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WHAT THE SYSTEM CAN DO FOR YOU

The INTERACTIVE PARTS ORDER & INQUIRY system is designed to provide access to all information and functions you require to meet your customer parts needs. All screen displays and screen sequences are designed to accomplish a specific purpose. The purposes include obtaining information from you, providing information to you and asking what you wish to accomplish. Here is a map of the organization of the INTERACTIVE PARTS ORDER & INQUIRY system screens.

BACKORDER INQUIRIES

- Inquire about emergency backorders, stock backorders and specific orders that may have backordered parts
- Current availability dates
- Inquire about status, i.e. expedited, shipped, etc.
- Expedite backorders on-line

CANCEL BACKORDERS

- Backorders can be cancelled on-line

PART AVAILABILITY/ORDER ENTRY

- Direct access to Danville Parts Distribution Center (PDC) system
- Current price, availability and status for each item entered
- Order entry capability
- Access to Master Search for items not available at the PDC
• Part entry by competitive Original Equipment Manufacturer (OEM) number

**PART ORDER INQUIRIES**

• View any sales order your dealership has submitted

• View all orders submitted by keying the date

**PART EXPRESS CLAIM ENTRY (EXCLAIM)**

• File claims for part return credits for instances of Part order errors like

  Damaged Parts, Incorrect Parts Shipped, Parts Ordered in Error, etc.
THINGS YOU SHOULD KNOW BEFORE YOU SIGN ON

The system was designed to be nice to you. You can get where you want to go through the use of one key on most screens.

The INTERACTIVE PARTS ORDER & INQUIRY System is menu driven. This means that you move through the system by picking from the choices offered on menus. Menus are just lists of choices. To tell the computer what choice you wish, key the choice number in the Selection Field on the displayed screen. To tell the computer to take you to your choice, press the enter key.

The INTERACTIVE PARTS ORDER & INQUIRY System is made up of menu screens and working screens. Menu screens simply offer you a list of choices of areas of the program available to you. Tell the computer which area of the INTERACTIVE PARTS ORDER & INQUIRY System you wish to move to by keying the number that appears in front of your choice in the Selection field. The Selection Field on menu screens is at the bottom of the screen in the center following the words “ENTER SELECTION:”

Working screens display data or allow you to enter data. They list options for you along the bottom of the screen. The Selection Field on working screens is in the lower right corner following the words “SEL”. SEL is just a short cut way of saying ENTER SELECTION. Key your option choice in the Selection Field.

If you are happy with your choice and want the computer to carry it out, press the enter key. If you entered the wrong choice change it and then press the enter key to tell the computer to execute your choice.

Any time you want to return to the Menu, just type M in the Selection Field and press enter.

If you aren’t quite sure where your cursor is, press the tab key several times. It won’t hurt anything and it will cause the cursor to move, making it easier for your eye to notice.
HOW TO GET THE PARTS DISTRIBUTION CENTER’S MAIN MENU

Figure 1 below is the first screen you will see on the Interactive system. Once you’ve arrived at this screen you are required to enter your user identification and password. This is necessary so we can identify who you are and if you belong here. Think of it as added security. Not everyone should have access to your business. If you do not already have a user ID and password, you should speak with your location’s security administrator about getting this access.

Dealer Interactive Parts Order & Inquiry

Communications Menu

Sign On Screen.

For privacy reasons, your password will not display on the screen as you type it. After keying both your user ID and password, hit ENTER and the Communication Menu in Figure 2 will display. This menu may have fewer options than the one you see above when you open it. You should only see the options that you are authorized to access.

If you choose selection 1, Parts System, you will be taken to the Main Menu for the Parts Distribution Center in Danville, Illinois.
BACKORDER INQUIRY

To access the Backorder Inquiry options, key the number listed next to Backorder Inquiry on the Parts Distribution Center (Parts System) menu.

To view the backorder status of an individual order

1. Key the number listed next to Backorder Inquiry and press ENTER.

2. Select option 1 – Individual Backorder. A small window will pop up and request a PDC sales order number.

3. On the line next to ‘ENTER SALES ORDER NUMBER’ key the PDC sales order number and press ENTER. The screen displays all backordered parts for a particular sales order number and the current status of each.

