

HMA WEBDCS USER MANUAL

PARTS

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1. Overview

HMA WEBDCS is a web-based dealer communications system that allows Hyundai dealerships to view, input, and update information for a variety of operational functions related to Sales, Parts, Service, Warranty, and Finance. The WEBDCS System will offer the following:

- Vehicle Sales Reporting
- Parts Ordering and Returns
- Service Warranty Claims
- Monthly Financial Statements
- Dealer Personnel Onboarding
- DCS Reports
- Link to OTD and VINS

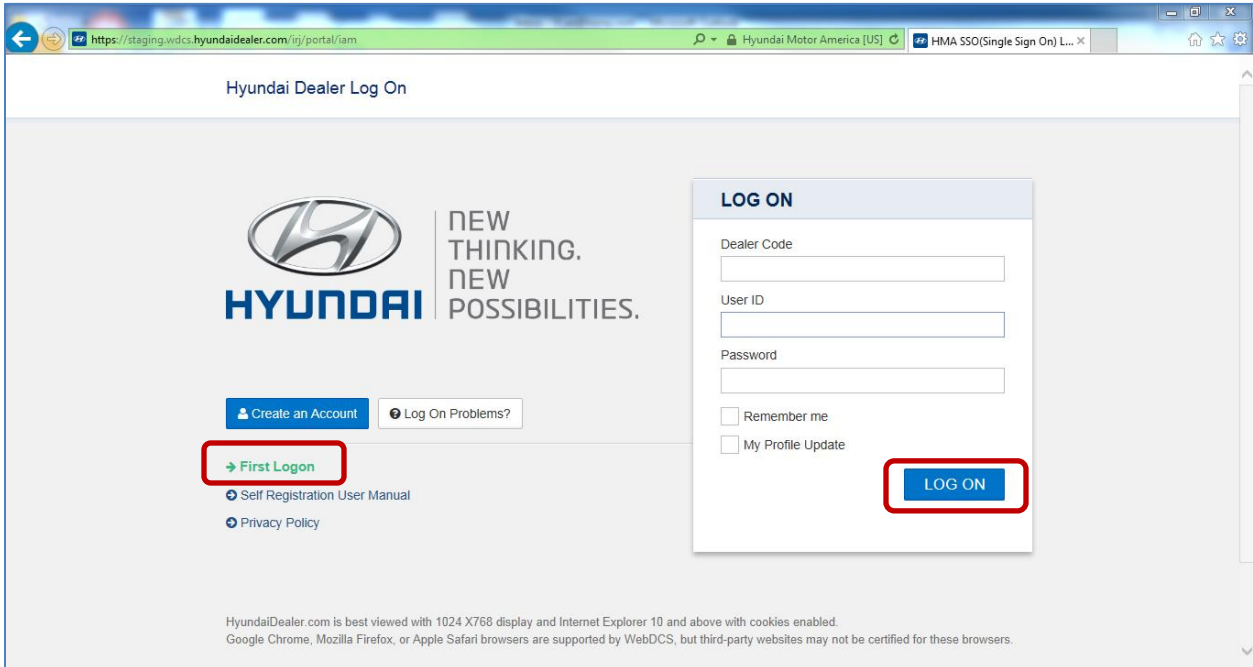
Currently, HMA is rebuilding this system to enhance functionalities and to better meet your business needs. The new secure web-based WEBDCS is scheduled to launch in November of 2016, and with its functional and aesthetic upgrades, it is expected to improve the communication channels between the HMA headquarters and the dealerships. The mobile-friendly system with the latest technology and design standards will be implemented across the entire site, achieving a more stable platform with a refined “look and feel”. Access to a wider range of information and streamlined navigation will better position HMA WEBDCS to leverage advanced technology.

This user manual will walk you through the enriched features of the newly designed WEBDCS in the areas of general information and Parts businesses.


2. General Information

2.1 Hyundaidealer.com and WEBDCS Login

Login URL for Hyundai dealer portal : <https://www.hyundaidealer.com>



Hyundai Dealer Log On

 **HYUNDAI** NEW THINKING. NEW POSSIBILITIES.

[Create an Account](#) [Log On Problems?](#)

[First Logon](#)

[Self Registration User Manual](#)

[Privacy Policy](#)

LOG ON

Dealer Code

User ID

Password

Remember me

My Profile Update

LOG ON

HyundaiDealer.com is best viewed with 1024 X768 display and Internet Explorer 10 and above with cookies enabled.
Google Chrome, Mozilla Firefox, or Apple Safari browsers are supported by WebDCS, but third-party websites may not be certified for these browsers.

To log in to WEBDCS, follow the steps below:

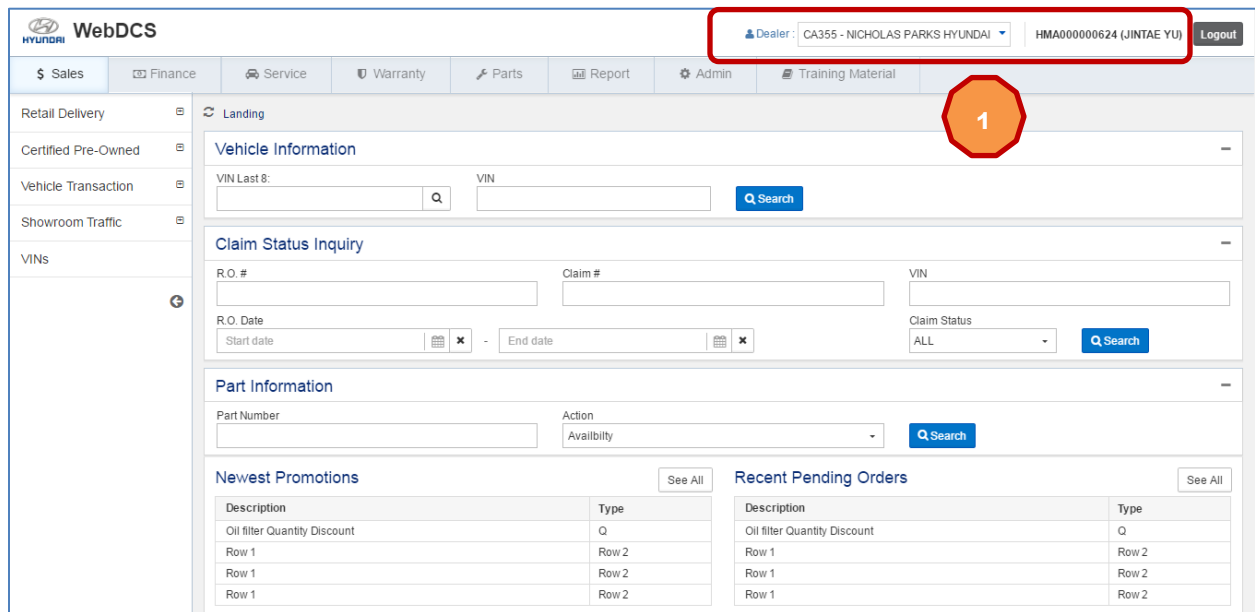
1. Start Internet Browser. You can use Internet Explorer, Fire Fox, Safari, and Chrome on your PC. Also you can access WEBDCS from your cell phone and tablet running on Android and IOS.
2. Go to the **Hyundai dealer portal** website using the url <https://www.hyundaidealer.com>
3. Enter the **Dealer Code**.
4. Enter your **Hyundai ID (HMA + 9 digits)** and **Password**.
5. Click the **Log On** button.

If this is a first time to login to new system and if you have some difficulties, please click **First Logon** link on the logon screen. It will display step by step instruction for login process.


After WEBDCS launch, please login to [hyundaidealer.com](https://www.hyundaidealer.com) (www.hyundaidealer.com) and then click WEBDCS link on the main page to access WEBDCS.

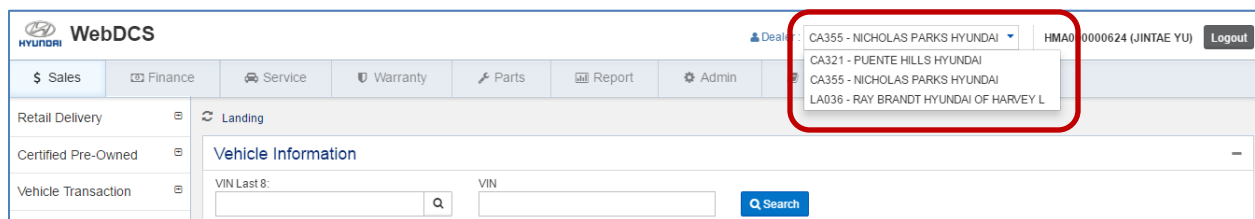
2.2 General Information for PC

Once you login to WEBDCS, you will see your Dealer Code, Dealership name, Hyundai ID, and name on the top of the screen.



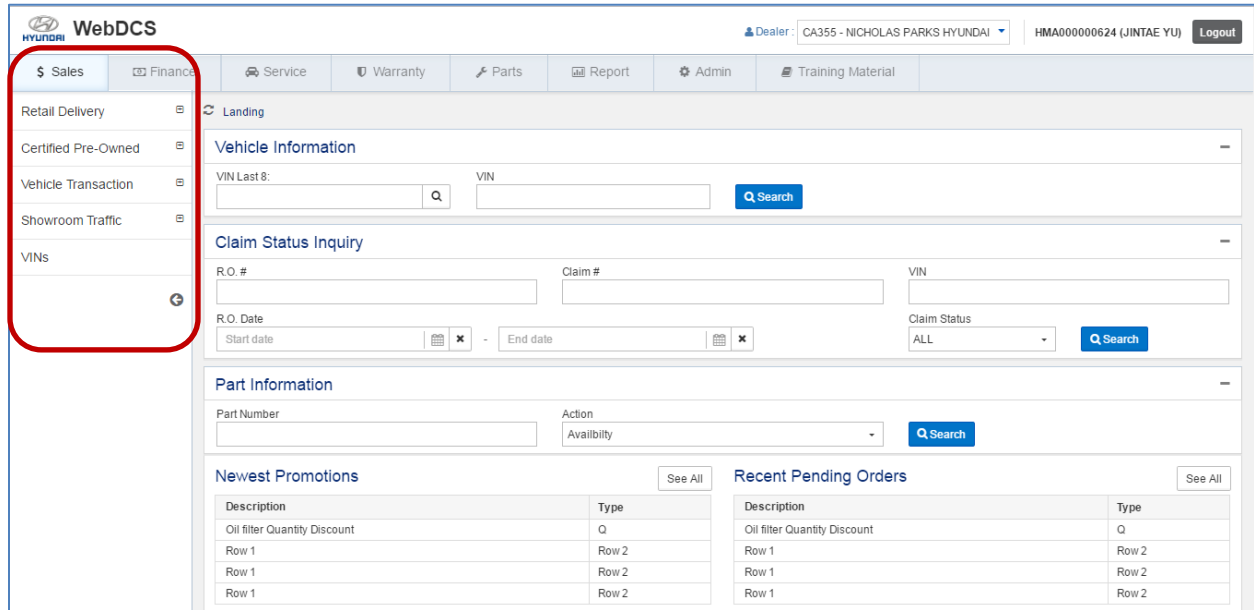
The screenshot shows the WebDCS interface. At the top right, there is a navigation bar with the following information: Dealer: CA355 - NICHOLAS PARKS HYUNDAI, HMA000000624 (JINTAE YU), and a Logout button. Below this, there are several menu tabs: Sales, Finance, Service, Warranty, Parts, Report, Admin, and Training Material. The main content area is divided into several sections: Retail Delivery, Certified Pre-Owned, Vehicle Transaction, Showroom Traffic, and VINs. The Vehicle Information section contains a VIN search form. The Claim Status Inquiry section contains a form for searching claims by R.O. #, Claim #, VIN, R.O. Date, and Claim Status. The Part Information section contains a form for searching parts by Part Number and Availability. There are also two tables: Newest Promotions and Recent Pending Orders, both showing a list of items with Description and Type columns.

To change dealer code, click  dropdown box next to Dealer. Then you will see dealer codes registered for your account. Select one dealer code you want to use.



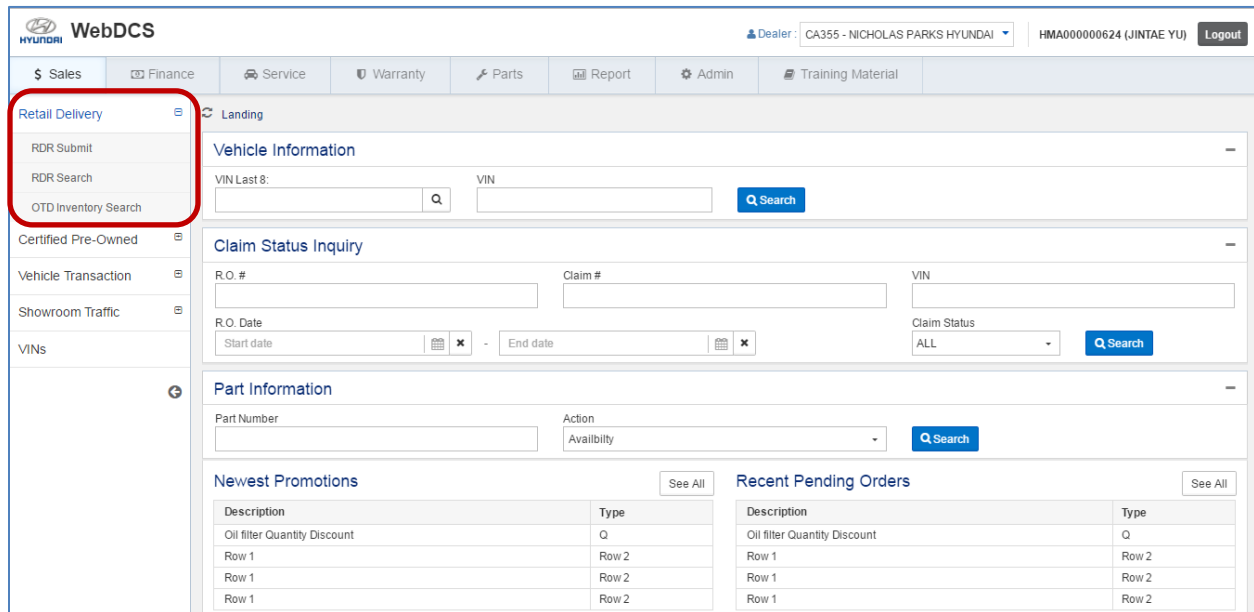
This screenshot shows the same WebDCS interface as the previous one, but with the Dealer dropdown menu open. The dropdown menu is highlighted with a red box and contains the following options: CA355 - NICHOLAS PARKS HYUNDAI, CA321 - PUENTE HILLS HYUNDAI, CA355 - NICHOLAS PARKS HYUNDAI, and LA036 - RAY BRANDT HYUNDAI OF HARVEY L.

Navigate to menu and sub menu by clicking a menu tab. For example, if you click Sales menu, then you will see Sales menu on the left side.



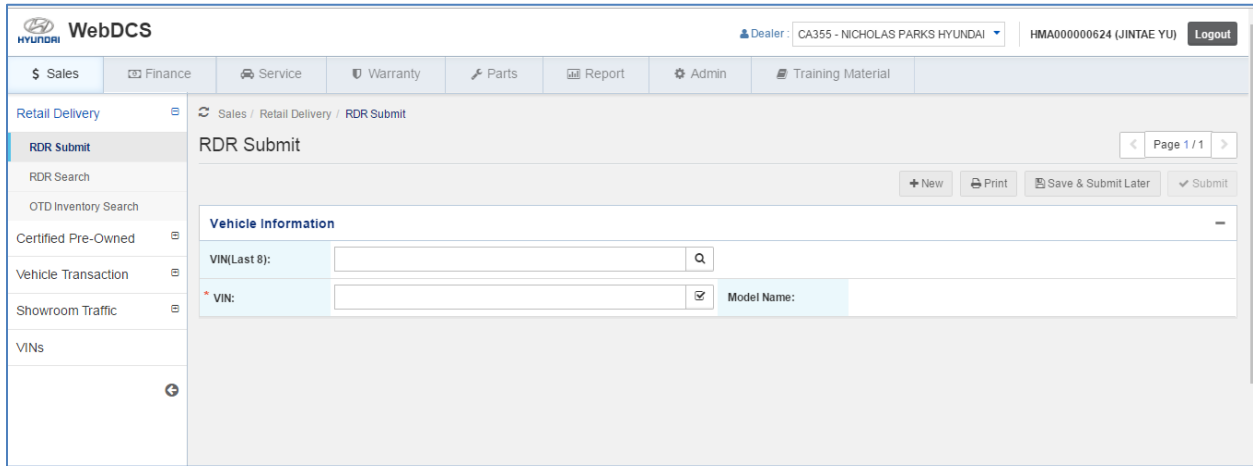
The screenshot shows the WebDCS landing page. The top navigation bar includes 'Sales', 'Finance', 'Service', 'Warranty', 'Parts', 'Report', 'Admin', and 'Training Material'. The 'Retail Delivery' menu item is highlighted with a red box. Below the navigation bar, the page is divided into several sections: 'Vehicle Information' with VIN search fields, 'Claim Status Inquiry' with R.O. #, Claim #, VIN, and R.O. Date fields, 'Part Information' with Part Number and Action fields, and two tables: 'Newest Promotions' and 'Recent Pending Orders'. Both tables show a list of 'Oil filter Quantity Discount' items with 'Row 1' and 'Row 2' entries.

Once you click Retail Delivery, you will see sub menu of Retail Delivery.



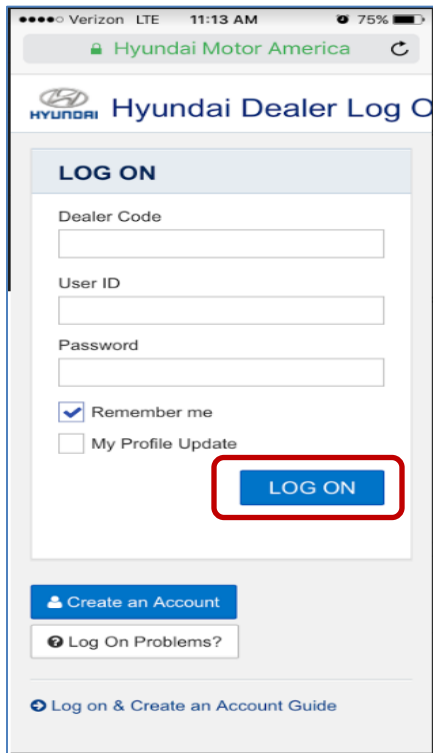
This screenshot shows the WebDCS landing page with the 'Retail Delivery' sub-menu items highlighted in a red box. The sub-menu includes 'RDR Submit', 'RDR Search', and 'OTD Inventory Search'. The rest of the page layout is identical to the previous screenshot, showing the same navigation bar, search sections, and data tables.

Then click RDR Submit. You will see RDR Submit screen.

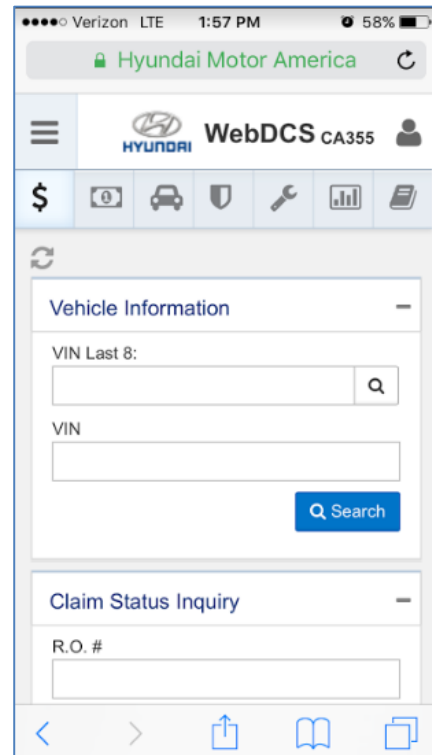


2.3 General Information for Mobile Device

You can also use mobile devices such as cell phone and tablet pc to access WEBDCS. Here is the login screen view from iPhone. Type Dealer Code, User ID, and Password and click LOG ON button. You will see WEBDCS main screen

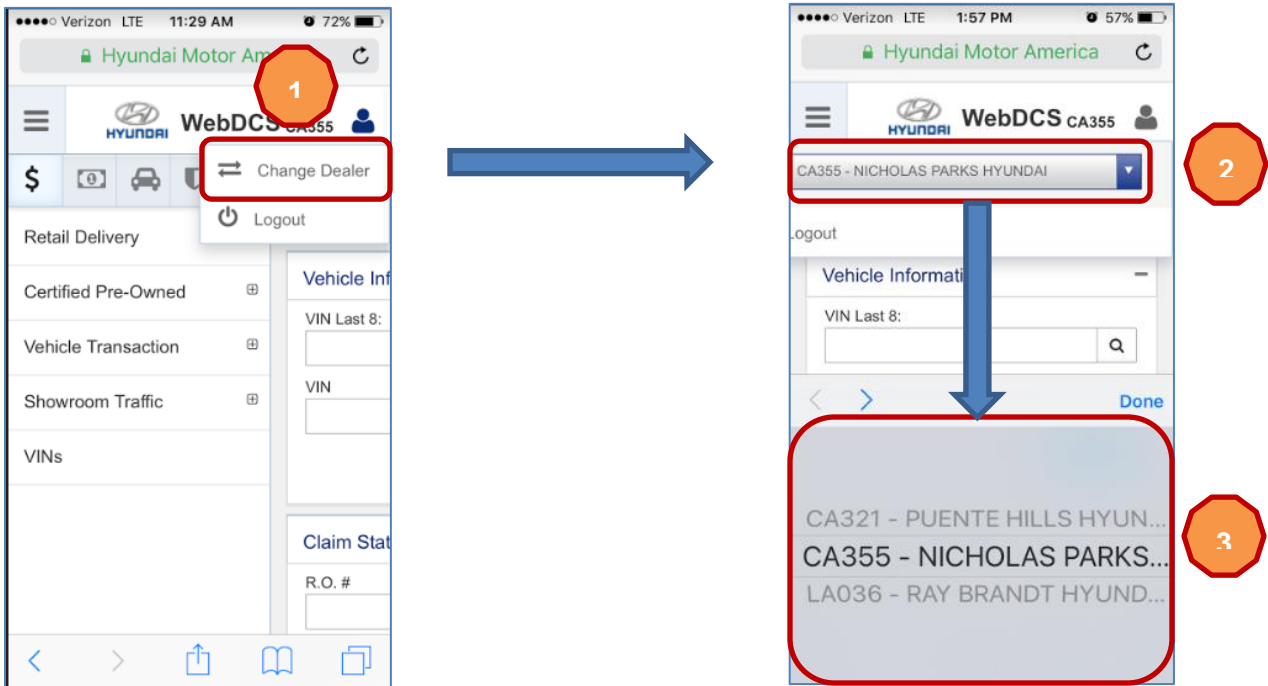


Login screen

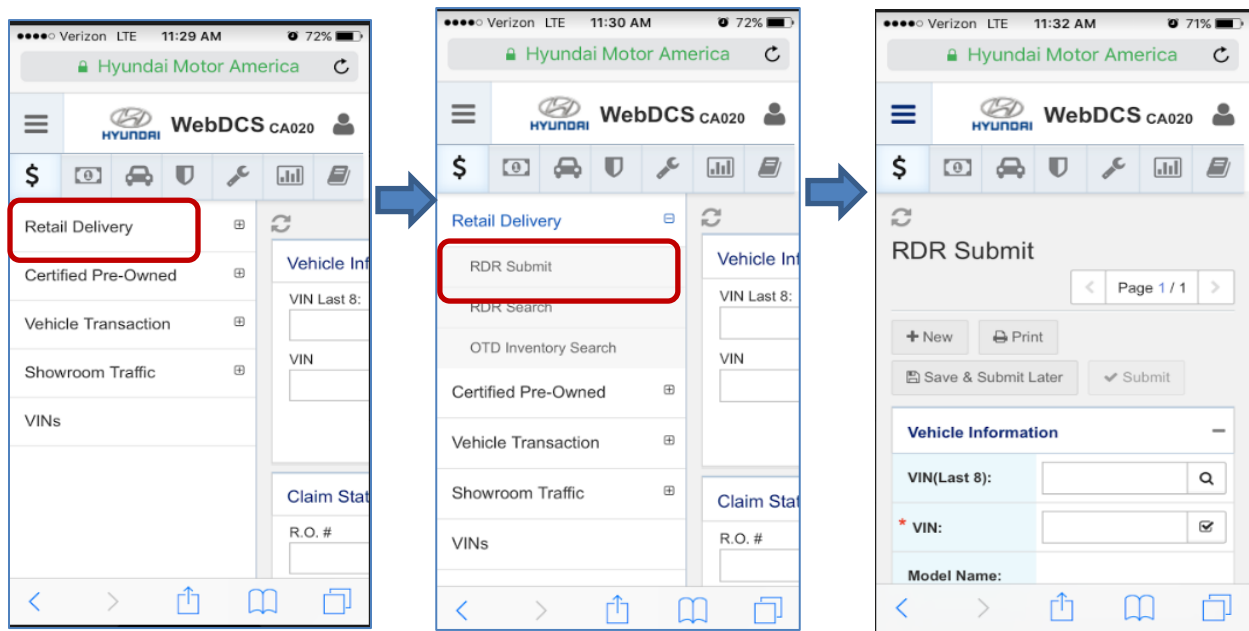


WEBDCS Main screen

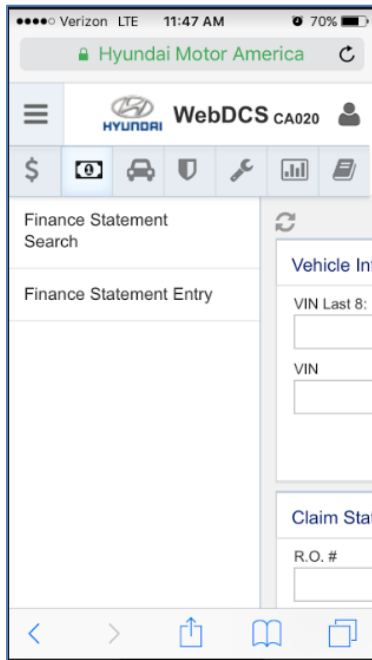
To change dealer code, click **1** Change Dealer. Then you will see **2** dealer code dropdown box. Click on the dropdown box. You will see **3** list of dealer code and names. Select one dealer code.



