, and Reports. Below this is a sub-navigation bar with 'Accessories' and **Drop Ship**. The main content area shows a breadcrumb trail: Home \ Dropship \ Audi \ Touch Up Paint. A product listing for 'EXD107747 | Audi Ivory' is displayed, showing a quantity of 1, an 'Add To Cart' button, and a 'More Info' button. Below it, another product listing for 'EXD107784 | Audi Kalahari Beige' is shown with similar options. A 'Categories' sidebar on the left lists various options like 'Touch Up Paint', 'Spray', 'Pen', 'Kits', etc. A 'Steps to Placing an Order' box on the right lists: 1 Add Items to Cart, 2 Click on Cart in Header, 3 Click Submit.

For drop ship items like oil, select the Drop Ship subcategory and navigate to the items you need and add them to your shopping cart.

Steps to Placing an Order

- 1 Add Items to Cart
- 2 Click on Cart in Header
- 3 Click Submit

★ Quick Start / Drop Ship

Accessories & Drop Ship Tab

Drop Ship > Categories > Choose category > Browse parts > Click Add to Cart button

Reports Tab

Reports

vw hub.com One Pager Report

https://www-ga.vw hub.com/webapp/wcs/stores/ser/let/en/vwus/VWB2BOnePageReportCmd?actionFlag=onepagereport

vw direct exchange part number

Parts Department KPI's	000000	Area:2L	SER
Parts Net Profit % Sales	0.00%	0.00%	0.00%
Parts Stock Turnover	0.00	0.00	0.00
Days Supply Inventory	0.00	0.00	0.00
Parts to Labor Ratio	\$0.00:1	\$0.00:1	\$0.00:1
Absorption %	0.00%	0.00%	0.00%
Parts Sales per VIN	\$0.00	\$0.00	\$0.00

Current Analysis	000000	Area:2L	SER	VWoA
Total Orders(Day # 20)	\$136,372	\$1,345,151		
Warranty (Audit Trail # 4)	\$21,180	\$220,161		
Current Retail Parts	\$115,192	\$1,124,989		
Current Obj Day(20 of 20)	\$104,159	\$1,069,187		
Current Variance	\$11,033	\$55,802		
% Accomplished MTD	110.59%	105.22%		

Monthly Projection	000000	Area:2L	SER
Total Parts Orders	\$136,372	\$1,345,151	\$
EOM Warranty Claims	\$21,180	\$220,161	
Retail Parts (No MDO)	\$115,192	\$1,124,989	\$
Projected Obj % (No MDO)	262.28%	105.22%	
MDO forecast / month	\$6,103.00	\$132,358.00	\$1
Retail Parts with MDO	\$121,294.91	\$1,257,347.42	\$14

Objective & Current Sales Fcst	Jan-14	Feb-14
VW - Monthly Objective	\$48,071	\$29,000
VW - Retail Parts	\$38,484	\$23,000
VW E.O.M. Variance	-\$4,823	-\$3,000
VW E.O.M. Retail Objective %	80.06%	60.00%
VW 2013 Total Retail Sales	\$0	\$0
VW Year Over Year Performance	0.00%	0.00%

VIO Segment	Value
VIO Segment 1: 40 % ('10-'13)	-
VIO Segment 2: 50 % ('07-'09)	-
VIO Segment 3: 10 % ('01-'06)	-
Total	0

Q4 of 2014 : Day 61 of 61	Value
Audit Trails for December (4 of 4)	
Audit Trails for Q4 (13 of 13)	
BW Report Run Date : 16-December-2015	

2014 Retail Parts Obj v Perf	
2014 Objective	\$522,791.00
Year to Date	\$1,207,759.90
Variance	\$684,968.90

VIO MY+2 yrs	Value
VIO MY+2 yrs	\$1,110
Sales Rate of Travel (12 months sales)	\$481,834
(Min.1.0% / Max.4.3%) Rate: @ 12.5%	\$0

Home Parts Availability Initiate Order D2D Actions Order Info Invoices Returns Accessories & Drop Ship Reports