The information displayed includes:

- The ‘BACKORDER INQUIRY’ screen. Use this number if a problem or question about this screen occurs.
- The name of the inquiry currently displayed.
- The dealer code for which you are displaying information. This generally will be your own dealer code. Home dealers may look at their branch’s information.
- The PDC’s current date and time.
- The PDC’s sales order number.
- Your purchase order number.
- The type of order (i.e. Emergency, Red Alert, Valulink, Fast, Stock or Publication).
• The order date is the date the order was processed at the PDC.

• The ‘QTY’ amount indicates the quantity remaining on backorder.

• ‘ALLOC’ is the quantity of parts that have been allocated to fill the backorder quantity for that item.

• The part number and description.

• The disposition and disposition date are used to indicate the item’s current status and the date it achieved that status. The dispositions that display include:

  a. ‘BACKORDERD’ - The part is backordered. The disposition date is the date the item backordered.

  b. ‘IN PROCESS’ - When a part’s disposition is ‘IN PROCESS’ it means we have received the part at the PDC, it has been allocated to your backorder, and we are in the process of getting it to you. The disposition date indicates the date the part was allocated to your backorder.

  c. ‘SHIPPED’ - This status means the part is in transit. The disposition date for a shipped item is the date it left the PDC in route to its final destination.

  d. ‘BILLED’ - The billed status and date tells you the invoice for the part has printed and the date it printed.

• An entry will display in the column labeled ‘EXP’ if a part has been expedited:

  a. ‘PEND’ - Indicates an existing expedite request has not been confirmed or denied.
b. ‘DIR’ - Indicates the items have been confirmed to ship direct from the vendor.

c. ‘EXPD’ - This means the part has been through the expedite process.

- REL NBR’ is the tally of shipments the backorders have generated thus far.
- UNIT PRICE’ is the price billed for the part

WHERE YOU CAN GO FROM THIS SCREEN

1. To return to the Backorder Inquiries Menu, key an ‘M’ in the Selection Field and press ENTER.

2. To view the backordered parts on another sales order, key an ‘O’ in the Selection Field and press ENTER.

3. Expediting Backorders: If you identify a part that needs to be expedited, enter the number 1 to the left of the quantity column and press ENTER. *(The proper expediting procedure can be found after the order detail section on pages 14-16.)*

4. To see detailed order information and all parts on the current sales order, key a ‘D’ in the Selection Field and press ENTER. *(This information can be found on the following pages.)*

5. To see detailed Shipment Header Information, Key an ‘H’ in the Selection Field and press ENTER.

DETAILED ORDER ENTRY SCREENS

To go through the ‘DETAILED ORDER INQUIRY’ screens, you can
1. Key a ‘D’ in the Selection Field and press ENTER. Notice all the order detail options available for you at the bottom of the screen.

2. To select an option, key the letter surrounded by parenthesis in the desired option in the Selection field and press ENTER.

Here is an explanation of the options that appear at the bottom of this screen:

- ‘PAR(T) NO’ - This option will bring your requested part number to the first line under the column headings for you to view.

- ‘(O)RDER NO’ - This option will provide all items on the requested sales order.

- ‘(H)EADER INQ’ - This screen will provide the shipping dealer code, the billing dealer code, the dealers shipping address, the carrier being used and any special instructions.

- ‘(B)/O INQ’ - This screen will list this order’s backordered parts and the current status of each.

The information displayed on the ‘DETAILED ORDER INQUIRY’ screen includes:

- The screen number is located in the upper left corner of the screen (ex:X100509A). Use this number if a problem or question about this screen occurs.

- The name of the inquiry you are currently viewing and the dealer code for which the screen is displaying.

- The PDC’s current date and time.

- The sales order number.
• Your purchase order number.

• The type of order (i.e. Emergency, Red Alert, ValuLink, Fast, Stock, or Publication).

• The order receipt date and time.

• The total dollar amount of the order.

• The original quantities are the quantities that were ordered on the original order.
  
  a. ‘ORDER’ - This indicates the quantity of parts ordered for this part number.

  b. ‘SHIP’ - This indicates the quantity of parts that were shipped for each part number.

  c. ‘B/O’ - This column indicates how many parts were on backorder when the order was originally entered.

  d. ‘CUR B/O’ - This column indicates how many parts are currently on backorder for each part number.