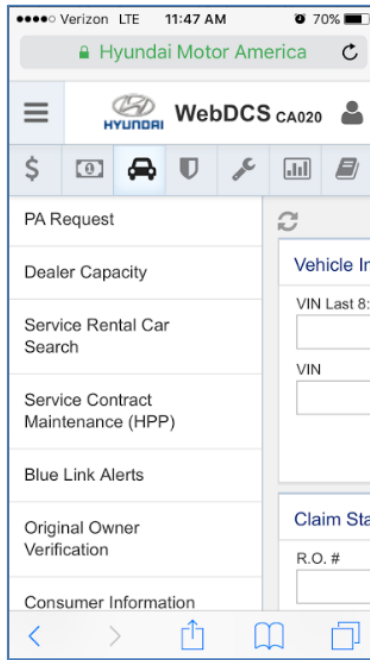
The screenshos shows how to naviage to RDR Submit screen.



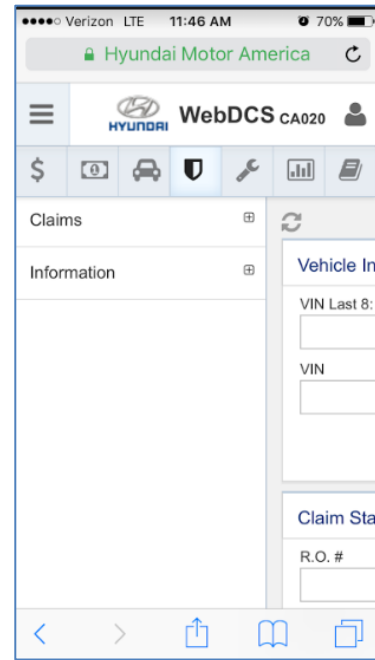
The screenshot shows mobile view for each business area.



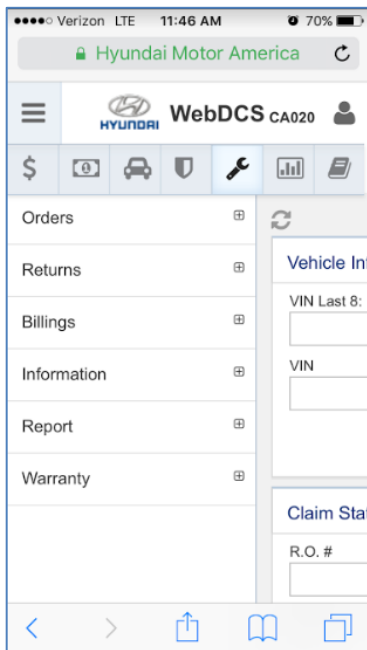
Finance



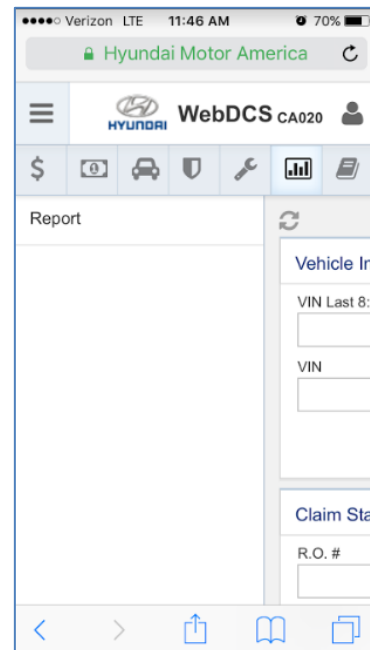
Service



Warranty



Parts



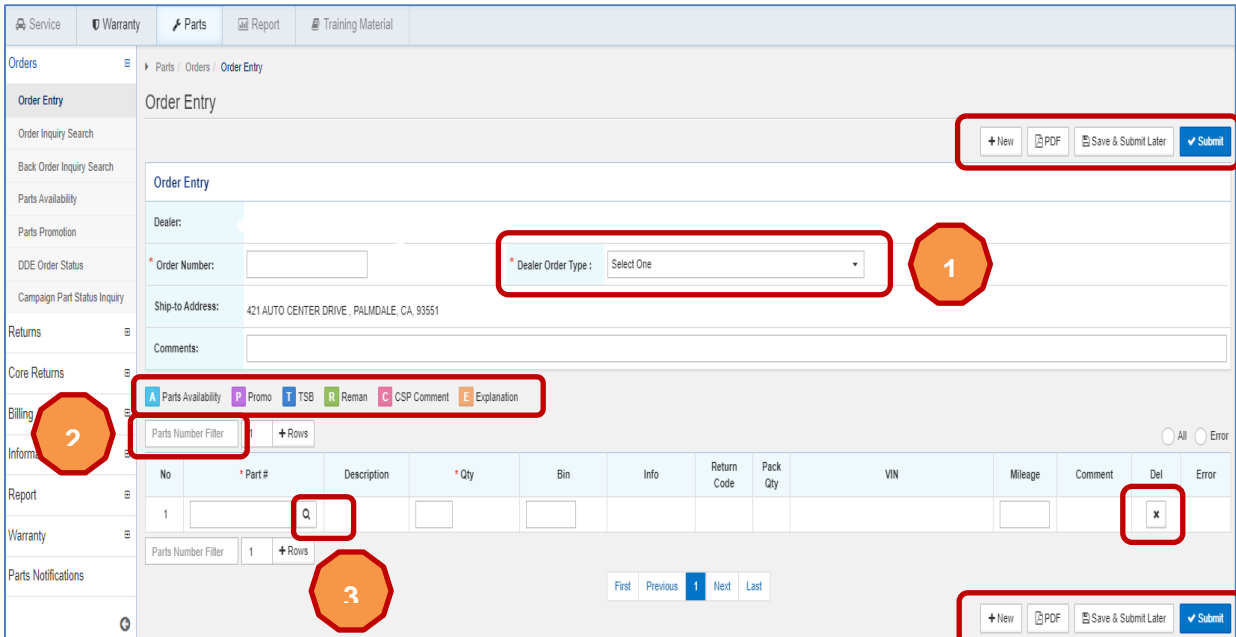
Report

3. Parts

3.1 Orders

3.1.1 Order Entry

You can create a new Parts order in this screen to submit Regular Order, Stock Order, and Emergency Order. During the entry, part number, quantity, and VIN are validated in real-time. If there is no error, You can submit an order and submitted order is validated and processed in system in real-time. When you enter part number and quantity, Info column will display promo, TSB, Reman if applicable. Once the first line is validated, next line will be displayed for your entry.





The screenshot shows the 'Order Entry' interface. Callout 1 points to the 'Dealer Order Type' dropdown menu. Callout 2 points to the 'Parts Availability', 'Promo', 'TSB', 'Reman', 'CSP Comment', and 'Explanation' filters above the table. Callout 3 points to the 'Q' (Quantity) input field in the first row of the table. The table has columns: No, Part #, Description, Qty, Bin, Info, Return Code, Pack Qty, VIN, Mileage, Comment, Del, and Error. The 'Del' column contains an 'x' icon. Navigation buttons like '+ New', 'PDF', 'Save & Submit Later', and 'Submit' are visible at the top and bottom right.

Button Information

Action Button	Definition
New	Create a new Parts Order.
Save & Submit Later	Save an Parts Order and then submit it later.
Submit	Parts Order will be submitted if there is no error.
PDF	View current screen in PDF and print.


	You will see this button in Qty column after you enter part number and quantity. If clicked, it will open Parts Availability screen including details for the part number.
	You will see this button in Info column after you enter part number and quantity. If clicked, it will open pop-up window with the promotion details.
	You will see this button in Info column after you enter part number and quantity. If clicked, it will open TSB site including the details for the part number.
	You will see this button in Info column after you enter part number and quantity. If clicked, it will open pop-up window with the list of Reman parts.
	You will see this button in Comment column if system requires comment after you enter VIN in VIN.
	You will see this button if OE Engine Parts is entered, VIN over 5 years/60,000 miles and reman parts available.
	You can define number of rows you want to add to the screen using this button. Please set a number and then click Rows button. The number of rows will be added to the screen.
	Delete a line using this button. The selected line will be deleted.

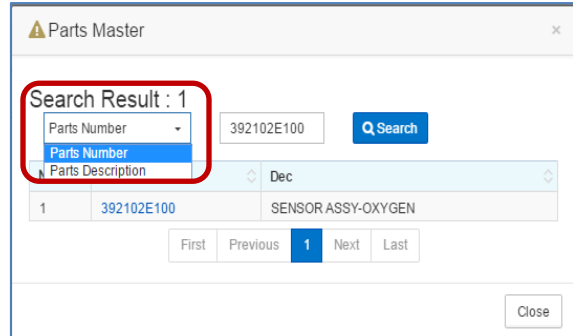
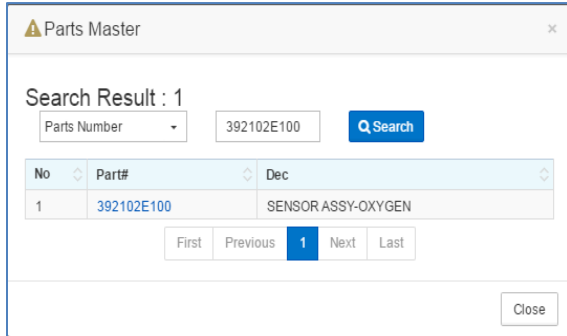
Select  Order Type in Dealer Order Type dropdown box.

To search part number on the screen, type part number in  Part Number Filter. Then you will see the line where the part number is located. Once you delete the part number, you will see all the lines.

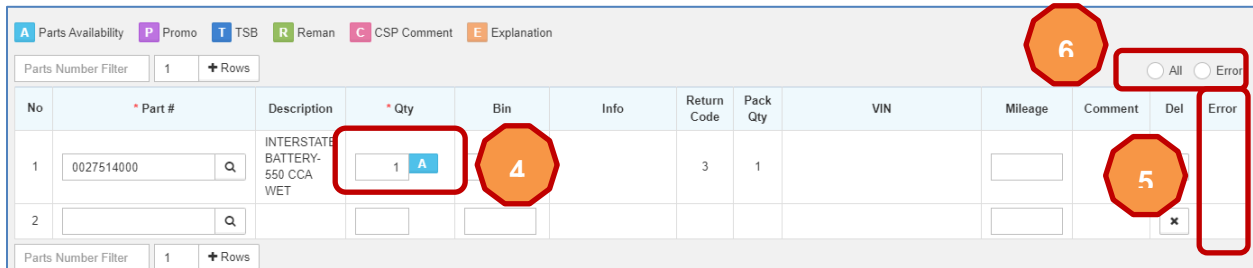
No	* Part #	Description	* Qty	Bin	Info	Return Code	Pack Qty	VIN	Mileage	Comment	Del	Error
1	0027514000	INTERSTATE BATTERY-550 CCA WET	1			3	1					
2												

To search part number you want to order, type partial part number (at least first 5 characters of Part number)

and click  search icon. You will see Parts Master pop-up window including available part numbers. Select one part number in the pop-up window and then the part number will be populated in Part number textbox. Also you can search Part number by part description.



Once you enter Part number and Quantity, the Part number and Quantity will be validated in real-time and displayed return messages such as Return Code and ack Qty. After validation, another line will be added for your next entry.



If you click  Parts Availability button, it will open Parts Availability screen.

Navigation: \$ Sales, Finance, Service, Warranty, **Parts**, Report, Admin, Admin(I), Training Material

Order Entry

Parts Availability

Back to List

392102E100

Parts Availability

Dealer: CA203 : HARDIN HYUNDAI

Part Number:	392102E100	Description:	SENSOR A55Y-OXYGEN		
Dealer Net:	84.89	Retail Margin:	38	Wholesale:	116.38
Core:	0.00	Retail:	38	Promotion ID:	
Stocking Code:	A	Drop Shipment:	N	Eligible For Air:	Y
Return Code:	1: PACKING LIST 1 - CREDIT & RETURN TO INVENTORY				
PDC Stock Code:	Stocked in all PDCs				
Today's Date:	10/01/2018 12:5				

Promotion Quantity Discount does not apply to E or SPL orders.

DL Dealer Locator, P Promo, T TSB, R Reman, K Kit

Part #	Kit	Info	Qty	QUP	Manual Allocation	Comments	Supersession	PDC	Available	ETA
392102E100			2	1	N		N	MW2	Y	
392102E100			2	1	N		N	MC1	Y	
392102E100			2	1	N		N	MC2	Y	
392102E100			2	1	N		N	ME1	Y	
392102E100			2	1	N		N	ME2	Y	

After validation, error message will be displayed **5** in Error column.

Parts Availability, P Promo, T TSB, R Reman, C CSP Comment, E Explanation

Parts Number Filter: 1, + Rows

No	* Part #	Description	* Qty	Bin	Info	Return Code	Pack Qty	VIN	Mileage	Comment	Del	Error
1	914502M217		1				0					Part Number is invalid.

Parts Number Filter: 1, + Rows

If you want to see only lines with errors, click **6** Error in the area .

This screen displays total 8 lines..


Parts Number Filter		1	+ Rows										<input type="radio"/> All <input type="radio"/> Error	
No	* Part #	Description	* Qty	Bin	Info	Return Code	Pack Qty	VIN	Mileage	Comment	Del	Error		
1	8413026000	PLUG-DRAIN	1 <input type="button" value="A"/>	1		1	1				<input checked="" type="checkbox"/>			
2	847420A0004N	TRAY ASSY-CTR FACIA LWR	1 <input type="button" value="A"/>	1		1	1				<input checked="" type="checkbox"/>			
3	K6511R1110	Invalid Part Number	1 <input type="button" value="A"/>	1			0				<input checked="" type="checkbox"/>	Part Number is invalid.		
4	86363D2000	CAP-RADIATOR GRILLE UPR	1 <input type="button" value="A"/>	1		2	1				<input checked="" type="checkbox"/>			
5	86381F2000	BLACK TAPE-RR DR.FR.LH	1 <input type="button" value="A"/>	1		2	1				<input checked="" type="checkbox"/>			
6	B662289999	Invalid Part Number	1 <input type="button" value="A"/>	1			0				<input checked="" type="checkbox"/>	Part Number is invalid.		
7	86613C1700	BRACKET-RR BUMPER SIDE MTG.LH	1 <input type="button" value="A"/>	1		2	1				<input checked="" type="checkbox"/>			
8	88570B1200QQH	DUMMY COVER	1 <input type="button" value="A"/>			3	1	<input type="text" value=""/>			<input checked="" type="checkbox"/>			
9											<input checked="" type="checkbox"/>			

After you click Error, you will see only lines that have errors.

Parts Availability		Promo	TSB	Reman	CSP Comment	Explanation							<input type="radio"/> All <input checked="" type="radio"/> Error	
Parts Number Filter		1	+ Rows											
No	* Part #	Description	* Qty	Bin	Info	Return Code	Pack Qty	VIN	Mileage	Comment	Del	Error		
1	K6511R1110	Invalid Part Number	1 <input type="button" value="A"/>	1			0				<input checked="" type="checkbox"/>	Part Number is invalid.		
2	B662289999	Invalid Part Number	1 <input type="button" value="A"/>	1			0				<input checked="" type="checkbox"/>	Part Number is invalid.		

If you enter CSP part, you will see  VIN box in VIN column. Enter full VIN for the part

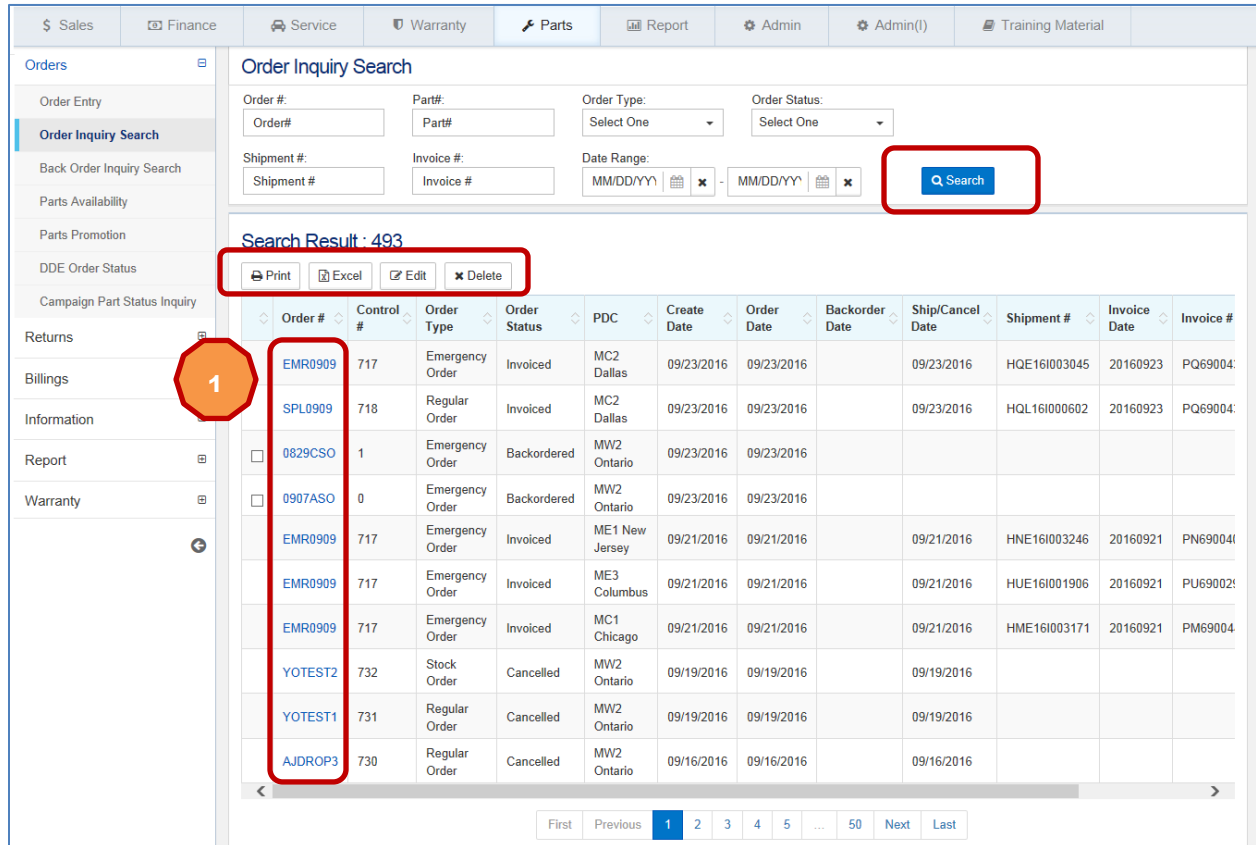
or enter partial VIN (Last 8 digits) and click search icon. The VIN will be validated in real-time. If it requires

Comment for the VIN, you will see Comment icon  in Comment column. Click Comment icon and enter comment.

3.1.2 Order Inquiry Search

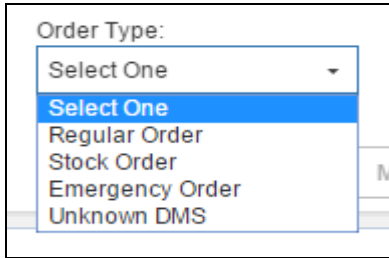
You can search Parts orders by Order number, Part number, Order type, Order status, Shipment number, Invoice number, and Date range. The result list includes order header details such as Order number, Order type, PDC, Shipment number, and Invoice number. Once user clicks on Order number,

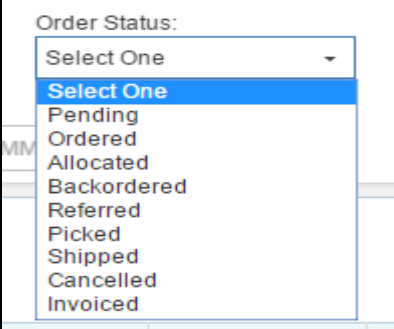
Order detail screen will be displayed. When you access this menu, you will see all the open orders in the list.



