HMA WEBDCS USER MANUAL

PARTS

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Author: Hyundai Motor America

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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

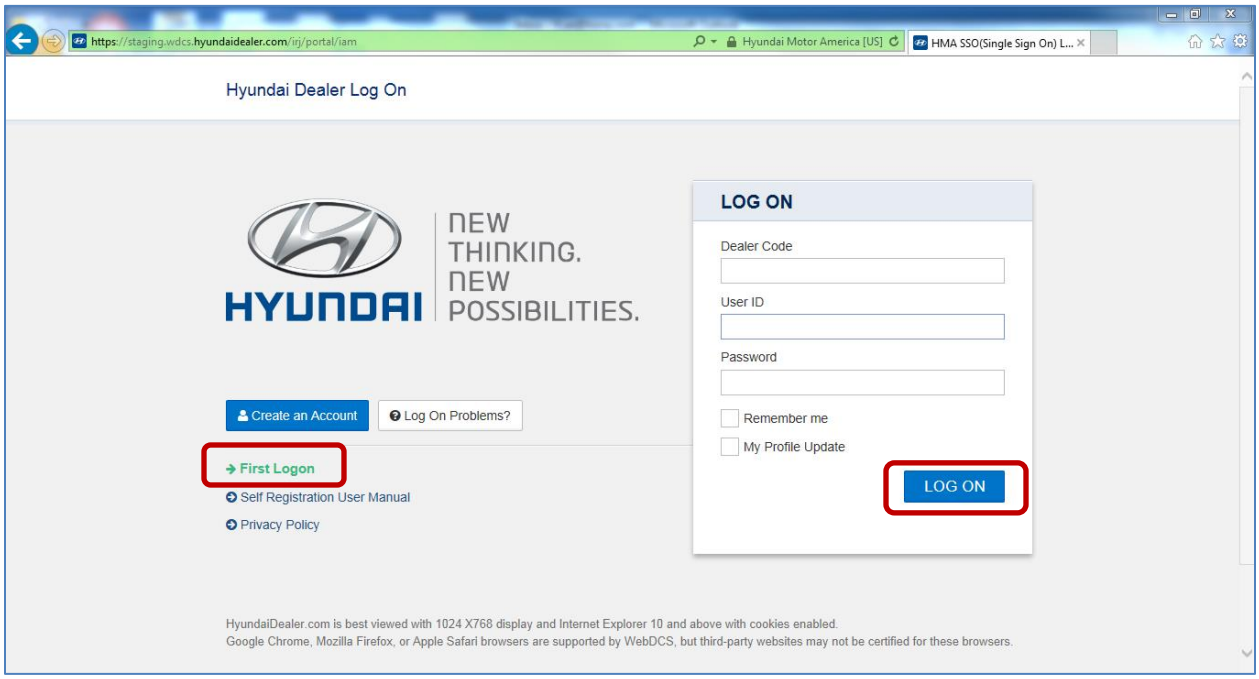
Currently, HMA is rebuilding this system to enhance functionalities and to better meet your business needs. The new secure web-based WEBDCS is scheduled to launch in November of 2016, and with its functional and aesthetic upgrades, it is expected to improve the communication channels between the HMA 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 Hyundaideler.com and WEBDCS Login

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



To log in to WEBDCS, follow the steps below:

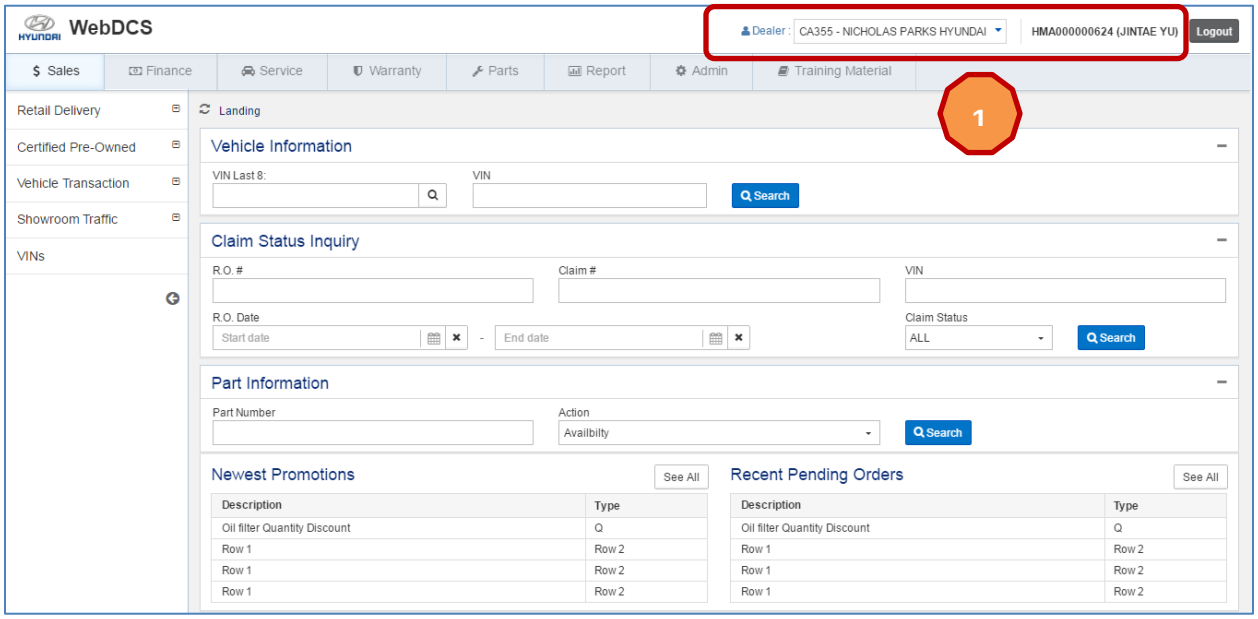
1. Start Internet Browser. You can use Internet Explorer, Fire Fox, Safari, and Chrome on your PC. Also you can access WEBDCS from your cell phone and tablet running on Android and IOS.
2. Go to the **Hyundai dealer portal** website using the url **https://www.hyundaidealer.com**
3. Enter the **Dealer 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 (www.hyundaidealer.com) and then click WEBDCS link on the main page to access WEBDCS.

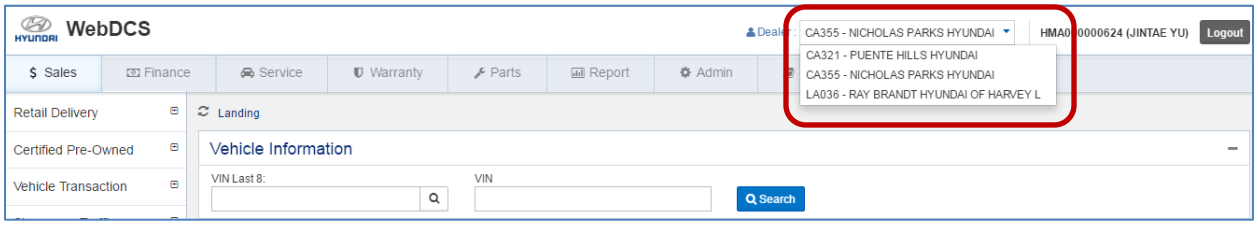
2.2 General Information for PC

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

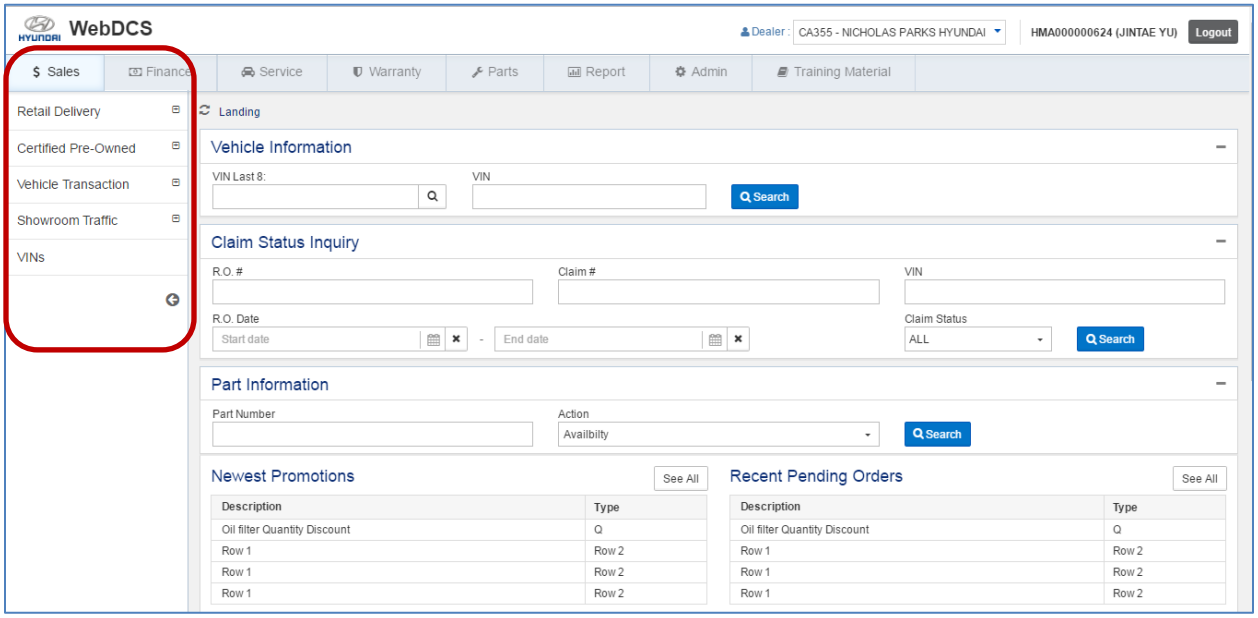


To change dealer code, click

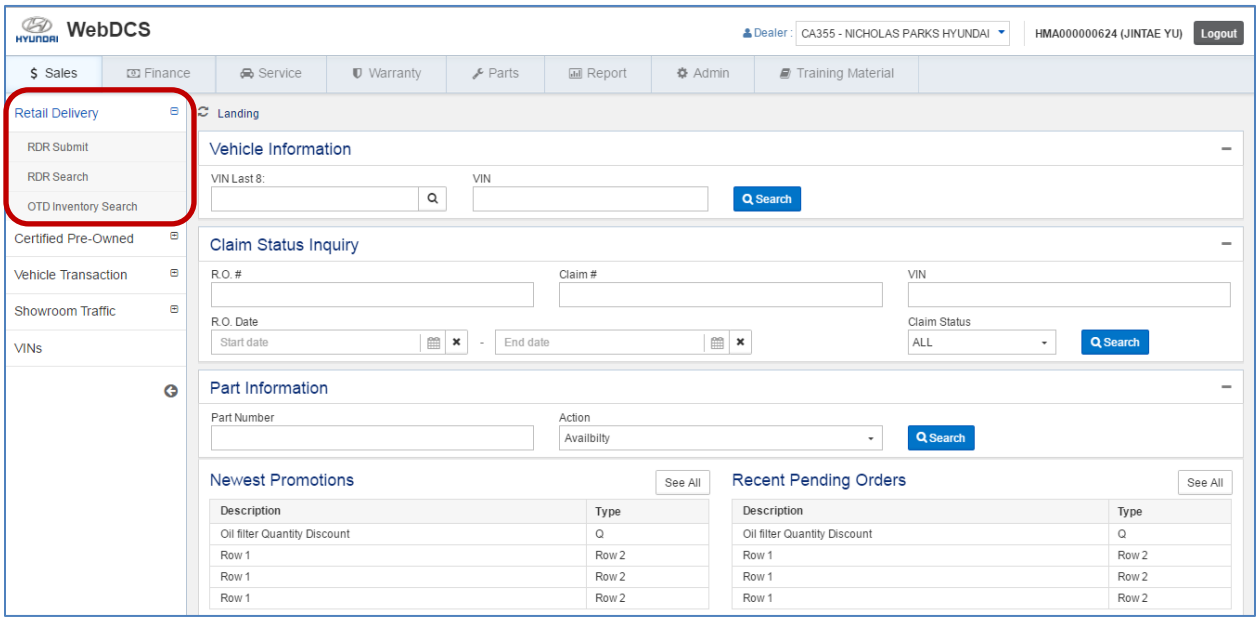
dropdown box next to Dealer. Then you will see dealer codes registered for your account. Select one dealer code you want to use.



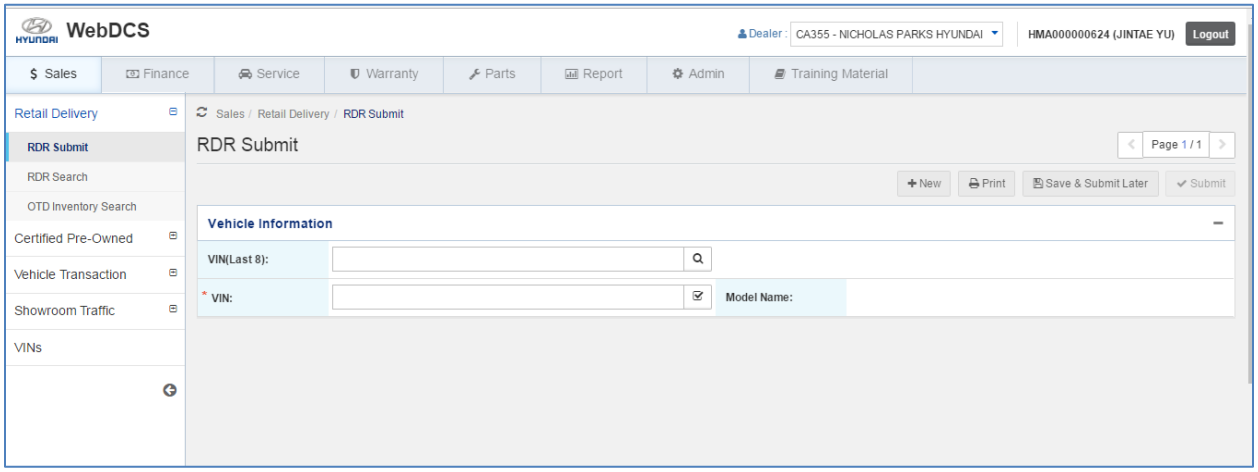
Navigate to menu and sub menu by clicking a menu tab. For example, if you click Sales menu, then you will see Sales menu on the left side.



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

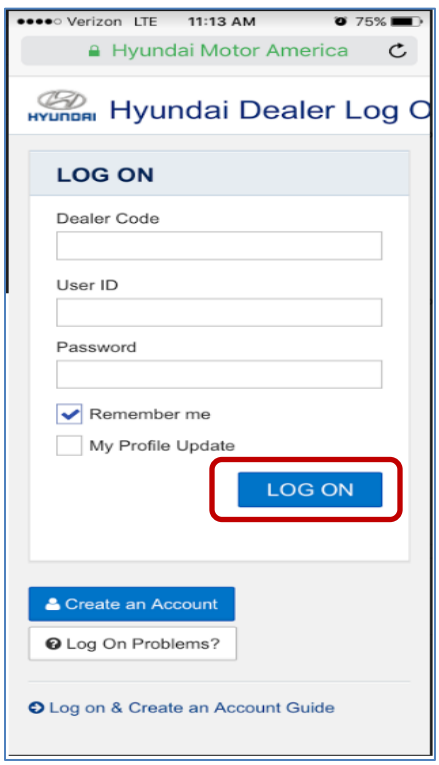


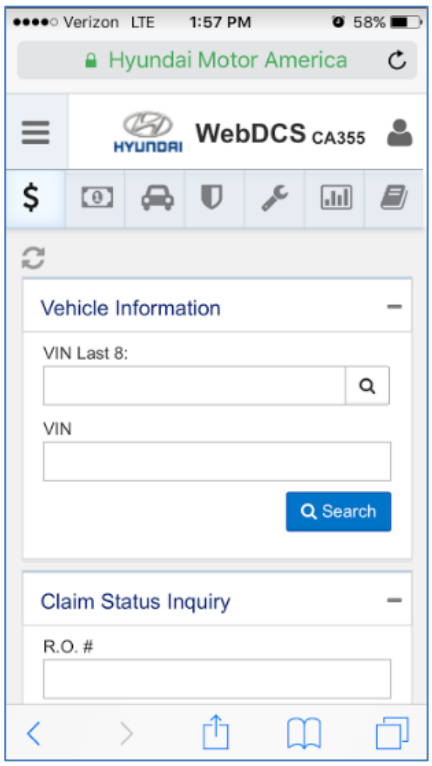
Then click RDR Submit. You will see RDR Submit screen.



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



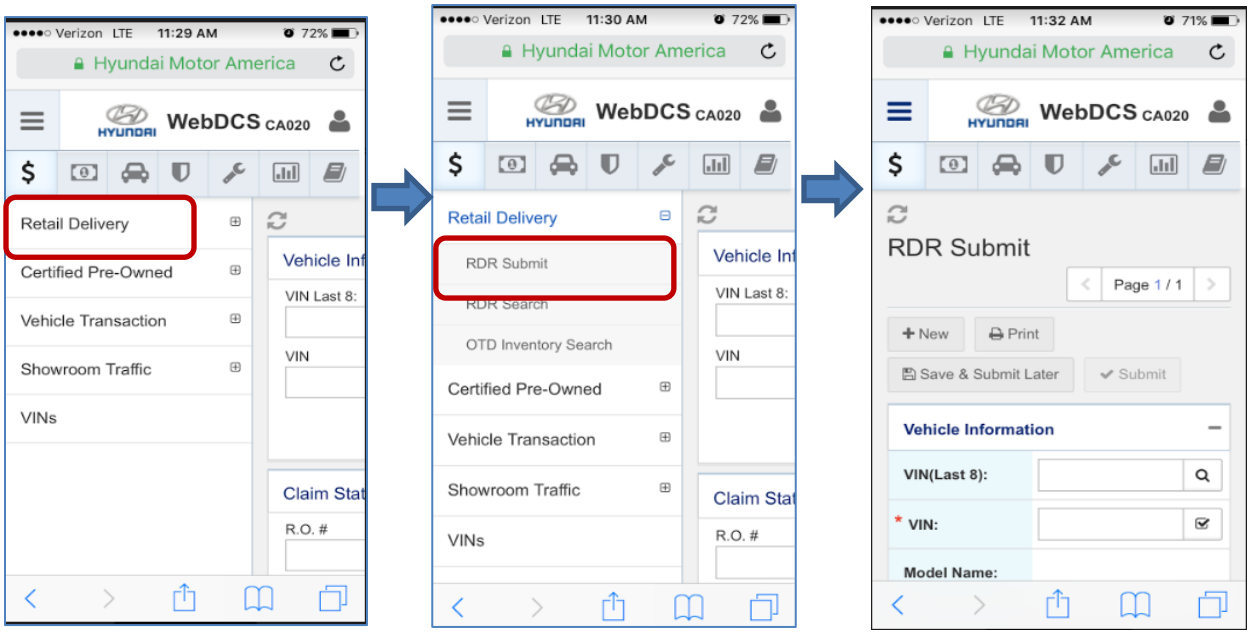


Login screen

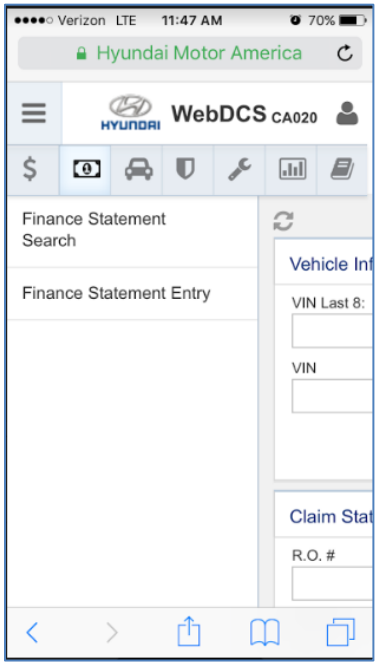
WEBDCS Main screen

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.

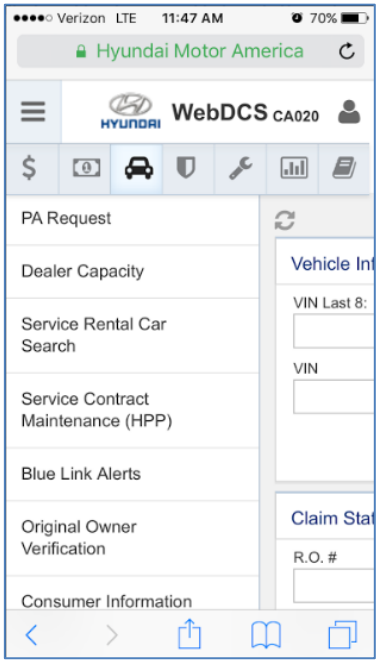
The screenshos shows how to naviage to RDR Submit screen.



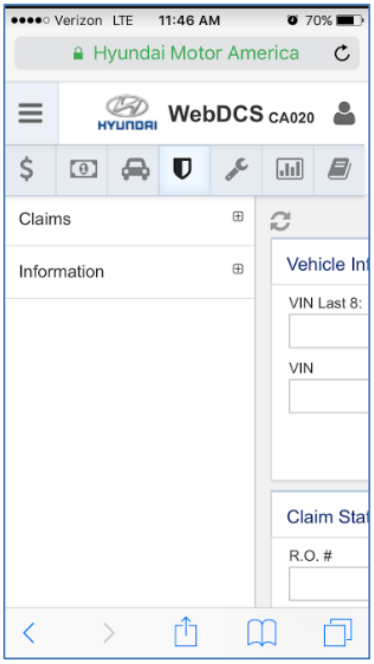
The screenshot shows mobile view for each business area.