Critical Alerts | Parts Statistical Report

Selection Criteria

Entry Date From: 1/1/2016 Entry Date To: 2/18/2016

Submit Reset

Parts Statistical Report From: 1/2016 To: 2/2016

Purchases	Total Purchases	Retail Purchases	Retail Obj	% Retail Obj	Warranty Claims	Warranty % of Total
MTM	\$989,448.34	\$821,823.38	\$945,993.00	86.87%	\$167,624.96	16.94%
YTD	\$989,448.34	\$821,823.38	\$945,993.00	86.87%	\$167,624.96	16.94%

Purchases Per Category

	Parts	Accessories	Oil/Lub	Batteries	Tires	Exchange	Boutique	PIA
MTM	\$788,870.95	\$11,101.78	\$12,803.40	\$8,870.40	\$82,167.00	\$16,598.81	\$0.00	\$69,036.00
YTD	\$788,870.95	\$11,101.78	\$12,803.40	\$8,870.40	\$82,167.00	\$16,598.81	\$0.00	\$69,036.00

Stock Order Utilization (SOU)

	Stock	Daily Non-Stock (Exclude Daily Warranties)	Total Orders (Exclude Drop Ships)	SOU %
MTM	\$734,545.55	\$22,653.60	\$757,199.15	97.01%
YTD	\$734,545.55	\$22,653.60	\$757,199.15	97.01%

Parts Statistical Report

One Pager Report

Home Page

Parts On Command


Home
Parts Availability
Initiate Order
D2D
Actions
Order Info
Invoices
Returns
Accessories & Drop Ship
Reports

POC Links

- Order Notifications
- D2D Opportunities(0)
- ETKA Transferred List
- RED Orders
- Open Orders
- Back Orders
- Referral Order Items
- Order List
- Rejected Claims(0)
- Delivery Documents
- Parts Statistical
- Direct Exchange Order
- Direct Exchange Order Price

Web Links

- Parts Managers Handbook
- Compliance labels ordering portal
- Material Safety Data Sheets
- Audi Accessories eCatalogue
- Touch up Paints
- Audi Boutique
- Owners manual link
- Equipment solution
- Reference Library



[View Promotion List >>](#)

Notifications

Subject	Sent	Expires
ROUND	02/22/2016	03/03/2016
Duplicate(s) Order Rejection.	02/22/2016	03/03/2016
MULTIPLESUPERSEDED PART	02/22/2016	03/03/2016

Parts News


Subject	Published
New Parts On Command	02/09/2016

Critical Alerts/ Car Down

Part	ETA Date
04C907601	
G 052738A4	
423858969H Z57	
8K0071620A 9AX	
01J300043KX	

Special Notice

- SM 04-2016 (Pressure Hose)**
- pub. 01/26/2016 exp. 02/24/2016
- SM 02-2016 (Control Unit)**
- pub. 01/26/2016 exp. 02/20/2016
- SM 071-2015 (Turbo-Revised)**
- pub. 01/13/2016 exp. 01/29/2016



Help | Contact Us | Dealer Search
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Features and Benefits Match

Below is a list of benefits from the new Parts On Command site. In the box are corresponding features for those benefits. Place the correct feature on the line next to the benefit that it provides.

POC Benefits

- > _____ Allows you to search by partial number, full number or keyword
- > _____ Provides direct access to assistance, based on the section or task you're in
- > _____ Links you directly to any SDS documents
- > _____ Allows instant visibility of nationwide stock
- > _____ Lets you import parts list directly from ETKA
- > _____ Switch seamlessly between brands as Dual Dealership
- > _____ Uses a dropdown of External Vendor Names to search invoices
- > _____ Work with specific date range on Buyback Schedule
- > _____ Update Type and Carrier Code before submitting order
- > _____ Link directly to tracking information

POC Feature Bank

1. PDC View
2. Parts Search Bar
3. Document Flow Icon
4. Part Information
5. Invoices Tab
6. Returns Tab
7. ETKA Transferred List on Home Page
8. Parts Order
9. Help Icon
10. Dealer ID Drop Down

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 **Parts *On Command***

Appendix

Header

1 **Parts On Command**

Welcome John Doe - Sign out - Your Dealership (000000) - Anthony (000) - Your Shopping Cart (0) V 1.0