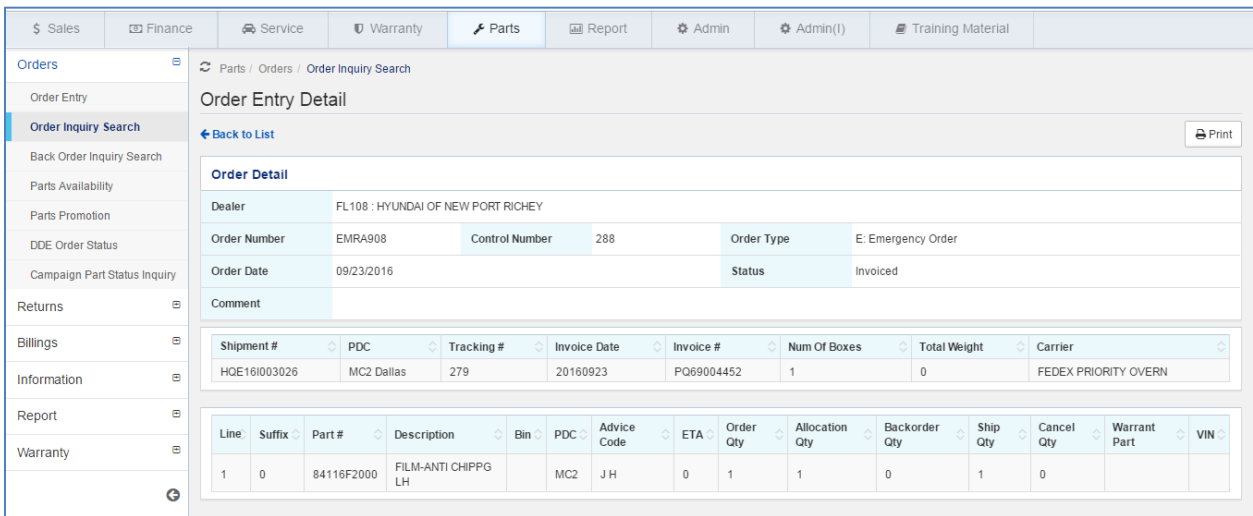
Order #	Control #	Order Type	Order Status	PDC	Create Date	Order Date	Backorder Date	Ship/Cancel Date	Shipment #	Invoice Date	Invoice #
EMR0909	717	Emergency Order	Invoiced	MC2 Dallas	09/23/2016	09/23/2016		09/23/2016	HQE161003045	20160923	PQ69004
SPL0909	718	Regular Order	Invoiced	MC2 Dallas	09/23/2016	09/23/2016		09/23/2016	HQL161000602	20160923	PQ69004
0829CSO	1	Emergency Order	Backordered	MW2 Ontario	09/23/2016	09/23/2016					
0907ASO	0	Emergency Order	Backordered	MW2 Ontario	09/23/2016	09/23/2016					
EMR0909	717	Emergency Order	Invoiced	ME1 New Jersey	09/21/2016	09/21/2016		09/21/2016	HNE161003246	20160921	PN69004
EMR0909	717	Emergency Order	Invoiced	ME3 Columbus	09/21/2016	09/21/2016		09/21/2016	HUE161001906	20160921	PU69002
EMR0909	717	Emergency Order	Invoiced	MC1 Chicago	09/21/2016	09/21/2016		09/21/2016	HME161003171	20160921	PM69004
YOTEST2	732	Stock Order	Cancelled	MW2 Ontario	09/19/2016	09/19/2016		09/19/2016			
YOTEST1	731	Regular Order	Cancelled	MW2 Ontario	09/19/2016	09/19/2016		09/19/2016			
AJDROP3	730	Regular Order	Cancelled	MW2 Ontario	09/16/2016	09/16/2016		09/16/2016			

Button Information

Action Button	Definition
Search	<p>You can search Parts orders by Order number, Part number, Order type, Order status, Shipment number, Invoice number, and Date range.</p> <p>Order Type :</p>  <p>Order Status :</p>

	
Edit	Select one order using checkbox and then click Edit button. If the status of order is Pending, then you will see Order Edit screen. If the status of order is Backordered, then you will see Back Order Inquiry Search screen. Edit button is available only for Pending and Backordered status.
Delete	Select one order with Pending status and then click Delete button. Delete button is available only for Pending orders.
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

To see order details, click  order number in Order # column.



If you click  an order that has Backordered status, you will see Back Order Inquiry Search screen.

Also you can select an order with Backordered status using checkbox and click Edit button. It will display Back Order Inquiry Search screen.

Navigation: Sales, Finance, Service, Warranty, **Parts**, Report, Admin, Admin(I), Training Material

Parts / Orders / Order Inquiry Search

[Back to List](#)

Back Order Inquiry Search

Order #: EMR0909 Part #: Part # Order Type: Select One

Date Range: MM/DD/YYYY - MM/DD/YYYY

Search Result : 3

Control #	Order Type	Order Date	Back Order Date	XVOR Date	PO #	Origin	PDC	Back Order Quantity	Cancel Quantity	Dealer ETA	Advice Code	Bin	Warranty Part	VIN	Cancel B/O Qty	Upgrade
309	Emergency Order	09/09/2016				W	ME2-Atlanta	1	<input type="text"/>	10/10/2016	B		Y	5NPE24AF6GH355813	Cancel	TO XVOR
309	Emergency Order	09/09/2016				W	ME2-Atlanta	1	<input type="text"/>	10/15/2016	B				Cancel	TO XVOR
311	Emergency Order	09/09/2016				W	ME2-Atlanta	1	<input type="text"/>	10/06/2016	B	BLODGET	Y	KM8J33A28GU164978	Cancel	TO XVOR

First Previous **1** Next Last

Edit button is only applicable for Pending and Backordered order.

Pending status :

Search Result : 720

Order #	Control #	Order Type	Order Status	PDC	Create Date	Order Date	Backorder Date	Ship/Cancel Date	Shipment #	Invoice Date	Invoice #	# of Lines	Source
YL001		Stock Order	Pending		10/01/2016							1	NEW
A90916S	318	Stock Order	Invoiced	ME3 Columbus	09/26/2016	09/26/2016		09/26/2016	HUC161002810	20160926	PU69003067	2	
A90916S	318	Stock Order	Invoiced	MC2 Dallas	09/23/2016	09/23/2016		09/23/2016	HQC161002909	20160923	PQ69004451	3	
EMRA908	288	Emergency Order	Invoiced	MC2 Dallas	09/23/2016	09/23/2016		09/23/2016	HQE161003026	20160923	PQ69004452	1	

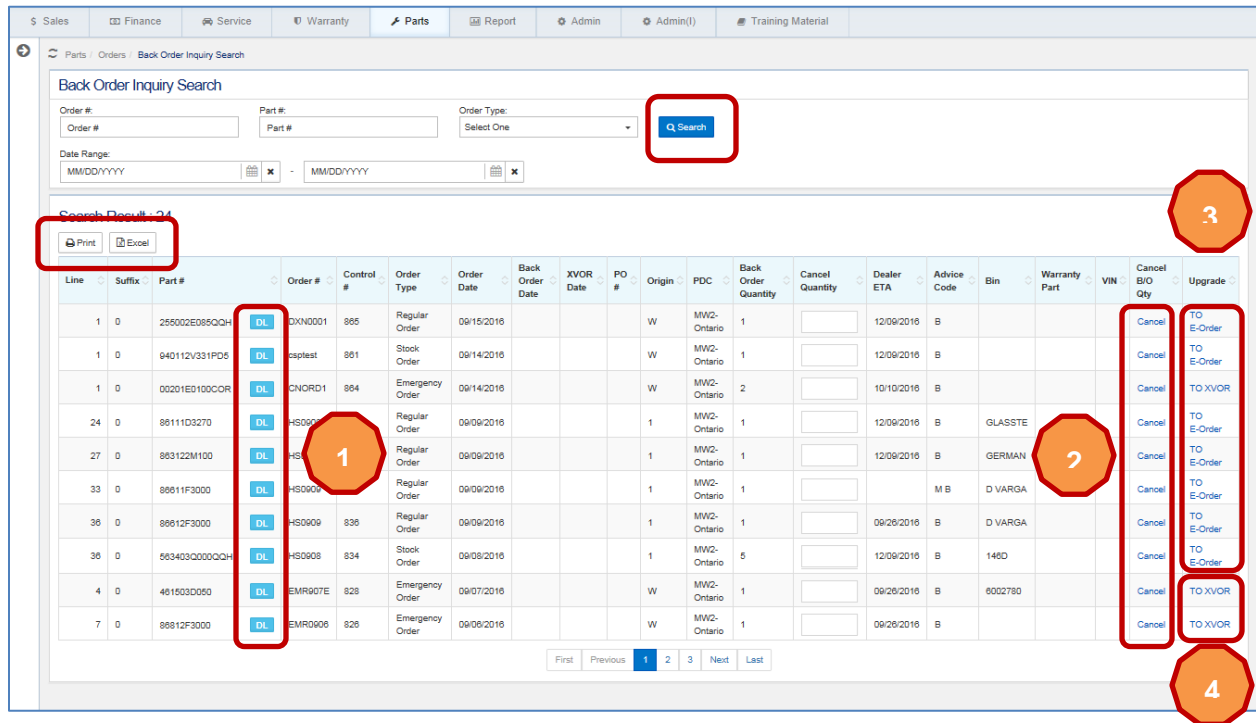
Backordered status :

Search Result : 41

Order #	Control #	Order Type	Order Status	PDC	Create Date	Order Date	Backorder Date	Ship/Cancel Date	Shipment #	Invoice Date	Invoice #	# of Lines	Source
A90916S	318	Stock Order	Backordered	ME2 Atlanta	09/09/2016	09/09/2016						5	
090916S	317	Stock Order	Backordered	ME2 Atlanta	09/09/2016	09/09/2016						4	
EMR0909	311	Emergency Order	Backordered	ME2 Atlanta	09/09/2016	09/09/2016						1	

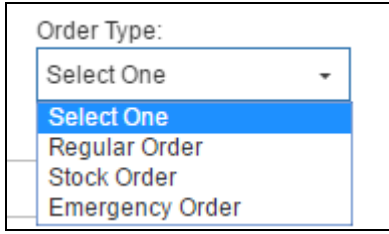
3.1.3 Back Order Inquiry Search

You can search Backorder by Order number, Part number, Order type, and Date range. In the result list, you can upgrade backorder to E order or XVOR. When you upgrades backorder to XVOR, XVOR form will be populated. Then you need to fill out the form to submit.





The screenshot shows the 'Back Order Inquiry Search' interface. Callout 1 points to the 'DL' (Dealer Locator) button in the first column of the results table. Callout 2 points to the 'Cancel' button in the 'Cancel B/O Qty' column. Callout 3 points to the 'TO E-Order' and 'TO XVOR' links in the 'Upgrade' column. Callout 4 points to the 'Excel' button in the search results area.

Button Information

Action Button / Link	Definition
Search	<p>You can search Parts orders by Order number, Part number, Order type, Order status, Shipment number, Invoice number, and Date range.</p> <p>Order Type :</p> 
TO E-Order	If clicked, the selected order will be upgraded to E- Order.
TO XVOR	If clicked, the selected order will be upgraded to XVOR. Once you upgrade the selected order to XVOR, you will see XVOR link in Upgrade column. If clicked, then you will see XVOR details.
DL	This button will guide you to Dealer Locator screen.
Excel	The results list is downloaded to excel.

Print	Prints the current screen.
--------------	----------------------------

If you want to check dealers who have the part, click  Dealer Locator icon  . To search local dealer, click Local Dealers. To search national dealers, click NAT'L Dealers.

Dealer Locator

Dealer: FL108 : HYUNDAI OF NEW PORT RICHEY

Part#: 1898002769AS

Local Dealers

NAT'L Dealers

Search Result : 9

[Print](#) [Excel](#)

Dealer Name	City	ST	Postal Code	Phone Number
HERTRICH HYUNDAI	NEW CASTLE	DE	19720	(302)323-1100
PARKS HYUNDAI OF GAINESVILLE	GAINESVILLE	FL	32609	(352)372-4251
ACTION HYUNDAI	MILLVILLE	NJ	08332	(856)327-3000
HEALEY HYUNDAI	BEACON	NY	12508	(845)831-1990
MID-ISLAND HYUNDAI	CENTEREACH	NY	11720	(631)580-0800
AUTONATION HYUNDAI CORPUS CHRISTI	CORPUS CHRISTI	TX	78415	(361)808-6100
FENTON HYUNDAI OF MESQUITE	MESQUITE	TX	75150	(469)221-8064
DEMONTROND HYUNDAI	TEXAS CITY	TX	77591	(281)337-1100
ARROW HYUNDAI	WEST ALLIS	WI	53227	(414)329-3100

[First](#)
[Previous](#)
1
[Next](#)
[Last](#)

[Close](#)

If you want to cancel Back Order , click



Cancel in Cancel B/O Quantity column. The back order will be cancelled.

If you want to upgrade to E-Order, click



TO E-Order link in Upgrade column. You will see pop-up message as below. Once you click Yes, the order will be upgraded to Emergency Order.

x

Emergency Order Upgrade

⚠ Do you want to upgrade to the Emergency Order?

If you want to upgrade to XVOR, click



TO XVOR. Then you will see XVOR Upgrade screen. Fill out this form and click Submit when finished. XVOR form will be submitted.

\$ Sales
🏠 Finance
🚗 Service
🛠 Warranty
🔧 Parts
📄 Report
⚙ Admin
⚙ Admin(I)
📖 Training Material

Orders

- Order Entry
- Order Inquiry Search
- Back Order Inquiry Search
- Parts Availability
- Parts Promotion
- DDE Order Status
- Campaign Part Status Inquiry
- Returns
- Billings
- Information
- Report
- Warranty

Parts / Orders / Back Order Inquiry Search

XVOR Upgrade

← Back to List

Dealer Code	VIN	Parts	Description	Qty	E Order #	Vehicle Down Date	Techline Case #	Customer Pay	Warranty	Dealer Locator Reviewed	DSPM Advised
FL108	<input type="text"/>	529333V000	VALVE-TPMS	1	EMR0909	<input type="text"/>	<input type="text"/>	Select on	Select e	Select o	Select

**Note: For Wiring Harness Warranty Repairs: XVOR Requests require a Techline case number. See Wiring Connector Repair (TSB 15-BE-004)

Order Entry

* Dealer Contact Name:

* Dealer Email:

* Dealer Phone Number:

* Comment:

Check the following prior to submitting your XVOR Request:

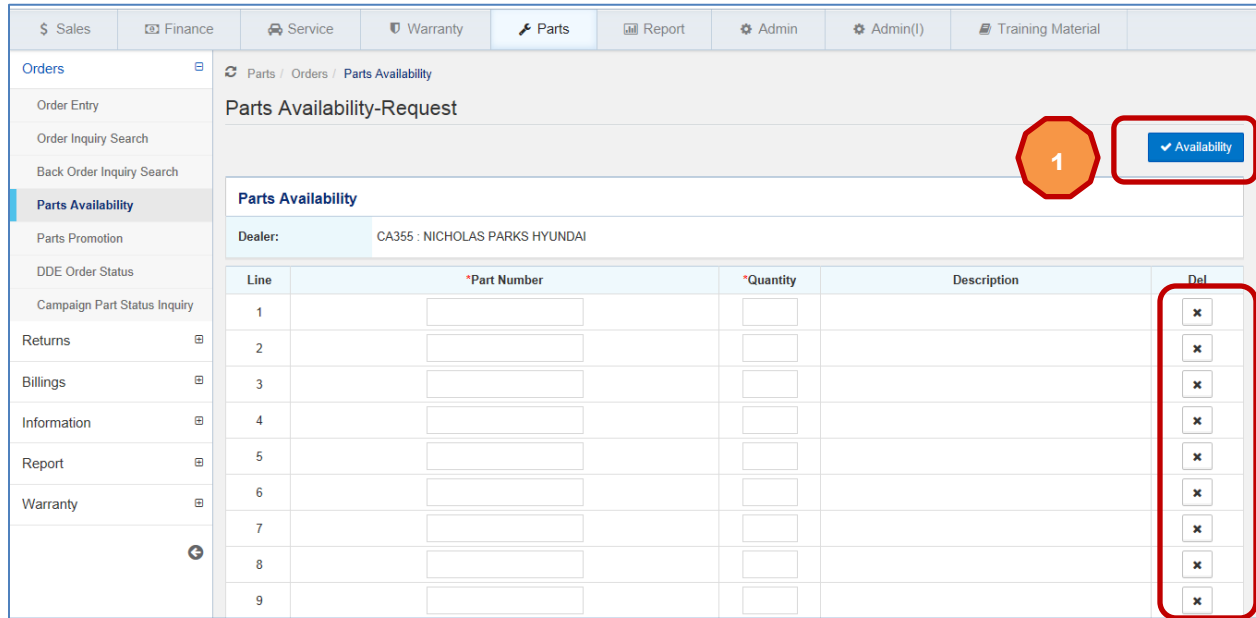
Is An Alternative Part (Original Equipment OE Or Remanufactured) Available? Yes No

Was An Emergency Order(E Order) Placed? Yes No

Is There A Bigger Or Smaller Assembly Available? (Example: Can You Order A Short Block And Cylinder Head In Place Of A Long Block? Or Can You Repair The Vehicle Using A Mirror Assembly In Place Of A Glass And Holder?) Yes No

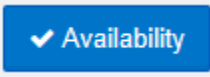

3.1.4 Parts Availability

Parts availability can be found in this screen. Once you click on Availability button, Parts Availability screen will be displayed to show details such as facing PDC, supersession, dealer location information and etc.



The screenshot shows the 'Parts Availability-Request' screen. At the top, there is a navigation bar with tabs for Sales, Finance, Service, Warranty, Parts, Report, Admin, Admin(I), and Training Material. The 'Parts' tab is active. On the left, there is a sidebar menu with options like Order Entry, Order Inquiry Search, Back Order Inquiry Search, Parts Availability (highlighted), Parts Promotion, DDE Order Status, Campaign Part Status Inquiry, Returns, Billings, Information, Report, and Warranty. The main content area shows the 'Parts Availability-Request' title and a 'Dealer: CA355 : NICHOLAS PARKS HYUNDAI' field. Below this is a table with columns: Line, *Part Number, *Quantity, Description, and Del. The table has 9 rows. A red circle with the number '1' is placed over the 'Availability' button in the top right corner. A red box highlights the 'Del' column, which contains 'x' icons for each row.


Button Information

Action Button / Link	Definition
	Please enter parts number and then click Availability button. The you will see Parts Availability screen including part number details.
	If clicked, the selected line will be deleted.

When you click  Availability button, Parts Availability screen is displayed.

Parts Availability

[← Back to List](#)
Print [Order Entry](#)

91650D2020 

Parts Availability

Dealer:	CA020 : FRANK HYUNDAI	Today's Date:	12/01/2020 14:13
Part Number:	91650D2020	Description:	WIRING ASSY-RR DR LH
Dealer Net:	\$ 258.56	Promotion ID:	
Retail:	\$ 417.03	Retail Margin:	38 %
Wholesale:	\$ 354.48	Eligible for Air:	Y
Core:	0.00	stocking code:	C
Return Code:	2: PACKING LIST 2 - CREDIT & SCRAP		
Information:	DL		
Part Comments:			


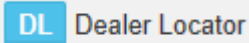


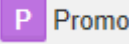
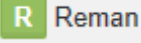
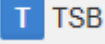
Promotion Quantity Discount does not apply to E or SPL orders.


Icons below are legends only, click icons on Information line for additional information.

[DL](#) Dealer Locator
 [F](#) Float
 [K](#) Kit
 [P](#) Promo
 [R](#) Reman
 [T](#) TSB

PDC	Available	ETA	Manual Allocation	Check Interchangeable Part	PDC Comments
MW2 Ontario	Y		N		
MC1 Chicago	N		N		
MC2 Dallas	N		N		
ME1 New Jersey	N		N		
ME2 Atlanta	N		N		

Button Information

Action Button / Link	Definition
	You can create a new order using this button. It will open Order Entry screen. The part numbers on Parts Availability screen will be carried over to Order Entry screen.
	If clicked, Dealer Locator screen will be displayed..
	You will see this button in Info column. If clicked, it will open pop-up window with float part number, vendor name and vendor information.
	You will see this button in Kit column. If clicked, Kit Component Availability screen will be displayed.
	You will see this button in Info column. If clicked, it will open pop-up window with the promotion details.
	You will see this button in Info column. If clicked, it will open pop-up window with the list of Reman parts.
	You will see this button in Info column. If clicked, it will open TSB site including the details for the part number.

If you entered multiple parts numbers on Parts Availability Request screen, you will multiple parts number in  dropdown box. If you select another part number, the selected part number details will be displayed.


3.1.5 Parts Promotion

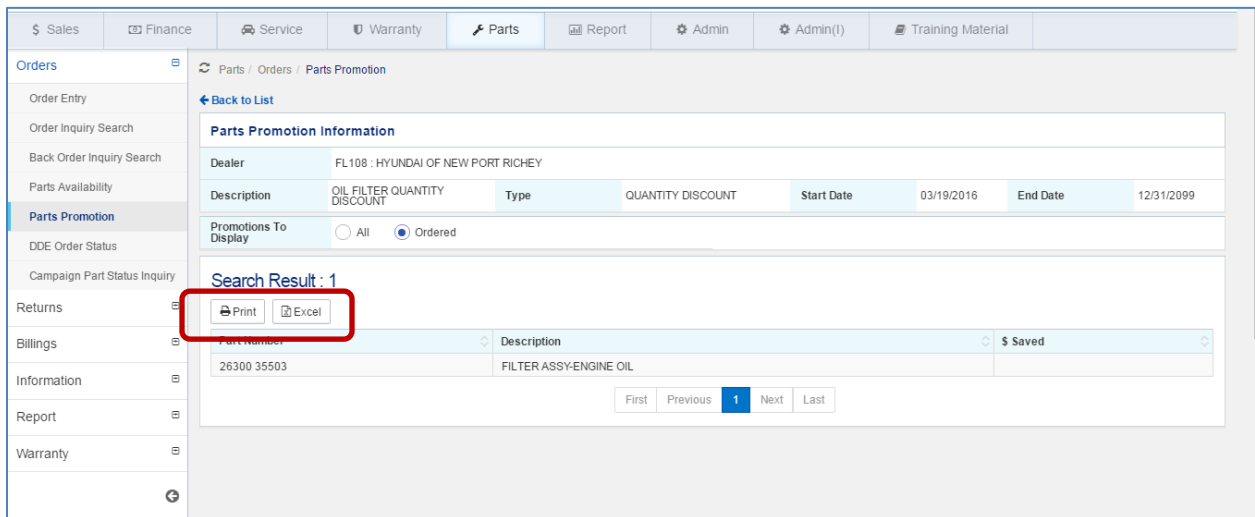
You can inquire Parts promotion information. The first screen displays the current Parts promotion as a default. Once you click on Description in the list, Parts promotion details will be displayed.

Description	Type	Start Date	End Date	Min. Reqd.	Current	Remaining	% Remaining	\$ Saved
OIL FILTER QUANTITY DISCOUNT	Q	03/19/2016	12/31/2099					
SPARE TIRE KIT FALL 2016	C	09/13/2016	11/30/2016	3	0	3	100.00%	\$ 0.00
ALL WEATHER PROMO SEP OCT 2016	D	09/01/2016	11/30/2016	\$500.00	\$275.50	\$224.50	44.90%	\$ 0.00
ROADSIDE ASIIST KIT 2016	C	09/26/2016	10/31/2016	5	0	5	100.00%	\$ 0.00
2016 COLLISION PROMOTION	Q	09/26/2016	10/31/2016					
SPARE TIRE KIT PROMO 2016	Q	07/01/2016	08/31/2016					
OIL FILTER PALLET MARCH 2016	Q	03/14/2016	03/18/2016					
DRESS IT UP HOLIDAY DEC 2015	D	12/01/2015	12/31/2015	\$500.00	\$367.00	\$133.00	26.60%	\$ 0.00
2015 YE COLLISION PROMOTION	Q	11/30/2015	12/11/2015					
ALL WEATHER PROMO OCT NOV 2015	D	10/01/2015	11/30/2015	\$1,000.00	\$1,458.70	\$ 0.00	0.00%	\$45.88

Button Information

Action Button	Definition
Search	Search promotion by Promotion Period and Promotions to display. If you select All, it will display all promotions. If you select Ordered, it will display only ordered promotions.
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

To see the promotion details, click  description in Description column. Parts Promotion Information screen is displayed.

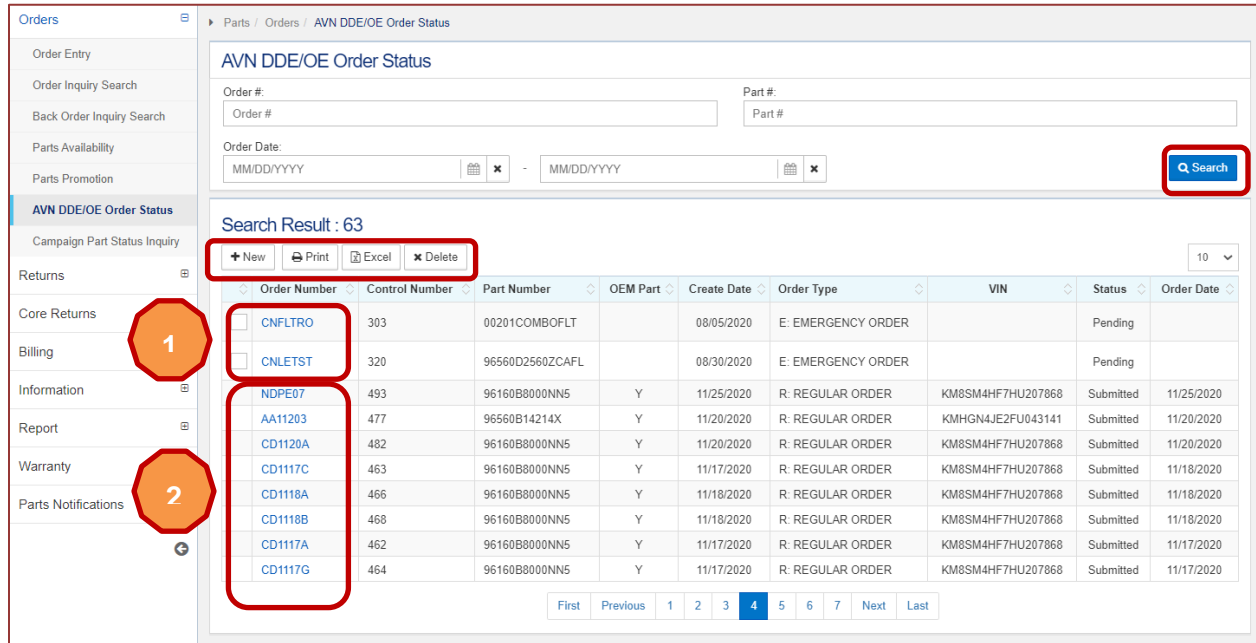


Button Information

Action Button	Definition
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

3.1.6 AVN DDE/OE Order Status

You can search DDE (Direct Dealer Exchange)/OE order information by Order number, Part number, and Order date. The result list includes order header details. Once you click on order number, order details will be displayed.