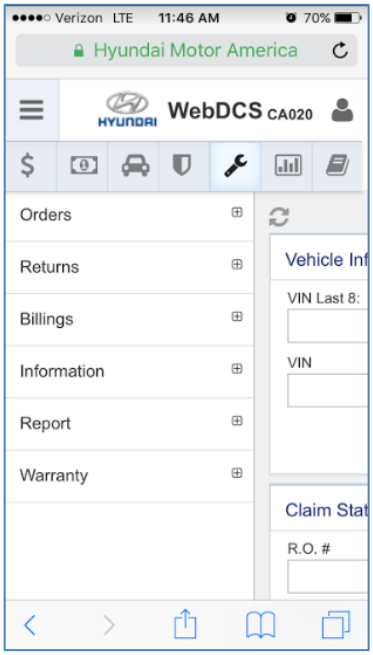
Finance



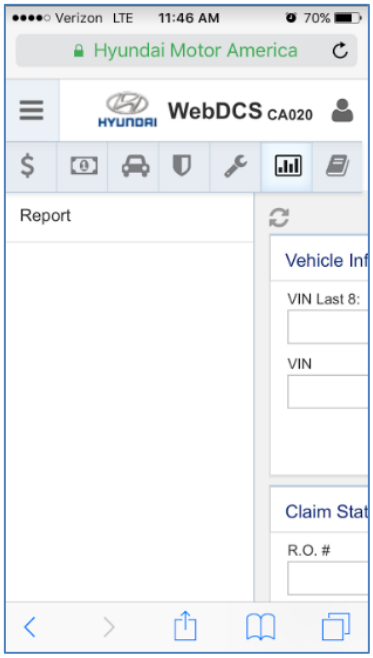
Service



Warranty



Parts



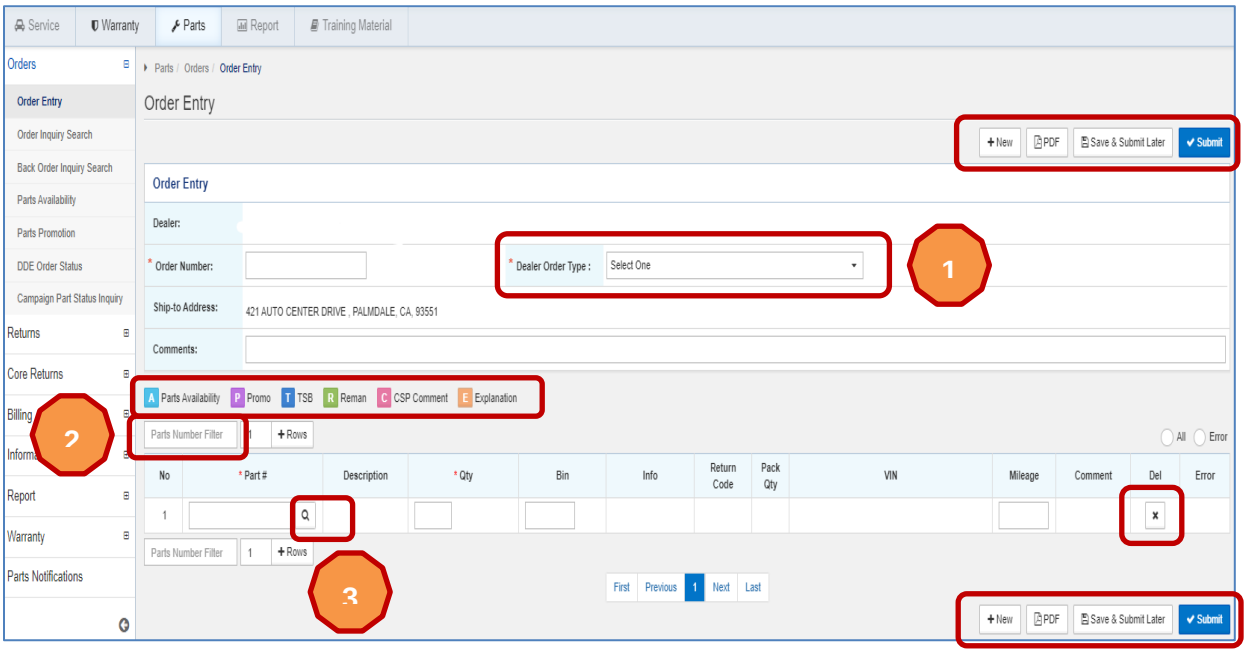
Report

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.

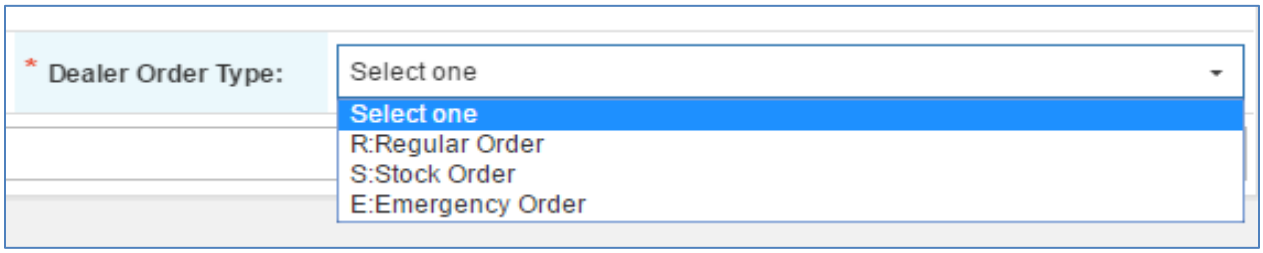


Button Information

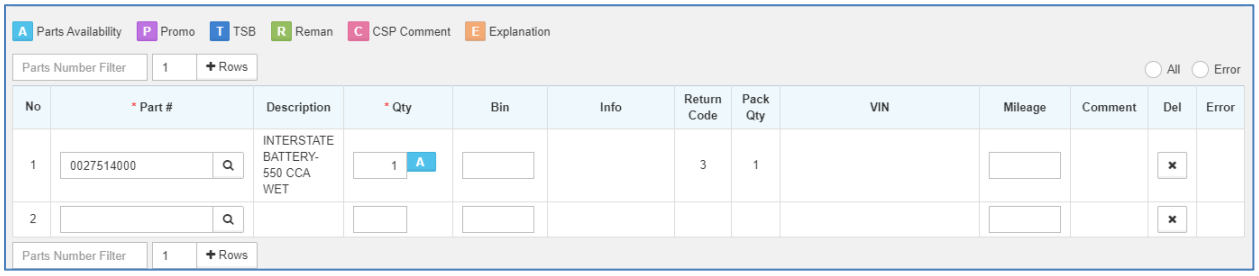
Action Button	Definition
New	Create a new Parts Order.
Save & Submit Later	Save an Parts Order and then submit it later.
Submit	Parts Order will be submitted if there is no error.
PDF	View current screen in PDF and print.

A Parts Availability	You will see this button in Qty column after you enter part number and quantity. If clicked, it will open Parts Availabilty screen including details for the part number.
P Promo	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.
T TSB	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.
R Reman	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.
C CSP Comment	You will see this button in Comment column if system requires comment after you enter VIN in VIN.
E Explanation	You will see this button if OE Engine Parts is entered, VIN over 5 years/60,000 miles and reman parts available.
+ Rows	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 1 Order Type in Dealer Order Type dropdown box.

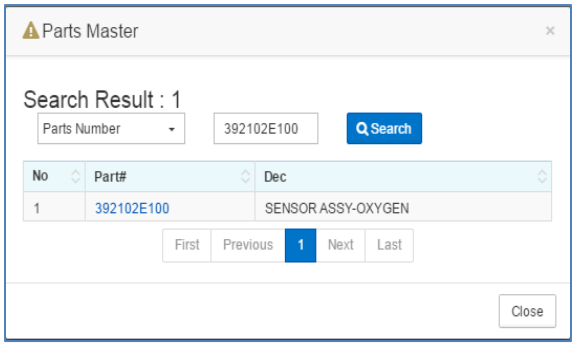


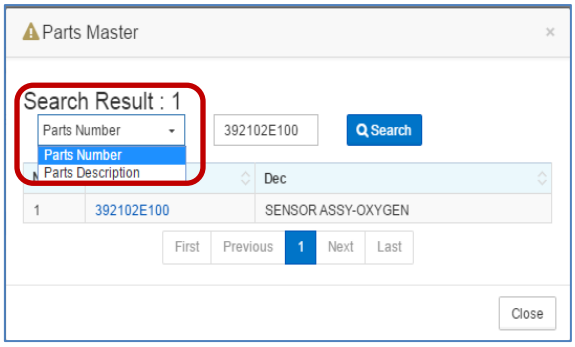
To search part number on the screen, type part number in 2 Part Number Filter. Then you will see the line where the part number is located. Once you delete the part number, you will see all the lines.



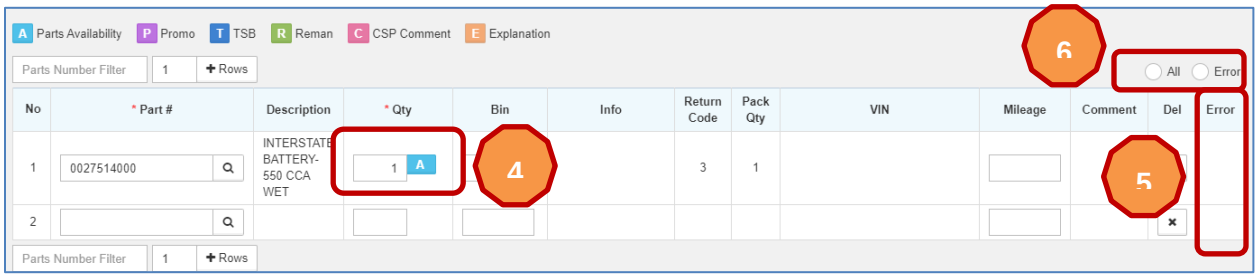
To search part number you want to order, type partial part number (at least first 5 characters of Part number)

and click 3 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.

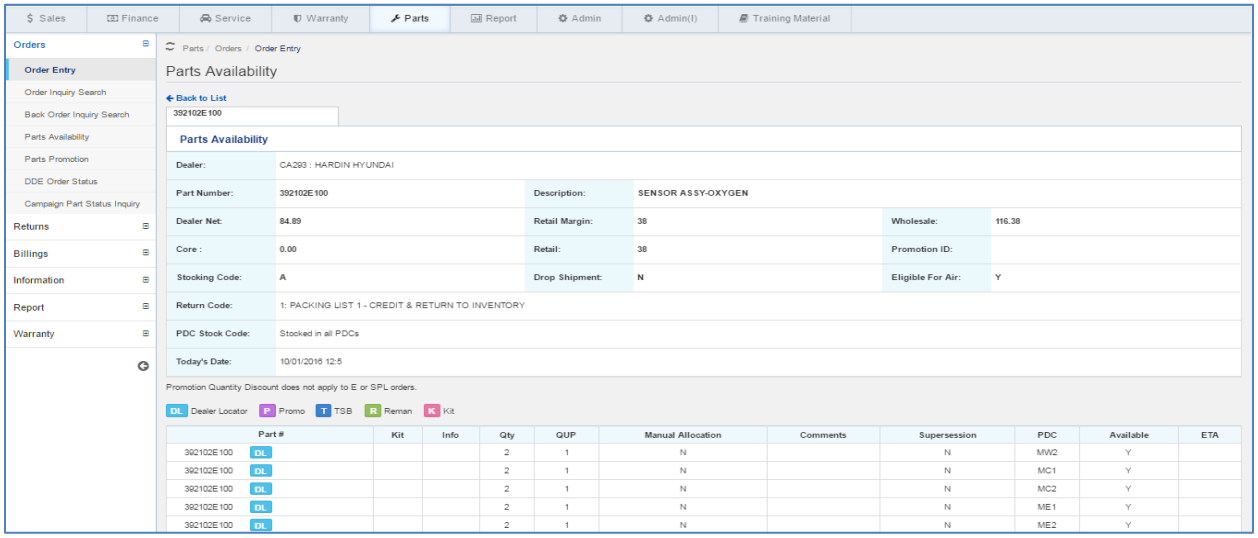




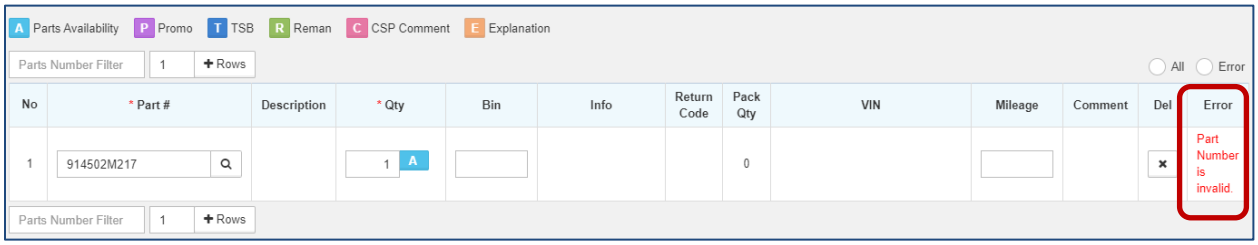
Once you enter Part number and Quantity, the Part number and Quantity will be validated in real-time and displayed return messages such as Return Code and ack Qty. After validation, another line will be added for your next entry.



If you click 4 Parts Availability button, it will open Parts Availability screen.

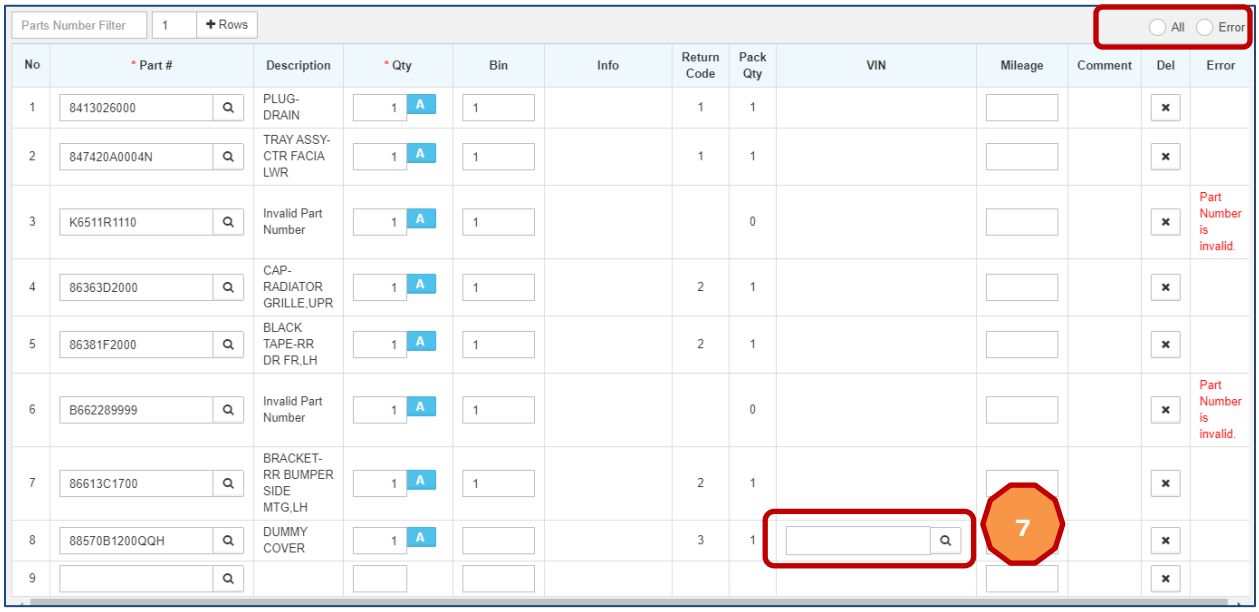


After validation, error message will be displayed 5 in Error column.

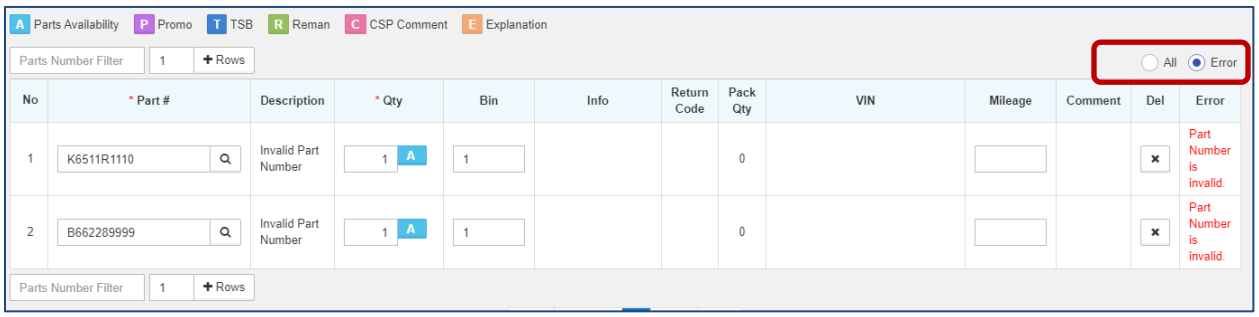


If you want to see only lines with errors, click Error in the area 6 .

This screen displays total 8 lines..



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

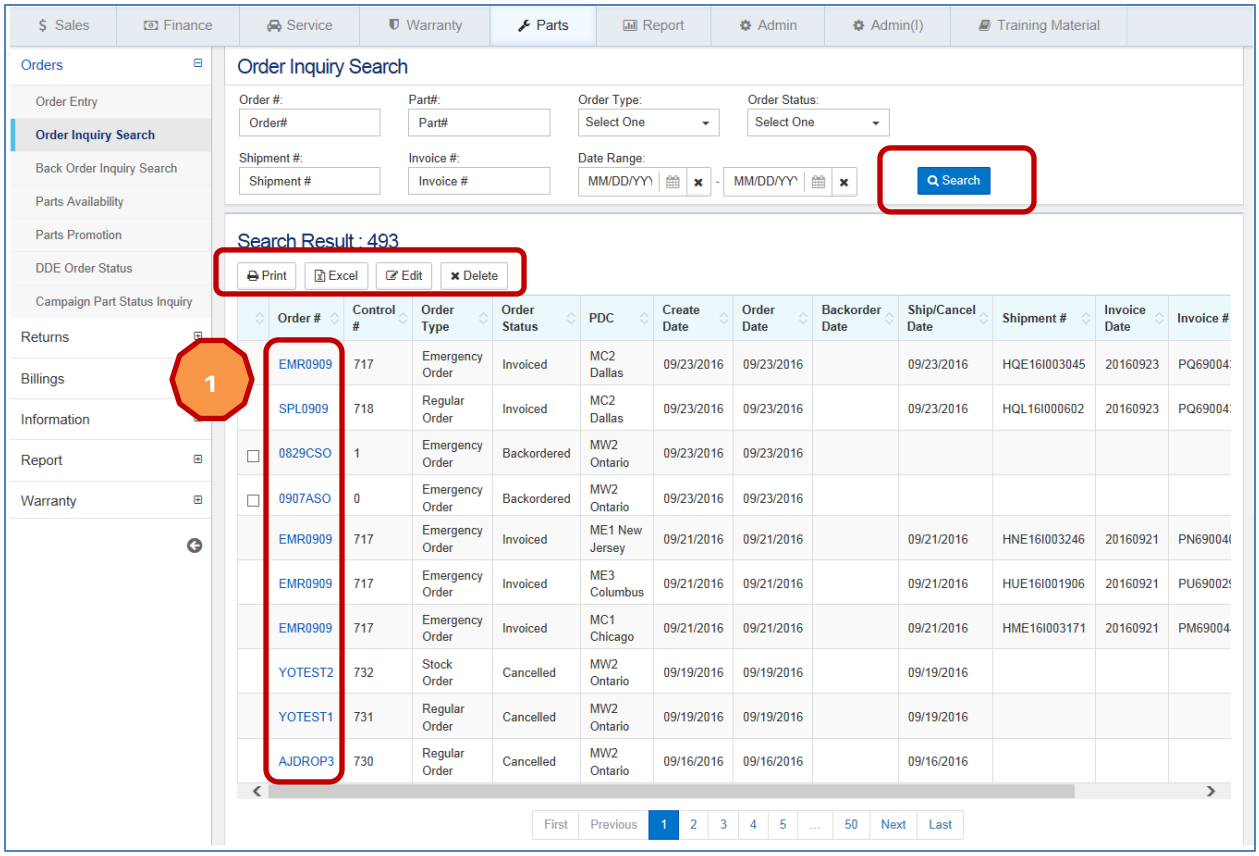


If you enter CSP part, you will see 7 VIN box in VIN column. Enter full VIN for the part or enter partial VIN (Last 8 digits) and click search icon. The VIN will be validated in real-time. If it requires Comment for the VIN, you will Comment icon C in Comment column. Click Comment icon and enter comment.