• The part number and description.

• The item number.

• The billed and extended price.

To view data on a part number
1. Key a ‘T’ in the Selection Field and press ‘ENTER’. The window will display and wait for a part number to be entered.

2. Enter a part number and press ‘ENTER’ and detail for that part number will display.

To see a different order

1. Key an ‘O’ in the Selection Field and press ENTER. The ‘ORDER NUMBER’ screen will wait for your requested sales order.

2. Key the sales order you wish to view in the Selection Field and press ENTER. Doing so returns you to the ‘DETAILED ORDER INQUIRY’ screen.

To view the information that appears on the header

1. Key an ‘H’ in the Selection Field and press ENTER. The ‘HEADER’ screen provides information as to where the order will be shipped and which dealer will be billed. The screen also provides the shipping address, the carrier and any special instructions for the order.

You will be asked to enter the desired release number. Enter the release number displayed on the part line and press ENTER.

To view all backorders on the sales order

2. Key a ‘B’ in the Selection Field and press ENTER. The ‘BACKORDER INQUIRY’ screen lists all parts on backorder and the current status of each. This screen is identical to the Backorder Inquiry - Individual Order screen.

If you wish to see all orders that your dealership has submitted
3. Key an ‘A’ in the Selection Field and press ENTER. The ‘ORDER SUMMARY’ screen lists all orders your dealership has entered.

To view the rejected parts of the particular order (if any)

4. Key a ‘J’ on the command line and press ENTER. The ‘REJECTED LINES’ screen will provide data on all rejected part numbers from the sales order. If the message ‘XLD CANCELLED SEE-PROF’ appears informing you that this particular part number has been cancelled, you must refer to your dealership’s parts record on fiche or call your dealer contact for more information.

The ‘ORDER SUMMARY’ screen displays information on the following:

- The screen number is located in the upper left corner of the screen (ex:X100506A). Use this number if a problem or question about this screen occurs.

- The name of the inquiry currently displayed.

- The dealer code for which you are displaying information. This generally will be your own dealer code. Home dealers may look at their branch’s information.

- The PDC’s current date and time.

- The line number.

- The PDC’s sales order number.

- Your purchase order number.
• The type of order (i.e. Emergency, Red Alert, Valulink, Fast, Stock, or Publication).

• The number of lines that have shipped on the order.

• The backorder indicator column provides a ‘Y’ next to the orders that have backordered parts.

• The rejected indicator column provides a ‘Y’ next to orders that have a rejected part number on the order.

• The original ship status indicates the status of the order. The following abbreviations may be found under the column:
  a. IN PROCESS - This means the order is in the process.
  b. SHIPPED - This means the order has been shipped.
  c. BILLED - This indicates the order has been billed.
  d. RECEIVED – This indicates the order has been received but is not yet processed.

• The status date indicates the date the status was updated on the order.

• The order date is the date the order was received at the PDC.

• The receipt time is the time the order was received at the PDC.

To view detailed information on a certain sales order from the ‘ORDER SUMMARY’ screen,
o Key the line number of the sales order you wish to view in the Selection Field and press ENTER.
EXPEDITING BACKORDERS

To expedite Emergency backordered parts, key the number listed next to BACKORDER INQUIRIES on the Parts Distribution Dealer Menu. On the Backorder Inquiry Menu, Key a ‘1’ in the Selection Field for the ‘INDIVIDUAL ORDER’ option. Remember, only Emergency order backorders can be expedited.

A window will display and wait for your sales order.

The ‘BACKORDER INQUIRY’ screen lists the backordered parts for your sales order number. Once you reach screen number X100509A, you can expedite.

Remember that the backorders must be on an Emergency order to expedite. To expedite a backordered part

1. Use the tab key to move the cursor to the left of the ‘QTY’ column and on the same line as the part number you wish to expedite.

2. Once you are aligned correctly, key a ‘1’ and press ENTER. The ‘EXPEDITE REQUEST’ screen will display.

This ‘EXPEDITE REQUEST’ screen provides the following information:

- The screen number is located in the upper left corner of the screen (ex:X100542A). Use this screen number if a problem or question about this screen occurs.