Parts Search

5 4

Tabs

6 Home

Parts Availability

Initiate Order

D2D

Actions

Order Info

Invoices

Returns

Accessories & Drop Ship

Reports

Sections

7

POC Links

- Order Notifications
- D2D Opportunities(1)
- ETRA Transferred List
- RED Orders
- Open Orders
- Back Orders
- Referral Order Items
- Order List
- Rejected Claims(0)
- Delivery Documents
- One Pager Report
- Direct Exchange Order
- Direct Exchange Order Price

Web Links

- Parts Managers Handbook
- Compliance Labels
- Owners manuals
- Parts Performance Bonus Reporting
- VW Service Up!
- VW Second Skin
- VW Accessories eCatalog
- Merch! Safety Data Sheets
- VW Tire Store

Welcome to the new Parts On Command



9

View Promotion List

Notifications

Subject	Sent	Expires
Aged Backorder	01/13/2016	01/23/2016
Order reference required	01/13/2016	01/23/2016

12

Parts News

Subject	Sent	Expires
2016 Volkswagen Dealer Meeting	09/10/2015	09/15/2015
Part's Memorandum	09/15/2015	09/20/2015

8

Critical Alerts/ Car Down

Part	ETA Date
7P0899186A	
1M1864551B 841	
701035417	
06F105266L	
G 052738M4	01/15/2016
000915105CB	
7P0899186A	
7M3012619	

11

Special Notice

- SM 100-2014 (Water hose)
- pub: 10/9/2014 exp: 11/03/2014
- SM 100-2014 (Water hose)
- pub: 10/9/2014 exp: 11/03/2014
- SM 100-2014 (Water hose)
- pub: 10/9/2014 exp: 11/03/2014
- SM 100-2014 (Water hose)
- pub: 10/9/2014 exp: 11/03/2014
- SM 100-2014 (Water hose)
- pub: 10/9/2014 exp: 11/03/2014
- SM 100-2014 (Water hose)

Footer

Help | Contact Us | Dealer Search

13

14

15

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Header

1 **Logo button**

Returns you to home page from any page

2 **Dealer ID**

Shows your dealership name and number. Dual Dealership can use drop-down to switch between brands

3 **Facing PDC**

Shows your dealership's facing PDC

4 **Shopping Cart**

Shows all items pending submission - "One stop shopping" Parts, accessories, drop ship.

5 **Parts Search**

Search for parts by part number or by part type

Tabs

6 **Tab Bar**

Allows you to access all major POC tasks, grouped by topic tabs

Sections

7 **Links**

POC Links are quick links to internal sections of POC. Web links are also found on VWhub and iAudi

8 **Critical Alerts/Car Down**

Critical Alert Status with possible ETA status

9 **Promotion List**

Links to all current promotions

10 **Notifications**

Lists the most current notifications regarding parts order

11 **Special Notice**

Notifies and updates regarding parts and procedures

12 **Parts News**

Latest news on parts

Footer

13 **Help**








































Links directly to all POC Help information

14 **Contact Us**

Links to contact page for phone, email, chat or FAQs

15 **Dealer Search**

Links to Dealer Search page

	Haz-Mat		Add Rows
	Promotion		Cart
	Drop Ship		Referred
	Dealer Order Block		Out of Stock
	Permanent Referral Block		In Stock at Facing PDC
	Temporary Referral Block		Feedback - Success
	Cross-Border Block		Feedback - Failure
	Upper Order Limit Quantity		Feedback - Warning
	Non-Returnable		Pagination
	Not D2D Eligible		Calendar
	VIP Part		View as List
	RED Order Only		View as Grid
	Direct Exchange		Print
	Service Camp. /Tech. Bulletin		Download PDF
	Special Notice		Lookup
	Rejection		VIN
	Help		Add a Comment
	Search		Grid Column Sorting
	Information		Document Flow
	Add More Info		