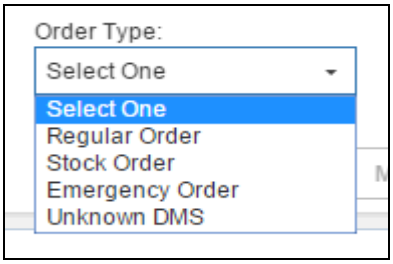
3.1.2 Order Inquiry Search

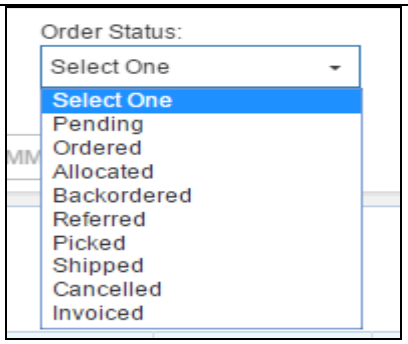
You can search Parts orders by Order number, Part number, Order type, Order status, Shipment number, Invoice number, and Date range. The result list includes order header details such as Order number, Order type, PDC, Shipment number, and Invoice number. Once user clicks on Order number,

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

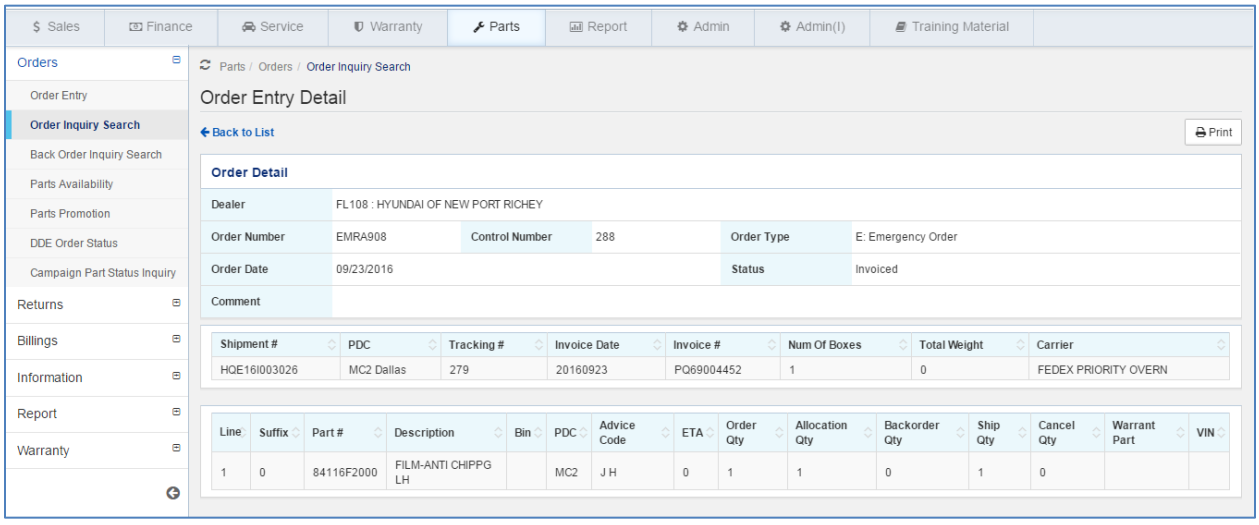


Button Information

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

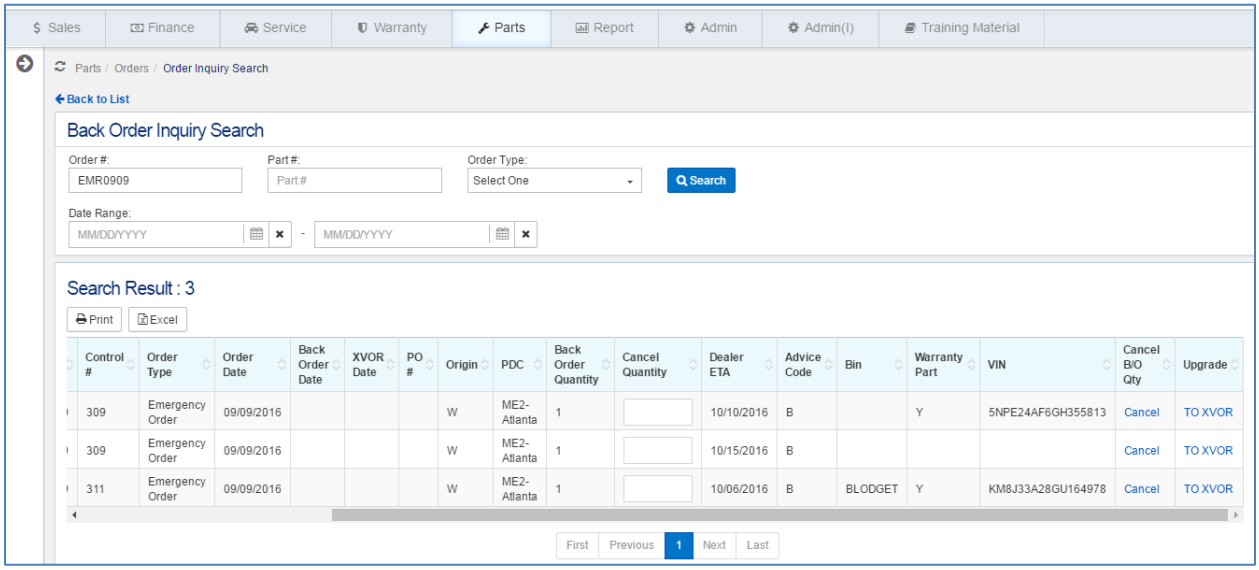
	
Edit	Select one order using checkbox and then click Edit button. If the status of order is Pending, then you will see Order Edit screen. If the status of order is Backordered, then you will see Back Order Inquiry Search screen. Edit button is available only for Pending and Backordered status.
Delete	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 1 order number in Order # column.



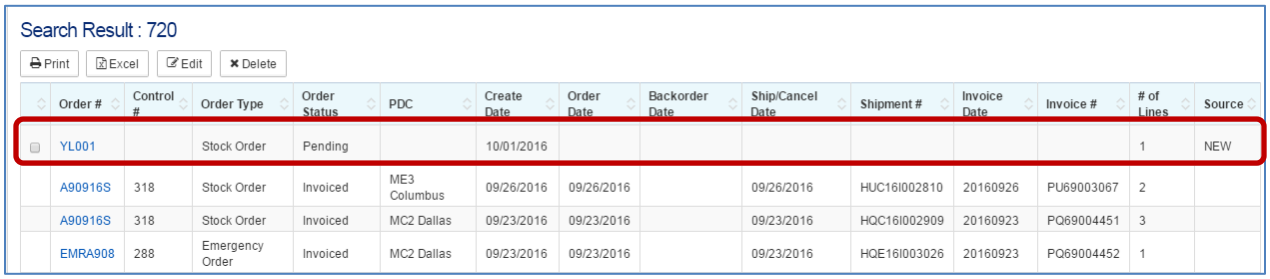
If you click 1 an order that has Backordered status, you will see Back Order Inquiry Search screen.

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

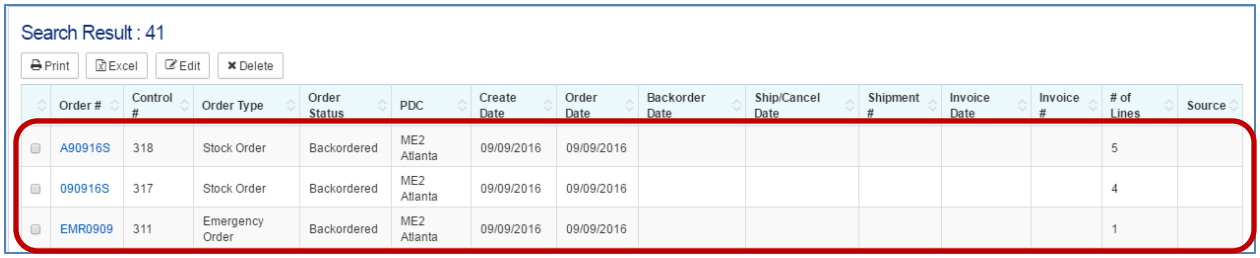


Edit button is only applicable for Pending and Backordered order.

Pending status :

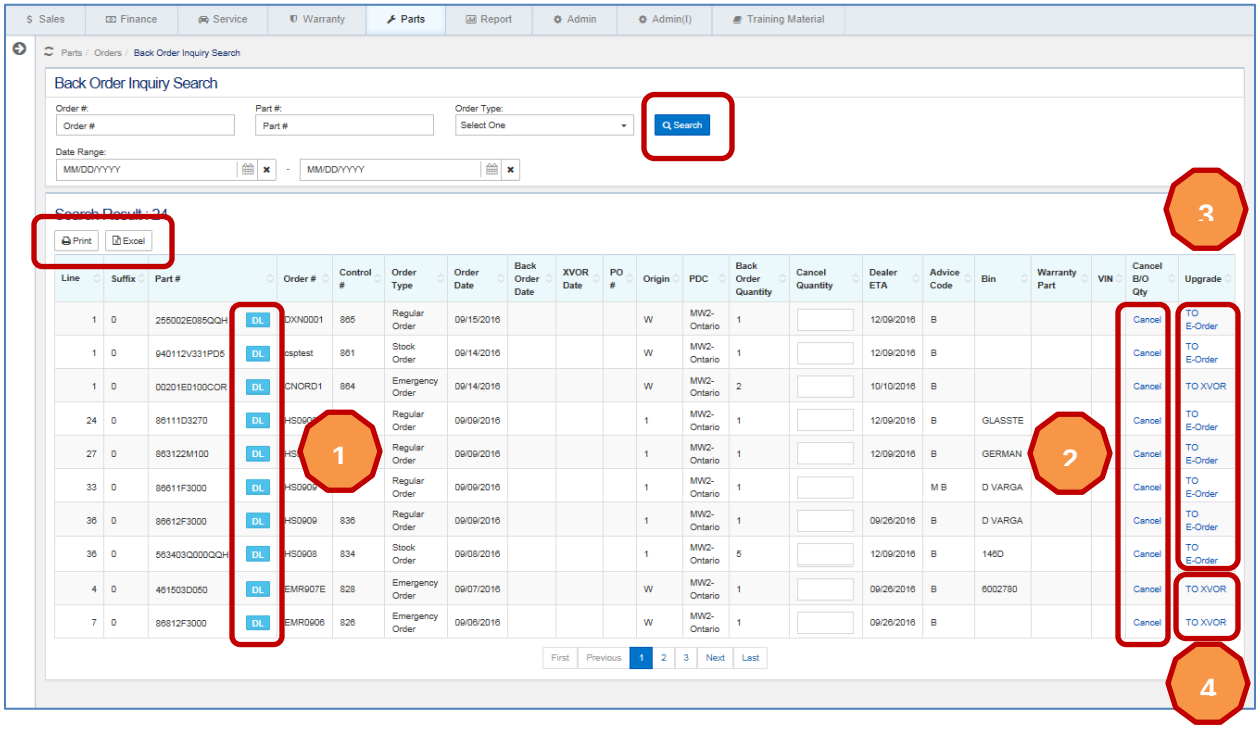


Backordered status :

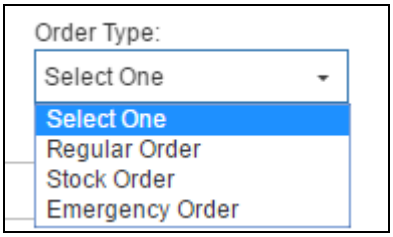


3.1.3 Back Order Inquiry Search

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.

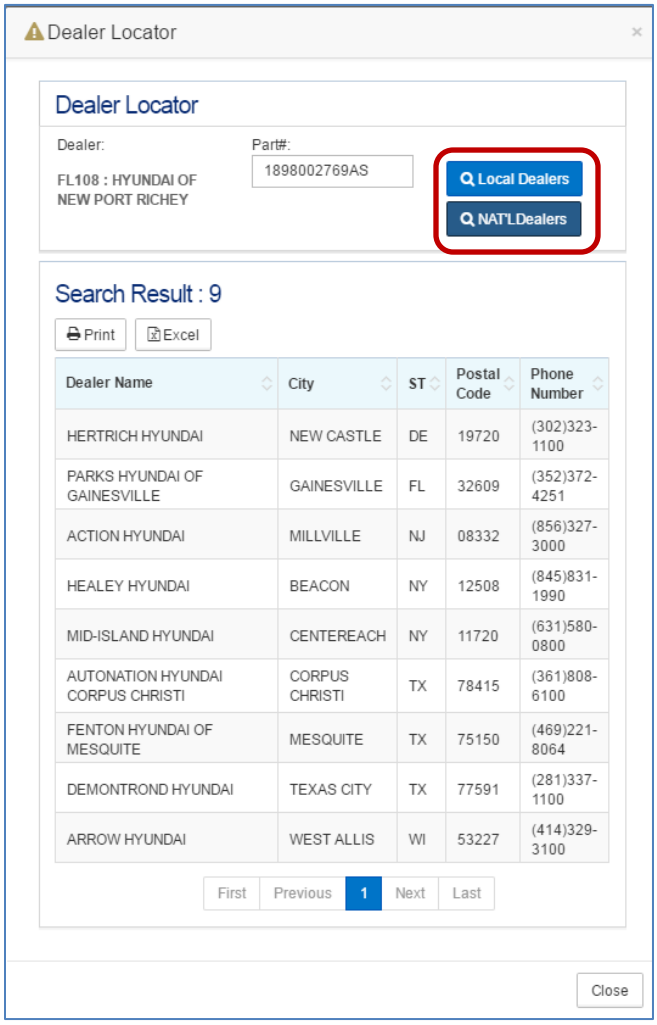


Button Information

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

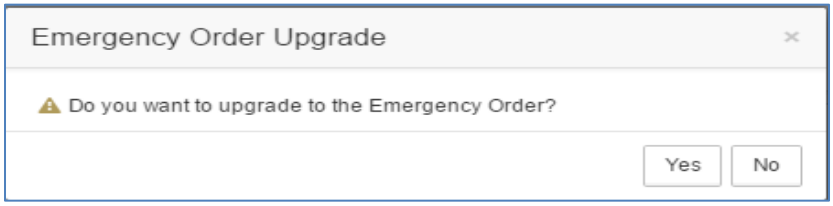
Print	Prints the current screen.

If you want to check dealers who have the part, click 1 Dealer Locator icon DL. To search local dealer, click Local Dealers. To search national dealers, click NAT'L Dealers.

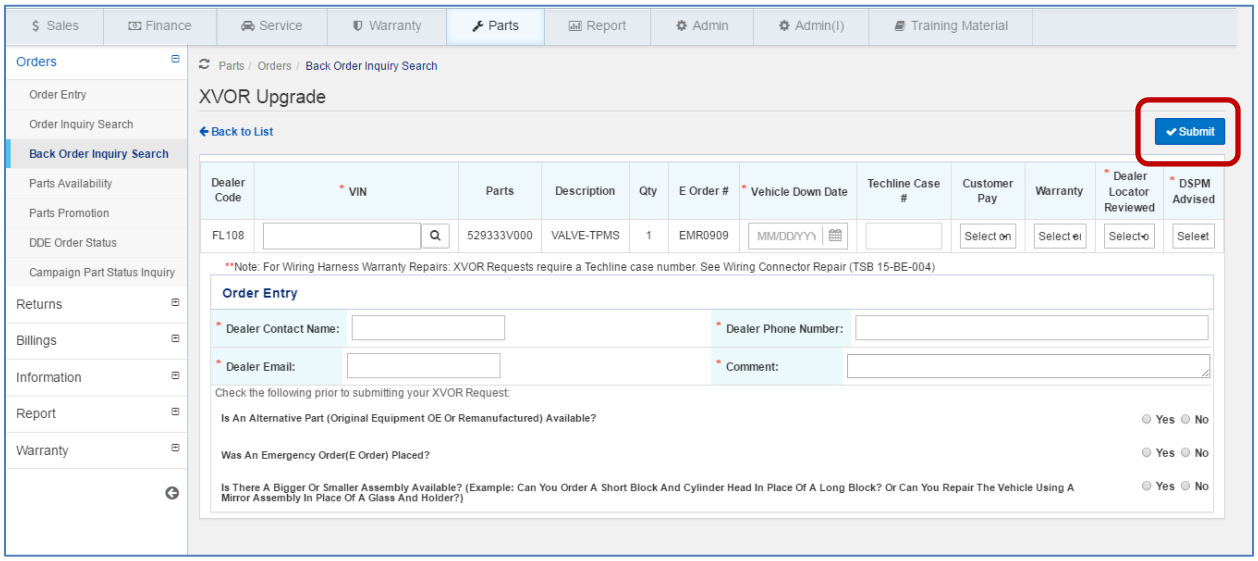


If you want to cancel Back Order , click 2 Cancel in Cancel B/O Quantity column. The back order will be cancelled.

If you want to upgrade to E-Order, click 3 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.

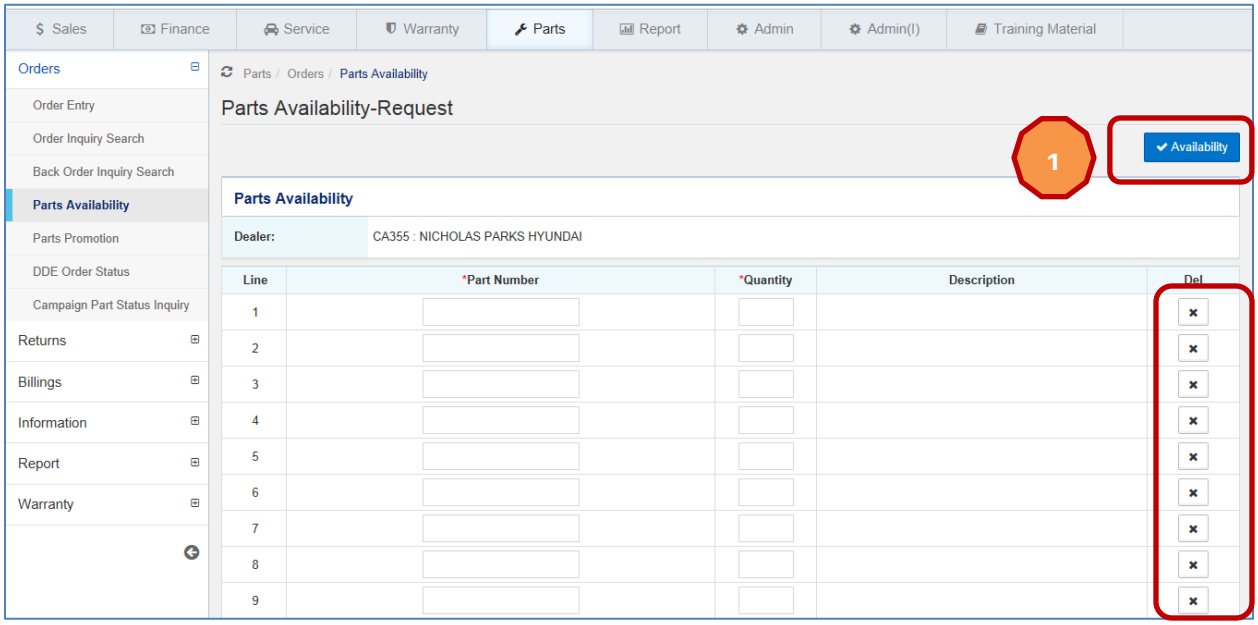


If you want to upgrate to XVOR, click 4 TO XVOR. Then you will see XVOR Upgrade screen. Fill out this form and click Submit when finished. XVOR form will be submitted.



3.1.4 Parts Availability

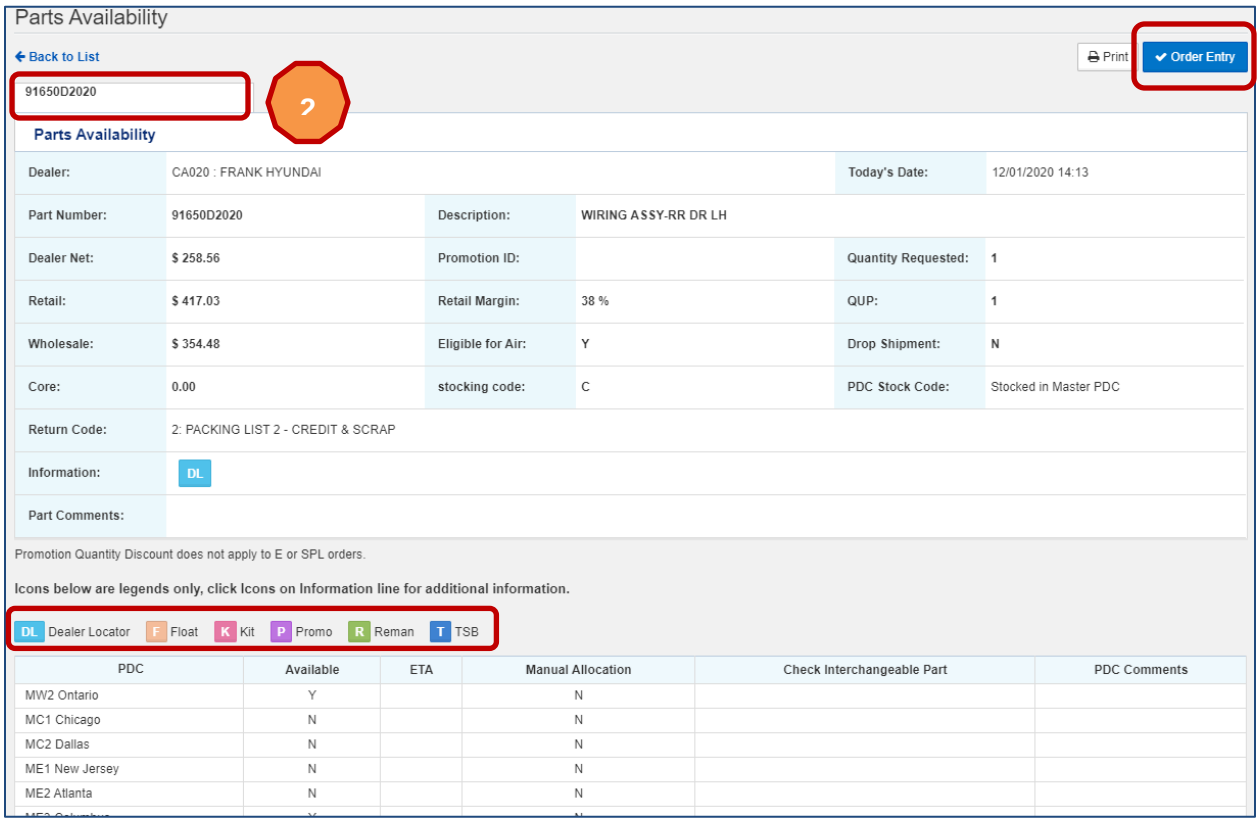
Parts availability can be found in this screen. Once you click on Availability button, Parts Availability screen will be displayed to show details such as facing PDC, supersession, dealer location information and etc.



Button Information

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

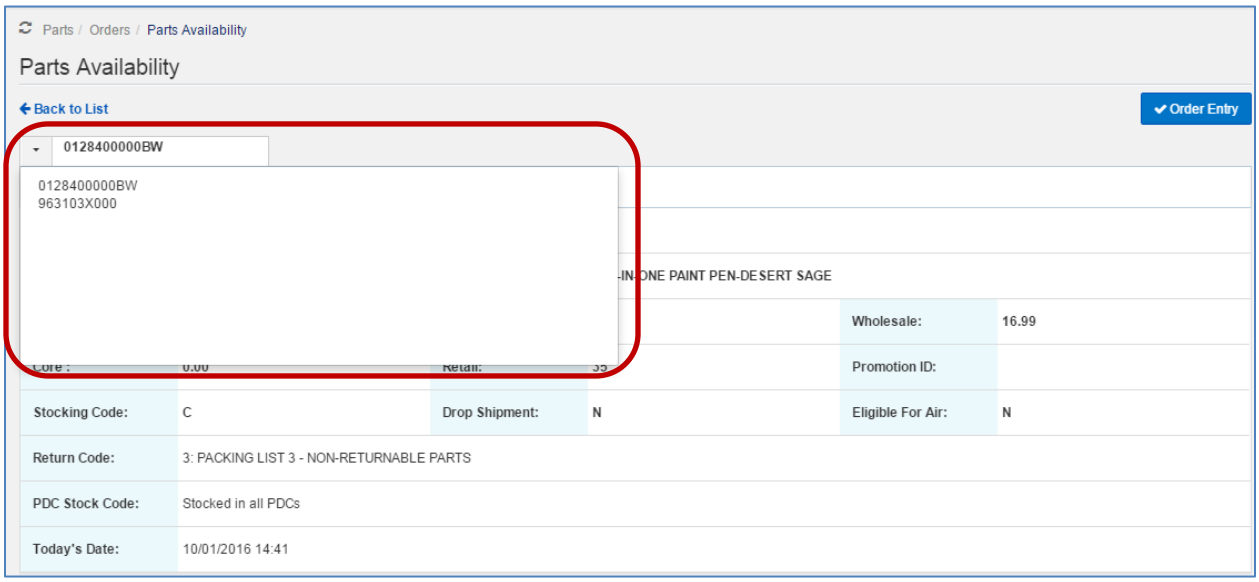
When you click 1 Availability button, Parts Availability screen is displayed.