- The name of the inquiry currently displayed.

- The dealer code for which you are displaying information. This will usually be your own dealer code. Home dealers may look at their branch’s information.
• The PDC’s current date and time.

• The PDC’s sales order number.

• The dealer code that the part is under. This will be the same dealer code listed at the top of the screen.

• Your purchase order number.

• The ‘QTY’ amount indicates the quantity remaining on backorder.

• ‘ALLOC QTY’ amount is the quantity of parts that have been allocated to fill the backorder quantity for that item.

• The ‘ORIGIN DATE’ is the date the order was processed at the PDC.

• The date the part will be available.

• The part number and description.

• The carrier and shipping option.

• The destination of the part(s).

• Special instructions.

• The backorder availability date is the date the part will be available after it has been expedited.

• Enter any messages you may have.

Note:
• You may not be able to expedite every part on an Emergency backorder.

• When a part cannot be expedited a message will display informing you of the fact.

• If the cursor will not stop on the part number line you wish to expedite, the part cannot be expedited.

• If a part can be expedited, a message appears under the destination heading on the ‘EXPEDITE REQUEST SCREEN’ stating: “MAY ADD EXPEDITE REQUEST.”

• If no message appears on the ‘EXPEDITE REQUEST SCREEN’ and the backorder availability date is visible, the part may not be expedited.

After keying an ‘E’ in the Selection field and pressing ENTER, the message ‘PART HAS BEEN EXPEDITED’ will display at the bottom of the screen Confirming your request. Messages that may appear notifying you of a change might be: ‘BACKORDER ALLOCATED’ or ‘DIRECT SHIP ITEM’.
BACKORDER INQUIRY ALL STOCK BACKORDERS

To see ‘ALL STOCK BACKORDERS’, key a ‘2’ in the Selection Field of the Parts Distribution Dealer Menu and press ENTER. The ‘ALL STOCK BACKORDERS’ screen will display listing all stock backorders.

The ‘ALL STOCK BACKORDERS’ screens display the following information:

- The screen number is located in the upper left corner of the screen (ex:X100511A). Use this screen number if a problem or question about this screen occurs.

- The name of the inquiry currently displayed.

- The dealer code for which you are displaying information. This generally will be your own dealer code. Home dealers may look at their branch’s information.

- The PDC’s current date and time.

- The PDC’s sales order number.

- Your purchase order number.

- The ‘B/O QTY’ column indicates the quantity of parts remaining on backorder.

- The part number and description.

- The date the part will be available.

- The billed price for the part.
WHERE YOU CAN GO FROM THIS SCREEN

- Key an ‘N’ in the Selection Field and press ENTER to view the next page.

- Return to the Backorder Inquiries Menu by keying an ‘M’ in the Selection Field and pressing ENTER.

- View all emergency backorders by keying an ‘E’ in the Selection Field and pressing ENTER.

- See all stock orders for one of your branch dealer codes by keying a ‘B’ in the Selection Field and pressing ENTER. This option will display only for Home Dealers.
BACKORDER INQUIRY ALL EMERGENCY BACKORDERS

To view ‘ALL EMERGENCY BACKORDERS’, key a ‘3’ in the Selection Field of the Parts Distribution Dealer Menu and press ENTER. The ‘ALL EMERGENCY BACKORDERS’ screen displays all emergency backorders.

The information displayed is identical to the ‘ALL STOCK BACKORDERS’ screen. You may not expedite from the ‘ALL EMERGENCY BACKORDERS’ screen. If you wish to expedite a part take the following steps:

- Write the part number and sales number on a piece of paper.
- Select ‘M’ for Menu and press ENTER.
- The Backorder Inquiry Menu will then appear for your next selection.
- Select 1 for ‘INDIVIDUAL ORDER’ and follow the expediting steps on pages 14-16 of this document.