AVN DDE/OE Order Status

Order #: Part #:

Order Date: -

Search Result : 63


+ New Print Excel Delete

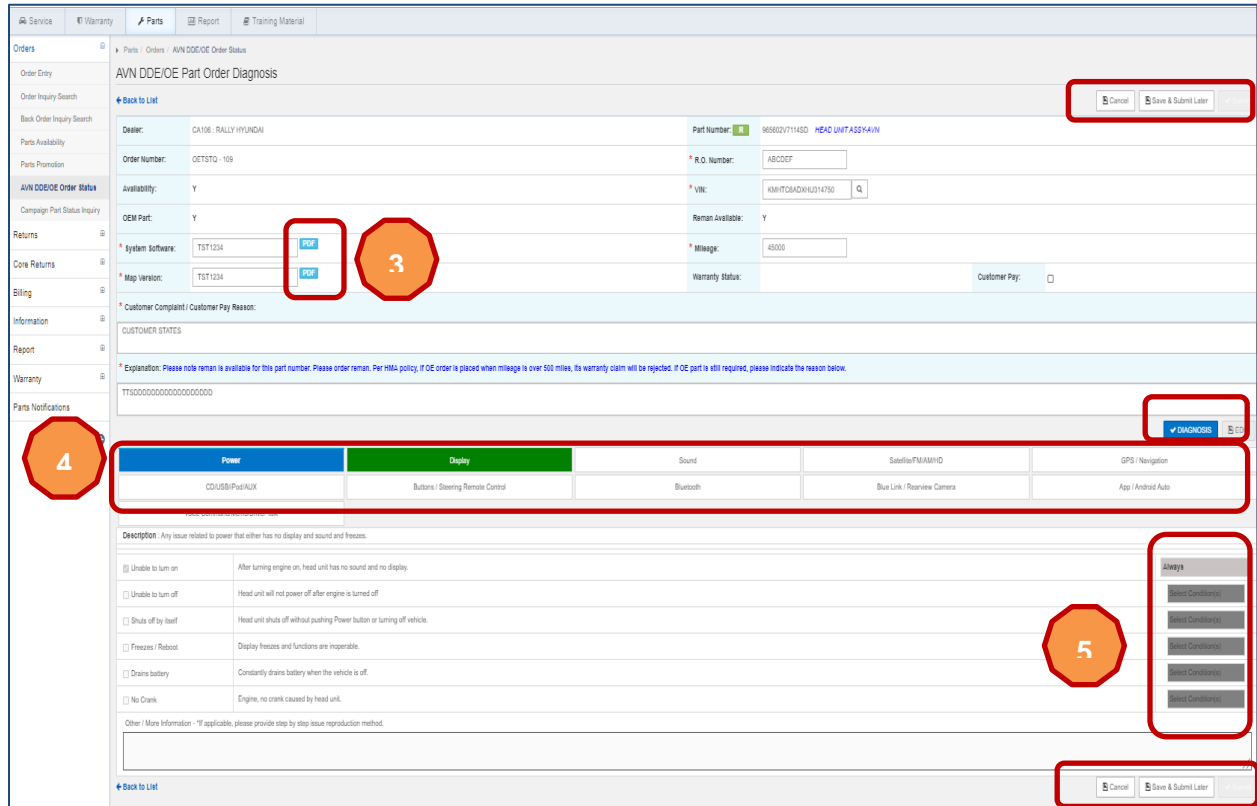
Order Number	Control Number	Part Number	OEM Part	Create Date	Order Type	VIN	Status	Order Date
<input type="checkbox"/> CNFLTRO	303	00201COMBOFLT		08/05/2020	E: EMERGENCY ORDER		Pending	
<input type="checkbox"/> CNLETST	320	96560D2560ZCAFL		08/30/2020	E: EMERGENCY ORDER		Pending	
<input type="checkbox"/> NDPE07	493	96160B8000NN5	Y	11/25/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/25/2020
<input type="checkbox"/> AA11203	477	96560B14214X	Y	11/20/2020	R: REGULAR ORDER	KMHGN4JE2FU043141	Submitted	11/20/2020
<input type="checkbox"/> CD1120A	482	96160B8000NN5	Y	11/20/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/20/2020
<input type="checkbox"/> CD1117C	463	96160B8000NN5	Y	11/17/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/18/2020
<input type="checkbox"/> CD1118A	466	96160B8000NN5	Y	11/18/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/18/2020
<input type="checkbox"/> CD1118B	468	96160B8000NN5	Y	11/18/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/18/2020
<input type="checkbox"/> CD1117A	462	96160B8000NN5	Y	11/17/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/17/2020
<input type="checkbox"/> CD1117G	464	96160B8000NN5	Y	11/17/2020	R: REGULAR ORDER	KM8SM4HF7HU207868	Submitted	11/17/2020

First Previous 1 2 3 4 5 6 7 Next Last

Button Information


Action Button	Definition
Search	Search DDE/OE order by Order number, Part number, and Order Date.
New	If clicked, Order Entry screen will be displayed.
Delete	Select a DDE/OE order and click Delete button to delete DDE/OE order.
Excel	The results list is downloaded to excel.
Print	Prints the current screen.


If you click  order number that has **Pending** status in Order Number column, AVN DDE/OE Parts Order Diagnosis screen is displayed.



Button Information

Action Button	Definition
Cancel	Cancel AVN DDE/OE Part Order diagnosis. You will go back to the AVN DDE/OE Order Status screen.
Save & Submit later	Save AVN DDE/OE Part Order Diagnosis and submit it later.
Submit	AVN DDE/OE Part Order Diagnosis will be submitted if there is no error.
Diagnosis	It will do diagnosis and Edit button will be enabled when it is done.
Edit	You can change values on the screen and click Diagnosis button for diagnosis.

Once you click  Check Manual will be displayed in PDF.

To see the details for each tab, click on  a tab. If you click Satellite/FM/AM/HD tab, you will see the details for Satellite, FM, AM, HD.

Power	Display	Sound	Satellite/FM/AM/HD	GPS / Navigation
CD/USB/iPod/AUX	Buttons / Steering Remote Control	Bluetooth	Blue Link / Rearview Camera	App / Android Auto
Description : Any issue related to Satellite (SiriusXM), FM, AM or HD radio				
<input type="checkbox"/> Satellite <input type="checkbox"/> FM <input type="checkbox"/> AM <input type="checkbox"/> HD				
<input type="checkbox"/> Error message	SiriusXM displays an error message			select condition(s)
<input type="checkbox"/> No information	Unit does not display Channel, Title, Name or Category information on screen			select condition(s)
<input type="checkbox"/> Static noise	Static or poor sound quality during use			select condition(s)
<input type="checkbox"/> Poor reception	Sound cuts in and out			select condition(s)
<input type="checkbox"/> No sound	No sound (from any channel) but shows channel and song information			select condition(s)

Once you click  **select condition(s)**, available options are displayed.

Power	Display	Sound	Satellite/FM/AM/HD	GPS / Navigation
CD/USB/iPod/AUX	Buttons / Steering Remote Control	Bluetooth	Blue Link / Rearview Camera	App / Android Auto
Description : Any issue related to Satellite (SiriusXM), FM, AM or HD radio				
<input type="checkbox"/> Satellite <input type="checkbox"/> FM <input type="checkbox"/> AM <input type="checkbox"/> HD				
<input type="checkbox"/> Error message	SiriusXM displays an error message			select condition(s)
<input type="checkbox"/> No information	Unit does not display Channel, Title, Name or Category information on screen			<input type="checkbox"/> Close <input type="checkbox"/> Always <input type="checkbox"/> Intermittently <input type="checkbox"/> High Temperature <input type="checkbox"/> Low Temperature <input type="checkbox"/> On Initial Start <input type="checkbox"/> While Driving
<input type="checkbox"/> Static noise	Static or poor sound quality during use			
<input type="checkbox"/> Poor reception	Sound cuts in and out			
<input type="checkbox"/> No sound	No sound (from any channel) but shows channel and song information			

If you click  order number that has **Submitted** status in Order Number column, DDE Parts Order Diagnosis screen is displayed.

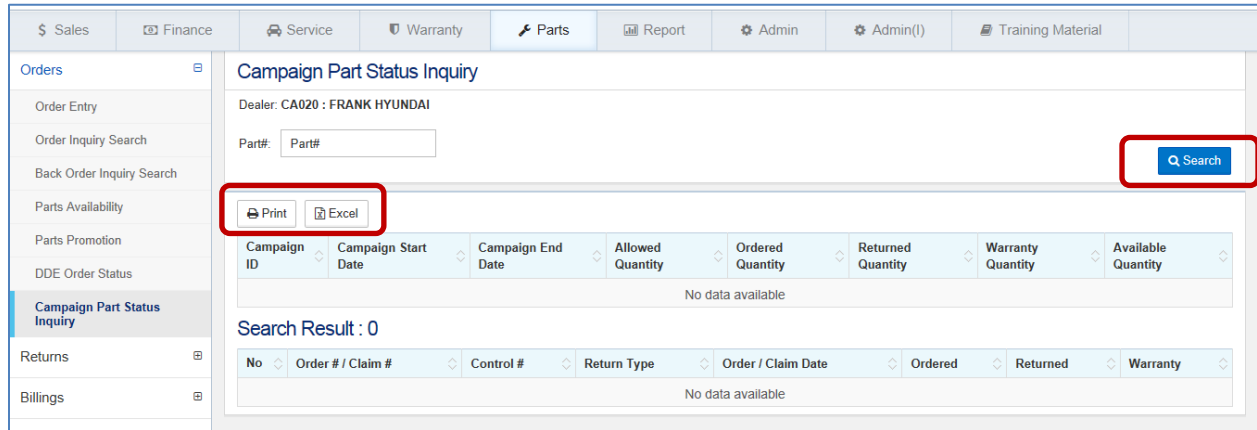
Order Entry	AVN DDE/OE Part Order Diagnosis				
Order Inquiry Search	← Back to List				<input type="button" value="Cancel"/>
Back Order Inquiry Search	Dealer:	CA020 - FRANK HYUNDAI	Part Number:	211012GK50QQH	ENGINE ASSY-SUB
Parts Availability	Order Number:	AA11056 - 446	* R.O. Number:	DH1106	
Parts Promotion	Availability:	Y	* VIN:	5NPEB4ACXBH001677	
AVN DDE/OE Order Status	OEM Part:	Y	Reman Available:		
Campaign Part Status Inquiry	* System Software:	SSOFTWARE PDF	* Mileage:	123	
Returns	* Map Version:	MVERSION PDF	Warranty Status:		Customer Pay: <input type="checkbox"/>
Core Returns	* Customer Complaint / Customer Pay Reason:				
Billing	AAAAAAAAAAAAAAAAAAAA				
Information					
Report					
Warranty	Power	Display	Sound	Satellite/FM/AM/HD	GPS / Navigation
Parts Notifications	CD/USB/iPod/AUX	Buttons / Steering Remote Control	Bluetooth	Blue Link / Rearview Camera	App / Android Auto
	Voice Command/Memo/Driver Talk				
	Description : Any issue related to power that either has no display and sound and freezes.				
	<input checked="" type="checkbox"/> Unable to turn on	After turning engine on, head unit has no sound and no display.			Always
	<input type="checkbox"/> Unable to turn off	Head unit will not power off after engine is turned off			Select Condition(s)
	<input type="checkbox"/> Shuts off by itself	Head unit shuts off without pushing Power button or turning off vehicle.			Select Condition(s)
	<input type="checkbox"/> Freezes / Reboot	Display freezes and functions are inoperable.			Select Condition(s)
	<input type="checkbox"/> Drains battery	Constantly drains battery when the vehicle is off.			Select Condition(s)

Button Information

Action Button	Definition
Cancel	Cancel DDE/OE Part Order diagnosis. You will go back to the AVN DDE/OE Order Status screen.

3.1.7 Campaign Part Status Inquiry

You can search Campaign parts status by Part number. The result list includes Campaign ID, Allowed quantity, Return quantity, Warranty quantity, Available quantity and etc.



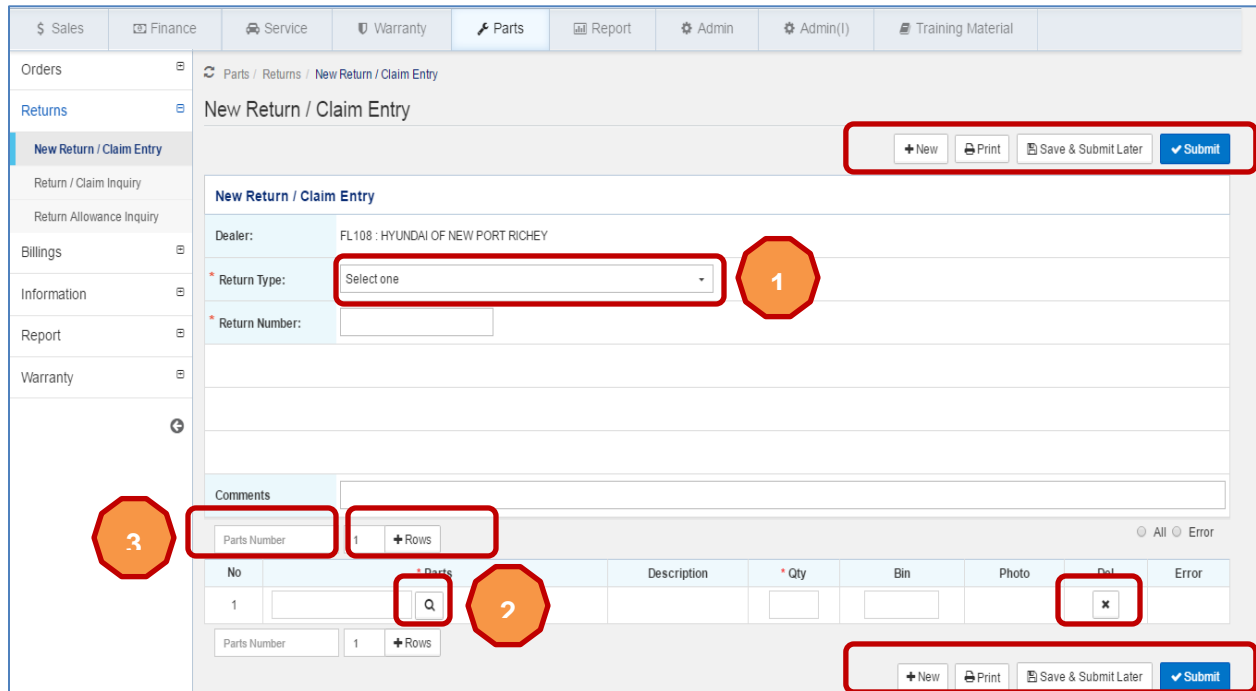
Button Information

Action Button	Definition
Search	Search Campaign part status by part number.
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

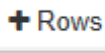

3.2 Returns

3.2.1 New Return / Claim Entry

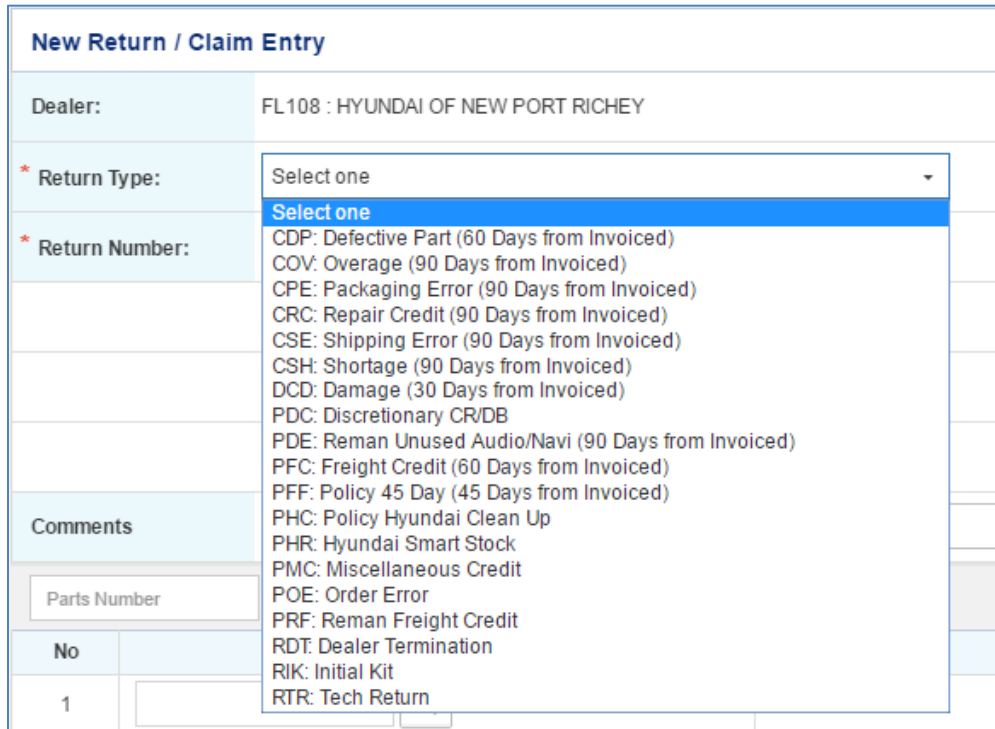
You can create a new Part return and claim in this screen. During the entry, part number and quantity are validated in real-time. If there is no error, you can submit return / claim and submitted return / claim is validated and processed in the system in real-time.



Button Information

Action Button	Definition
New	Create a new return / claim.
Save & Submit Later	Save a return / claim and then submit it later.
Submit	Part return / claim will be submitted if there is no error.
	You can define number of rows you want to add to the screen using this button. Please set a number and then click Rows button.
	If clicked, the selected line will be deleted.
Print	Prints the current screen.

Select return type from the **1** Return Type dropdown box.



New Return / Claim Entry

Dealer: FL108 : HYUNDAI OF NEW PORT RICHEY

* Return Type: Select one

* Return Number: Select one

Comments

Parts Number

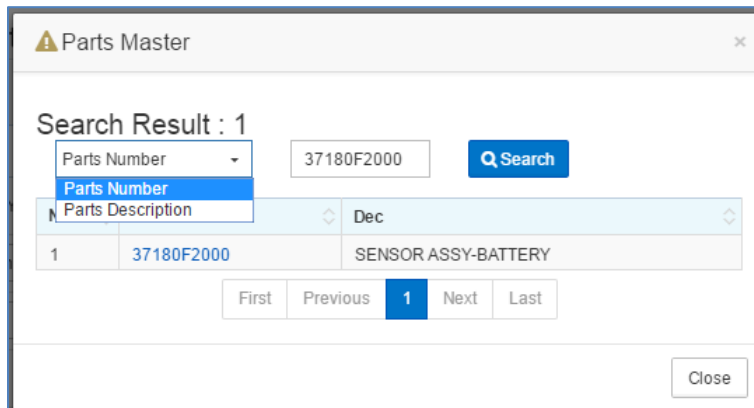
No	
1	

CDP: Defective Part (60 Days from Invoiced)
 COV: Overage (90 Days from Invoiced)
 CPE: Packaging Error (90 Days from Invoiced)
 CRC: Repair Credit (90 Days from Invoiced)
 CSE: Shipping Error (90 Days from Invoiced)
 CSH: Shortage (90 Days from Invoiced)
 DCD: Damage (30 Days from Invoiced)
 PDC: Discretionary CR/DB
 PDE: Reman Unused Audio/Navi (90 Days from Invoiced)
 PFC: Freight Credit (60 Days from Invoiced)
 PFF: Policy 45 Day (45 Days from Invoiced)
 PHC: Policy Hyundai Clean Up
 PHR: Hyundai Smart Stock
 PMC: Miscellaneous Credit
 POE: Order Error
 PRF: Reman Freight Credit
 RDT: Dealer Termination
 RIK: Initial Kit
 RTR: Tech Return

To search part number you want to return, type partial part number (at least first 5 characters of Part number)

and click **2** search icon. You will see Parts Master pop-up window including available part

numbers. Select one part number in the pop-up window and then the part number will be populated in Part number textbox. Also you can search Part number by part description.



Parts Master


Search Result : 1

Parts Number: 37180F2000 [Search]

Parts Number	Parts Description	Dec
1	37180F2000	SENSOR ASSY-BATTERY

First Previous **1** Next Last











Close

To search part number on the screen, type part number in  Part Number. Then you will see the line where the part number is located. Once you delete the part number, you will see all the lines

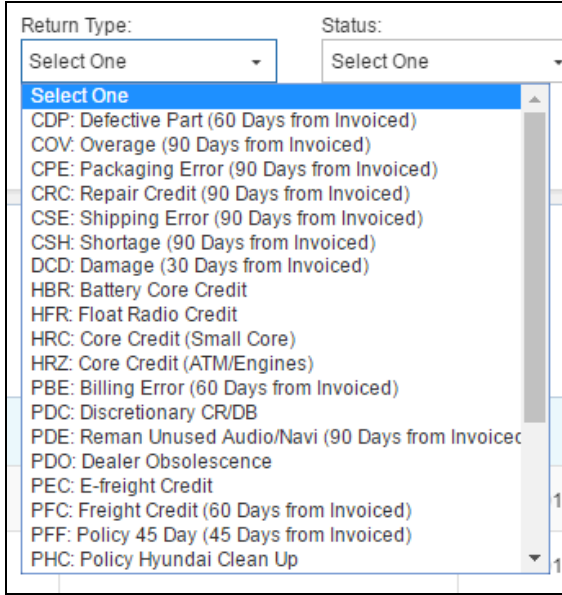
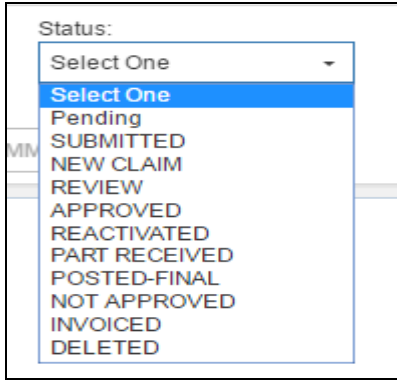
37180F2000	1	+ Rows	All Error				
No	* Parts	Description	* Qty	Bin	Photo	Del	Error
1	37180F2000 <input type="text" value="Q"/>	SENSOR ASSY-BATTERY	1	45DAY		<input checked="" type="checkbox"/>	
37180F2000	1	+ Rows					
Back to List				<input type="button" value="+ New"/> <input type="button" value="Print"/> <input type="button" value="Save & Submit Later"/> <input type="button" value="Submit"/>			

3.2.2 Return / Claim Inquiry

You can search Parts returns or claims by Return number, Part number, Return type, Return status, Shipment number, HMA Claim number, and Date range. The result list includes return header details such as Return number, Return type, Status, Shipment number and etc. Once you click on Return number, Return detail screen will be displayed.