Button Information

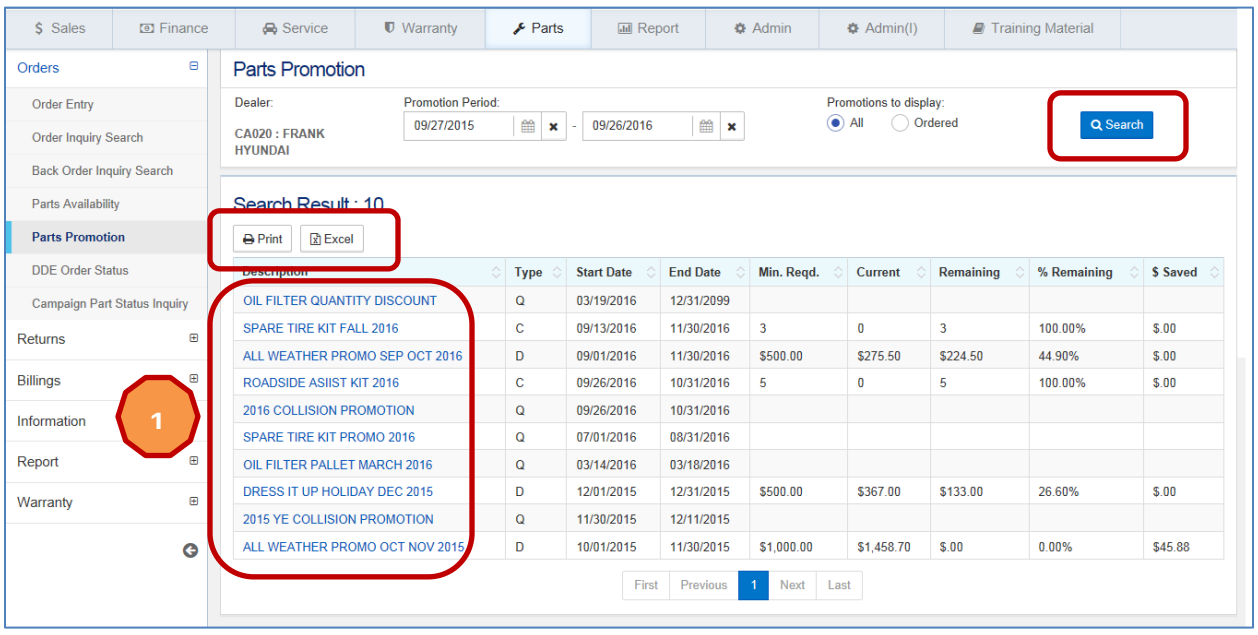
Action Button / Link	Definition
Order Entry	You can create a new order using this button. It will open Order Entry screen. The part numbers on Parts Availability screen will be carried over to Order Entry screen.
DL Dealer Locator	If clicked, Dealer Locator screen will be displayed..
F Float	You will see this button in Info column. If clicked, it will open pop-up window with float part number, vendor name and vendor information.
K Kit	You will see this button in Kit column. If clicked, Kit Component Availability screen will be displayed.
P Promo	You will see this button in Info column. If clicked, it will open pop-up window with the promotion details.
R Reman	You will see this button in Info column. If clicked, it will open pop-up window with the list of Reman parts.
T TSB	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 2 dropdown box. If you select another part number, the selected part number details will be displayed.



3.1.5 Parts Promotion

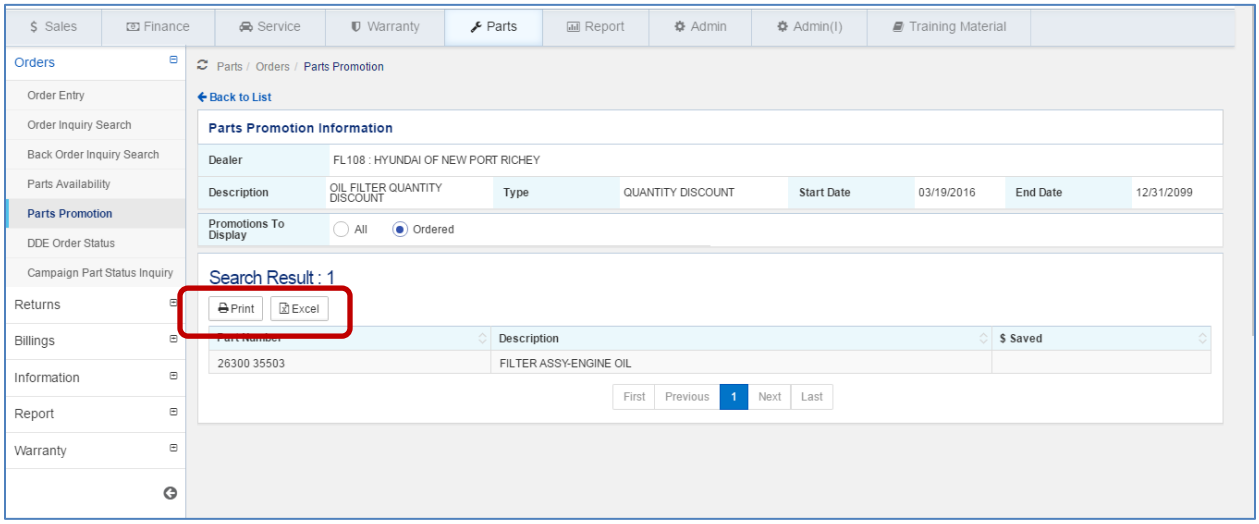
You can inquire Parts promotion information. The first screen displays the current Parts promotion as a default. Once you click on Description in the list, Parts promotion details will be displayed.



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 1 description in Description column. Parts Promotion Information screen is displayed.

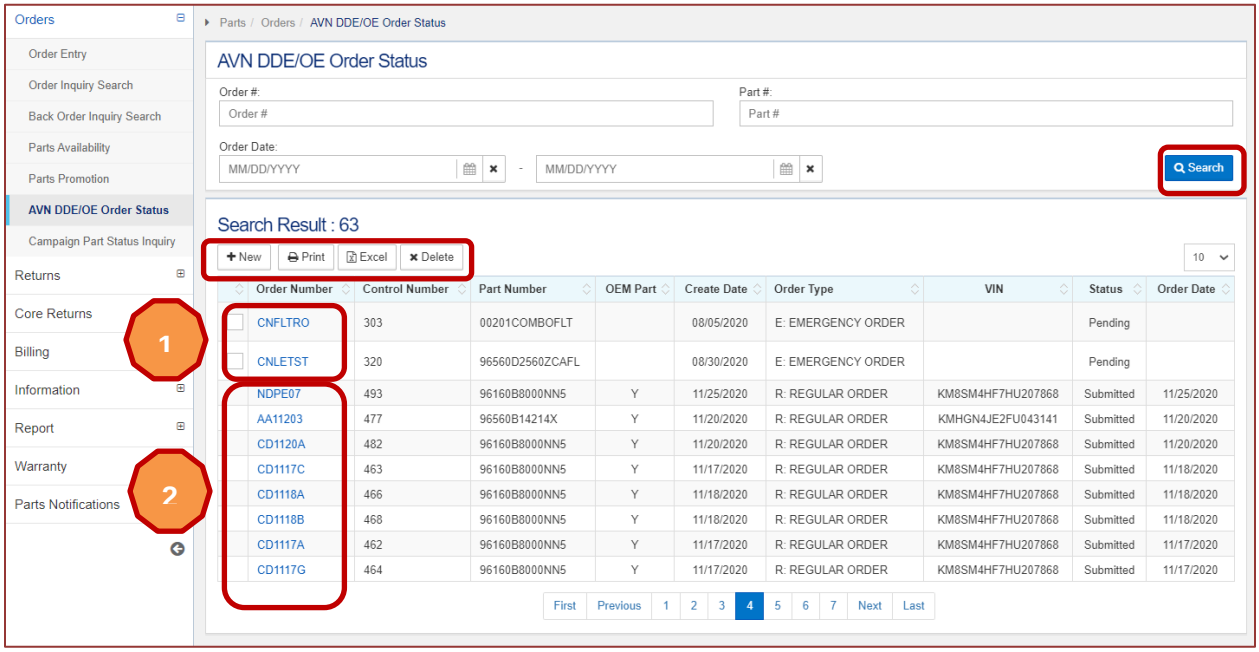


Button Information

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

3.1.6 AVN DDE/OE Order Status

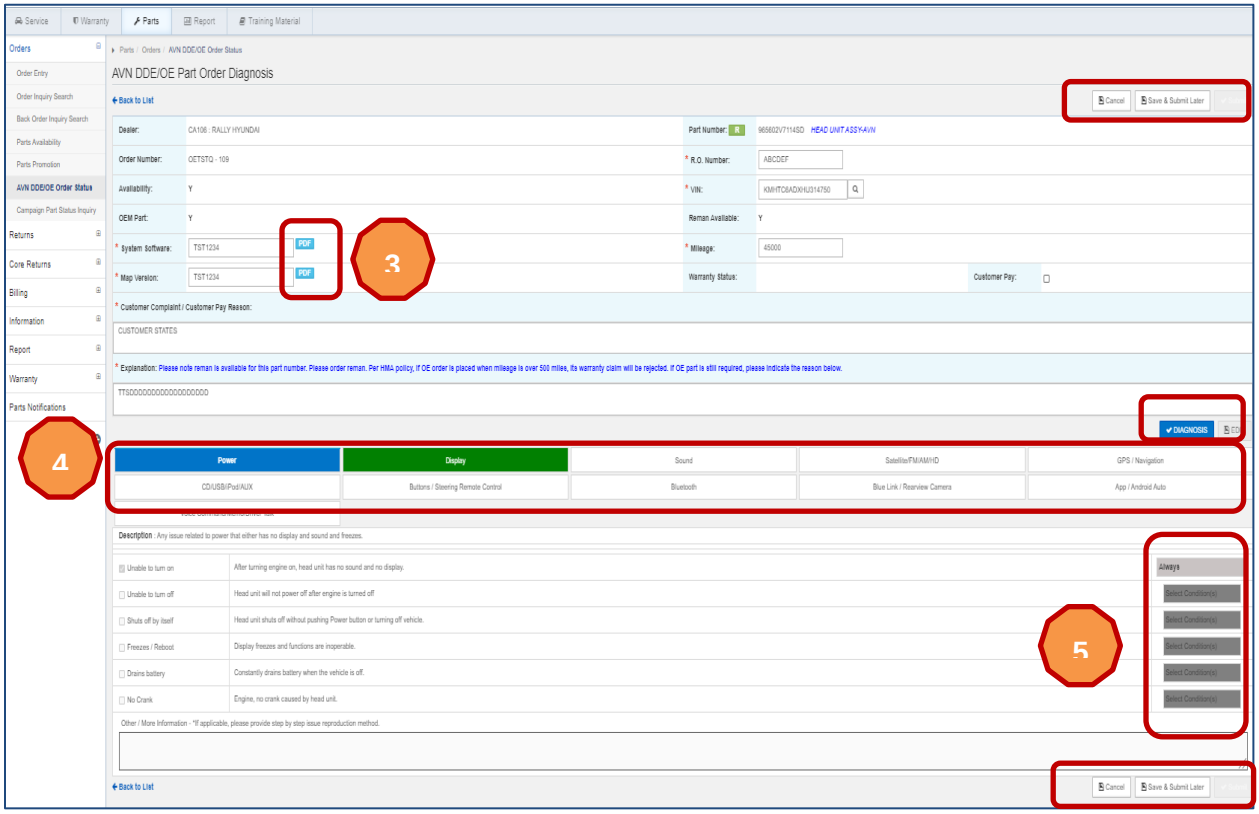
You can search DDE (Direct Dealer Exchange)/OE order information by Order number, Part number, and Order date. The result list includes order header details. Once you click on order number, order details will be displayed.



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

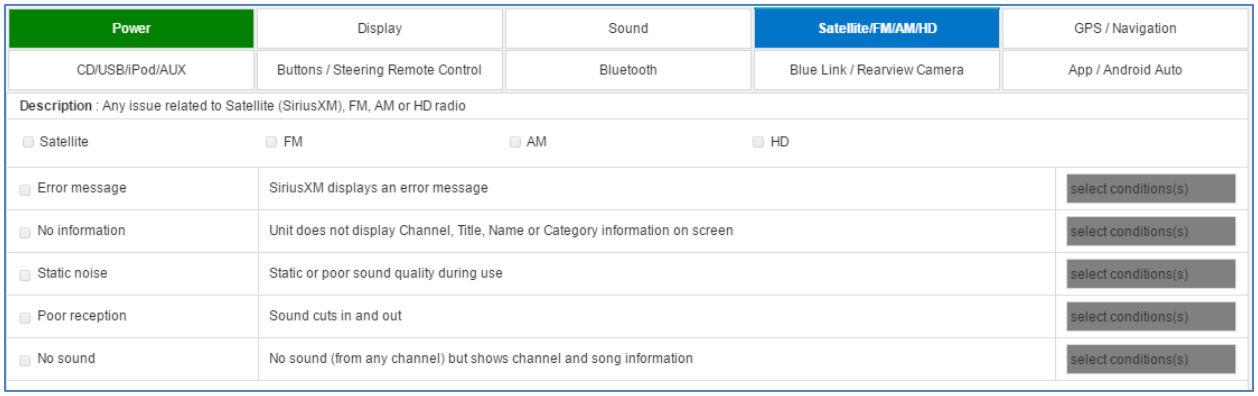


Button Information

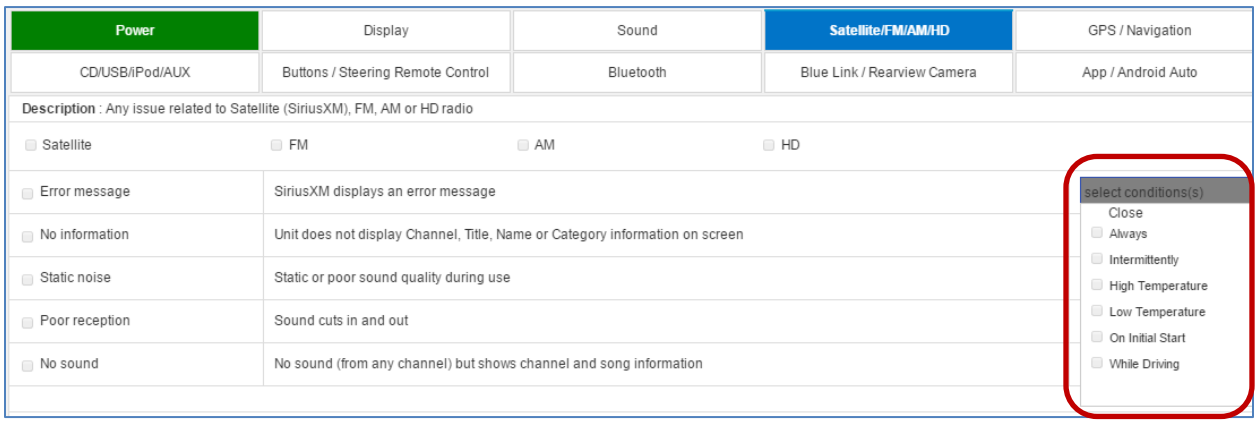
Action Button	Definition
Cancel	Cancel AVN DDE/OE Part Order diagnosis. You will go back to the AVN DDE/OE Order Status screen.
Save & Submit later	Save AVN DDE/OE Part Order Diagnosis and submit it later.
Submit	AVN DDE/OE Part Order Diagnosis will be submitted if there is no error.
Diagnosis	It will 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 3 Check Manual will be displayed in PDF.

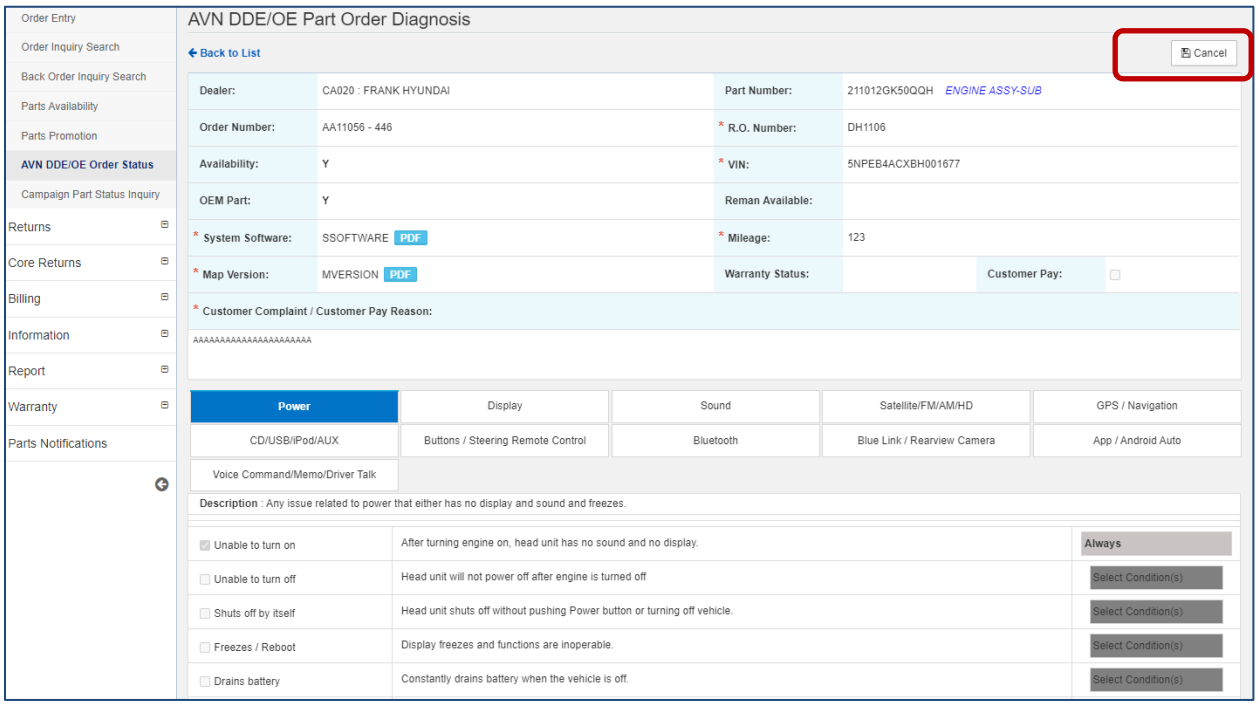
To see the details for each tab, click on 4 a tab. If you click Satellite/FM/AM/HD tab, you will see the details for Satellite, FM, AM, HD.



Once you click 5 **select condition**(s), available options are displayed.



If you click 2 order number that has **Submitted** status in Order Number column, DDE Parts Order Diagnosis screen is displayed.

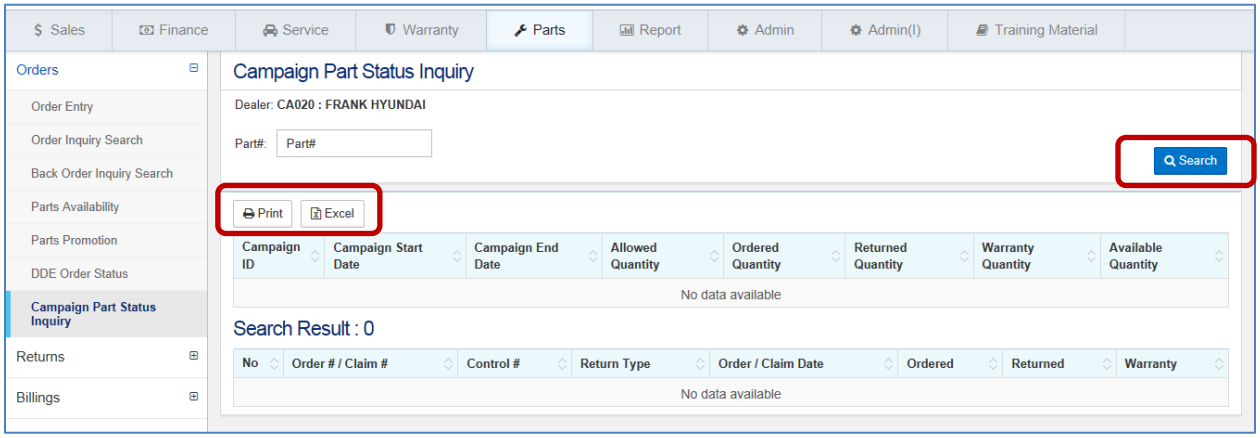


Button Information

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.