WHERE YOU CAN GO FROM THIS SCREEN

- Return to the Backorder Inquiries Menu by keying an ‘M’ in the Selection Field and pressing ENTER.
- View all stock backorders by keying an ‘S’ in the Selection Field and pressing ENTER.
- See all stock orders for one of your branch dealer codes by keying a ‘B’ in the Selection Field and pressing ENTER. This option will display only for Home Dealers.
- Key an ‘N’ and press ENTER to view the next page.
BACKORDER INQUIRY ALL PART NUMBER BACKORDERS

To see ‘ALL PART NUMBER BACKORDERS’ key the number ‘4’ from the Parts Distribution Dealer Menu and press ENTER. When the next window appears, key the part number in the field and press ENTER.

The ‘B/O BY PART INQUIRY’ screen displays all orders for part 1306551 that are on backorder. The information displayed includes:

- The screen number is located in the upper left corner of the screen (ex:X100513A). Use this number if a problem or question about this screen occurs.
- The name of the inquiry currently displayed.
- The dealer code for which you are displaying information. This generally will be your own dealer code. Home dealers may look at their branch’s information.
- The PDC’s current date and time.
- The part number and description.
- ‘IC’ is your inventory code and ‘MC’ is your merchant class code.
- The PDC’s sales order number.
- The type of order.
- Your purchase order number.
- The entry date is the date the PDC received the order at the PDC.
• The ‘ACTV DATE’ indicates when the part will be available.

• An entry will display in the column labeled ‘EXP’ if a part has been expedited:
  
  a. ‘PEND’ indicates an existing expedite request has not been confirmed or denied.
  
  b. ‘DIR’ indicates the items have been confirmed to ship direct from the vendor.
  
  c. ‘EXPD’ this means the part has been through the expedite process.

• The current backorder quantity.

• The quantity that has been allocated to the backorder.

**WHERE YOU CAN GO FROM THIS SCREEN**

• Return to the Backorder Inquiries Menu by keying an ‘M’ in the Selection Field and pressing ENTER.

• Enter another part number for this inquiry by keying a ‘T’ in the Selection Field and pressing ENTER.

• See parts for one of your branch dealer codes by keying a ‘B’ in the Selection Field and pressing ENTER. This option will display only for home dealers.
CANCEL BACKORDERS

To cancel a backorder, key the number listed next to ‘CANCEL BACKORDERS’ on the Parts Dealer Menu and press ENTER. The ‘BACKORDER CANCELLATION’ screen will display. Enter your sales order number and press ENTER.

Then, Once you have entered the PDC sales order number and part number the ‘BACKORDER CANCELLATION’ screen will display the following:

- The screen number is located in the upper left corner of the screen (ex:X100509A). Use this number if a problem or question about this screen occurs.

- The name of the inquiry currently displayed.

- The dealer code for which you are displaying information. This generally will be your own dealer code. Home dealers may look at their branch’s information.

- The PDC’s current date and time.

- The PDC’s sales order number.

- Your purchase order number.

- The part number and description.

- The backorder quantity of an order.

- ‘ALLOC QTY’ is the quantity of parts that have been allocated to fill the backorder quantity for that item.
• The availability date of the backorders.

Enter the quantity of parts you wish to cancel under the column heading ‘CANCEL QTY’ and press ENTER. To cancel another part, enter the sales order number and part number and press ENTER.

Note: Some parts cannot be cancelled. If you enter a non-cancelable part number a message will display informing you of the non-cancelable status. At that time you will be given the opportunity to enter a different PDC sales order and part number or return to the Main Menu.

WHERE YOU CAN GO FROM THIS SCREEN

Return to the Main Menu by keying an ‘M’ in the Selection Field and pressing ENTER.
PART AVAILABILITY

Depending on your authorization, the PDC Main Menu may show the ‘PART AVAILABILITY’ option twice. It may be displayed as ‘PART AVAILABILITY/ORDER ENTRY’ or simply ‘PART AVAILABILITY’. ‘PART AVAILABILITY/ORDER ENTRY’ will allow the user to check availability and enter an order when necessary. ‘PART AVAILABILITY’ only allows the user to check availability of a part. If you choose ‘PART AVAILABILITY’ you should then, key the part number and quantity. The ‘MFG CODE’ may be used to enter OEM parts, but will default to ‘HYS’ unless you change it. The Selection Field defaults to ‘I’ for ‘INQUIRY’.