Sales Finance Service Warranty Parts Report Admin Admin(I) Training Material										
Orders Parts / Returns / Return / Claim Inquiry										
Return / Claim Inquiry										
Return #:		Part #:		Return Type:		Status:				
<input type="text" value="Return #"/>		<input type="text" value="Part #"/>		Select One		Select One				
HMA Claim #:		Shipment #:		Date Range:						
<input type="text" value="HMA Claim #"/>		<input type="text" value="Shipment #"/>		MM/DD/YYYY - MM/DD/YYYY						
								<input type="button" value="Search"/>		
Search Result : 228										
		<input type="button" value="Excel"/>		<input type="button" value="Edit"/>		<input type="button" value="Delete"/>				
<input type="text" value="Q"/>										<input type="button" value="10"/>
Return #	HMA Claim #	Claim Control #	Shipment #	Return Type	Create Date	Claim Date	Post Date	# of Lines	Source	
 091216					09/21/2016				DMS	
 091516					09/21/2016				DMS	
 C112415				PFF: Policy 45 Day (45 Days from Invoiced)	11/24/2015			1	Pending	NEW
 A45281	493		HAC16H004869	DCD: Damage (30 Days from Invoiced)	08/31/2016	08/31/2016		1	REVIEW	
 A45093	602		HAC16H003919	CPE: Packaging Error (90 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
 A45102	635		HLC16H004223	DCD: Damage (30 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
 A45103	635		HNL16H001073	DCD: Damage (30 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
 A45104	635		HNL16H001073	DCD: Damage (30 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
 A44874	461		HAC16H005547	DCD: Damage (30 Days from Invoiced)	08/25/2016	08/25/2016		1	REVIEW	
 A44876	463		HAC16H004869	DCD: Damage (30 Days from Invoiced)	08/25/2016	08/25/2016		1	REVIEW	
Showing 1 to 10 of 228 entries										
										<input type="button" value="First"/> <input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="..."/> <input type="button" value="23"/> <input type="button" value="Next"/> <input type="button" value="Last"/>

Button Information

Action Button	Definition
<p>Search</p>	<p>You can return or claim by Return / Claim number, Part number, Return type, Status, HMA Claim number, Shipment number and Date Range.</p> <p>Return Type:</p>  <p>Status :</p> 
<p>Edit</p>	<p>Select one Pending return and click Edit button. New Return / Claim Entry screen will be displayed.</p>
<p>Delete</p>	<p>Select one Pending return and click Delete button. Then selected return will be deleted.</p>
<p>Excel</p>	<p>The results list is downloaded to excel.</p>

If you want to search part number in the screen, type part number in **1** part number search. Then you will see the line for the part number.

Search Result : 228

Excel Edit Delete

Q c112415 10

Return #	HMA Claim #	Claim Control #	Shipment #	Return Type	Create Date	Claim Date	Post Date	# of Lines	Status	Source
C112415				FFF: Policy 45 Day (45 Days from Invoiced)	11/24/2015			1	Pending	NEW

Showing 1 to 1 of 1 entries (filtered from 228 total entries)

First Previous **1** Next Last

Once you click **2** Return number that has Pending status in Return # column, you will see New Return / Claim Entry screen with details.

Sales Finance Service Warranty Parts Report Admin Admin(I) Training Material

Orders Returns

Parts / Returns / Return / Claim Inquiry

New Return / Claim Entry

Back to List New Print Save & Submit Later Submit

New Return / Claim Entry

Return / Claim Inquiry

Return Allowance Inquiry

Billings

Information

Report

Warranty

New Return / Claim Entry

Dealer: FL108 : HYUNDAI OF NEW PORT RICHEY

* Return Type: FFF: Policy 45 Day (45 Days from Invoiced)

* Return Number: C112415

Comments (Limit At 60 Characters)

Parts Number 1 + Rows All Error

No	Parts	Description	Qty	Bin	Photo	Del	Error
1	846602W100NBC	ARMREST ASSY-CONSOLE	1			X	

Parts Number 1 + Rows

Back to List New Print Save & Submit Later Submit

Set the total lines per page in the result list using **4** dropdown box. If you set to 10, the result list will include 10 lines for each page.

Search Result : 228


Excel Edit Delete

Q

Return #	HMA Claim #	Claim Control #	Shipment #	Return Type	Create Date	Claim Date	Post Date	# of Lines	Status	Source
091216					09/21/2016					DMS
091516					09/21/2016					DMS
C112415				FFF: Policy 45 Day (45 Days from Invoiced)	11/24/2015			1	Pending	NEW
	A45281	493	HAC16H004869	DCD: Damage (30 Days from Invoiced)	08/31/2016	08/31/2016		1	REVIEW	
	A45093	602	HAC16H003919	CPE: Packaging Error (90 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
	A45102	635	HLC16H004223	DCD: Damage (30 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
	A45103	638	HNL16H001073	DCD: Damage (30 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
	A45104	639	HNL16H001073	DCD: Damage (30 Days from Invoiced)	08/29/2016	08/29/2016		1	REVIEW	
	A44874	461	HAC16H005547	DCD: Damage (30 Days from Invoiced)	08/25/2016	08/25/2016		1	REVIEW	
	A44876	463	HAC16H004869	DCD: Damage (30 Days from Invoiced)	08/25/2016	08/25/2016		1	REVIEW	

Showing 1 to 10 of 228 entries

First Previous 1 2 3 4 5 ... 23 Next Last

If you click  HMA Claim Number in HMA Claim # column, Return Claim Detail screen is displayed.

Sales Finance Service Warranty Parts Report Admin Admin(I) Training Material

Orders Returns

Return / Claim Inquiry

New Return / Claim Entry

Return / Claim Inquiry

Return Allowance Inquiry

Billings

Information

Report

Warranty

Print

Return / Claim Detail

Dealer FL108 : HYUNDAI OF NEW PORT RICHEY

Return Type CPE: Packaging Error (90 Days from Invoiced)

Return Number PDC ME2 Atlanta (Facing)

Claim Number A45093 - 602 Claim Date 08/29/2016

Order Number 081216S Shipment Number HAC16H003919

Status REVIEW

Comment Ordered part number 692003Y010 but received 692003X290 as interchangeable part. Trunk lid only fits Elantra Coupe so interchange is incorrect. Do no need part.

Handling 0.00 Freight/Mail 0.00

Misc. 0.00

Search Result : 1

Additional De Dealer Response Answer

DOES THE P BE MISPACKAGED FROM THE VENDOR? N

Search Result : 1


Excel Line Number Parts Number

Line	Sumx	Part#	Description	Return Qty	PDC Received Qty	Scrap Qty	Disposition Code	HMA Note	PDC Note	Photo
1	00	692003X290	PANEL ASSY-TRUNK LID	1					C	

Button Information

Action Button	Definition
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

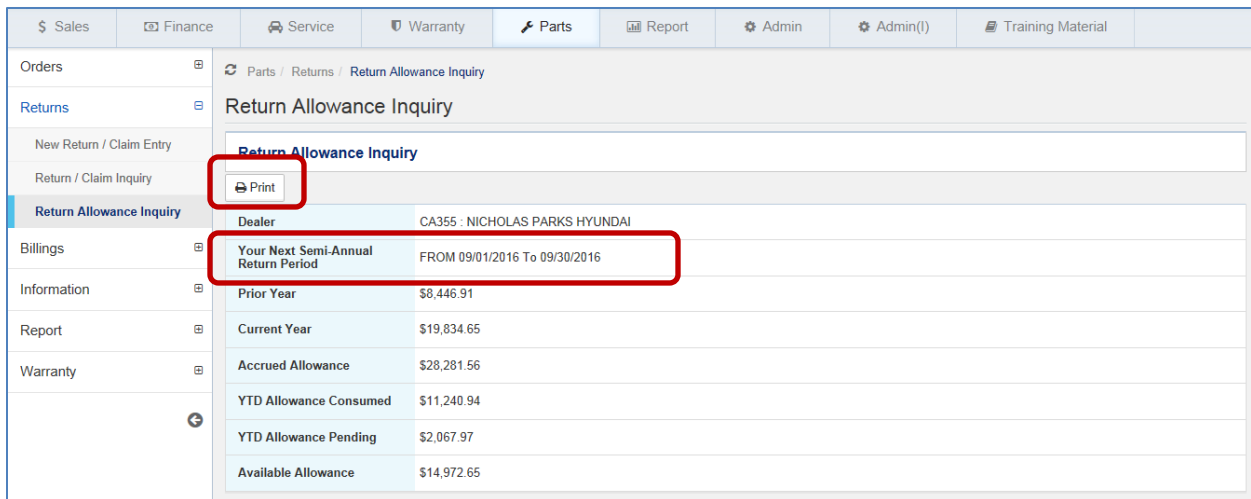
To search line in the result list, enter line number and click  . You will see the line.

To search part number in the result list, enter part number and click  . You will see the line for the part number.

3.2.3 Return Allowance Inquiry

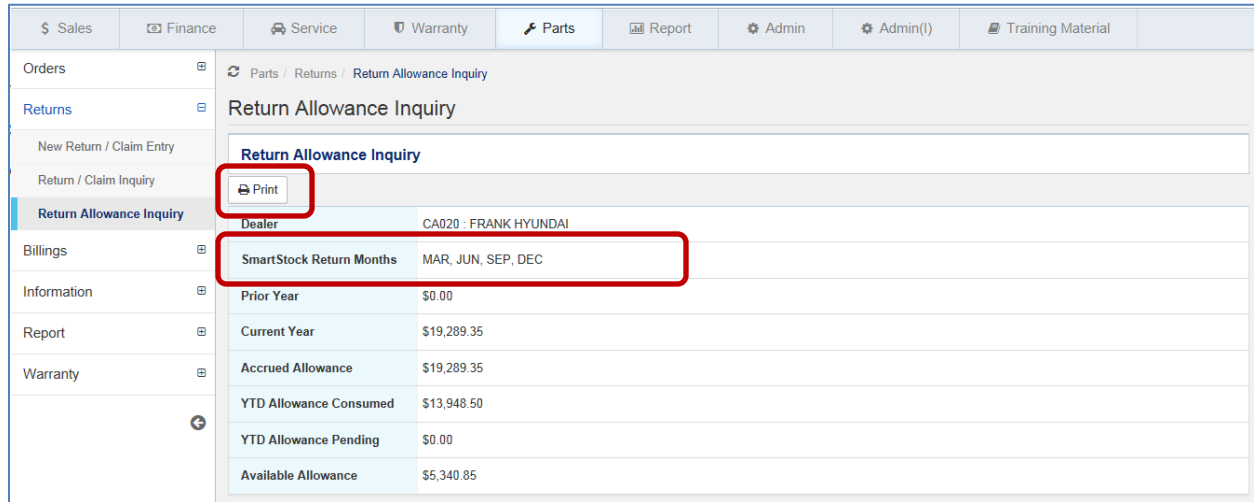
The Return Allowance Inquiry screen is used to review upcoming Quarterly or Semi-annual return schedules and obsolescence accrual statistics.

For Retail dealership user, the below screen is displayed.



Dealer	CA355 : NICHOLAS PARKS HYUNDAI
Your Next Semi-Annual Return Period	FROM 09/01/2016 To 09/30/2016
Prior Year	\$8,446.91
Current Year	\$19,834.65
Accrued Allowance	\$28,281.56
YTD Allowance Consumed	\$11,240.94
YTD Allowance Pending	\$2,067.97
Available Allowance	\$14,972.65

For SmartStock dealership user, the below screen is displayed.



Return Allowance Inquiry	
Dealer	CA020 : FRANK HYUNDAI
SmartStock Return Months	MAR, JUN, SEP, DEC
Prior Year	\$0.00
Current Year	\$19,289.35
Accrued Allowance	\$19,289.35
YTD Allowance Consumed	\$13,948.50
YTD Allowance Pending	\$0.00
Available Allowance	\$5,340.85

Button Information

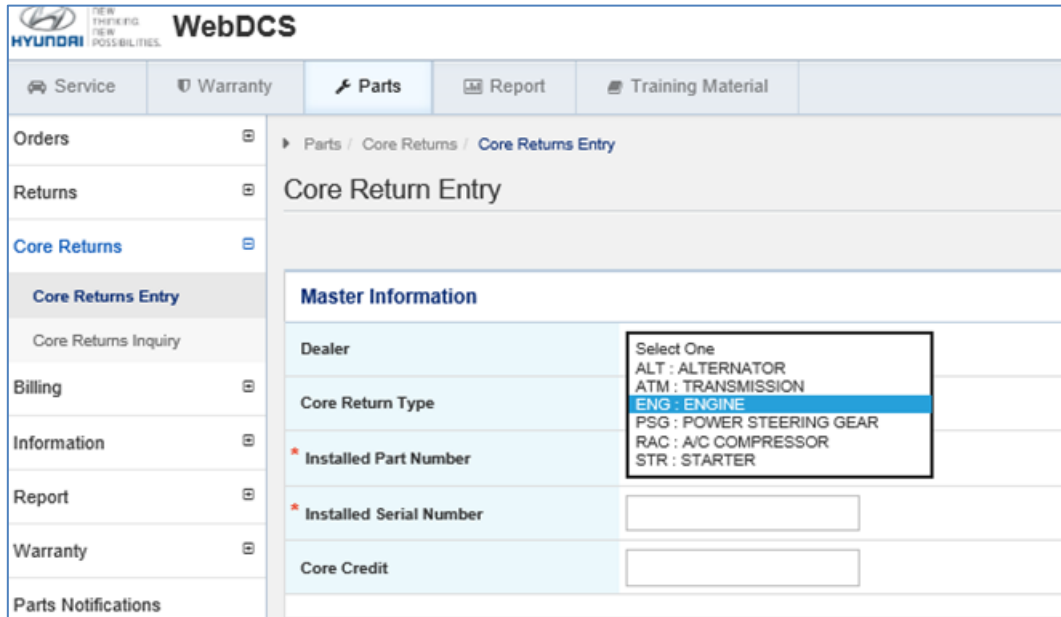
Action Button	Definition
Print	Prints the current screen.

3.3 Core Returns

3.3.1 Core Return Entry

You can create a core return entry in this screen. During the entry, part number and VIN are validated in real-time. If there is no error, you can submit core return and core return is validated and processed in the system in real-time.

Select Core Return type **1** from the Core Return Type dropdown box.



The screenshot shows the 'WebDCS' interface with a navigation menu on the left and a main content area. The main content area is titled 'Core Return Entry' and contains a 'Master Information' section. A dropdown menu for 'Core Return Type' is open, displaying a list of options: ALT: ALTERNATOR, ATM: TRANSMISSION, ENG: ENGINE (which is highlighted), PSG: POWER STEERING GEAR, RAC: A/C COMPRESSOR, and STR: STARTER. Below the dropdown, there are input fields for 'Installed Part Number', 'Installed Serial Number', and 'Core Credit'. The 'Dealer' field is also present but empty.

Enter Installed Part Number **2** and Core Credit value will be displayed.

Enter all required fields:

Installed Serial Number **3** ; Repair Type (Warranty Claim/Non Warranty) **4** ; Foreign VIN Y/N **5**
 Over The Counter (Y/N) **6** ; RO Number **7** ; RO Open Date **8** VIN **9** ;
 Mileage **10** ; Removed Part Number **11** ; Removed Serial Number **12**

An error message will pop up if required field is not populated.

Parts / Core Returns / Core Returns Entry

Core Return Entry

PDF Save & Submit Later Submit

Master Information			
Dealer	CA020 - FRANK HYUNDAI		
Core Return Type	ALT - ALTERNATOR		
* Installed Part Number	<input type="text"/>		
Installed Serial Number	<input type="text"/>		
Core Credit	<input type="text"/>		
* Repair Type (Warranty Claim / Non-Warranty)	Select One		
* Foreign VIN (Y/N)	<input type="text"/>	* Over the Counter (Y/N)	<input type="text"/>
* RO Number	<input type="text"/>	RO Open Date	MM/DD/YYYY <input type="text"/> <input type="text"/>
VIN	<input type="text"/>	Mileage	<input type="text"/>
* Removed Part Number	<input type="text"/>		
Removed Serial Number	<input type="text"/>		

PDF Save & Submit Later Submit

3.3.2 Core Return Inquiry

The Core Return Inquiry screen is used to search core return entries that have Saved or Submitted. You can search by RO Number, RMA, Core Return Type and Entered Date. The results list includes return header details such as RO Number, RMA, Core Type, Submit Date, Print Date, Receive Date, Status and Core Return Form. Once you click on RO Number, Core Return detail screen will be displayed.

Core Return Inquiry

R/O Number: **1** RMA: **2** Core Return Type: **3**

Entered Date: **4** **Q Search**

Search Result : 120

6 **7**

<input type="checkbox"/>	R/O Number	RMA	Core Type	Submit Date	Print Date	Receive Date	Status	Core Return Form
<input type="checkbox"/>	RS0611		STR				Saved	
<input type="checkbox"/>	RA0611		ALT				Saved	
<input type="checkbox"/>	R05111		STR				Saved	
	FD0002	ENGH000350	ENG	08/27/2020		08/27/2020	Submitted	<input type="button" value="Reprint"/> <input type="button" value="Engine Diagnosis Worksheet"/>
	FD0001	ENGH000346	ENG	08/24/2020		08/24/2020	Submitted	<input type="button" value="Reprint"/> <input type="button" value="Engine Diagnosis Worksheet"/>
	RA0625	ALTH000066	ALT	06/28/2020			Submitted	<input type="button" value="Reprint"/>
	RA0627	ALTH000065	ALT	06/28/2020			Submitted	<input type="button" value="Reprint"/> 5
	RA0628	ALTH000064	ALT	06/28/2020			Submitted	<input type="button" value="Reprint"/>
	RA0629	ALTH000063	ALT	06/28/2020			Submitted	<input type="button" value="Reprint"/>
	EAREAR	ENGH000048	ENG	06/19/2020		06/26/2020	Submitted	<input type="button" value="Reprint"/> <input type="button" value="Engine Diagnosis Worksheet"/>

First Previous **1** 2 3 4 5 ... 12 Next Last

Button Information

Action Button	Definition
Search	You can search by RO number, RMA, Core Return Type and Entered Date.
Edit	Select one Saved return and click Edit button. New Return Entry screen will be displayed.
Delete	Select one Saved return and click Delete button. Then selected return will be deleted.
Excel	The results list is downloaded to excel.
Print	View current screen and print
Number of Rows	You can select the number of rows you want to see on the result list. Click the dropdown box to see options

If you want to search RO Number in the screen, type RO Number in **1** RO number search. Then you will see the line for the RO number

Search Result : 1

10

<input type="checkbox"/>	R/O Number	RMA	Core Type	Submit Date	Print Date	Receive Date	Status	Core Return Form
	FD0002	ENGH000350	ENG	08/27/2020		08/27/2020	Submitted	<input type="button" value="Reprint"/> <input type="button" value="Engine Diagnosis Worksheet"/>

Once you click RO Number **1** that has a Saved status, you will see new Core return entry screen with details.


Dealer	CA020 : FRANK HYUNDAI		
Core Return Type	ENG		
RMA	ENGH000350		
* Installed Part Number	211022GK02BHRM	REMAN SHORT ENGINE	
* Installed Serial Number	ABCD		
Core Credit	800.00		
* Repair Type (Warranty Claim / Non-Warranty)	Non-Warranty		
* Foreign VIN (Y/N)	Y	* Over the Counter (Y/N)	Y
* RO Number	FD0002	RO Open Date	08/27/2020
VIN		Mileage	1000
* Removed Part Number	211022GK02BHRM	REMAN SHORT ENGINE	
* Removed Serial Number	ABCDE		

Button Information

Action Button	Definition
Save & Submit Later	Save a return and then submit it later.
Submit	Core return will be submitted if there is no error.
	View current screen in PDF and print.


If you want to search RMA in the screen, type RMA in **2** RMA search. Then you will see the line details for the RMA.

If you want to search Core Return Type in the screen, select Core Return type in drop down box **3** Then you will see the line details for the Core Return type.

If you want to search Entered Date in the screen, type dates  in date range box. Then you will see details for the Entered Date.

3.3.2.1 Core Return Form

Once the Core Return entry screen has been completed and submitted, a Core Return Form will be generated.

Click Reprint  under Core Return Form in Core Return Inquiry screen. Then details of the Core Return form will be displayed. Core Return Form provides details about the core return, required documents with core return and instructions for including documents required.

PLR01325WR Page: 1
 HMA01500 6/18/2020 14:27:01

-----Core Return Form - ENGINE (ENG)-----

RMA: ENGH000043

Dealer Code:	CT028	Repair Order No:	BRACKE
Dealer Name:	LIA HYUNDAI	Repair Order Date:	6/05/2020
Dealer Address:	40 PALOMBA DRIVE	Repair Type:	Warranty Claim
	ENFIELD, CT 06082	Foreign VIN:	No
		Over the Counter:	No
VIN#:	5NPE24AF3FH190141	Mileage:	100,000
Installed Part#:	1D5712EU04HRM		
Removed Serial#:	666666666666666666		

Contact Information for core pickup issues or special requests:

YRC CORE RETURN CENTER
 Tel. 1-800-357-9199

ATTENTION PARTS MANAGERS:

To receive the full core credit value, a copy of the following required documents must be included with the core part that is being returned. Missing document(s) may result in partial debit of the core deposit.

1. Core Return Form
2. Repair Order
3. Diagnosis Worksheet

Instructions for including these required documents:

1. Put all required documents in a plastic bag and seal.
2. Attach the sealed document package/plastic bag to the top of the core using a zip tie.

-----ENGINE DEBIT DEDUCTION REASON CODES-----

Deduction Reason Codes	Description	Deduction Amount
FC	CRANK SHAFT MISSING (LONG BLOCK ONLY)	200.00
FE	NON-ORIGINAL PLASTIC CASE	100.00
FF	CORE RETURN FORM MISSING	50.00
FG	INAPPROPRIATE PACKAGING	75.00
FH	FLUID/OIL NOT DRAINED	50.00
FI	DISASSEMBLED	1000.00
FJ	NOT REPAIRABLE CORE	1000.00
FK	RETURNED to WRONG PLACE / WRONG CARRIER	150.00
FL	LATE RETURN	100.00
FM	NO EMPTY PLASTIC CASE RETURNED	100.00
FN	NOT PART OF PROGRAM	1000.00
FP	OIL PAN MISSING (LONG BLOCK ONLY)	75.00
FQ	CORES NOT ACCEPTABLE	1000.00
FR	RETURNED 'DO NOT RETURN' CORE	100.00
FS	DIAGNOSIS WORKSHEET MISSING	50.00
FV	COPY OF REPAIR ORDER or INVOICE MISSING	50.00
FW	SERIAL NUMBER MISSING / INCORRECT	100.00
FX	NO BRACKET EAR RETURNED	1000.00
FY	CYLINDERHEAD MISSING (LONG BLOCK ONLY)	400.00
FZ	LIFT GATE TRUCK SERVICE FEE	92.00

3.3.2.2 Engine Diagnosis Worksheet

Once you click Engine Diagnosis Worksheet button  under Core Return Form column, Engine Diagnosis Worksheet is displayed and the selected RO number appears on RO Number field.

Parts / Core Returns / Core Returns Inquiry

Engine Diagnosis Worksheet


RO Number: PA Number: VIN Number:

Search Date: -

Search Result : 0

<input type="checkbox"/>	RO #	VIN #	PA #	PA Approve Status
No data available in table				

Request Core Pick-Up


To initiate core pick-up through YRC, click on Request Core Pick-Up  on Core Return Inquiry screen. This link will redirect dealer to YRC's Parts Return and Shipping Scheduling. Dealer can enter parts, schedule return shipments and track return shipments.

HYUNDAI Parts Return & Shipping Scheduling

DEALER CODE: CT028

LIA HYUNDAI
40 PALOMBA DRIVE
ENFIELD, CT 06082
Phone: (860) 745-7400
(860) 741-0406

DEALER MESSAGE:
= MARCH 23, 2011 =
Please help control shipping costs, combine all return parts including engines transmissions and small parts on one Bill of Lading.

[Click here to enter parts and schedule returns shipments.](#) 

SHIPMENT HISTORY

*Shipments can be tracked up to 57 days after pickup.

Date Submitted (click for shipment detail)	Shipment Reference No. / CRC No. (click for shipment tracking)	Reprint BOL	Packing List / CRC Form
27 September 2017	HYN990110920		

ADD PART

Installed Part No.

RMA Number

Your Initials

Quantity: 1

Repair Order No.