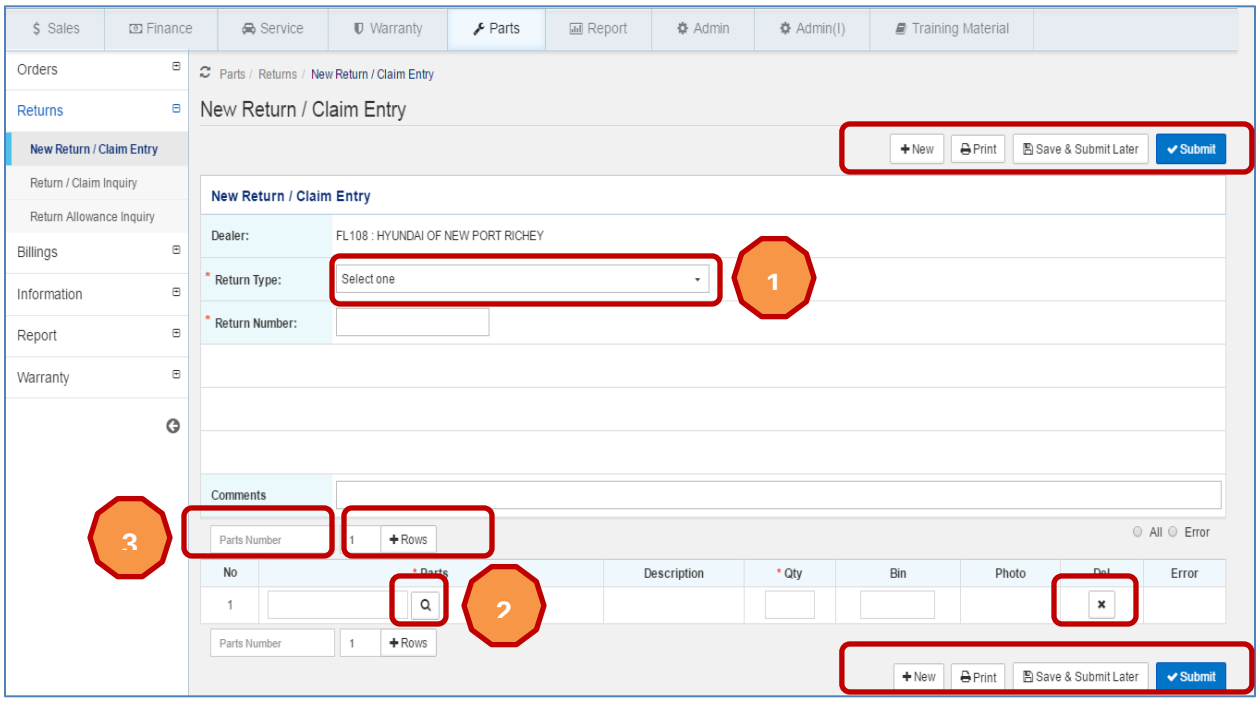
Button Information

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

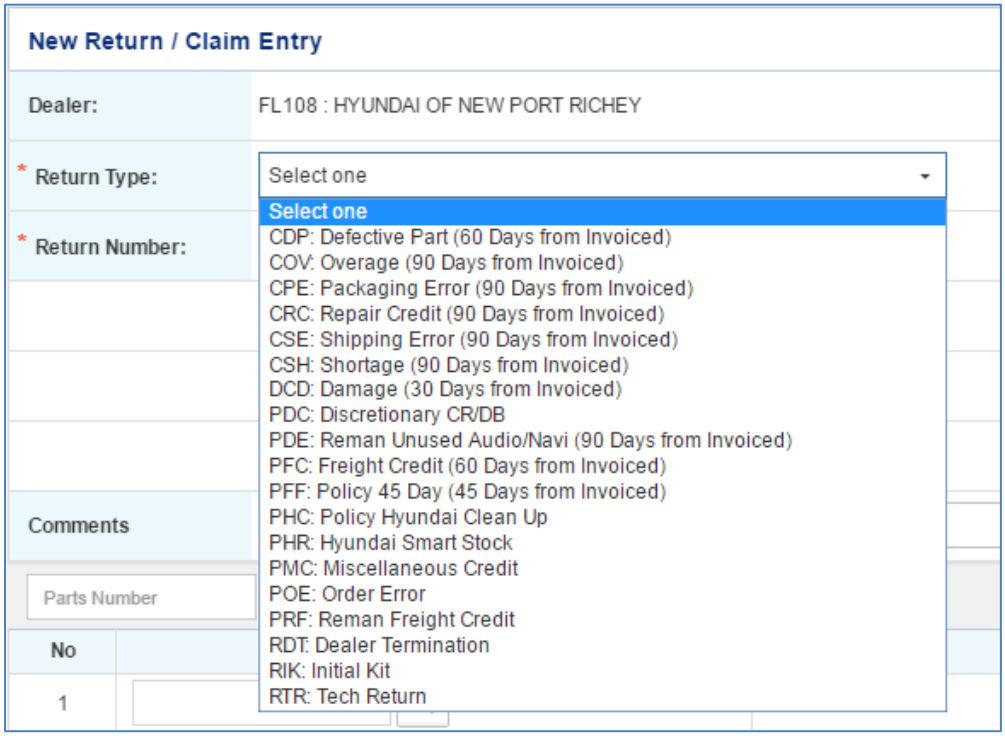
You can create a new Part return and claim in this screen. During the entry, part number and quantity are validated in real-time. If there is no error, you can submit return / claim and submitted return / claim is validated and processed in the system in real-time.



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 f there is no error.
+ Rows	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.

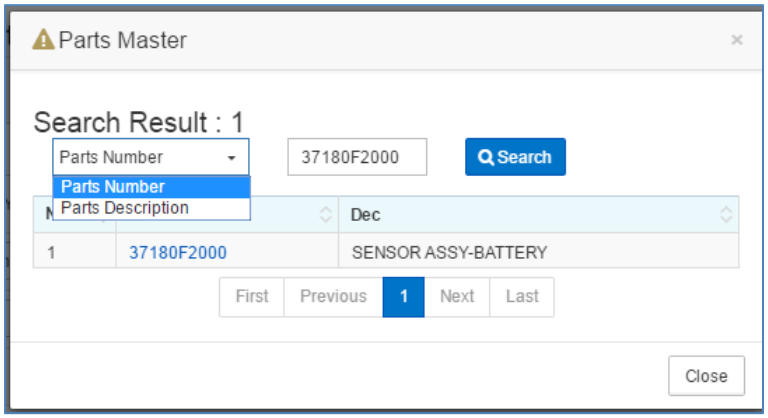
Select return type from the 1 Return Type dropdown box.



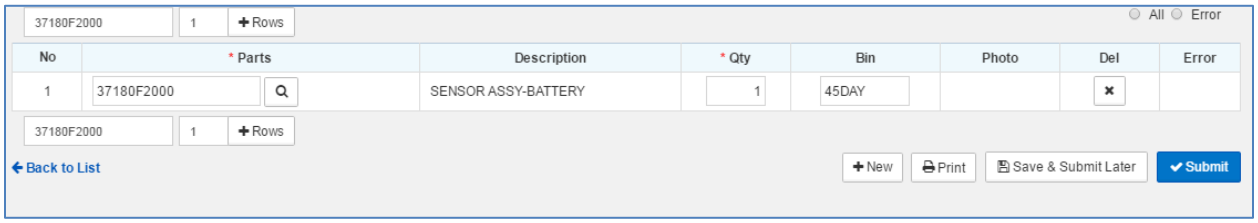
To search part number you want to return, type partial part number (at least first 5 characters of Part number)

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.

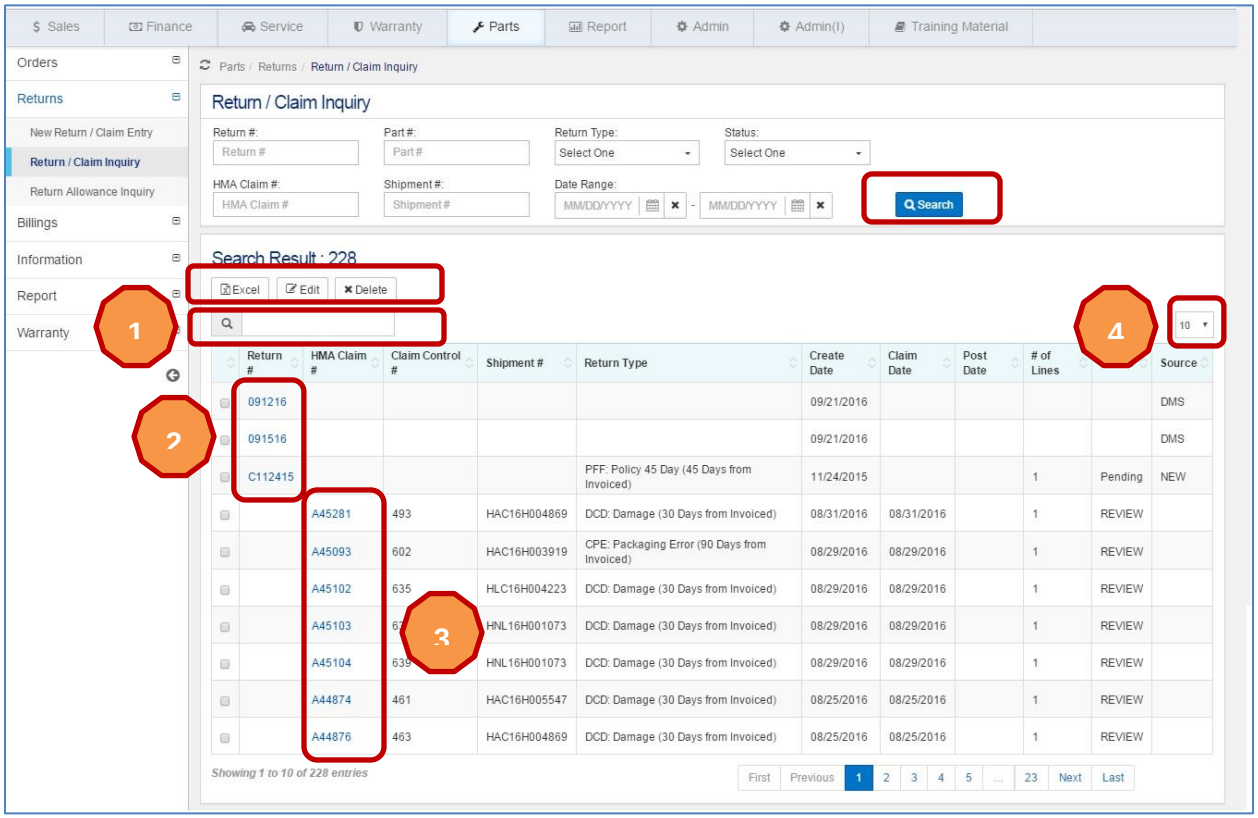


To search part number on the screen, type part number in 3 Part Number. Then you will see the line where the part number is located. Once you delete the part number, you will see all the lines

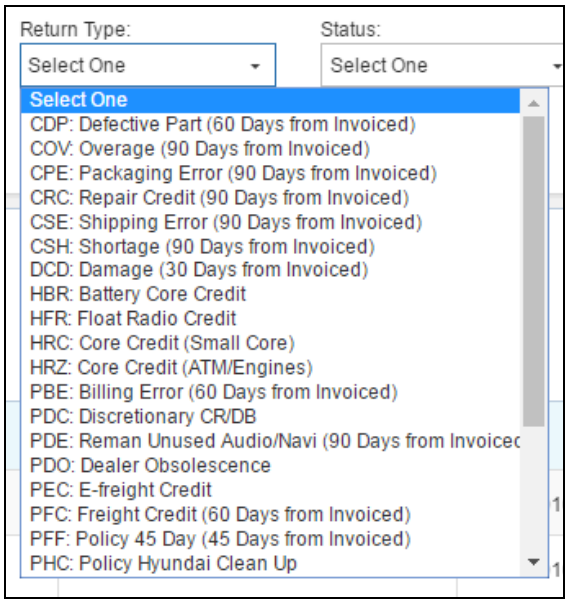
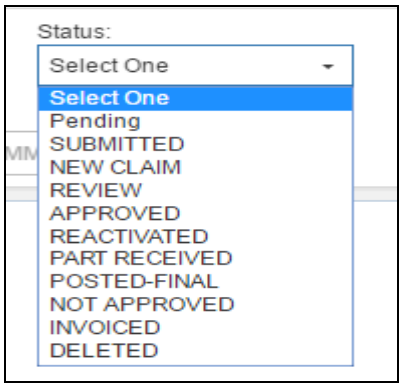


3.2.2 Return / Claim Inquiry

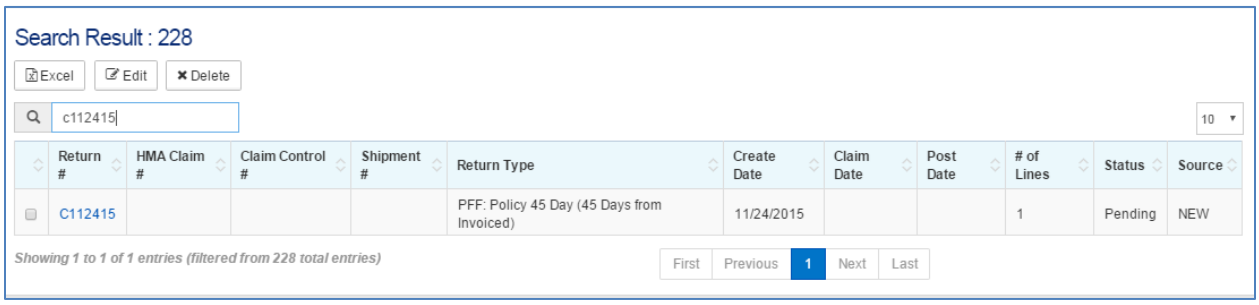
You can search Parts returns or claims by Return number, Part number, Return type, Return status, Shipment number, HMA Claim number, and Date range. The result list includes return header details such as Return number, Return type, Status, Shipment number and etc. Once you click on Return number, Return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



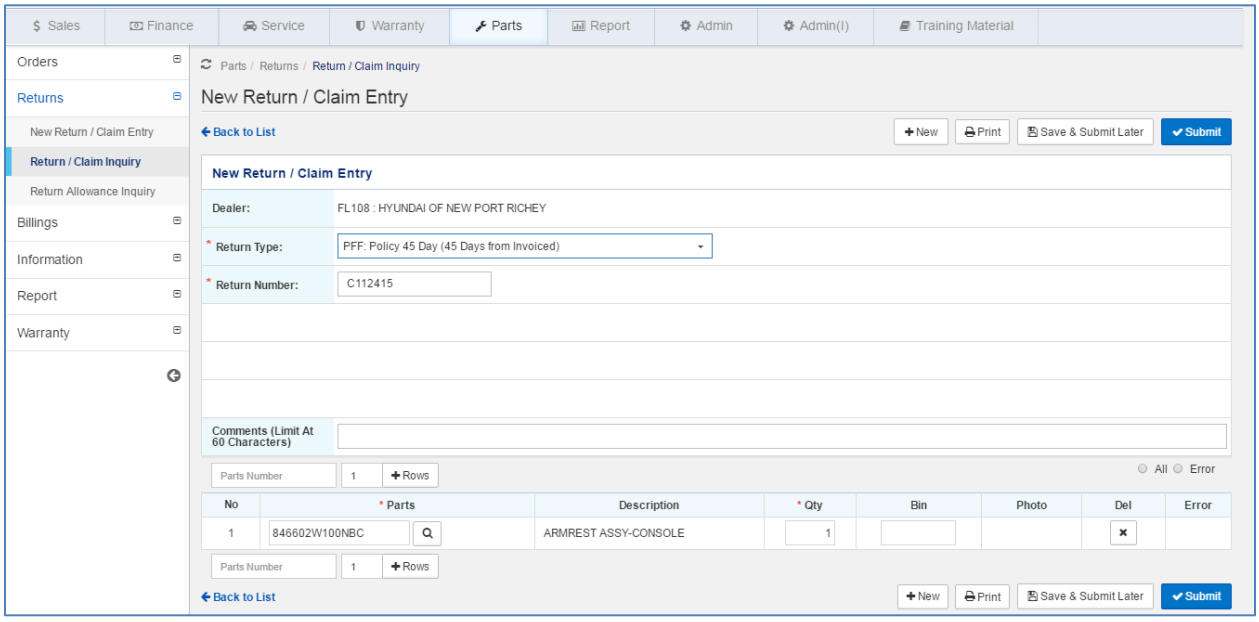
Button Information

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

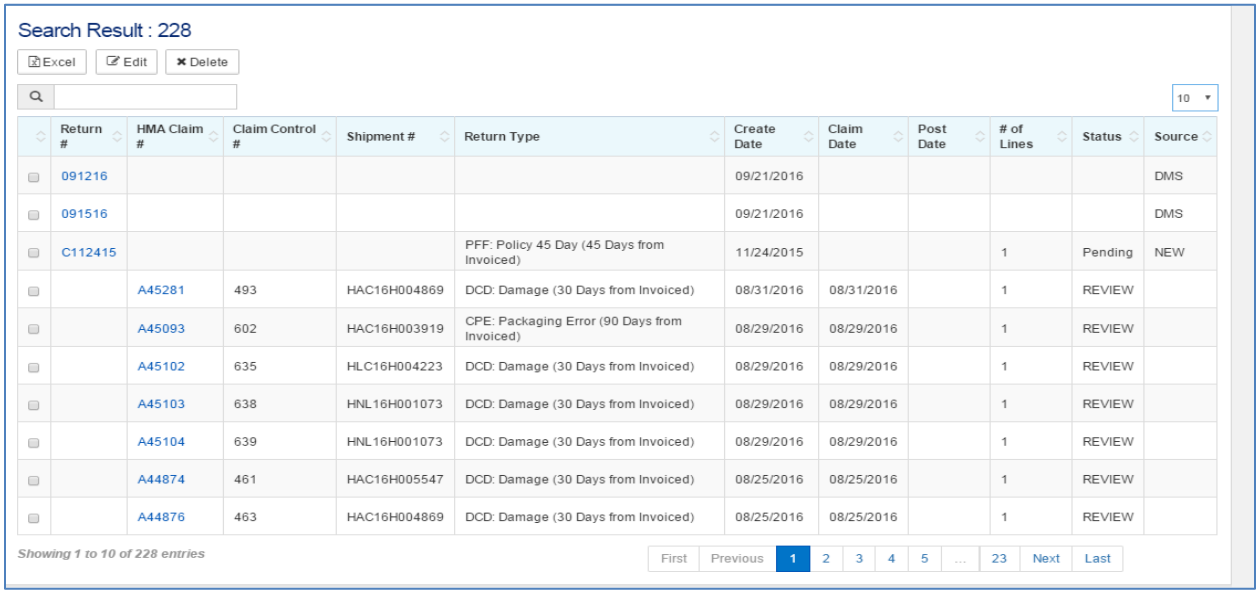
If you want to search part number in the screen, type part number in 1 part number search. Then you will see the line for the part number.



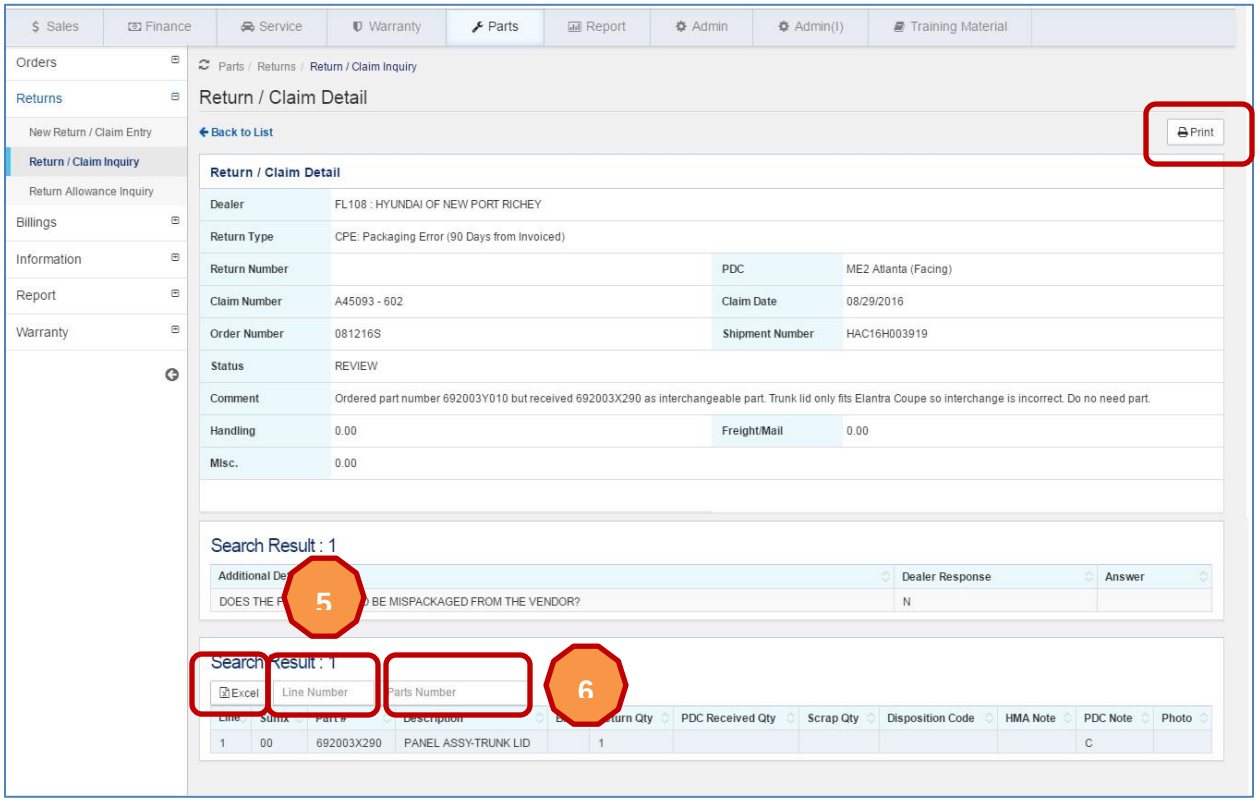
Once you click 2 Return number that has Pending status in Return # column, you will see New Return / Claim Entry screen with details.



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.



If you click 3 HMA Claim Number in HMA Claim # column, Return Claim Detail screen is displayed.



Button Information

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

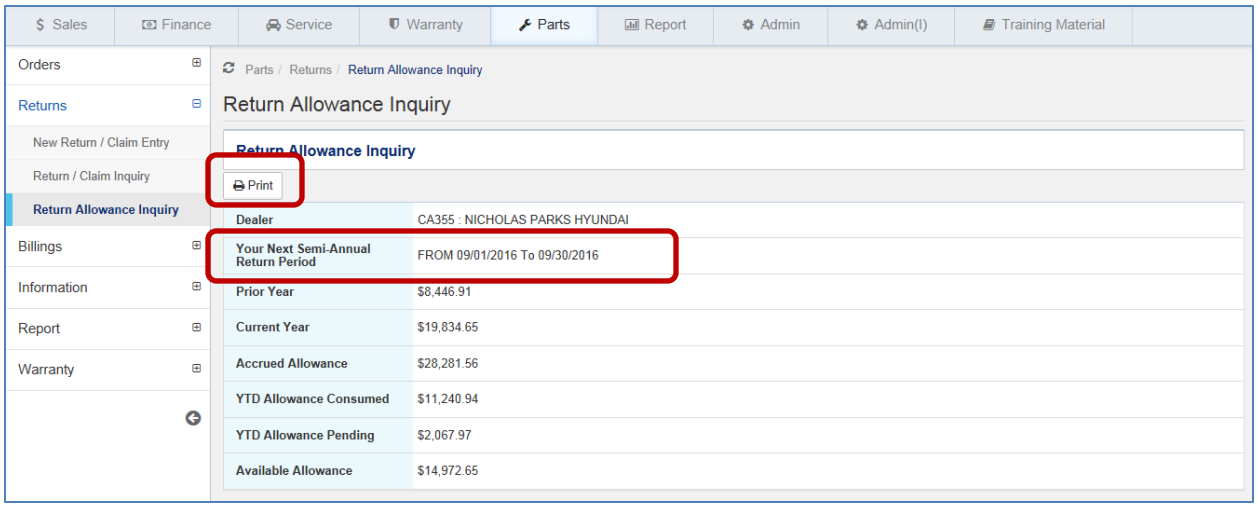
To search line in the result list, enter line number and click 5 . You will see the line.