After keying the part number and quantity, a window will display with the following information:

- Part number and description.
- Requested quantity, and quantity currently available at the PDC along with the availability date.
- Net and List Pricing.

If the PDC cannot fill the requested quantity, an availability date will display. For dealers participating in the Master Search program, an option will display allowing them to check part availability of other dealers who may have the part on hand.

The window may display messages including: DIRECT SHIP ITEM, PRICE ON REQUEST, PRICES PENDING, XLD-NOT SERVICED, ‘PB’ for price breaks and ‘F’ if the part is a member of family pricing.

NO LONGER VALID:
You may choose Master Search if the PDC cannot fill the requested amount by keying option ‘B’ in the Selection Field - ‘SEE STOCKING DEALERS’.

The Master Search window displays the part number, part description and the dealers (city and state) that may have the part in stock. To view a specific dealer’s name, address and phone number, key the number to the left of the desired dealer code (in this example ‘5’) in the Selection Field and press ENTER.

The screen displays the part number and description, the selected dealer code, their address, phone and fax number. To select another dealer code or return to the original screen to select another part number press ENTER.

You will return to the previous ‘PART AVAILABILITY INQUIRY’ screen that displays all Master Search dealers. To see a different dealer’s name and address, key the number next to the dealer code in the Selection Field and press ENTER. To return to the previous screen where you entered your requested part number, key an ‘R’ in the Selection Field and press ENTER.
CROSSING COMPETITIVE PART NUMBERS

This screen is the original Part Availability Inquiry screen. Along with entering Hyster part numbers, this screen also allows you to enter other OEM codes as well. Follow the same steps as entering Hyster part numbers. Key the manufacturer part number, the requested quantity and the manufacturer’s OEM code. Once the quantity and manufacturer OEM code is keyed and ‘ENTER’ is pressed the following screen might appear with the message: ‘HELP INFO OEM CODE’. This message will only appear when an incorrect OEM code is entered. Select the proper OEM and press ENTER.

After selecting the correct OEM code, a window will display with information on the part number requested. The OEM code, part number and description are displayed. By pressing ENTER you will be able to key another part number. You may return to the ‘PART AVAILABILITY’ Menu by keying an ‘M’ in the Selection Field and pressing ENTER.

Due to various OEM’s and part number formats the following information may be useful when cross-referencing part numbers.

General Rule:

1. Key the part number ‘as is’. Don’t add leading zeroes.
USING THE VENDOR PART NUMBER CROSS REFERENCE INQUIRY

To access Vendor Part Number Cross Reference Inquiry key the option number from the PDC Main Menu and click on ‘ENTER’. Enter a Vendor Code, tab to the Vendor Part Number Field and Enter the Vendor’s Part Number (Use proper format including Dashes and Leading Zeroes.) Press ENTER.

Cross Reference Part Numbers will display in the center of the screen. You may continue inquiring on vendors and part numbers or you may exit the application.

To Exit the Application, Tab to the Selection: (Sel:) field and enter an ‘M’ for Main Menu.

1. Press ENTER.

To Display a list of available Vendor Codes, Enter an ‘X’ in the Vendor Code field and another ‘X’ in the Part Number Field.

1. Press ENTER. A list of Vendor codes will display in the center of the screen. Vendor code selection is required.

2. Key the desired Vendor Code in the Selection Field and press ENTER.
USING THE OEM PART NUMBER CROSS REFERENCE INQUIRY

To access the OEM Parts Number Cross Reference Inquiry option key its option number from the PDC Main Menu and Press ENTER. Then…

1. Enter an OEM Part Number. (Use proper form - DO NOT enter leading zeroes, slashes, dashes or spaces.)

2. Tab to the Quantity field and enter the desired available quantity.

3. Tab to the Mfg Code Field and enter an OEM code.

4. Press ENTER.

5. Part Number availability will display in a window in the center of the screen along with description, pricing information and the available quantity. If no Quantity is available, an Availability date (Balance Avail On:) will be displayed. Press ENTER to return to the original Inquiry Screen. If a part is not available and stocking dealers are on file for that part, you will be given an option at the bottom of the window to list the stocking dealers.