SHIPMENT QUEUE

Edit	Del	Part Details	Qty.	Weight
		Part No: 273N22BU00HRM REMAN SHORT ENGINE Entered: 2020-06-02 19:19:52 By: ea RMA Number: ENGH000017 Print Core Tag Slip	1	226
		Part No: 142N12BU06 ENGINE ASSY-SUB Entered: 2020-06-02 19:27:05 By: ea RMA Number: ENGH000029 Print Core Tag Slip	1	0
		Part No: 142N12BU06HRM REMAN SUB ENGINE Entered: 2020-06-10 17:46:01 By: ea RMA Number: ENGH000036 Print Core Tag Slip	1	179
		Part No: 142N12BU06HRM REMAN SUB ENGINE Entered: 2020-06-16 17:52:21 By: ea RMA Number: ENGH000042 Print Core Tag Slip	1	179
				Weight: 584 lbs.
				<input type="button" value="Schedule Shipment"/>

Parts Core Credit Memo

You can search Parts Core Credit Memo (RPT -2025) on the Current Reports screen. Click the report code to view and print. If you are not able to search the specific reports, click Search Reports button.

Current Reports

Search Results : 28

10

	Report Code	Report Name	Reference No	Date	Frequency
<input type="checkbox"/>	RPT-2000	ORDER CONFIRMATION (PARTS)		06/30/2020	DAILY, AS APPROVED
<input type="checkbox"/>	RPT-2001	DEALER BACKORDER REPORT	47897323	06/30/2020	DAILY, AS APPROVED
<input type="checkbox"/>	RPT-2001	DEALER BACKORDER REPORT	47897324	06/30/2020	DAILY, AS APPROVED
<input type="checkbox"/>	RPT-2025	PARTS CORE CREDIT MEMO	CA06000028	06/30/2020	DAILY, AS APPROVED
<input type="checkbox"/>	RPT-2025	PARTS CORE CREDIT MEMO	CA06000029	06/30/2020	DAILY, AS APPROVED
<input type="checkbox"/>	RPT-2025	PARTS CORE CREDIT MEMO	CA06000030	06/30/2020	DAILY, AS APPROVED

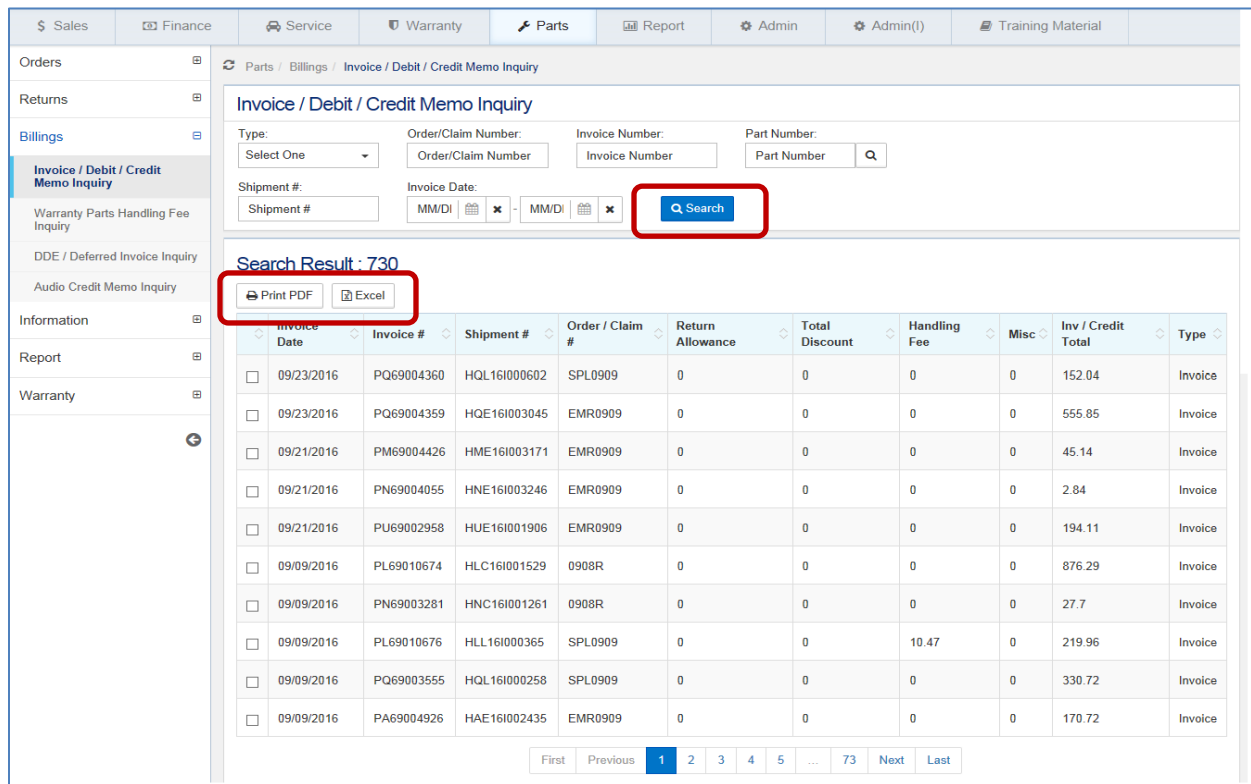
Button Information

Action Button	Definition
View/Print Reports	Select one or multiple reports and then click this button to view and print the reports.
Excel	Click the button to download the excel file for the result list
Search Reports	Click the button to search a specific report by date range, report code, reference No, report name and frequency
Number of Rows	You can select the number of rows you want to see on the result list. Click the dropdown box to see options

3.4 Billings

3.4.1 Invoice / Debit / Credit Memo Inquiry

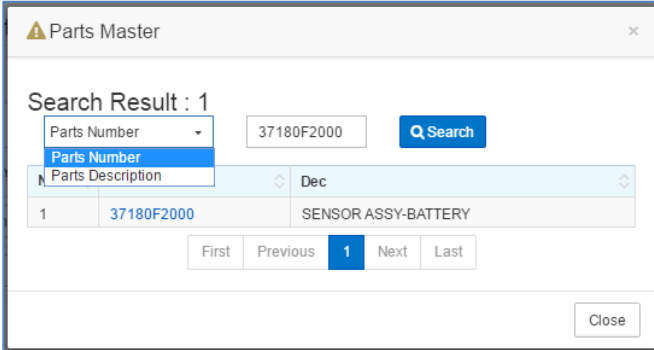
You can search Invoice, Debit, and Credit Memo by Type, Order/Claim number, Invoice number, Part number, Shipment number, and Invoice Date. The result list includes Invoice/Debit/Credit Memo details with Invoice number and Shipment number. You can select one or multiple items using the checkbox and click Print PDF button. Then one or multiple reports will be displayed in PDF.



The screenshot displays the 'Invoice / Debit / Credit Memo Inquiry' page. At the top, there are navigation tabs for Sales, Finance, Service, Warranty, Parts, Report, Admin, Admin(), and Training Material. The main content area includes search filters for Type, Order/Claim Number, Invoice Number, Part Number, Shipment #, and Invoice Date. A 'Search' button is highlighted with a red box. Below the filters, the search results are displayed as a table with columns: Invoice Date, Invoice #, Shipment #, Order / Claim #, Return Allowance, Total Discount, Handling Fee, Misc, Inv / Credit Total, and Type. The 'Print PDF' and 'Excel' buttons are also highlighted with a red box. The table shows 10 rows of invoice data.

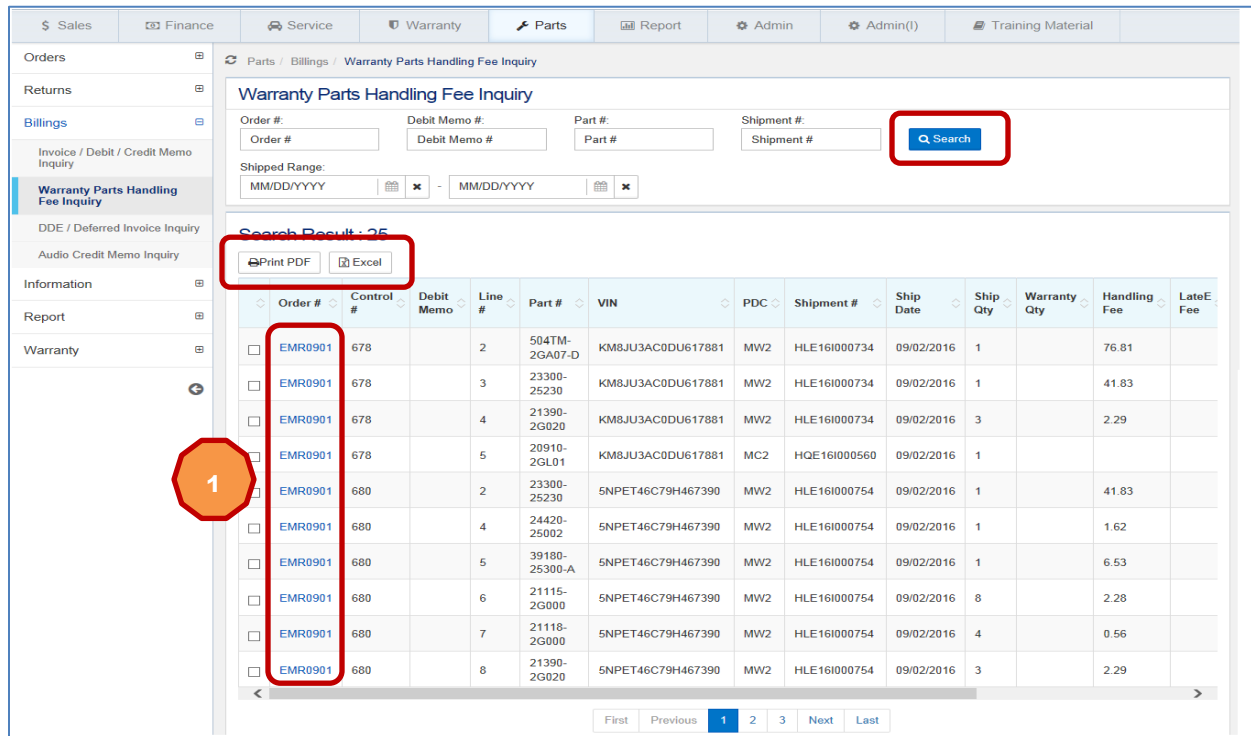
Invoice Date	Invoice #	Shipment #	Order / Claim #	Return Allowance	Total Discount	Handling Fee	Misc	Inv / Credit Total	Type
09/23/2016	PQ69004360	HQL16I000602	SPL0909	0	0	0	0	152.04	Invoice
09/23/2016	PQ69004359	HQE16I003045	EMR0909	0	0	0	0	555.85	Invoice
09/21/2016	PM69004426	HME16I003171	EMR0909	0	0	0	0	45.14	Invoice
09/21/2016	PN69004055	HNE16I003246	EMR0909	0	0	0	0	2.84	Invoice
09/21/2016	PU69002958	HUE16I001906	EMR0909	0	0	0	0	194.11	Invoice
09/09/2016	PL69010674	HLC16I001529	0908R	0	0	0	0	876.29	Invoice
09/09/2016	PN69003281	HNC16I001261	0908R	0	0	0	0	27.7	Invoice
09/09/2016	PL69010676	HLL16I000365	SPL0909	0	0	10.47	0	219.96	Invoice
09/09/2016	PQ69003555	HQL16I000258	SPL0909	0	0	0	0	330.72	Invoice
09/09/2016	PA69004926	HAE16I002435	EMR0909	0	0	0	0	170.72	Invoice

Button Information

Action Button	Definition
<p>Search</p>	<p>Search Invoice, Debit, and Credit Memo by Type, Order/Claim number, Invoice number, Part number, Shipment number, and Invoice Date.</p> <p>Part Number : Enter at least first 5 characters of part number and click search icon to search part number. It will display Parts Master pop-up window. Select one part number, then the selected part number will be populated in Part Number text box.</p> 
<p>Print PDF</p>	<p>Select one or multiple orders using checkbox and click Print PDF button. Then one or multiple reports will be displayed in one PDF.</p>
<p>Excel</p>	<p>The results list is downloaded to excel.</p>

3.4.2 Warranty Parts Handling Fee Inquiry

Warranty Parts Handling Fee can be searched by Order number, Debit Memo number, Part number, Shipment number, and Shipped Date. The result list includes order details and debit memo details. Once you click on Order number in the list, Debit Memo will be displayed in PDF. Also you can select one or multiple Order numbers and click Print PDF button. Then one or multiple reports will be displayed in PDF.



Warranty Parts Handling Fee Inquiry

Order #: Debit Memo #: Part #: Shipment #:


Shipped Range: -

Search Result: 25

Order #	Control #	Debit Memo	Line #	Part #	VIN	PDC	Shipment #	Ship Date	Ship Qty	Warranty Qty	Handling Fee	Late Fee
<input type="checkbox"/> EMR0901	678		2	504TM-2GA07-D	KM8JU3AC0DU617881	MW2	HLE16I000734	09/02/2016	1		76.81	
<input type="checkbox"/> EMR0901	678		3	23300-25230	KM8JU3AC0DU617881	MW2	HLE16I000734	09/02/2016	1		41.83	
<input type="checkbox"/> EMR0901	678		4	21390-2G020	KM8JU3AC0DU617881	MW2	HLE16I000734	09/02/2016	3		2.29	
<input type="checkbox"/> EMR0901	678		5	20910-2GL01	KM8JU3AC0DU617881	MC2	HQE16I000560	09/02/2016	1			
<input type="checkbox"/> EMR0901	680		2	23300-25230	5NPET46C79H467390	MW2	HLE16I000754	09/02/2016	1		41.83	
<input type="checkbox"/> EMR0901	680		4	24420-25002	5NPET46C79H467390	MW2	HLE16I000754	09/02/2016	1		1.62	
<input type="checkbox"/> EMR0901	680		5	39180-25300-A	5NPET46C79H467390	MW2	HLE16I000754	09/02/2016	1		6.53	
<input type="checkbox"/> EMR0901	680		6	21115-2G000	5NPET46C79H467390	MW2	HLE16I000754	09/02/2016	8		2.28	
<input type="checkbox"/> EMR0901	680		7	21118-2G000	5NPET46C79H467390	MW2	HLE16I000754	09/02/2016	4		0.56	
<input type="checkbox"/> EMR0901	680		8	21390-2G020	5NPET46C79H467390	MW2	HLE16I000754	09/02/2016	3		2.29	

Button Information

Action Button	Definition
Search	Search Warranty Parts Handling Fee by Order number, Debit Memo number, Part number, Shipment number, and Shipped Date.
Print PDF	Select one or multiple orders using checkbox and click Print PDF button. Then one or multiple reports will be displayed in one PDF.
Excel	The results list is downloaded to excel.

If you click Order number in  Order # column, Warranty Part Handling fee details will be displayed in PDF.

Also you can select multiple orders using checkbox and then click Print PDF. Part Handling fee details will be displayed in PDF.

3.4.3 DDE / Deferred Invoice Inquiry

You can search DDE (Direct Dealer Exchange) / Deferred Invoice by Order number, Changed Invoice number, Part number, Shipment number, and Shipped Date. The result list includes DDE/Deferred

invoice details. You can select one or multiple Order numbers using the checkbox and click Print PDF, then invoice will be displayed in PDF.

DDE / Deferred Invoice Inquiry

Dealer: CA020 : FRANK HYUNDAI

Order # Charged Invoice # Part # Shipment #

Shipped Date -

Search Result : 6


Order #	Control #	Line #	Part #	PDC	Shipment #	Ship Inv #	Ship Date	Ship Qty	Unit Price	Repair Cost	Disc Amt	Defer Days
<input type="checkbox"/> EMR0908	706	1	961703X156GUFLT	RC1 - MRC Special	HVE16I000210	PV69000267	09/08/2016	1	448.47			
<input type="checkbox"/> EMR0707	350	1	961703X156GUFLT	RC1 - MRC Special	HVE16G000159	PV67000181	07/07/2016	1	448.47			
<input type="checkbox"/> EMR0817	583	1	961703X156GUFLT	RC1 - MRC Special	HVE16H000648	PV68000782	08/17/2016	1	448.47			
<input type="checkbox"/> EMR0812	564	1	96560B14274XFLL	RC1 - MRC Special	HVE16H000524	PV68000599	08/12/2016	1	2310.01			
<input type="checkbox"/> EMR0721	436	1	961803Q8504XFLL	RC1 - MRC Special	HVE16G000770	PV67000893	07/22/2016	1	721.19			
<input type="checkbox"/> EMR0712	384	1	961701R111SDHFL	RC1 - MRC Special	HVE16G000377	PV67000465	07/13/2016	1	479.43			

Showing 1 to 6 of 6 entries

First Previous **1** Next Last

Button Information

Action Button	Definition
Search	Search DDE (Direct Dealer Exchange) / Deferred Invoice by Order number, Changed Invoice number, Part number, Shipment number, and Shipped Date.
Print PDF	Select one or multiple orders using checkbox and click Print PDF button. Then one or multiple reports will be displayed in one PDF.
Excel	The results list is downloaded to excel.

If you want to search part number in the screen, type part number in  part number search. Then you will see the line for the part number.

DDE / Deferred Invoice Inquiry

Dealer: FL108 : HYUNDAI OF NEW PORT RICHEY

Order # Charged Invoice # Part # Shipment # [Q Search](#)

Shipped Date -

Search Result : 25

[Print PDF](#) [Excel](#)

10 ▾

◇	Order # ◇	Control # ◇	Line # ◇	Part # ◇	PDC ◇	Shipment # ◇	Ship Inv # ◇	Ship Date ◇	Ship Qty ◇	Unit Price ◇	Repair Cost ◇	Disc Amt ◇	Defer Days ◇	Charged Amt ◇	Charged Inv# ◇
▢	B81216S	116	1	96160C2000GUFLT	RC1 - MRC Special	HVE16H000720	PV68000843	08/18/2016	1	846.15					

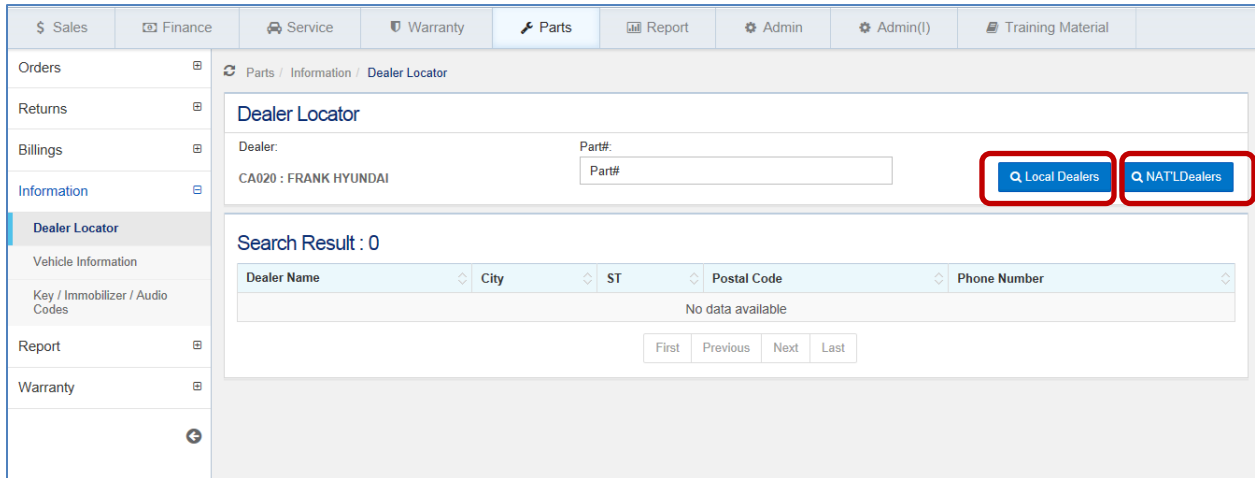
Showing 1 to 1 of 1 entries (filtered from 25 total entries)

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

3.5 Information

3.5.1 Dealer Locator

You can search local and national dealership's location by Part number. The result list includes Dealer name, City, State, Postal code, and Phone number.

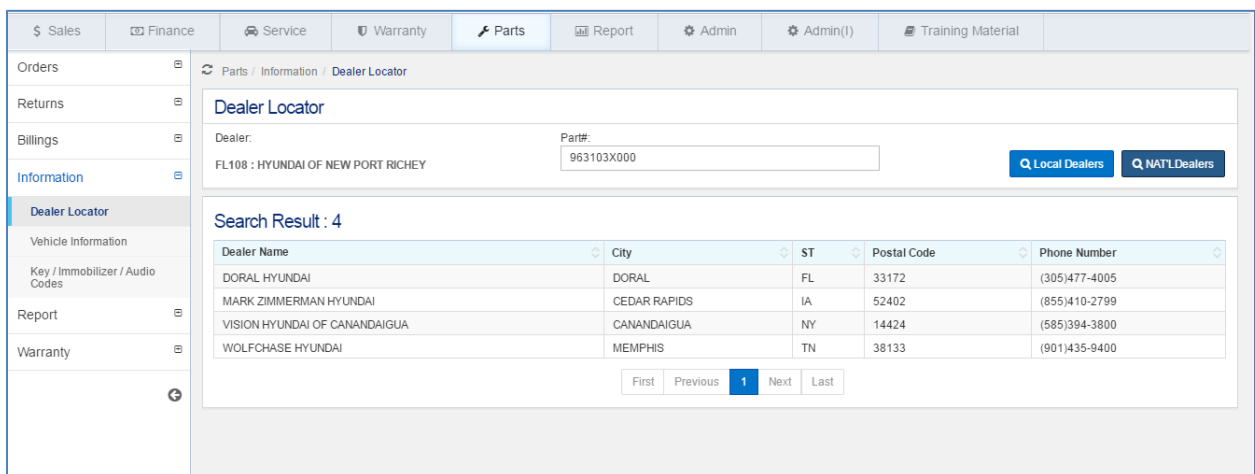


The screenshot shows the Dealer Locator interface. The search criteria are: Dealer: CA020 : FRANK HYUNDAI, Part#: (empty). The search result is 0. The interface includes buttons for 'Local Dealers' and 'NAT'L Dealers', which are highlighted with red boxes in the original image.

Button Information

Action Button	Definition
Local Dealers	It will display list of local dealers.
National Dealers	It will display list of national dealers.

Enter part number and click NAT'L Dealers, then you will see the list of national dealers that have the part.



The screenshot shows the Dealer Locator interface with search criteria: Dealer: FL108 : HYUNDAI OF NEW PORT RICHEY, Part#: 963103X000. The search result is 4. The 'NAT'L Dealers' button is highlighted. The search results table is as follows:

Dealer Name	City	ST	Postal Code	Phone Number
DORAL HYUNDAI	DORAL	FL	33172	(305)477-4005
MARK ZIMMERMAN HYUNDAI	CEDAR RAPIDS	IA	52402	(855)410-2799
VISION HYUNDAI OF CANANDAIGUA	CANANDAIGUA	NY	14424	(585)394-3800
WOLFCHASE HYUNDAI	MEMPHIS	TN	38133	(901)435-9400

3.5.2 Vehicle Information

Vehicle details can be found by VIN. This screen includes open recall campaign, blue link information, Warranty Claim history and Service contracts.