To search part number in the result list, enter part number and click 6 . You will see the line for the part number.

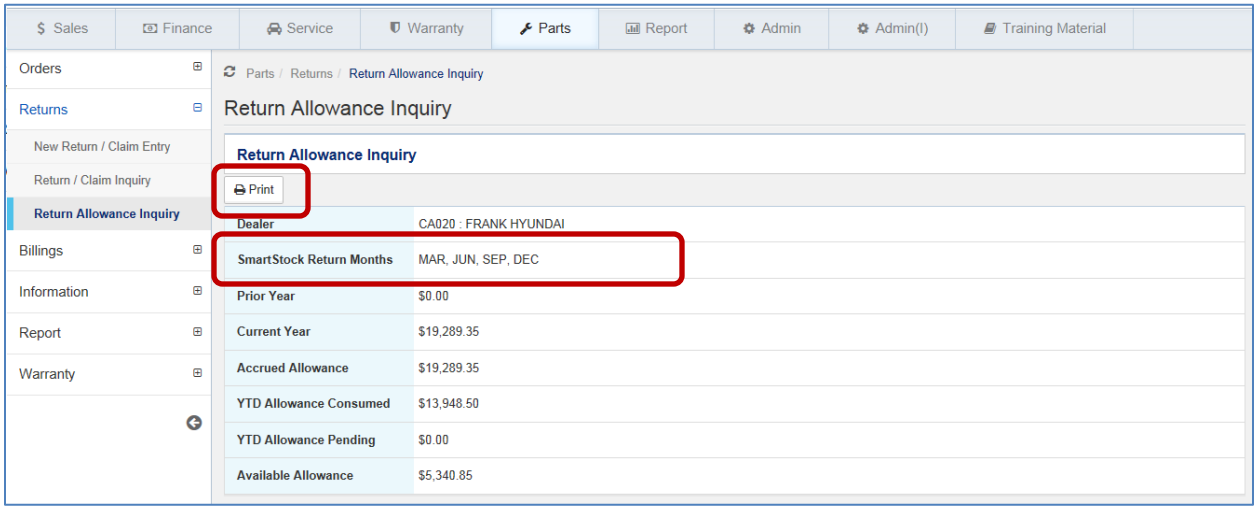
3.2.3 Return Allowance Inquiry

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.



For SmartStock dealership user, the below screen is displayed.



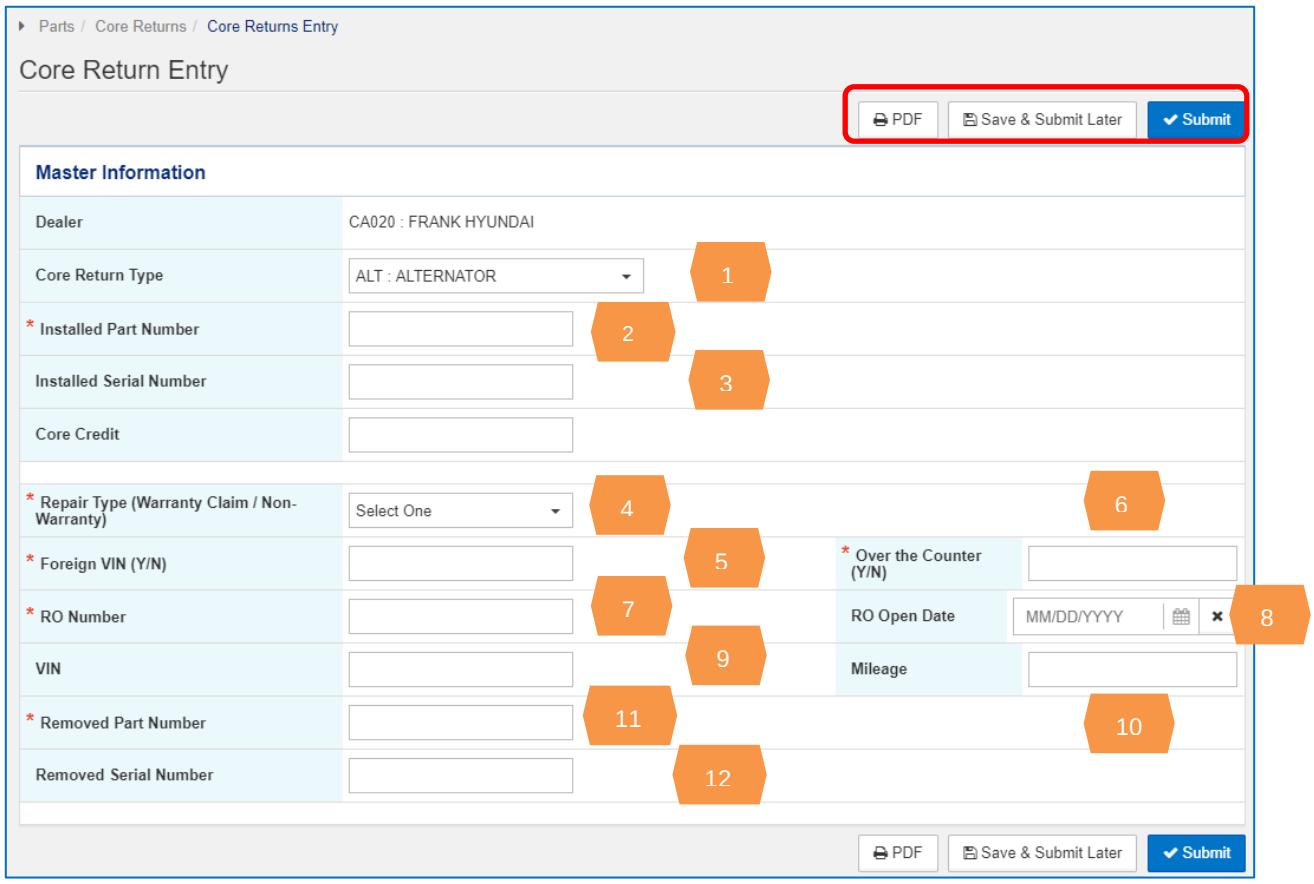
Button Information

Action Button	Definition
Print	Prints the current screen.

3.3 Core Returns

3.3.1 Core Return Entry

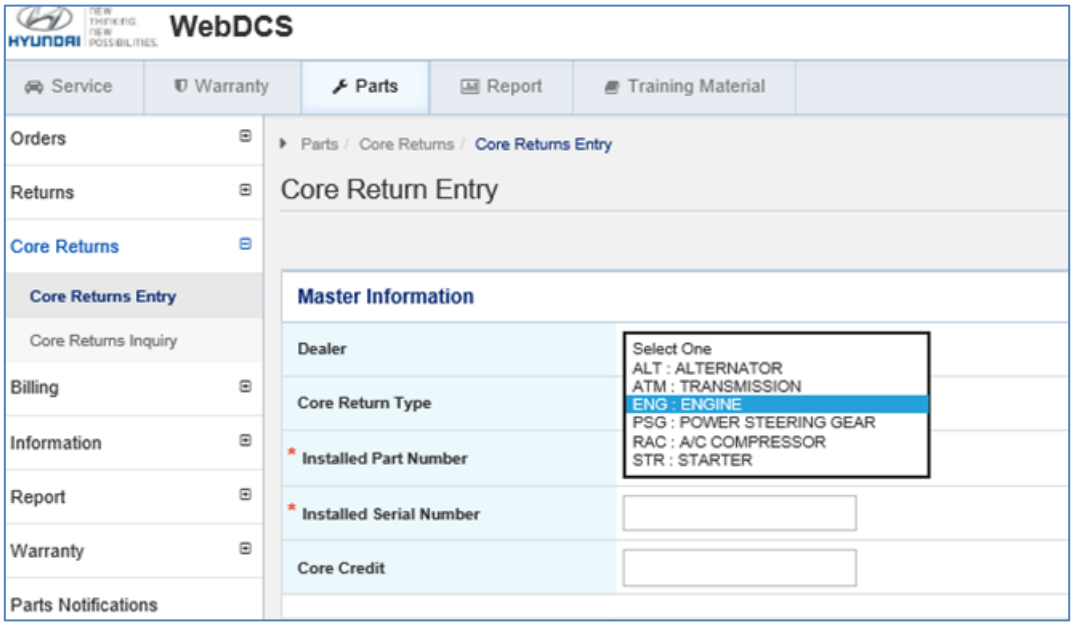
You can create a core return entry in this screen. During the entry, part number and VIN are validated in real-time. If there is no error, you can submit core return and core return is validated and processed in the system in real-time.



Button Information

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

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

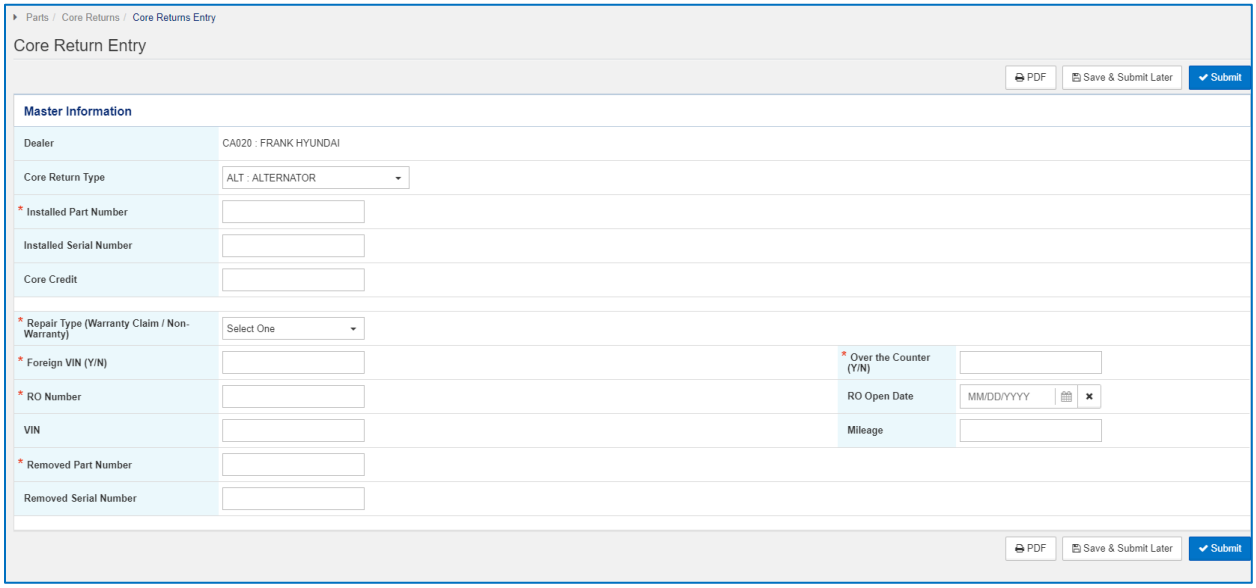


Enter Installed Part Number 2 and Core Credit value will be displayed.

Enter all required fields:

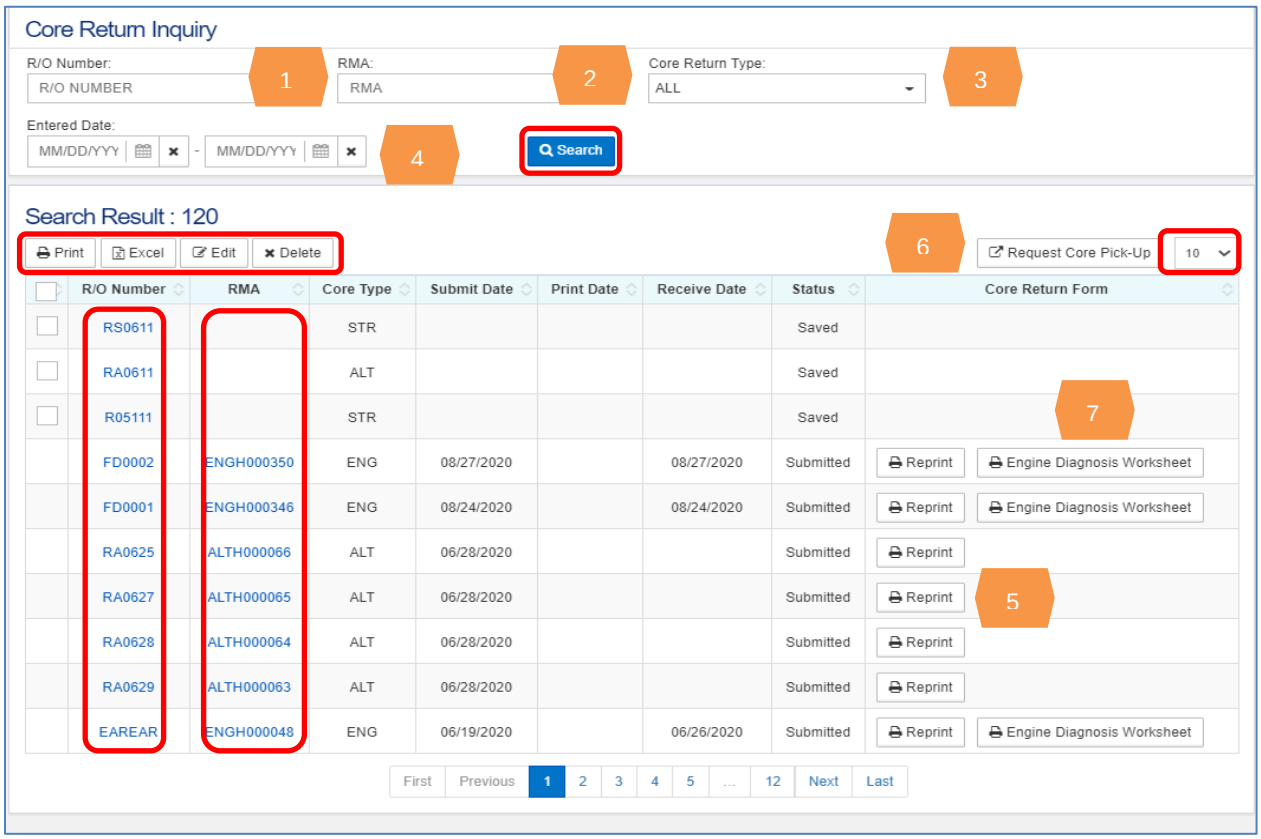
Installed Serial Number 3; Repair Type (Warranty Claim/Non Warranty) 4; Foreign VIN Y/N 5 Over The Counter (Y/N) 6 ; RO Number 7 ; RO Open Date 8 VIN 9 ; Mileage 10 ; Removed Part Number 11 ; Removed Serial Number 12

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



3.3.2 Core Return Inquiry

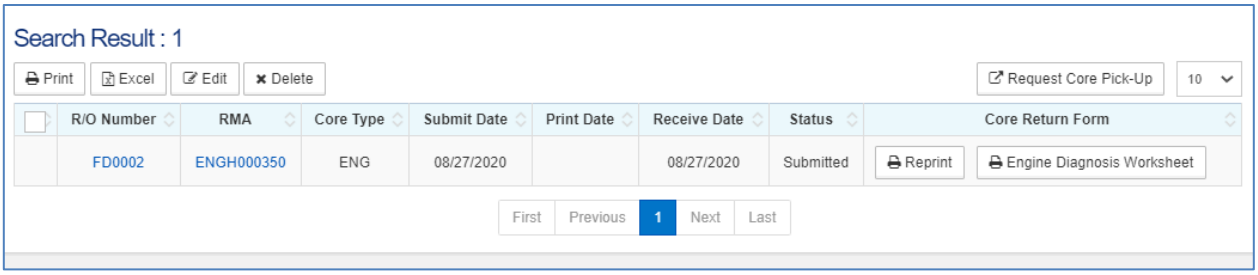
The Core Return Inquiry screen is used to search core return entries that have Saved or Submitted. You can search by RO Number, RMA, Core Return Type and Entered Date. The results list includes return header details such as RO Number, RMA, Core Type, Submit Date, Print Date, Receive Date, Status and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



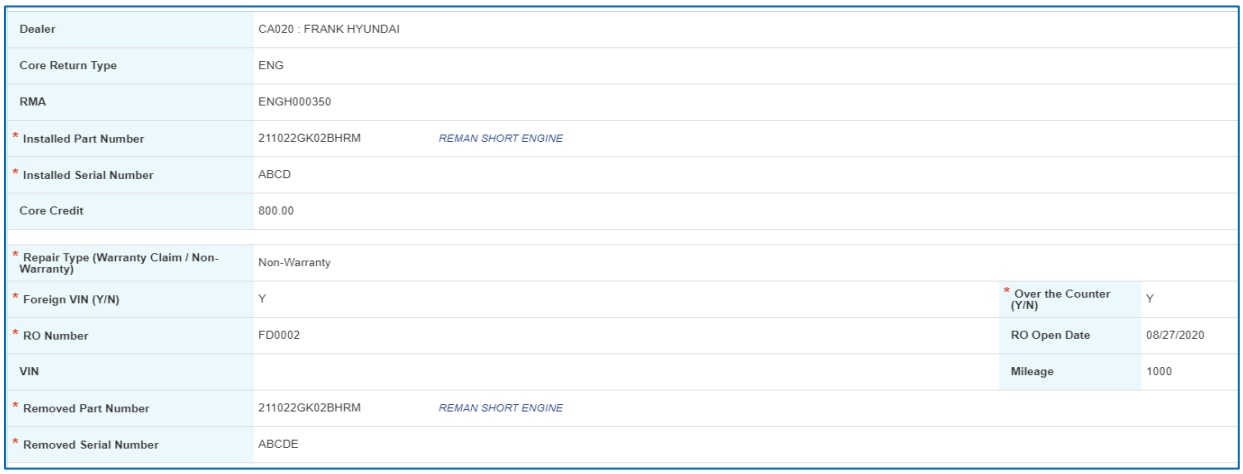
Button Information

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



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



Button Information

Action Button	Definitio n
Save & Submit Later	Save a return and then submit it later.
Submit	Core return will be submitted if there is no error.
PDF	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 1 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 5 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
Dealer Name: LIA HYUNDAI
Dealer Address: 40 PALOMBA DRIVE
ENFIELD, CT 06082

Repair Order No: BRACKE
Repair Order Date: 6/05/2020
Repair Type: Warranty Claim
Foreign VIN: No
Over the Counter: No

VIN#: 5NPE24AF3FH190141
Installed Part#: 1D5712EU04HRM
Removed Serial#: 66666666666666666

Mileage: 100,000

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:

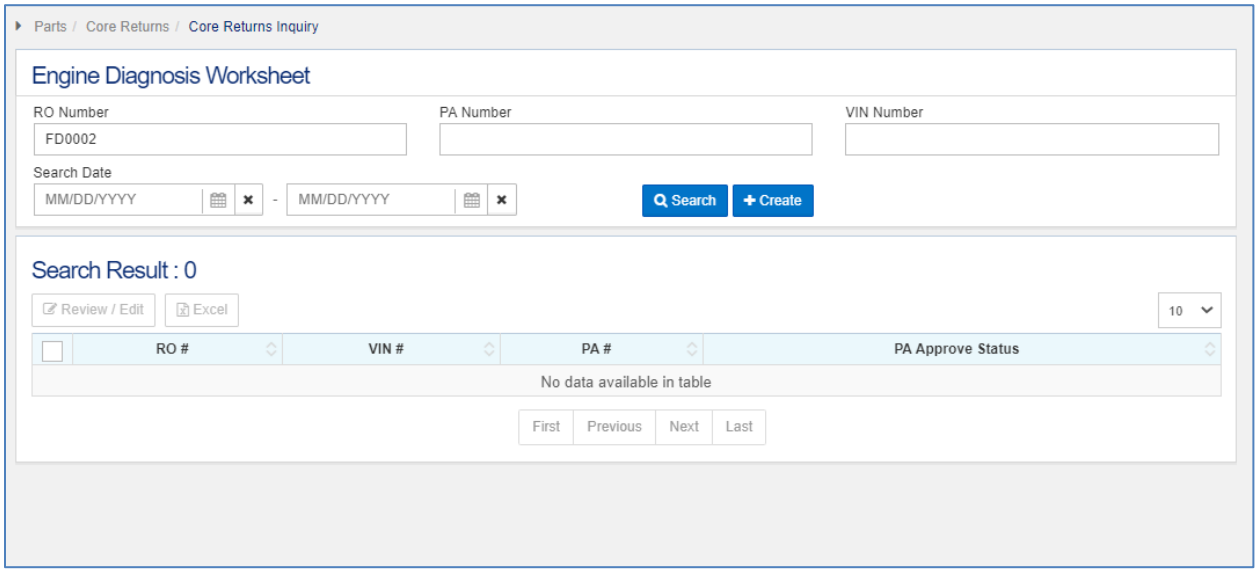
1. Put all required documents in a plastic bag and seal.
2. Attach the sealed document package/plastic bag to the top of the core using a zip tie.