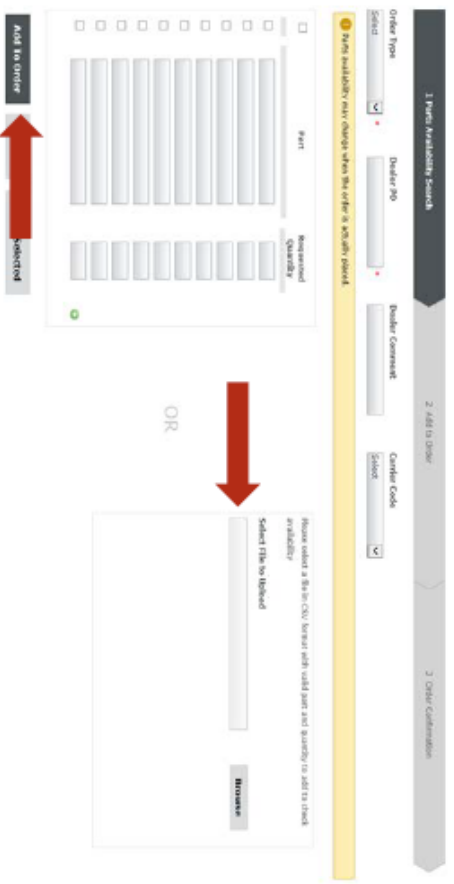
1. Open a session in Excel and create a two-column parts list respecting the part number spacing. Column A with the part number and column B with the quantities.

	A	B	C
1	5C06907217M GRU	1	
2	5C06821105	1	
3	5C0615301	2	
4			

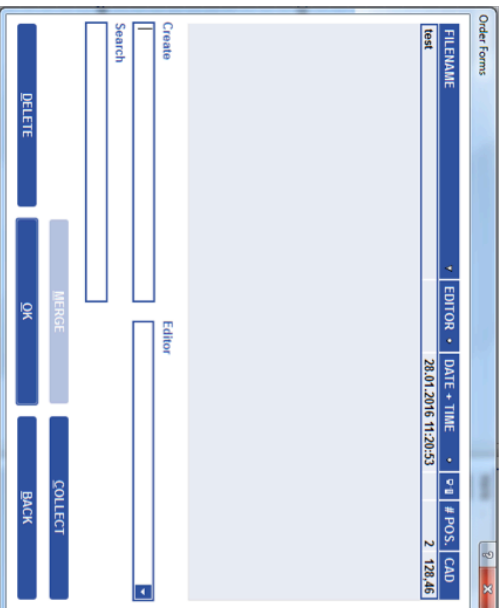
2. When the list is completed, go to **Save As** and make sure to change **Save as type to CSV (Comma delimited *.csv)**



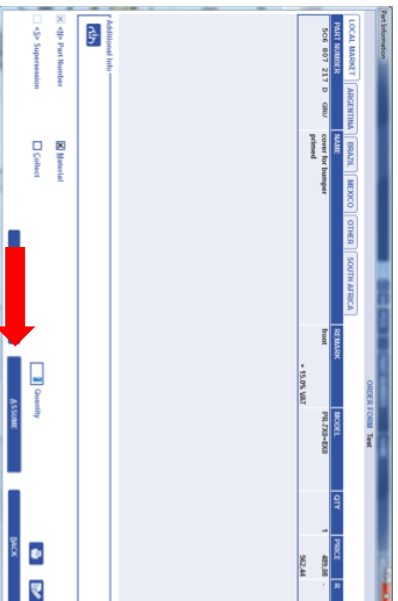
3. To upload the file into Parts On Command, go to **Initiate Order/Parts Order** of the **Parts Availability/Availability Tab**
4. On the right side of the page, click on **Browse** and look for your CSV file. You can then follow the normal ordering procedure by clicking **Check Stock** or **Add To Order**.