\$ Sales
Finance
Service
Warranty
Parts
Report
Admin
Admin(l)
Training Material

Claims

Information

1

Vehicle Information

Warranty/HPP Parts Coverage Inquiry

Uncompleted Campaign VIN List

Vehicle Information

VIN Last 6:

VIN:
KMHDH4AE6DU602939

Search

Expand All
Collapse All
Print

Window Sticker

VIN	KMHDH4AE6DU602939	Model	ELANTRA(MD/UD) 2013 Automatic
Warranty Start Date	12/02/2012 (45 months, 24 days)	Extra Warranty	
Original Owner	MILLS, KRISTIN	DMV Transfer Date	
Current Owner	MILLS, KRISTIN	Selling Dealer	CA301 RANCHO GRANDE HYUNDAI
Date Wholesale	08/14/2012	Date Retailed	12/02/2012
Wholesale Dealer	CA301 RANCHO GRANDE HYUNDAI	Retailer Dealer	CA301 RANCHO GRANDE HYUNDAI
Retail Flag	Y	Production Date	07/11/2012
Emission Type	PZEV	Allocation Date	07/27/2012
IQS / CSI / VDS / Others		Branded / Warranty Info	
Customer Loyalty	New to Hyundai	Service Interval	Not Specified
Dealer Case Management	No	Fleet Type	RETAIL

Detail Vehicle Information +

Campaign Not Performed (0 Found) -

Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date	Mail Date	Campaign Bulletins
No data available						

Blue Link Information -

Blue Link Enrollment Status	N/A	Maintenance Alert	
Blue Link Equipped	No	Last Service Check	
Monthly Vehicle Report		SVR Status	N/A

Blue Link Outstanding Alerts (0 Found) -

Last Report Date	Alert Start Date	Mileage	Code Description	Type
No data available				

Service Contract (0 Found) +

Warranty Claim History (1 Found) -

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA301	350624	350624	08/12/2013	9,235	MD HEADLINER BRACKET ADHESIVE

Service Contract Claim History (0 Found) +



Maintenance History (0 Found) +

Blue Link Alert History (0 Found) +

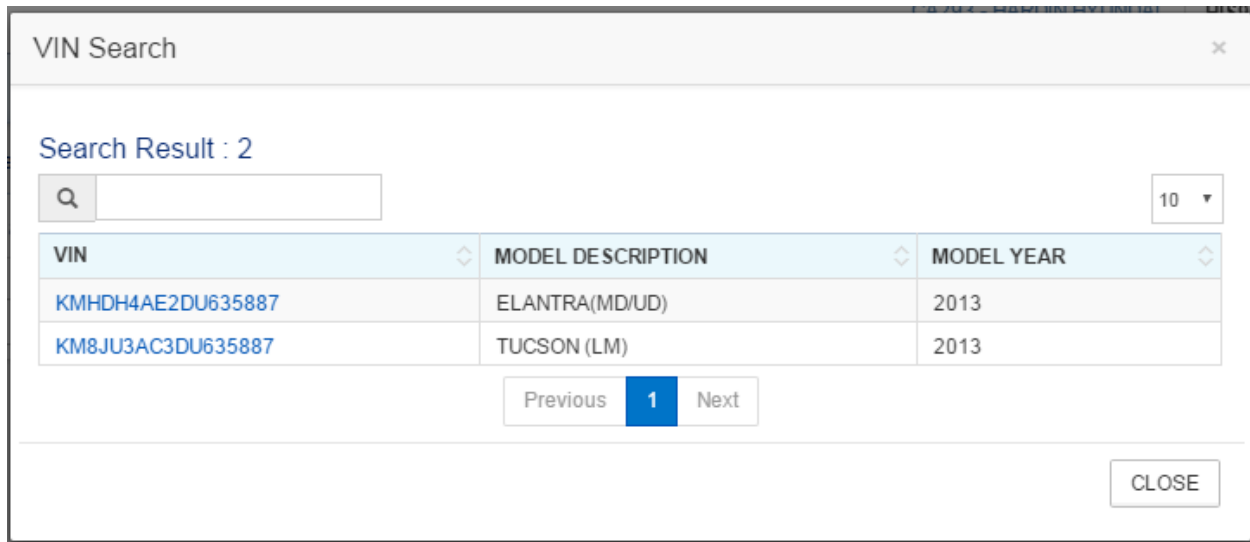
Page 54 of 70

Button Information

Action Button	Definition
Search	You can search VIN details by full VIN or last 8 digits of VIN.
Window Sticker	You can print Window Sticker.
Edit	It will open Consumer Information Update screen to update consumer information.
Print	Prints the current screen.

If you type last 8 digits of VIN and click  Search icon  , then you will VIN Search pop-up.

Select one VIN in the list, then the VIN will be populated in the VIN textbox. VIN information will be populated the VIN information.



To print Window Sticker, click  Window Sticker button. It will display Window Sticker in PDF.



VIN: SNPE244FXGH260753

2016 SONATA SE PZEV

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★

Frontal	Driver	★★★★★
Crash	Passenger	★★★★★
Side	Front seat	★★★★★
Crash	Rear seat	★★★★★
Rollover		★★★★★

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA). www.safercar.gov or 1-888-522-4236

Manufacturer's Suggested Retail Price: \$21,750.00

ADDED FEATURES:

- Carpeted Floor Mats \$120.00
- Carfax 1-Check \$200.00
- Wheel Stomper Protector \$70.00

Total Price: \$22,820.00

Fuel Economy and Environment

30 MPG (combined city/hwy) **25 city** **38 highway**

You Save \$1,500 in fuel costs over 5 years compared to the average new vehicle.


Annual fuel COST \$1,500

fuel economy.gov

PART CONTENT INFORMATION

FOR VEHICLE IN THIS CARLINE: U.S./CANADIAN PARTS CONTENT: 46 % MAJOR SOURCES OF FOREIGN PARTS CONTENT: KOREA: 53 %

FOR THIS VEHICLE: FINAL ASSEMBLY POINT: MONTGOMERY, ALABAMA U.S.A. COUNTRY OF ORIGIN: ENGINE: U.S.A. TRANSMISSION: U.S.A.

To update customer information, click  Edit button. The you will see Consumer Information Update screen. You can update consumer information and submit.

Navigation: Sales, Finance, Service, Warranty, Parts, Report, Admin, Admin(I), Training Material

PA Request, Dealer Capacity, Service Rental Car Search, Service Contract Maintenance (HPP), Blue Link Alerts, Original Owner Verification, Consumer Information Update, Maintenance Claim, Vehicle Information, Key/Immobilizer/Audio Codes, Warranty/HPP Part Coverage Inquiry

Consumer Information Update

← Back to List

CHECK VALID

Customer Information

Vehicle Number: KMHVD12J4LU044159

Current Owner: * Last Name: ROBERT, First Name: [], Middle Initial: []

Original Owner: Last Name: ROBERT, First Name: [], Middle Initial: A

* Address: 2041 GREENSTONE TR, * City: CARROLLTON

* State: TX, * Zip Code: 75010

Phone Number 2: [], Extension: []

Email Address: [], Mail Flag: Y

* Nearest Dealer: TX006, Nearest Dealer Name: MESQUITE COURTESY

CHECK VALID

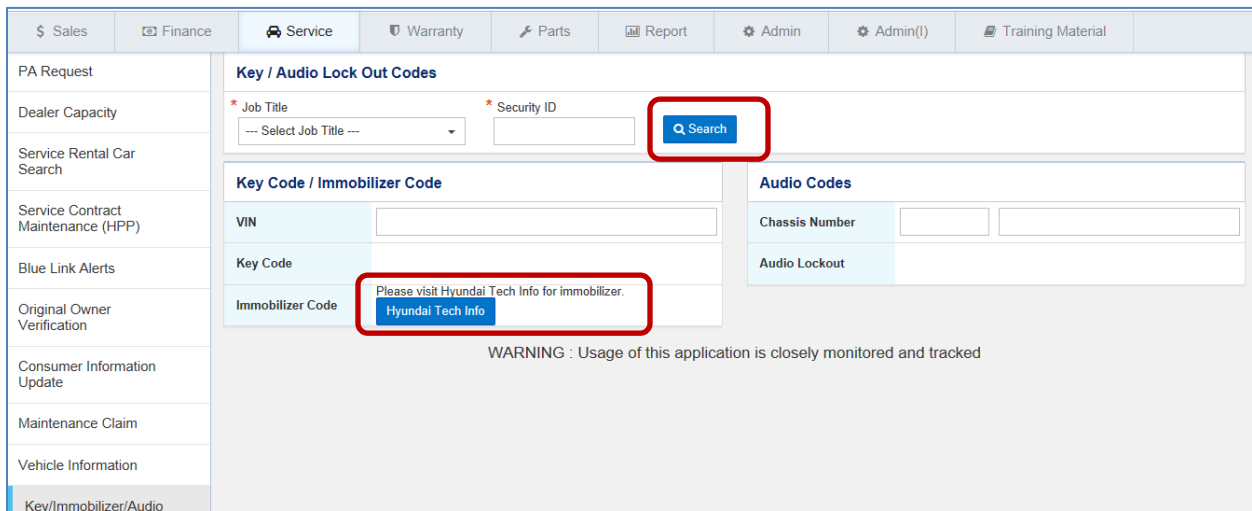
Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Reset	It will display the last saved data on the screen.
Submit	Customer information will be submitted if there is no error.

3.5.3 Key / Immobilizer / Audio Codes

You can inquire Key code, Immobilizer Code, and Audio Lockout in this screen. For Immobilizer code inquiry, Hyundai TechInfo button is available to go to Hyundai Tech Info site because the code is maintained by Hyundai TechInfo.

- To search Key Code, select Job Title and enter Security ID and VIN. Then click Search button.
- To search Immobilizer Code, click Hyundai Tech Info button. You will see Hyundai Tech Info site to inquire Immobilizer Code.
- To search Audio Lockout, select Job Title and enter Security ID and Chassis Number. Then click Search button.



Button Information

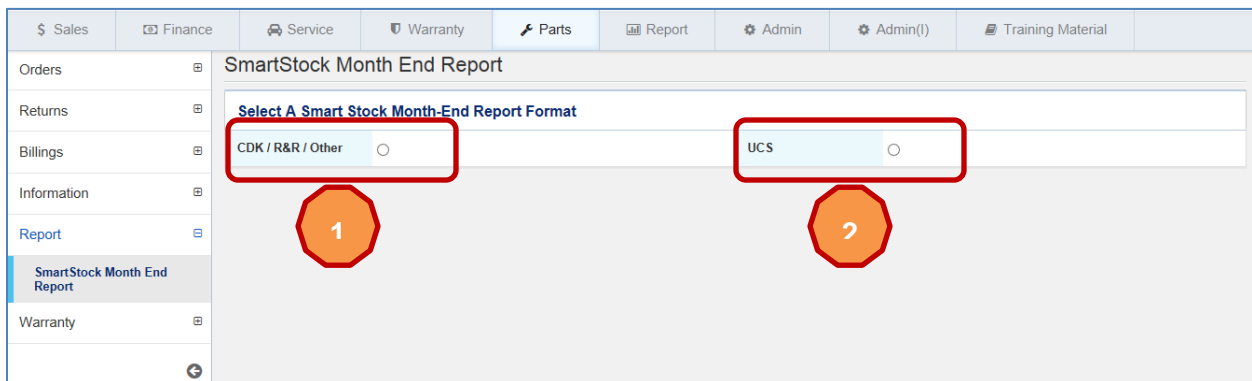
Action Button	Definition
Search	Please select job title and enter Security ID. Then enter VIN for Key Code or enter Chassis number for Audio Lockout and click Search button.


	<p>Job Title : Select Job Title from the below options.</p> <div data-bbox="574 373 1243 684"> <p>* Job Title</p> <p>--- Select Job Title ---</p> <p>--- Select Job Title ---</p> <p>General Manager</p> <p>Parts Counter Person</p> <p>Parts Manager</p> <p>Sales Manager</p> <p>Service Manager</p> </div>
<p>Hyundai Tech Info</p>	<p>It will guide you to Hyundai Tech Info site.</p>

3.6 Reports

3.6.1 SmartStock Month End Report

You can create Smart Stock Monthly Report and submit



After you click on  CDK / R&R / Other, then you will see SmartStock Month End Report.

🏠 Sales 🏠 Finance 🏠 Service 🏠 Warranty 🔧 Parts 🏠 Report ⚙️ Admin ⚙️ Admin() 📄 Training Material	
Orders	SmartStock Month End Report
Returns	← Back to List 5 Review
Billings	Smart Stock
Information	3 * Report Month: 08/2016
Report	4 * DMS: CDK
SmartStock Month End Report	Dealer Code: CA020 (Populated automatically - not modifiable) Dealer Name: CA020 : FRANK HYUND (Populated automatically - not modifiable)
Warranty	Parts Manager Name: (Optional) E-Mail Address: (Optional)
Inventory Balance / Investment (Round Up To Nearest Dollar)	
Total System Inventory:	\$ [] Dollars
Active (Normal Stock):	[] Parts / Lines \$ [] Dollars
Non Stock Parts (Status NS):	[] Parts / Lines \$ [] Dollars
Receipts (Round Up To Nearest Dollar)	
Total Receipts:	[] Parts / Lines \$ [] Dollars
Customer & Emergency Receipts:	[] Parts / Lines \$ [] Dollars
Sales (Per Inventory System) (Round Up To Nearest Dollar)	
Total Gross Sales (Cost Of Sales):	[] Parts / Lines \$ [] Dollars
Total Return Sales (ADP Dealers Only):	[] Parts / Lines \$ [] Dollars
Lost Sales (Round Up To Nearest Dollar)	
Lost Sales:	[] Parts / Lines \$ [] Dollars
Inventory Movement / Activity (Parts Cost) (Round Up To Nearest Dollar)	
Last Active 1-3 Months:	\$ [] Dollars
Last Active 4-6 Months:	\$ [] Dollars
Last Active 7-12 Months:	\$ [] Dollars
Last Active Over 12 Months:	\$ [] Dollars
Review	

Select a Report Date in 3 Report Month dropdown box.

The screenshot shows the 'Smart Stock' form in the 'Parts / Report / SmartStock Month End Report' section. The 'DMS' dropdown menu is open, displaying a list of options: 09/2016, 08/2016, 07/2016, 06/2016, 05/2016, 04/2016, and 03/2016. A red circle highlights the dropdown menu.




DMS dropdown box includes CDK, R&R, and Other. Select one DMS from the dropdown box.

This screenshot is similar to the previous one, but the 'DMS' dropdown menu is open, showing options: Select a DMS, CDK, R&R, and Other. A red circle highlights the dropdown menu.



If you click UCS, then you will see SmartStock Month End Report. DMS dropdown box includes UCS only.

This screenshot shows the 'Smart Stock' form where the 'DMS' dropdown menu is open and 'UCS' is selected. A red circle highlights the dropdown menu.

Click  Review button when finished. Then you will see the below screen to submit or back to Review.

Sales	Finance	Service	Warranty	Parts	Report	Admin	Admin(I)	Training Material
Orders	Parts / Report / SmartStock Month End Report							
Returns	SmartStock Month End Report							
Billings	← Back to List							<input type="button" value="Back"/> <input type="button" value="Submit"/>
Information	Smart Stock							
Report	* Report Month: 09/2016							
SmartStock Month End Report	* DMS: CDK							
Warranty	Dealer Code: FL108				Dealer Name: FL108 : HYUNDAI OF NEW			
	Parts Manager Name:							
	E-Mail Address:							
	Inventory Balance / Investment (Round Up To Nearest Dollar)							
	Total System Inventory:		\$					Dollars
	Active (Normal Stock):		\$	Parts / Lines				Dollars
	Non Stock Parts (Status NS):		\$	Parts / Lines				Dollars
	Receipts (Round Up To Nearest Dollar)							
	Total Receipts:		\$	Parts / Lines				Dollars
	Customer & Emergency Receipts:		\$	Parts / Lines				Dollars
	Sales (Per Inventory System) (Round Up To Nearest Dollar)							
	Total Gross Sales (Cost Of Sales):		\$	Parts / Lines				Dollars
	Total Return Sales (ADP Dealers Only):		\$	Parts / Lines				Dollars
	Lost Sales (Round Up To Nearest Dollar)							
	Lost Sales:		\$	Parts / Lines				Dollars
	Inventory Movement / Activity (Parts Cost) (Round Up To Nearest Dollar)							
	Last Active 1-3 Months:		\$					Dollars
	Last Active 4-6 Months:		\$					Dollars
	Last Active 7-12 Months:		\$					Dollars
	Last Active Over 12 Months:		\$					Dollars
	<input type="button" value="Back"/> <input type="button" value="Submit"/>							

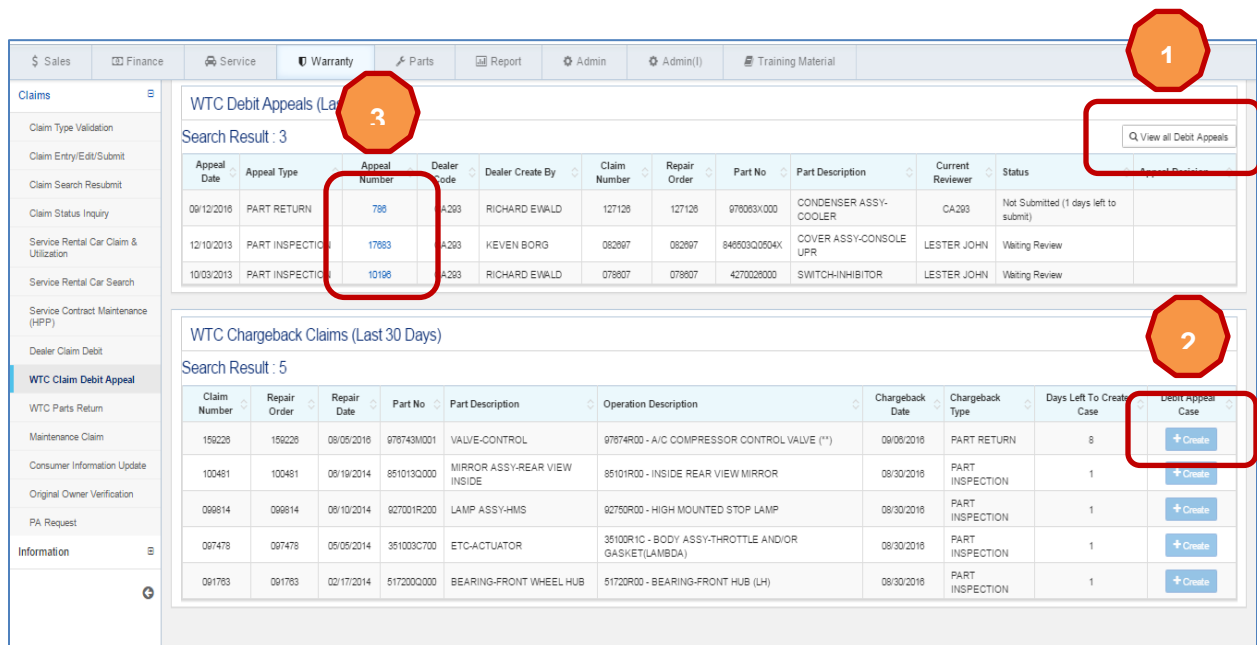
Button Information

Action Button	Definition
Back	Go back to Review status.
Submit	SmartStock Month End report will be submitted if there is no error.

3.7 Warranty

3.7.1 WTC Claim Debit Appeal

You can search WTC debit Appeals and WTC Chargeback claims in this screen and update the information to submit. Once you submit a claim, WTC will analyze claim and conclude if the claim is not part defect related and the claim is charged back. For these chargeback claims, you can appeal




The screenshot shows the 'WTC Claim Debit Appeal' interface. It features a navigation menu on the left with options like 'Claims', 'Claim Type Validation', 'Claim Entry/Edit/Submit', etc. The main area is divided into two sections: 'WTC Debit Appeals (Last 30 Days)' and 'WTC Chargeback Claims (Last 30 Days)'. Both sections have search filters and a 'Search Result' count. The 'WTC Debit Appeals' table lists columns: Appeal Date, Appeal Type, Appeal Number, Dealer Code, Dealer Create By, Claim Number, Repair Order, Part No, Part Description, Current Reviewer, and Status. The 'WTC Chargeback Claims' table lists columns: Claim Number, Repair Order, Repair Date, Part No, Part Description, Operation Description, Chargeback Date, Chargeback Type, Days Left To Create Case, and Debit Appeal Case. Annotations 1, 2, and 3 highlight specific UI elements: 1 points to the top navigation bar, 2 points to the 'Debit Appeal Case' column in the chargeback claims table, and 3 points to the 'Appeal Number' column in the debit appeals table.

Button Information

Action Button / Link	Definition
View all Debit Appeals	It will display Dealer Debit Appeal History screen.
Create	It will open Case Edit screen. You can save, delete, or submit after validation.

Appeal Number link	It will display Case Edit screen. You can save, delete, or submit after validation.
---------------------------	---


Click  View all Debit Appeals, then you will see Dealer Debit Appeal History screen.


Dealer Debit Appeal History

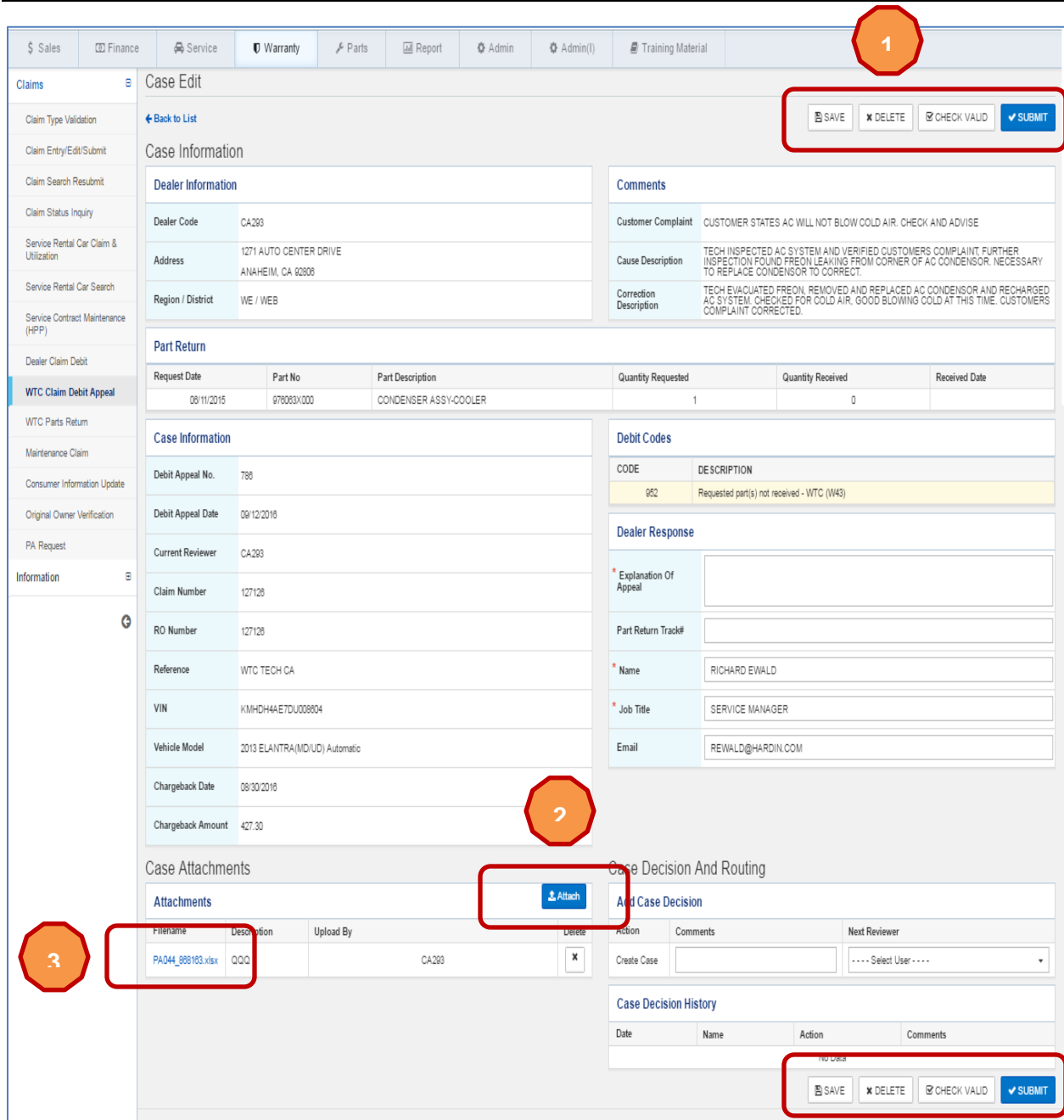
Search Result : 15

Appeal Date	Appeal Type	Appeal Number	Dealer Code	Debit Date	Claim Number	Repair Order	Part No	Part Desc
09/12/2016	PART RETURN	786	CA293	09/30/2016	127128	127128	978083X000	CONDENS ASSY-CO
06/05/2014	PART INSPECTION	37739	CA293	05/23/2014	098840	098840	495003Q300	SHAFT A DRIVE,LH
06/05/2014	PART INSPECTION	37769	CA293	05/23/2014	094877	094877	495003Q300	SHAFT A DRIVE,LH
06/05/2014	PART INSPECTION	38823	CA293	05/23/2014	098873	098873	495013Q360	SHAFT A DRIVE,RH
03/18/2014	PART INSPECTION	28647	CA293	03/11/2014	091479	091479	361002E120	STARTER
02/27/2014	PART INSPECTION	27295	CA293	02/25/2014	90098B	090098	919503S051	JUNCTION ASSY-I/PI
12/10/2013	PART INSPECTION	17883	CA293	11/28/2013	082697	082697	846503Q0504X	COVER A CONSOLE
12/10/2013	PART RETURN	417	CA293	11/14/2013	082695	082695	861552H100	RETAINER TOP COV
11/21/2013	PART RETURN	383	CA293	10/23/2013	75453G	075453	285102E350	MANIFOL CATALYT EXH
11/21/2013	PART RETURN	384	CA293	10/23/2013	74202G	074202	285102E350	MANIFOL CATALYT EXH

CLOSE

Click  Create button to create Debit Appeal. It will display Case Edit screen.