To List Stocking Dealers

1. Enter a ‘B’ in the Selection field

2. Press ENTER. A list of stocking dealers will display in a window in the center of the screen.

(Note: As with all screens on the PDC system any item displayed surrounded by parenthesis can be entered in the Selection field to select and/or provide additional information about that item.)

The Next and Previous options allow you to scroll through a listing by entering either an ‘N’ or a ‘P’ in the Selection field.)
Entering an ‘R’ in the Selection field exits the window and Returns to the previous screen.

To Display Stocking Dealer Information

1. Enter the Line Number of the Dealer in the Selection field.

2. Press ENTER. The Dealer’s Name and Address and Phone Number will be displayed in a window in the middle of the screen.

To Exit the Dealer Address Display Window and return to the previous screen

1. Press ENTER.

Continue displaying Dealer Information if desired or Exit the Stocking Dealer display to return to the Part Number Availability Display Window.

To Exit the Stocking Dealer Display Window

1. Enter an ‘R’ in the Selection Field

To Exit The OEM Parts Availability Inquiry Screen

1. Tab to the Selection Field

2. Enter an ‘M’ in the Selection Field

3. Press ENTER.

To List OEM Codes

1. Enter the desired Part Number

2. Enter the desired Available Quantity
3. Enter an ‘X’ in the Mfg Code Field

4. Press ENTER.

5. A List of available OEM Codes will display in a window in the center of the screen.

To Scroll through the list

1. Enter an ‘N’ or ‘P’ in the Selection field. An OEM Code must be selected to exit this window.

2. Enter the desired selection and press ENTER to return to the Parts Availability Screen. The OEM code will display on the availability screen in the MFG Code field.

3. To display the availability information, Press ENTER.
ORDER ENTRY

To enter a parts order

1. Key the number listed next to PART AVAILABILITY / ORDER ENTRY on the PDC Main Menu and press ENTER.

2. When the ‘PART AVAILABILITY / ORDER ENTRY’ menu appears key a ‘2’ for ‘PART ORDER ENTRY’ and press ENTER.

3. The next screen displayed will have all the various order types to choose from. Key the number of the type of order you want to enter (in this example ‘2’ for an ‘EMERGENCY ORDER’) in the Selection Field and press ENTER.

Hopefully this looks familiar to you. It is just like the Part Availability Inquiry with a few added tricks.

To enter parts on the order

1. Key the part number and desired quantity in the appropriately labeled fields and press ENTER.

A window pops up to display the part information and is identical to the ‘PART AVAILABILITY INQUIRY’ window except that you may enter your bin location and customer part number.

At this point you have the option of adding the part to the order or returning to the order entry screen without adding the part. If you don’t want to order the part, key an ‘R’ in the Selection Field and press ENTER.

To add the part to the order

1. The Selection Field defaults to ‘A’. Press ENTER.
The ‘EMERGENCY ORDER’ screen displays the following information:

- The screen number is located in the upper left corner of the screen (ex:X100503A). If you ever have a problem or question about this screen, refer to this number.

- The name of the inquiry currently displayed.

- The dealer code for which you are displaying information. This generally will be your own dealer code. Home dealers may look at their branch’s information.

- The PDC’s current date and time.

- The ‘DEL’ column indicates deleted part numbers.

- The ‘ORDER QTY’ indicates the number of parts being ordered.

- The part number and description.

- The price of the individual part.

- The extended price.

- The ‘ORDER TOTAL’ column continues to tally as you add parts.

- The customer part number and your bin location appear under the part number and description.

To add another part
1. Key the part number, quantity, and MFG code in the respective fields, key an ‘A’ in the Selection Field and press ENTER. A window will display again with the information on your requested part.

2. Key an ‘A’ in the Selection Field and press ENTER.

The ‘EMERGENCY ORDER’ screen shows the additional part, part price and updated order total amount.

To delete a part from the order, key a ‘D’ next to the part number you wish to delete and press ENTER. The ‘EMERGENCY ORDER’ screen below has the word ‘DELETED’ next to the part number. The pricing column reflects the change as well.