1. Create a new ETKA order form by clicking on the order form button

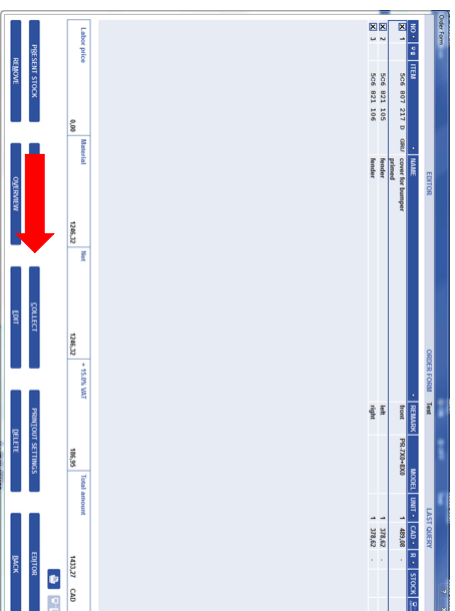


2. To add a part to the order form, double click on the part then click on **ASSUME** to add it.

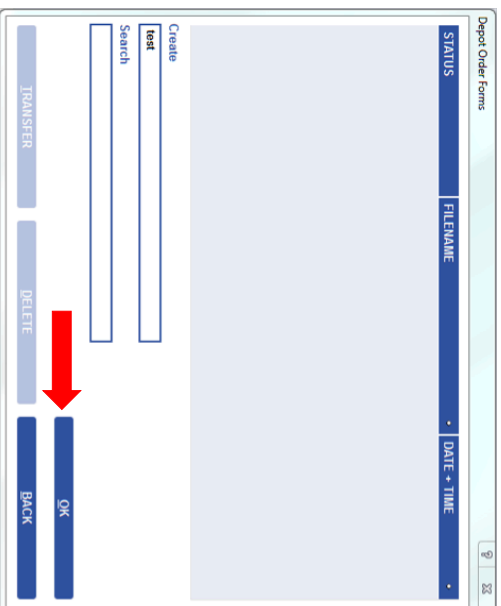


A shopping cart will appear beside the part to show it has been added to an order.

- Once you are ready to submit, open your order form.
Check off all the parts you want and click on **COLLECT**.



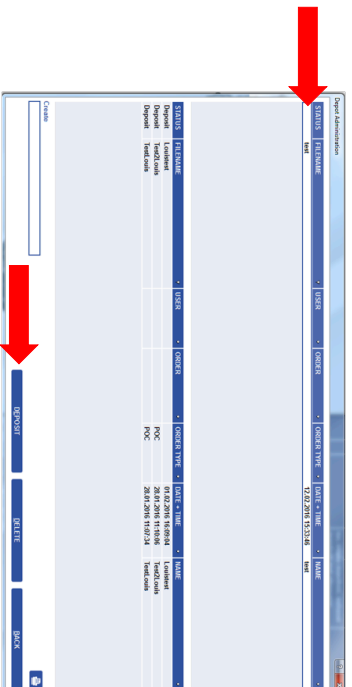
- The Depot order form window will open. Once you give your order a name press **OK**.



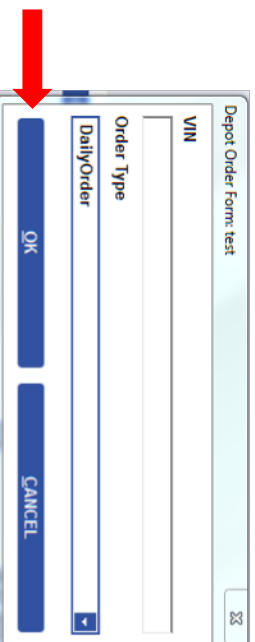
5. A window will pop up. Click **YES** and a green check mark will appear beside the part numbers.