Click  Appeal Number link, then you will see Case Edit screen.



Case Edit

Claim Type Validation [Back to List](#)

Claim Entry/Edit/Submit

Claim Search Resubmit

Claim Status Inquiry

Service Rental Car Claim & Utilization

Service Rental Car Search

Service Contract Maintenance (HPP)

Dealer Claim Debit

WTC Claim Debit Appeal

WTC Parts Return

Maintenance Claim

Consumer Information Update

Original Owner Verification

PA Request

Information

Case Information

Dealer Information

Dealer Code	CA293
Address	1271 AUTO CENTER DRIVE ANAHEIM, CA 92809
Region / District	WE / WEB

Comments

Customer Complaint	CUSTOMER STATES AC WILL NOT BLOW COLD AIR. CHECK AND ADVISE
Cause Description	TECH INSPECTED AC SYSTEM AND VERIFIED CUSTOMERS COMPLAINT. FURTHER INSPECTION FOUND FREON LEAKING FROM CORNER OF AC CONDENSOR. NECESSARY TO REPLACE CONDENSOR TO CORRECT
Correction Description	TECH EVACUATED FREON, REMOVED AND REPLACED AC CONDENSOR AND RECHARGED AC SYSTEM. CHECKED FOR COLD AIR. GOOD BLOWING COLD AT THIS TIME. CUSTOMERS COMPLAINT CORRECTED.

Part Return

Request Date	Part No	Part Description	Quantity Requested	Quantity Received	Received Date
09/11/2015	978093X000	CONDENSER ASSY-COOLER	1	0	

Case Information

Debit Appeal No.	799
Debit Appeal Date	09/12/2015
Current Reviewer	CA293
Claim Number	127128
RO Number	127128
Reference	WTC TECH CA
VIN	KMHDM4AE7DU008804
Vehicle Model	2013 ELANTRA(MD/UD) Automatic
Chargeback Date	08/30/2015
Chargeback Amount	427.30

Debit Codes

CODE	DESCRIPTION
902	Requested part(s) not received - WTC (W43)

Dealer Response

* Explanation Of Appeal

Part Return Track#

* Name: RICHARD EWALD

* Job Title: SERVICE MANAGER

Email: REWALD@HARDIN.COM

Case Attachments

Attachments

Filename	Description	Upload By	Delete
P4044_888183.xlsx	0000	CA293	X

Case Decision And Routing

And Case Decision

Action	Comments	Next Reviewer
Create Case		---- Select User ----


Case Decision History


Date	Name	Action	Comments
No Data			

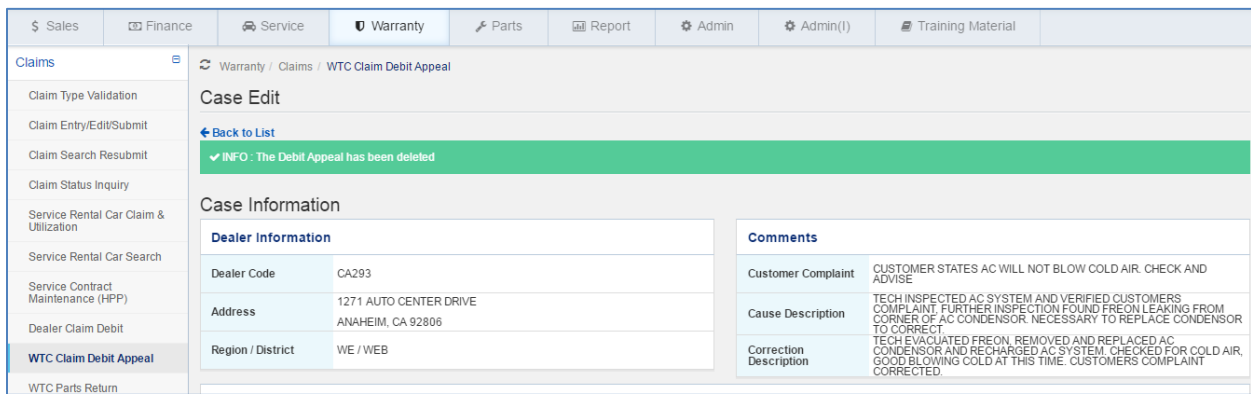
Buttons: SAVE, DELETE, CHECK VALID, SUBMIT

Button Information


Action Button	Definition
Save	Save a case.
Delete	Once you click Delete, a case will be deleted. You will find the debit appeal in the WTC Chargeback Claims (Last 30 Days) section.

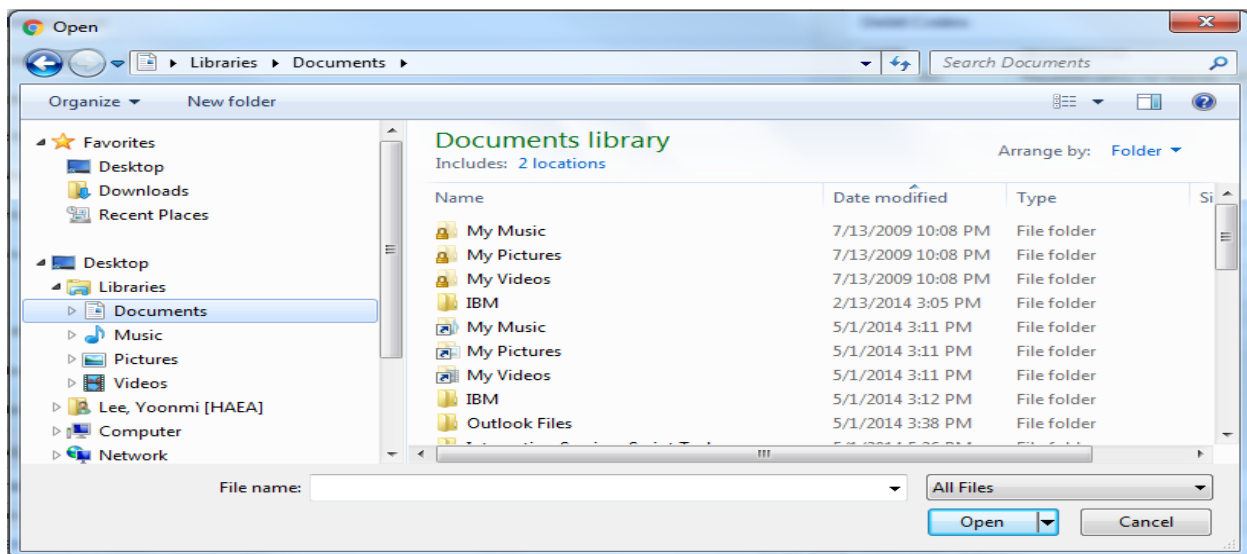
Check Valid	It will validate all the fields and display error message if there is an error.
Submit	Case will be submitted if there is no error.
Attach	Attach file to a case.
	Click this button to delete an attached file.

Once you click  Delete button, case will be deleted and you will see the below message.



The screenshot shows the 'Case Edit' page for a 'WTC Claim Debit Appeal'. A green banner at the top displays the message: 'INFO: The Debit Appeal has been deleted'. Below this, the 'Case Information' section is visible, including 'Dealer Information' (Dealer Code: CA293, Address: 1271 AUTO CENTER DRIVE, ANAHEIM, CA 92806, Region / District: WE / WEB) and a 'Comments' section with three entries: 'Customer Complaint', 'Cause Description', and 'Correction Description'.

Once you click  Attach button, you will see windows explorer to find a file.

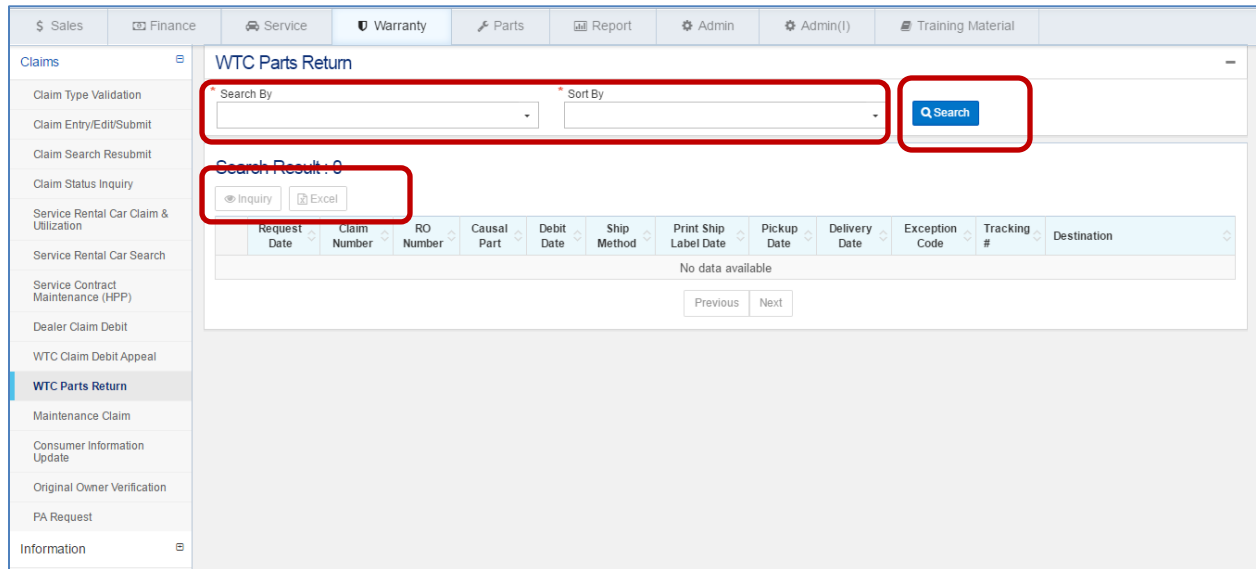


The screenshot shows a Windows Explorer window titled 'Open' with the address bar set to 'Libraries > Documents'. The left sidebar shows the 'Documents' library selected. The main pane displays a list of folders and files in the 'Documents library', including 'My Music', 'My Pictures', 'My Videos', and 'IBM' folders, along with their 'Date modified' and 'Type'.

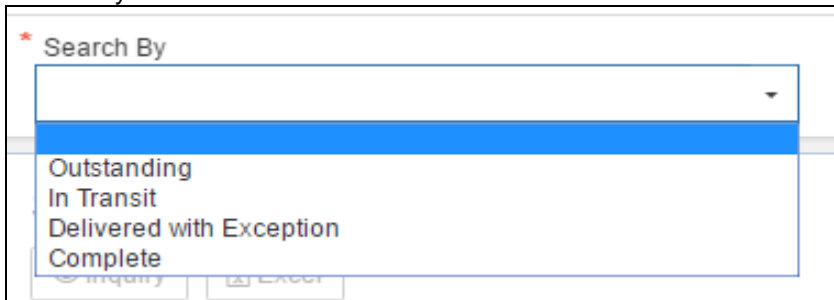
To view the attached file, please click  file name. Then you will see the attached file.

3.7.2 WTC Parts Return


WTC Parts Return can be searched by Outstanding, In transit, Delivered with Exception, and Complete. The result list includes WTC parts return details with tracking number.

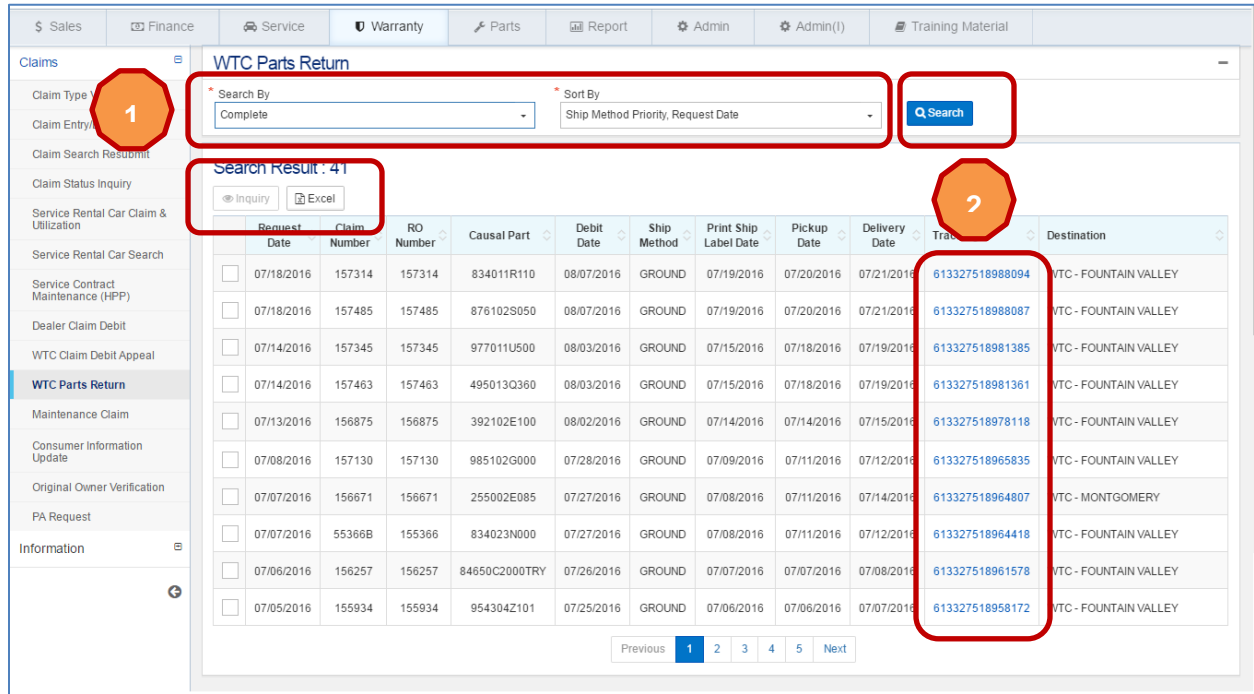


Button Information

Action Button	Definition
Search	<p>Search WTC Parts Return by Outstanding, In transit, Delivered with Exception, and Complete. Once you click Search By, you can see the below options.</p> <p>Search By :</p>  <p>Outstanding :</p>

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>* Search By * Sort By</p> <p>Outstanding Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 2</p> <p style="text-align: right;">Ship Method Priority, Request Date Request Date Claim Number</p> </div> <p>In Transit :</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>* Search By * Sort By</p> <p>In Transit Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 0</p> <p style="text-align: right;">Ship Method Priority, Request Date Claim Number</p> </div> <p>Delivered with Exception :</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>* Search By * Sort By</p> <p>Delivered with Exception Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 0</p> <p style="text-align: right;">Ship Method Priority, Request Date Claim Number</p> </div> <p>Complete :</p> <div style="border: 1px solid black; padding: 5px;"> <p>* Search By * Sort By</p> <p>Complete Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 41</p> <p style="text-align: right;">Ship Method Priority, Request Date Claim Number</p> </div>
Inquiry	Select WTC Parts Return using checkbox and then click Inquiry button. It will display WTC Parts Return detail screen.
Excel	The results list is downloaded to excel.

If you select Complete in  Search By dropdown box and select Ship Method Priority, Request Date, then you will see a result list.



The screenshot displays the 'WTC Parts Return' search results in the HMA WEBDCS system. The search criteria are set to 'Complete' and 'Ship Method Priority, Request Date'. The search results table contains 10 rows of data, each with a checkbox, request date, claim number, RO number, causal part, debit date, ship method, print ship label date, pickup date, delivery date, trace number, and destination.

Request Date	Claim Number	RO Number	Causal Part	Debit Date	Ship Method	Print Ship Label Date	Pickup Date	Delivery Date	Trace	Destination	
<input type="checkbox"/>	07/18/2016	157314	157314	834011R110	08/07/2016	GROUND	07/19/2016	07/20/2016	07/21/2016	613327518988094	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/18/2016	157485	157485	876102S050	08/07/2016	GROUND	07/19/2016	07/20/2016	07/21/2016	613327518988087	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/14/2016	157345	157345	977011U500	08/03/2016	GROUND	07/15/2016	07/18/2016	07/19/2016	613327518981385	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/14/2016	157463	157463	495013Q360	08/03/2016	GROUND	07/15/2016	07/18/2016	07/19/2016	613327518981361	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/13/2016	156875	156875	392102E100	08/02/2016	GROUND	07/14/2016	07/14/2016	07/15/2016	613327518978118	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/08/2016	157130	157130	985102G000	07/28/2016	GROUND	07/09/2016	07/11/2016	07/12/2016	613327518965835	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/07/2016	156671	156671	255002E085	07/27/2016	GROUND	07/08/2016	07/11/2016	07/14/2016	613327518964807	WTC - MONTGOMERY
<input type="checkbox"/>	07/07/2016	55366B	155366	834023N000	07/27/2016	GROUND	07/08/2016	07/11/2016	07/12/2016	613327518964418	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/06/2016	156257	156257	84650C2000TRY	07/26/2016	GROUND	07/07/2016	07/07/2016	07/08/2016	613327518961578	WTC - FOUNTAIN VALLEY
<input type="checkbox"/>	07/05/2016	155934	155934	954304Z101	07/25/2016	GROUND	07/06/2016	07/06/2016	07/07/2016	613327518958172	WTC - FOUNTAIN VALLEY

If you select WTC Parts Return using checkbox and then click Inquiry button. It will display WTC Parts Return detail screen.

[Sales](#) | [Finance](#) | [Service](#) | [Warranty](#) | [Parts](#) | [Report](#) | [Admin](#) | [Admin\(I\)](#) | [Training Material](#)

Claims

Warranty / Claims / WTC Parts Return

WTC Parts Return Page 1 / 1

[Print Return Notice \(PDF\)](#)

[Back to List](#)

Return Information

Claim No.	157314	Repair Order #	157314	Reference	WTC TECH CA
Request Date	07/18/2016	Debit Date	08/07/2016	Received Date	07/21/2016
VIN	KMHCU4AE3CU038995	Priority	GROUND		

Request Comments

Parts Return

Part #	Part Description	Quantity Requested	Quantity Received	Receiving Comments
834011R110	REGULATOR ASSY-RR DR WDO LH	1	1	

Shipping Information

FedEx Dispatch Confirmation #

Ship Via / Tracking # FEDEX_GROUND / 613327518988094

* Number Of Shipping Labels 1

* Total Weight Lb (All Packages) 1

Pickup Instructions

Ship From

Name	HARDIN HYUNDAI		
* Address	1271 AUTO CENTER DRIVE		
* City	ANAHEIM		
* State	CA	* Zip	92806
* Contact	MARIO RAMIREZ		
* Telephone	714-956-1820		
Email	MRAMIREZ@HARDIN.COM		

Weight Guide

Part Description	Weight (Lb)	Part Description	Weight (Lb)
Automatic Transmission	175	Engine Short Block	175
Engine Long Block	225	Headliner	150



Ship To

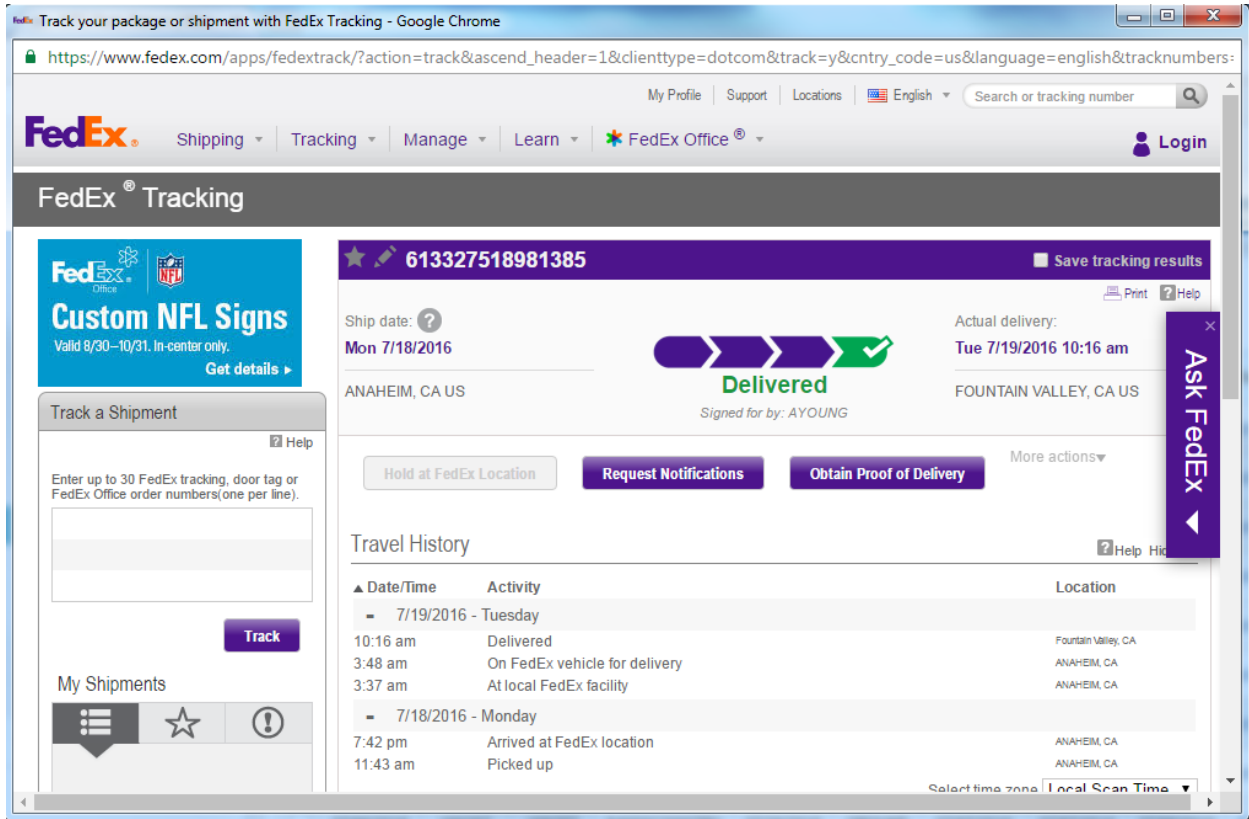
Name	WTC - FOUNTAIN VALLEY		
Address	18335 MT. LANGLEY		
	UNIT A		
City	FOUNTAIN VALLEY		
State	CA	Zip	92708
Contact	WTC SPECIALIST		
Telephone	877-446-2982		
Fax	714-378-5179		
Email	WTC@HMAUSA.COM		

[Print Return Notice \(PDF\)](#)

Button Information

Action Button	Definition
Print Return Notice (PDF)	View Return notice in PDF and print.

If you click on  or  the tracking number link, you will see FedEx tracking information.



The screenshot shows the FedEx Tracking page for a specific shipment. The tracking number is 613327518981385. The status is "Delivered" with a green checkmark. The ship date is Monday, 7/18/2016, and the actual delivery date is Tuesday, 7/19/2016 at 10:16 am. The origin is ANAHEIM, CA US and the destination is FOUNTAIN VALLEY, CA US. The package was signed for by AYOUNG. The travel history table shows the following activities:

Date/Time	Activity	Location
7/19/2016 - Tuesday		
10:16 am	Delivered	Fountain Valley, CA
3:48 am	On FedEx vehicle for delivery	ANAHEIM, CA
3:37 am	At local FedEx facility	ANAHEIM, CA
7/18/2016 - Monday		
7:42 pm	Arrived at FedEx location	ANAHEIM, CA
11:43 am	Picked up	ANAHEIM, CA

Buttons for "Hold at FedEx Location", "Request Notifications", and "Obtain Proof of Delivery" are visible. A "Track" button is also present in the "Track a Shipment" section on the left.