To type special instructions for the order, enter an ‘S’ (special comments) in the Selection Field and press ENTER. The window that appears allows you to type any comments you wish. Type your comments and press ENTER. The special comments appear under the last part on the order. Key a ‘C’ in the Selection Field and press ENTER to cancel the entire order. A window will display with a message and the opportunity to confirm the order cancellation. Key a ‘Y’ or ‘N’ in the Selection Field and press ENTER. Key an ‘E’ in the Selection Field and press ENTER to cancel the entire order.

The next screen will request the information to correctly ship your order. This screen is for shipping instructions and requires you to fill in the information on the lines provided. The screen provides the following information:

- The screen number. (ex: X100504A)

- The type of order you are submitting and the dealer code for which you are ordering.

- The PDC’s current date and time.
• The dealer order number and ship-to dealer code.

• The customer order number and the customer ship-to address.

• The freight terms code. (Enter a ‘C’ for collect or a ‘P’ for pre-paid.)

• The original ship mode. This identifies the selected carrier mode, numbers 1-30.

• The original routing will provide the name of the selected carrier.

• The backorder ship mode identifies the selected carrier mode for a backorder situation numbers 1-30.

• The backorder routing identifies the selected routing for backorder situations.

• Any special instructions may be entered on the lines provided.

It is your responsibility to fill in information on the lines provided. If you do not know the ‘ORG SHIP MODE’ key an ‘A’ on the line next to the field and press ENTER.

The ‘HELP INFO - SHIP MODE’ window that appears on the screen lists the carriers available to deliver your order. The cutoff time requirement for order receipt at the PDC is shown in Central Standard Time and your local time for each carrier and mode combination. Times listed on the left are Central Standard cutoff times. Times listed on the right express the cutoff times in your local time.

If you select ‘4’, ‘UPS SURFACE’, it means you must enter the order to the PDC by 1:00 p.m. CST or 2:00 p.m. EST (dealer time) for the carrier to ship an Emergency order the same day. After entering the selection, the ‘ORG SHIP MODE’ field will reflect your choice. To end the order key an ‘E’ in the Selection
Field and press ENTER. The window below will display with the message ‘THIS ORDER HAS BEEN ACCEPTED’ to confirm your order simply press ENTER.

If you select an original ship mode that can not make the cutoff time a message will display saying: ‘ORDER LATE FOR SHIP MODE - KEY NEW SHIP MODE OR HIT ENTER TO ORDER’ (shown below). If this occurs enter a new ship mode, key an ‘E’ and press ENTER.
PART ORDER INQUIRIES - ALL ORDERS

To view orders that your dealership has submitted, key the number listed next to ‘PART ORDER INQUIRIES’ in the Selection Field on the Parts Dealer Menu and press ENTER.

The ‘ORDER INQUIRY’ screen above provides two choices. To explore the ‘ALL ORDERS’ choice first, Key a number ‘1’ for ‘ALL ORDERS’ and press ENTER.

The ‘ORDER SUMMARY’ screen lists all orders your dealership has entered. To view a specific order, key the line number you wish to view in the Selection Field and press ENTER.

To view ‘ORDER DETAIL’, enter the Line number next to the desired Sales Order and press ENTER. The ‘ORDER DETAIL INQUIRY’ screen shows the line items of the sales order that you selected. Order detail options display at the bottom of the Order Detail Screen.

To view PAST ORDERS submitted on a certain date simply key the date in the Date Field in the lower right corner of the ORDER SUMMARY screen and press ENTER. The ‘ORDER SUMMARY’ screen will display all order(s) entered on That date. To view Order Detail, key the desired line number in the Selection Field and press ENTER.
PART ORDER INQUIRIES - INDIVIDUAL ORDER

To view orders that your dealership has submitted by a specific Sales Order number, key the number listed next to ‘PART ORDER INQUIRIES’ on the Parts Dealer Menu and press ENTER.

Enter a ‘2’ in the Selection field to view INDIVIDUAL ORDERS and press ENTER. Another window will display requesting a sales order number. Key the sales order number on the line provided and press ENTER.

The ‘ORDER DETAIL’ screen will display with all line items listed on the requested sales order.

If you have any questions regarding this module, or any of the other Self-Directed Online Training modules, feel free to contact the Self-Directed Online Training Administrator, Kim Lynch by email at aaklynch@nmhg.com or by phone at 252-931-5781.