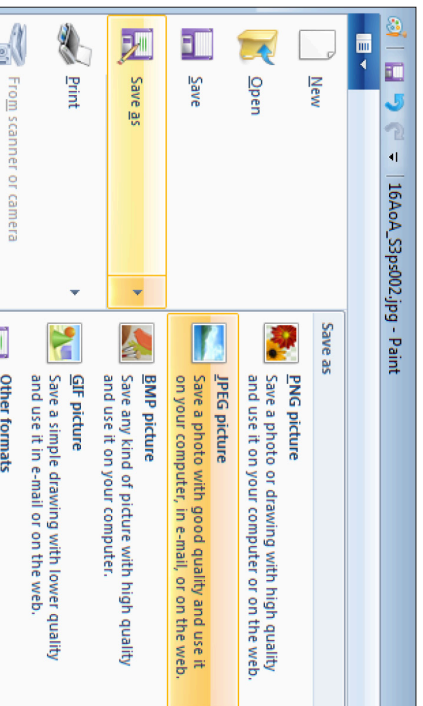
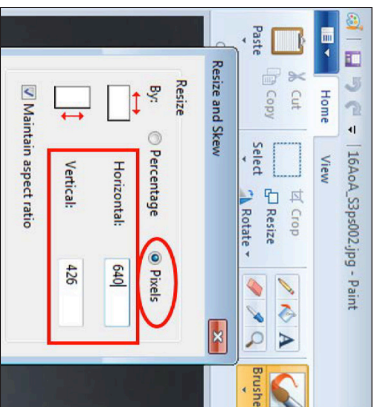
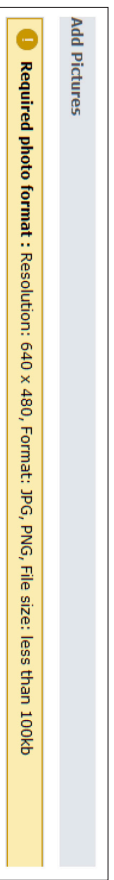
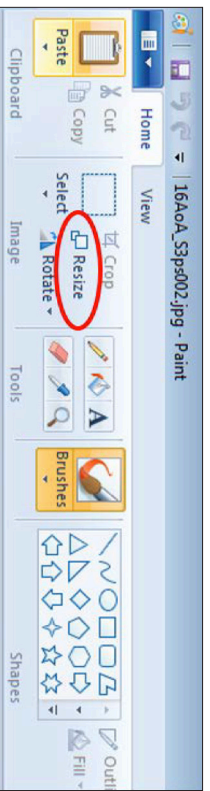
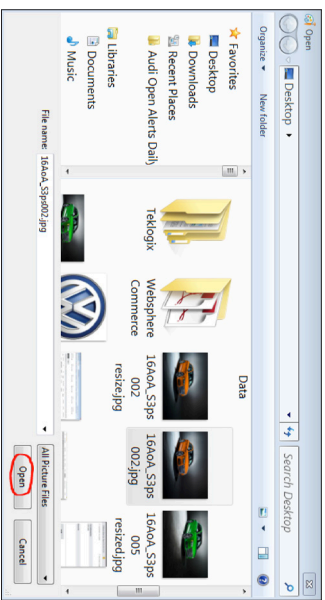
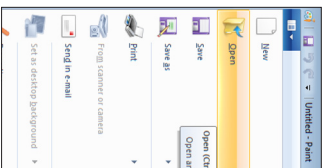
6. Click on the depot Administration button.



7. On the Depot Administration page, highlight the order form you want to submit and press **DEPOSIT** to transfer.
8. Choose the order type and click **OK** to transfer to Parts On Command. VIN is optional.



1. Go to Microsoft Paint on your computer
2. Go to File, then Open
 - a. Browse your computer to find your image which needs to be resized
 - b. Click Open
3. After your image opens, click **Resize** from the Home tab
4. Change the **Resize** option to be modified by **Pixels**
 - a. Max resolution for a claim image in new the POC is 640px x 480px. Enter **Horizontal: 640** and the **Vertical will auto populate**. It is ok if smaller than the 480px max.
5. Click **OK**
6. Go to **File, Save As, JPEG Picture** and **Save your picture to your computer** so you can find it when initiating your claim in the new POC.



System Readiness Steps:

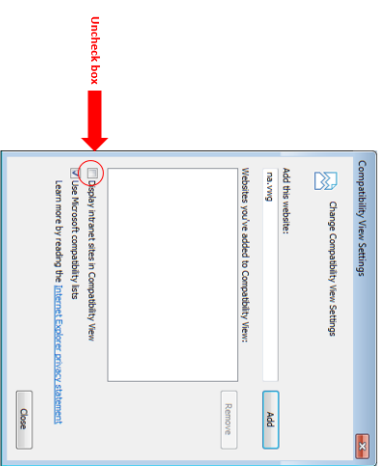
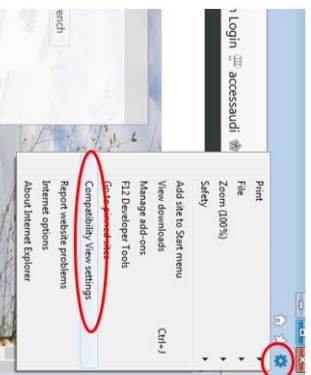
To complete prior to launching the New POC

1. For optimal performance, set your screen resolution to 1600 x 900 and zoom to 100%.
2. Supported browsers are Firefox, Internet Explorer and Safari for iOS.