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

Deduction Reason Codes	Description	Deduction Amount
FC	CRANK SHAFT MISSING (LONG BLOACK 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

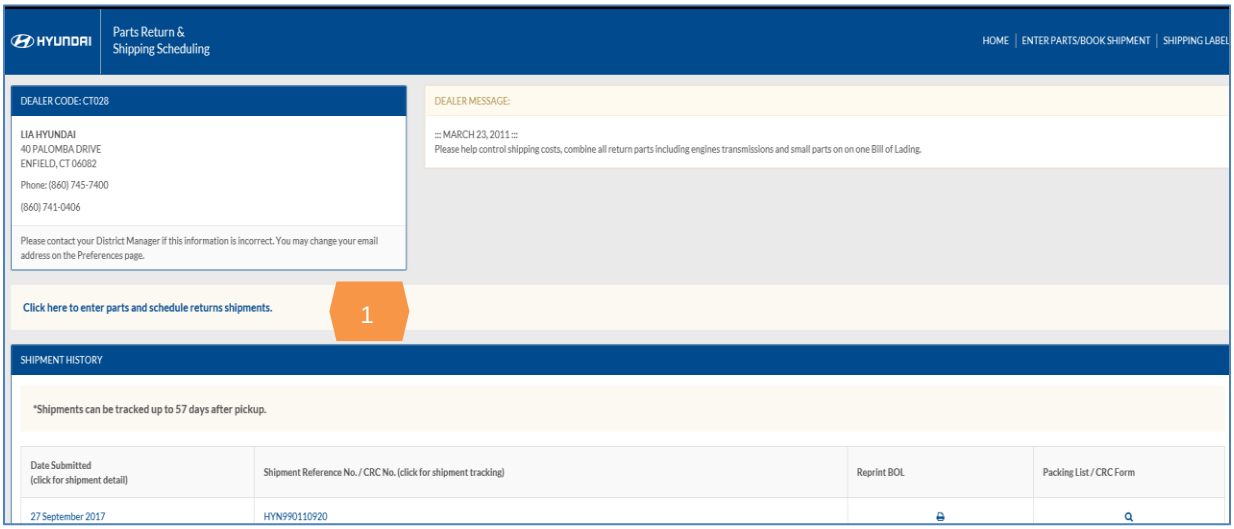
3.3.2.2 Engine Diagnosis Worksheet

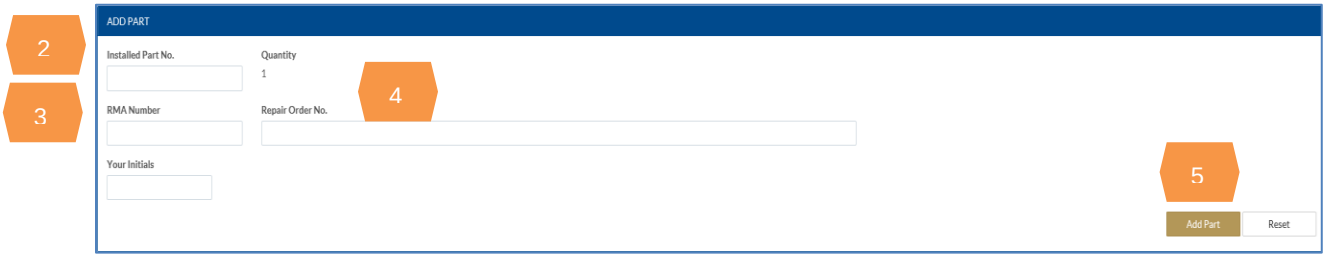
Once you click Engine Diagnosis Worksheet button 7 under Core Return Form column, Engine Diagnosis Worksheet is displayed and the selected RO number appears on RO Number field.

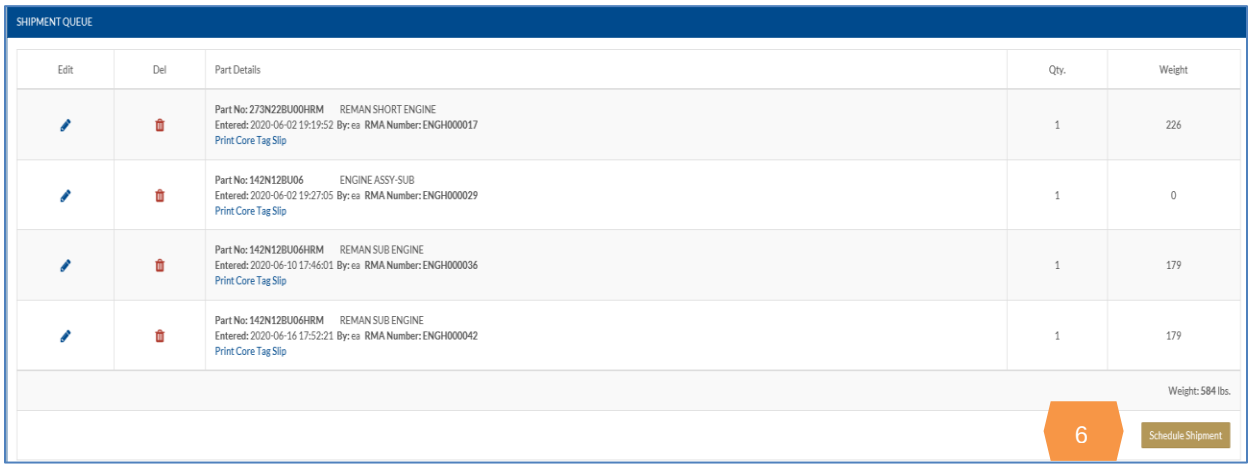


Request Core Pick-Up

To initiate core pick- up through YRC, click on Request Core Pick-Up 6 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.

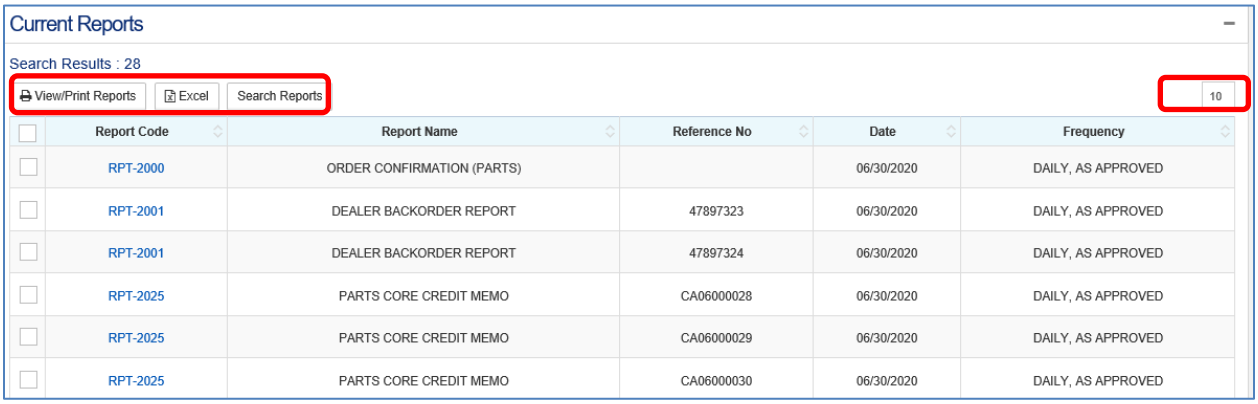






Parts Core Credit Memo

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.



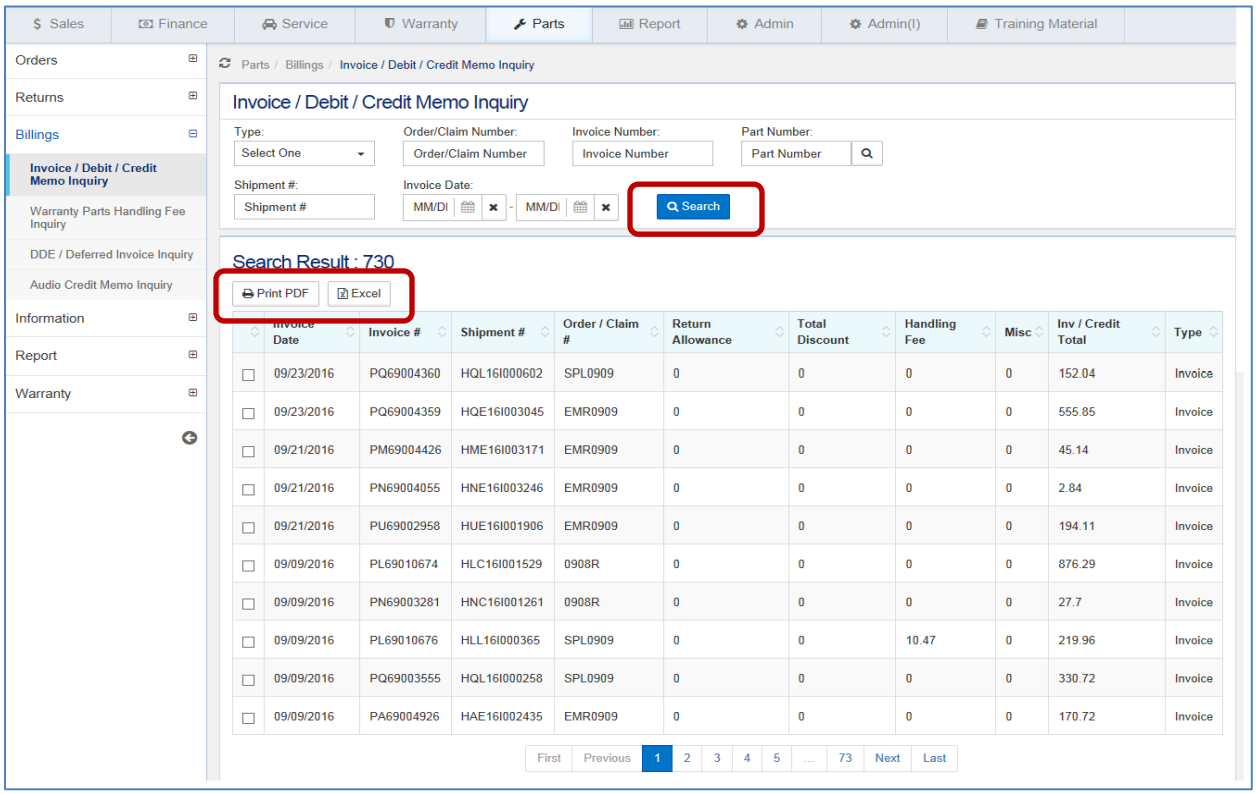
Button Information

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

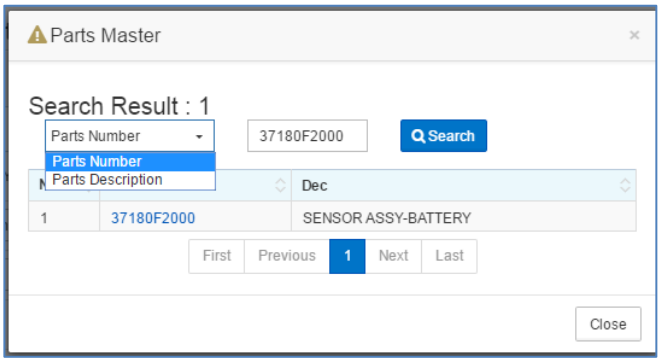
3.4 Billings

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.

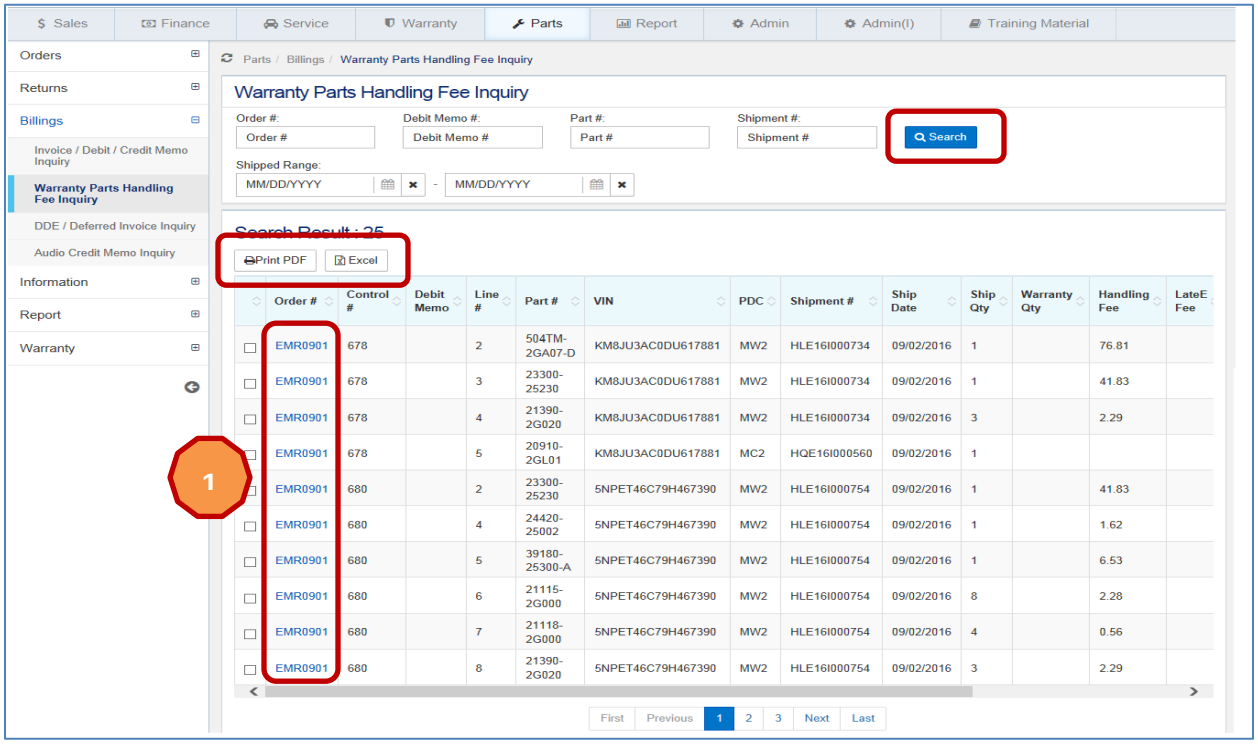


Button Information

Action Button	Definition
Search	Search Invoice, Debit, and Credit Memo by Type, Order/Claim number, Invoice number, Part number, Shipment number, and Invoice Date. 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. 
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.

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.



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.

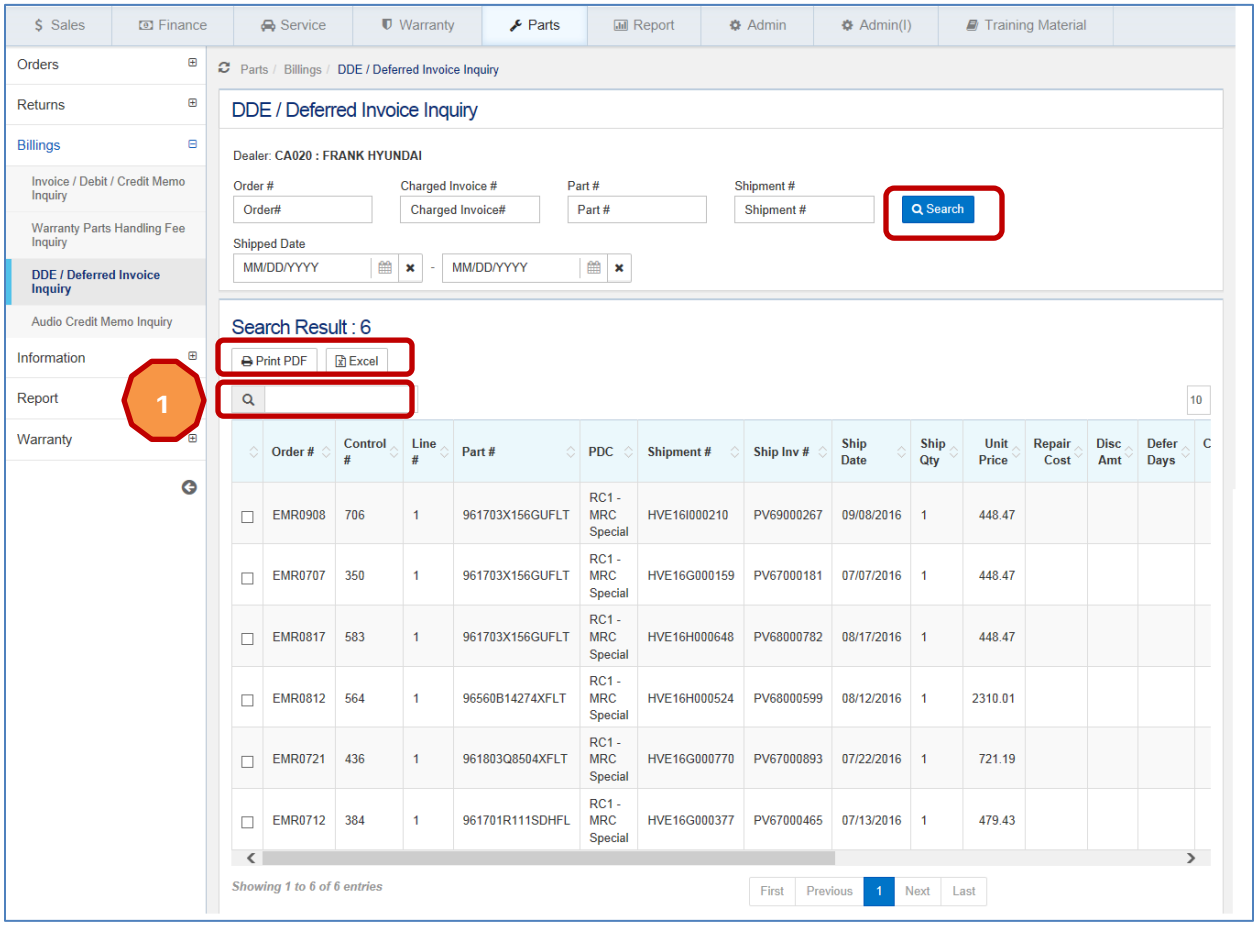
If you click Order number in 1 Order # column, Warranty Part Handling fee details will be displayed in PDF.

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

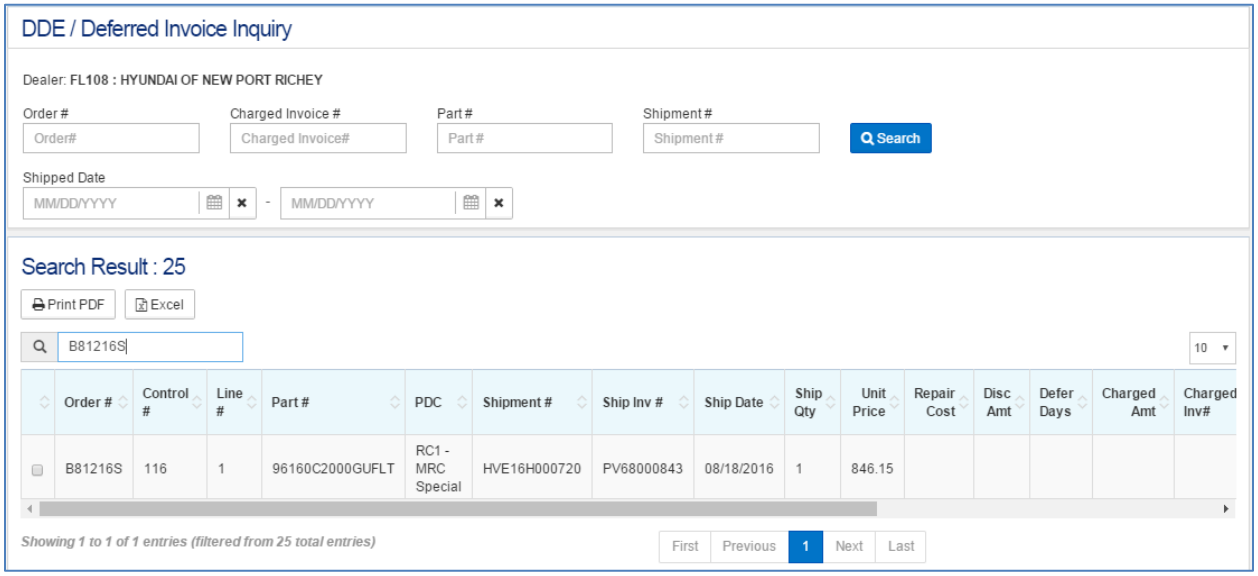
invoice details. You can select one or multiple Order numbers using the checkbox and click Print PDF, then invoice will be displayed in PDF.



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.

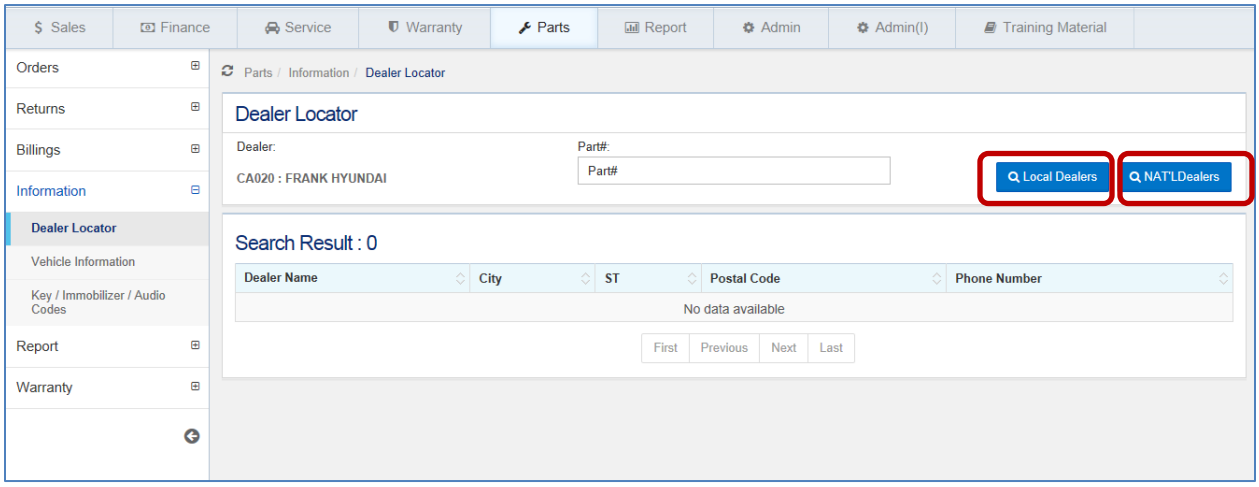
If you want to search part number in the screen, type part number in 1 part number search. Then you will see the line for the part number.


DDE / Deferred Invoice Inquiry
Dealer: FL108 : HYUNDAI OF NEW PORT RICHEY
Order #
Order#
Charged Invoice #
Charged Invoice#
Part #
Part #
Shipment #
Shipment #
Search
Shipped Date
MM/DD/YYYY
MM/DD/YYYY
Search Result : 25
Print PDF
Excel
B81216S
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

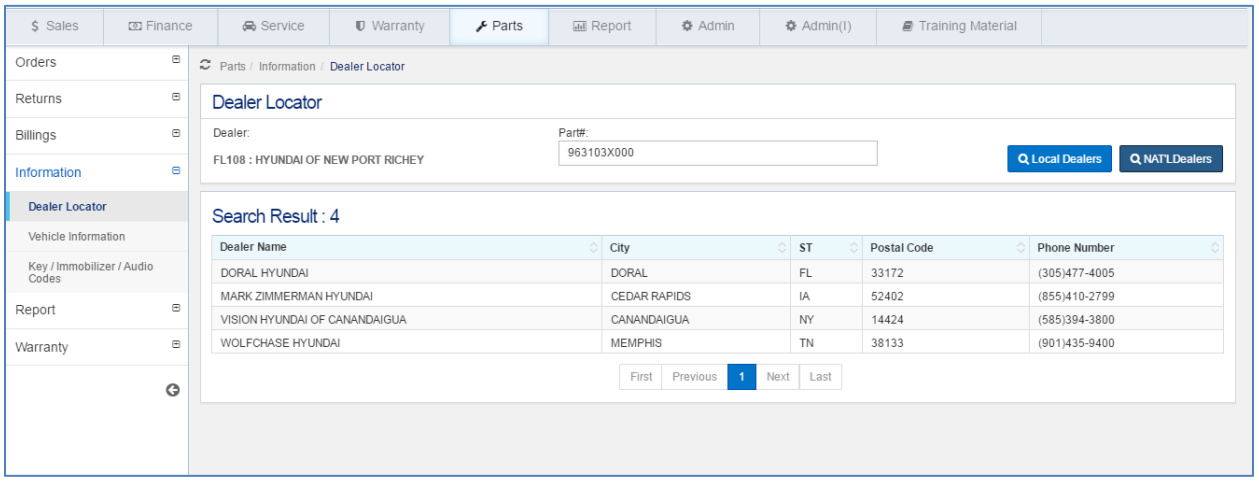
You can search local and national dealership's location by Part number. The result list includes Dealer name, City, State, Postal code, and Phone number.