3. Turn off compatibility view in your browser:

Internet Explorer:

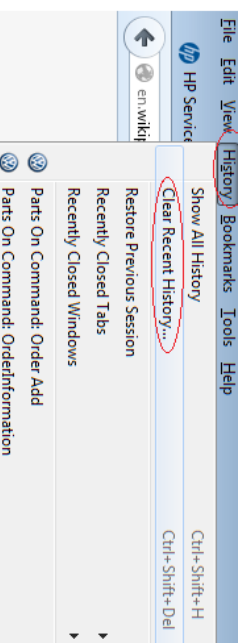
- A. Go to : Tools > Compatibility View Settings
- B. Uncheck the top box: Display intranet sites in Compatibility View.
- C. Close the pop-up.
- D. Close the window and log in again to new POC.



4. Clear your browser cache. Best practice is to clear your cache weekly.

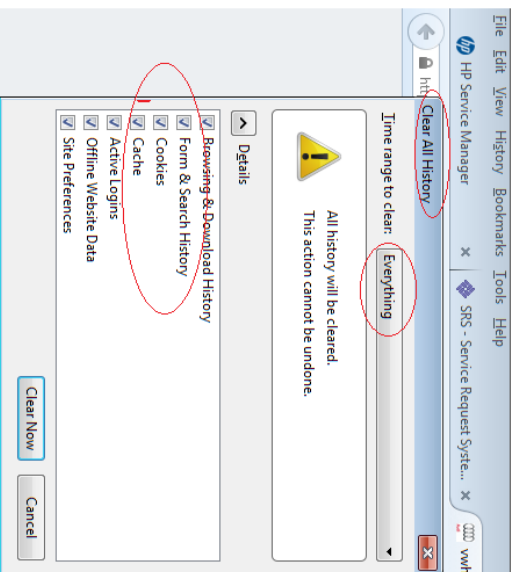
Firefox:

- A. Go to Menu "History" > "Clear Recent History".



B. “Clear All History” dialog window popped up.

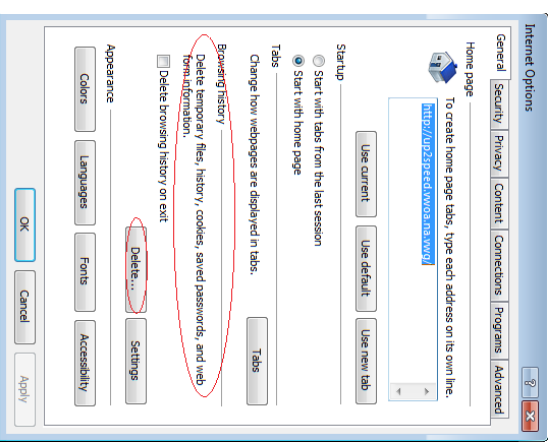
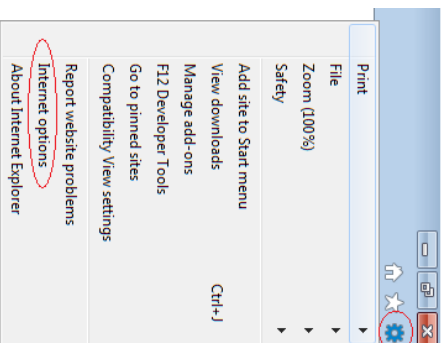
C. Click on the “Clear Now” button at the bottom and it will clear all the old caches and make the browser work properly.



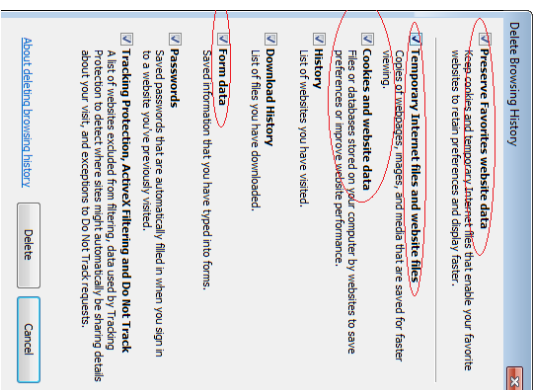
Internet Explorer version 11:

A. Click on tool menu icon on the top right corner of the IET11 browser, which will open a menu bar as below.

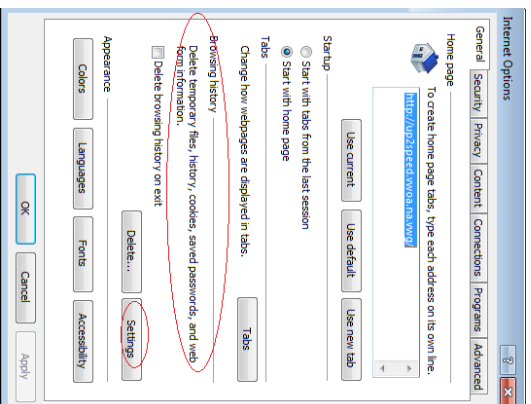
B. Select “Internet Options,” a small dialog window as following will be popped up. Click on “Delete” button.



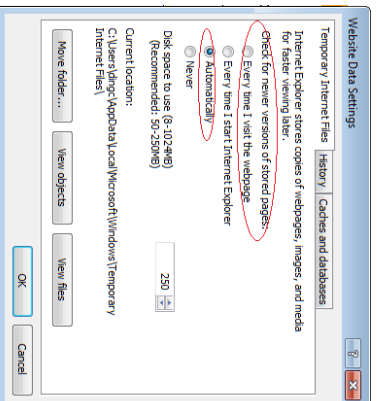
- C. A separate dialog window “Delete Browsing History” will be popped up. Select all for deletion or at least select those highlighted for deletion.
- D. Click on the “Delete” button at the bottom, which will clear up all the selected caches.



- E. You can also update the browser data settings by clicking on the “Settings” button in the “Internet Options” dialog.



- F. A separate dialog window “Website Data Settings” will be popped up:
- G. Change from the “Every time I visit the webpage” to “Automatically”.
- H. Click on “Ok” button when done.



1. Access POC
 - Audi: iAudi >login>New Parts On Command link
 - Volkswagen: VWhub >login > New Parts On Command link
2. Search Availability for Parts & Accessories
 - Parts Availability Tab > enter/import Part number(s) and Requested Quantity > Submit
3. Import a Parts Order List
 - Parts Availability Tab > click Browse to locate valid Comma-Separated Values (CSV) file > click open > click Add to Order > click on Check Availability
4. ETKA Shopping Cart Transfer
 - POC Links Section > click ETKA Transferred List > click Add to Order
5. Drop Ship
 - Accessories & Drop Ship Tab > Drop Ship > Categories > Choose category > browse parts > click Add to Cart button
6. D2D (Dealer-to-Dealer) Opportunity (must be enrolled in D2D)
 - D2D Tab > D2D Opportunities > review Seller Order Status or Buyer Order Status
7. Direct Exchange Order
 - Initiate Order Tab > enter Part number > click Search button > fill out return information > click Submit button
8. Find an Invoice
 - Invoices Tab > enter search criteria: (Invoice Number, Delivery Number, Order Number, Part, Order Type, External Vendor Name, Date From, Date To, D2D Only) > click Search button
9. Critical Alerts
 - Critical Alerts Section on Home Page > click on Part Number to review information
10. Initiate Critical Alert
 - Initiate Order > Enter Part Number and QTY > Select Order Type Daily > Fill in Dealer PO > select Carrier Code > Check the box Add to Order > Go to Order Type drop-down, change to RED Warranty or Red Non Warranty > check Critical Alert Box > Fill in required items (with RED *) > Update
11. Contact Us, Email Us, FAQs, Chat
 - Contact Us, Email Us: From the footer of each page click on Contact Us, Email Us
 - FAQs: Click on the FAQ button on the Contact Us Page
 - Chat: Use the chat function at any time to converse with a live advisor on the following subjects:
 - ETA/Availability
 - Referral Requests
 - Technical Blocked Parts
 - Key Codes
 - Tracking