Button Information

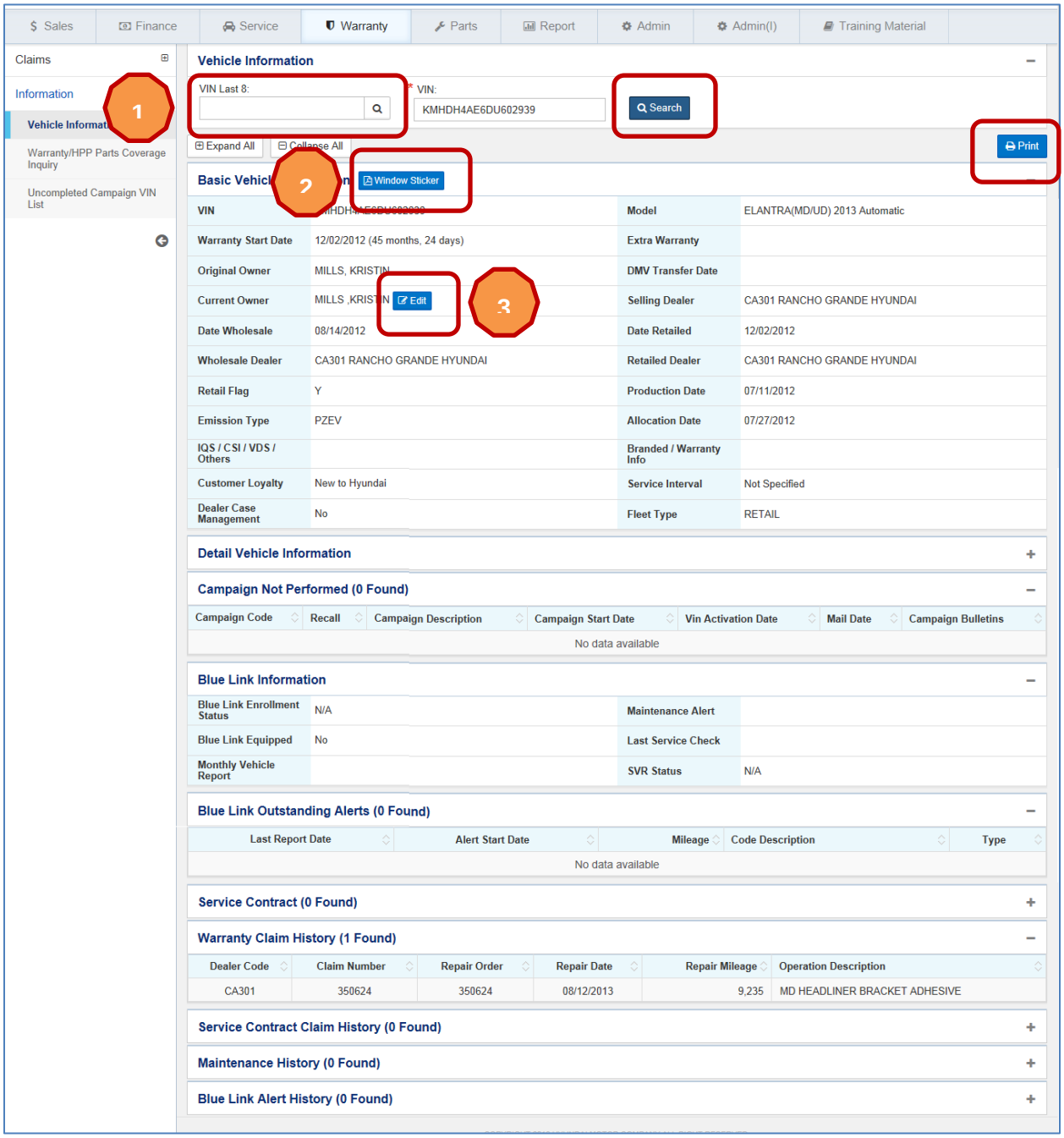
Action Button	Definition
Local Dealers	It will display list of local dealers.
National Dealers	It will display list of national dealers.

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



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.

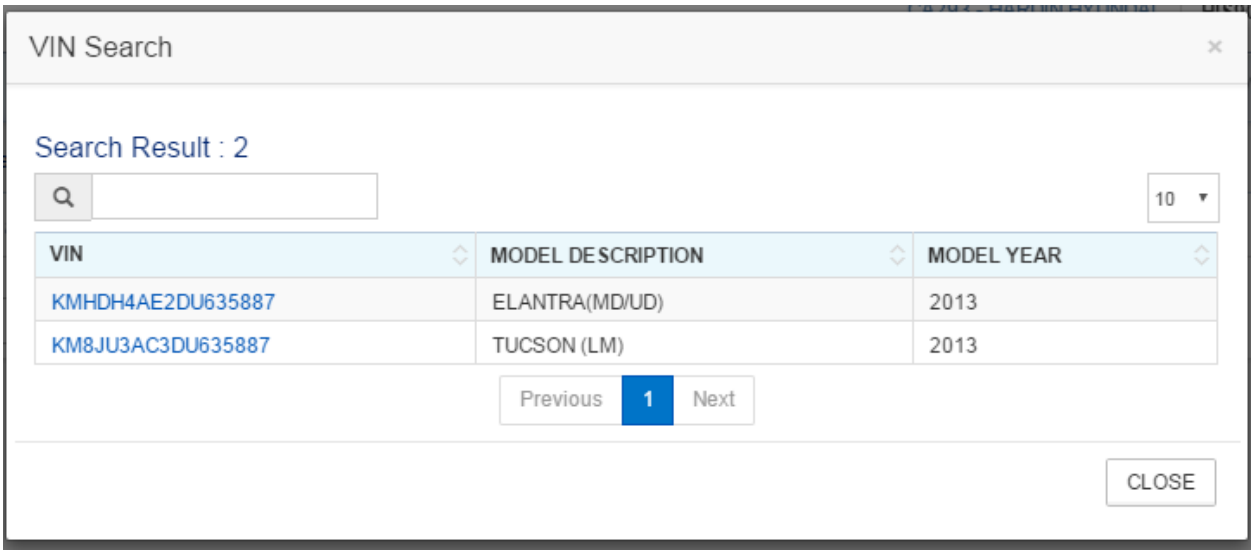


Button Information

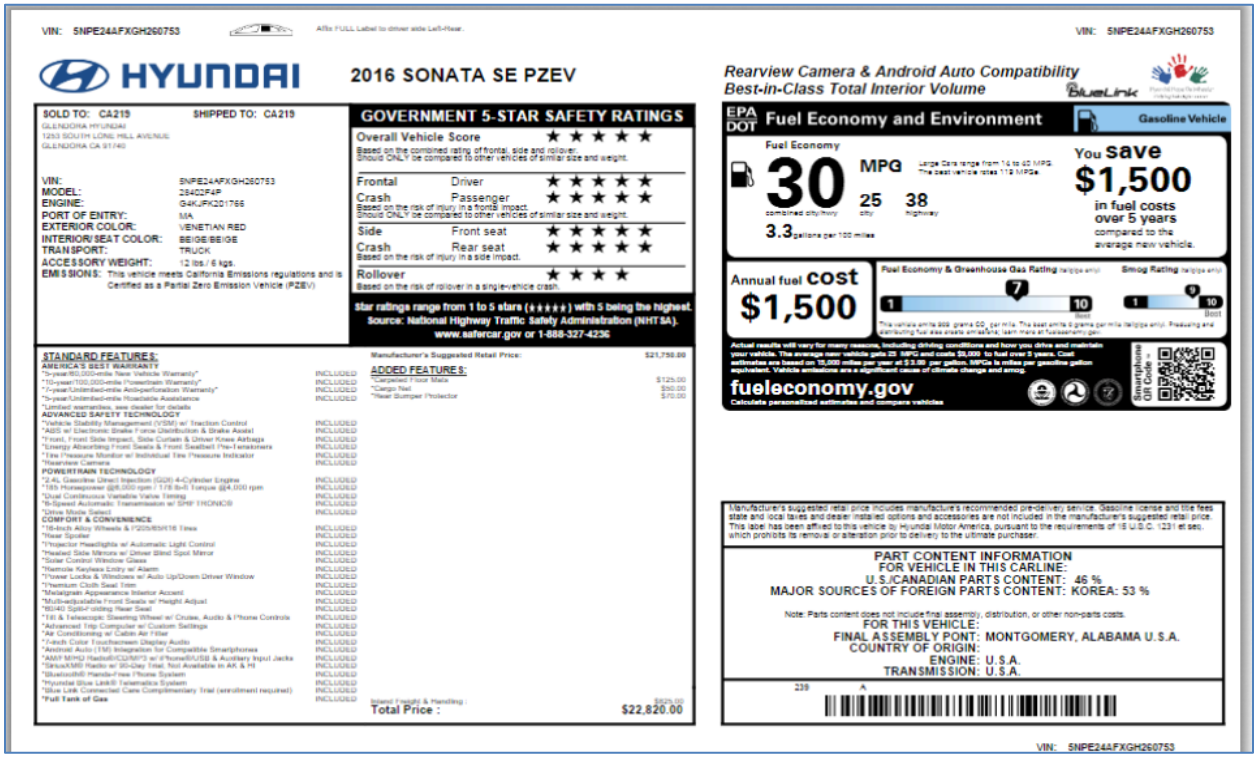
Action Button	Definition
Search	You can search VIN details by full VIN or last 8 digits of VIN.
Window Sticker	You can print Window Sticker.
Edit	It will open Consumer Information Update screen to update consumer information.
Print	Prints the current screen.

If you type last 8 digits of VIN and click 1 Search icon , then you will VIN Search pop-up.

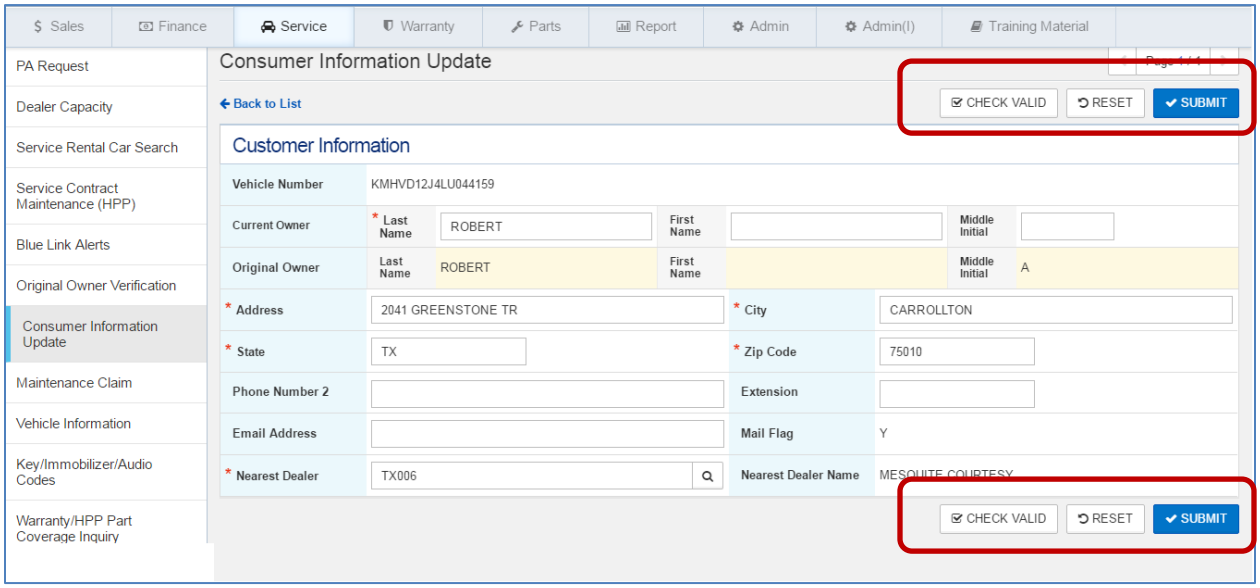
Select one VIN in the list, then the VIN will be populated in the VIN textbox. VIN information will be populated the VIN information.



To print Window Sticker, click 2 Window Sticker button. It will display Window Sticker in PDF.



To update customer information, click 3 Edit button. The you will see Consumer Information Update screen. You can update consumer information and submit.



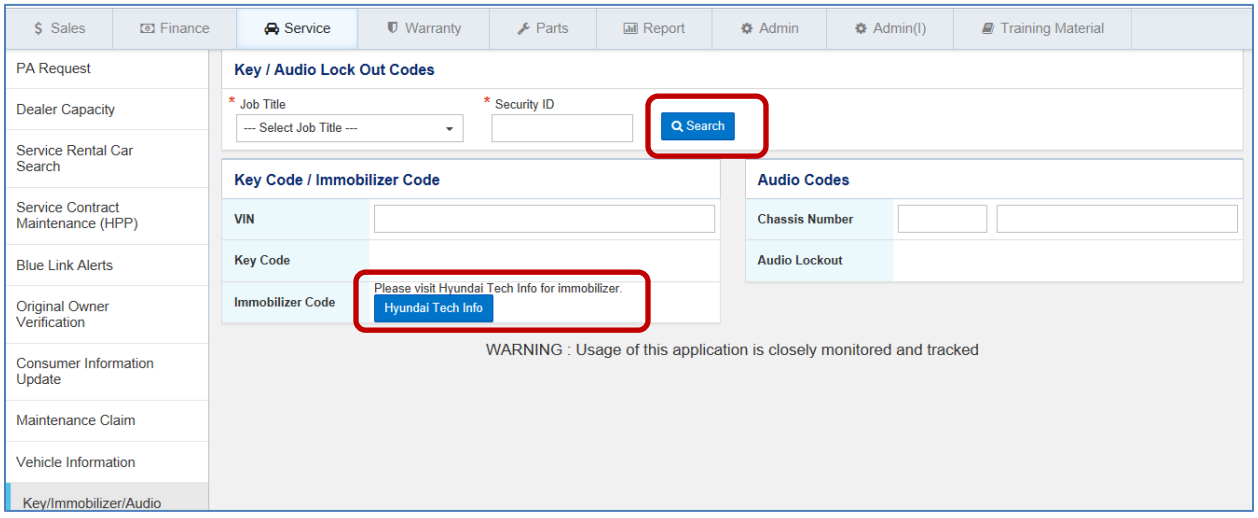
Button Information

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

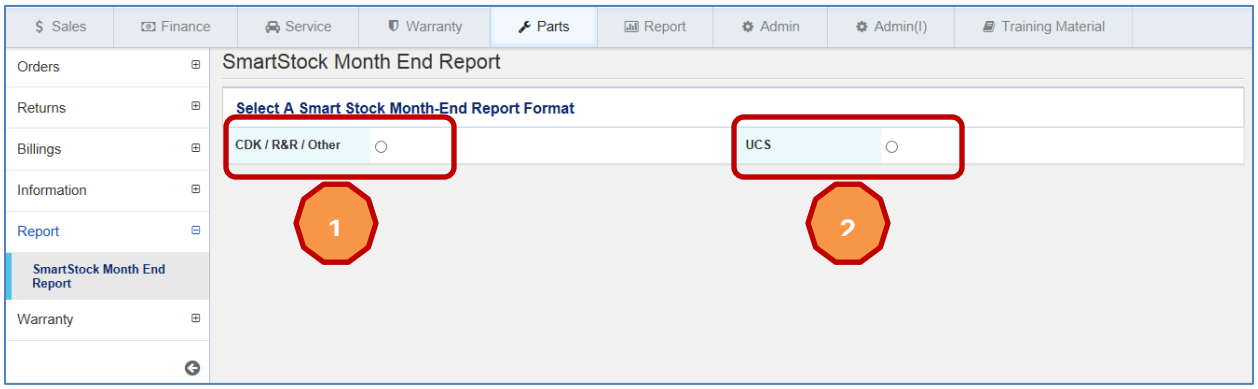
Action Button	Definition
Search	Please select job title and enter Security ID. Then enter VIN for Key Code or enter Chassis number for Audio Lockout and click Search button.

	Job Title : Select Job Title from the below options.
Hyundai Tech Info	It will guide you to Hyundai Techi Info site.

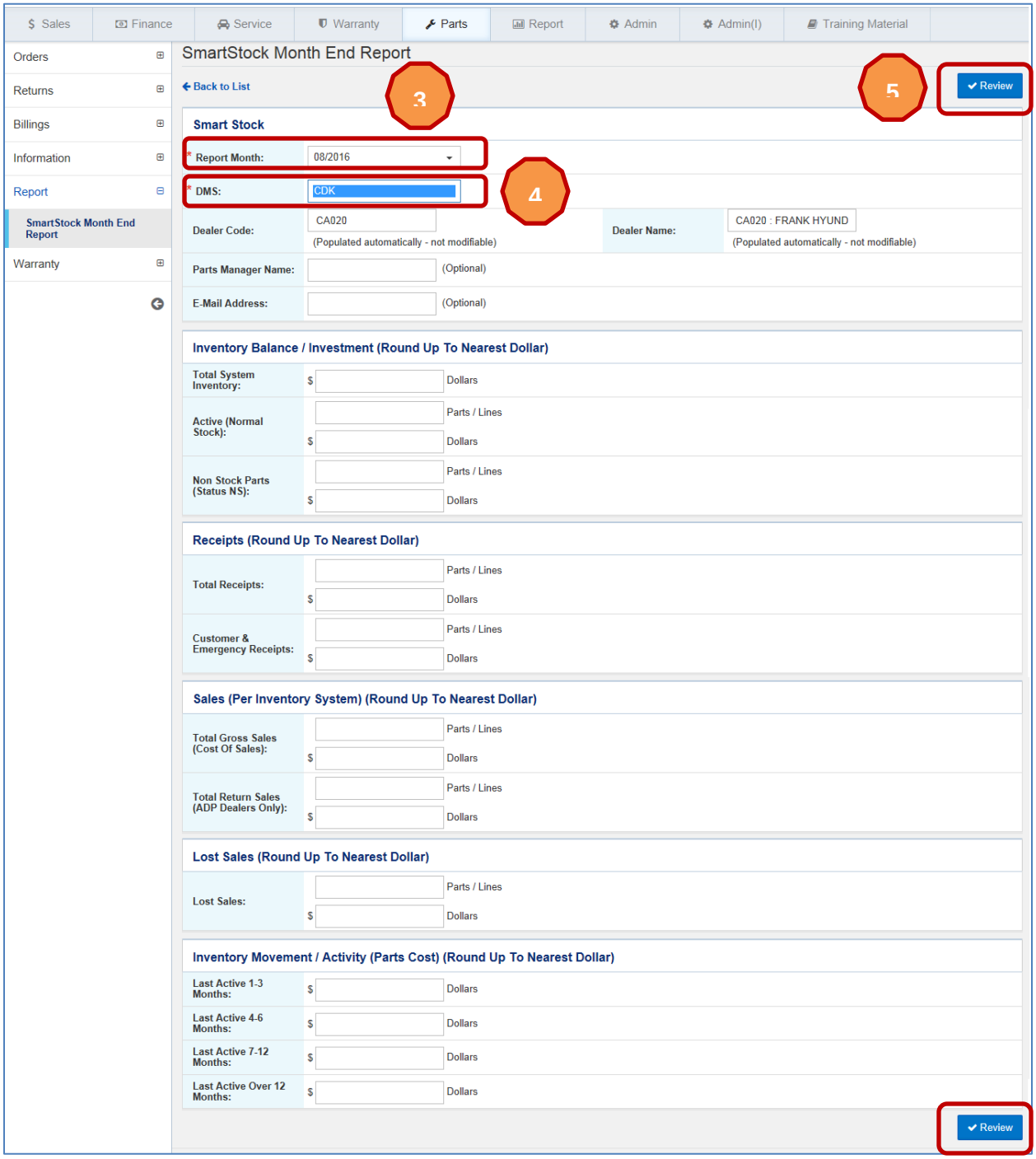
3.6 Reports

3.6.1 SmartStock Month End Report

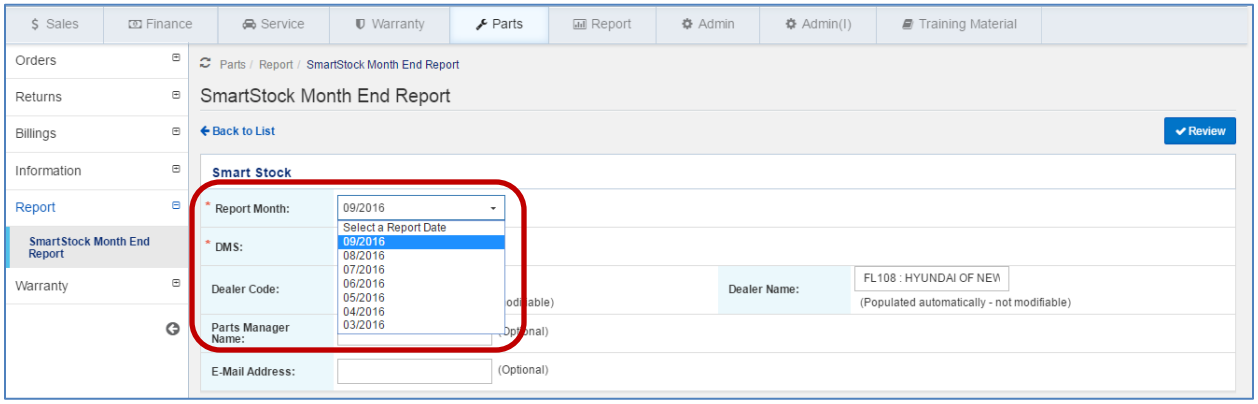
You can create Smart Stock Monthly Report and submit



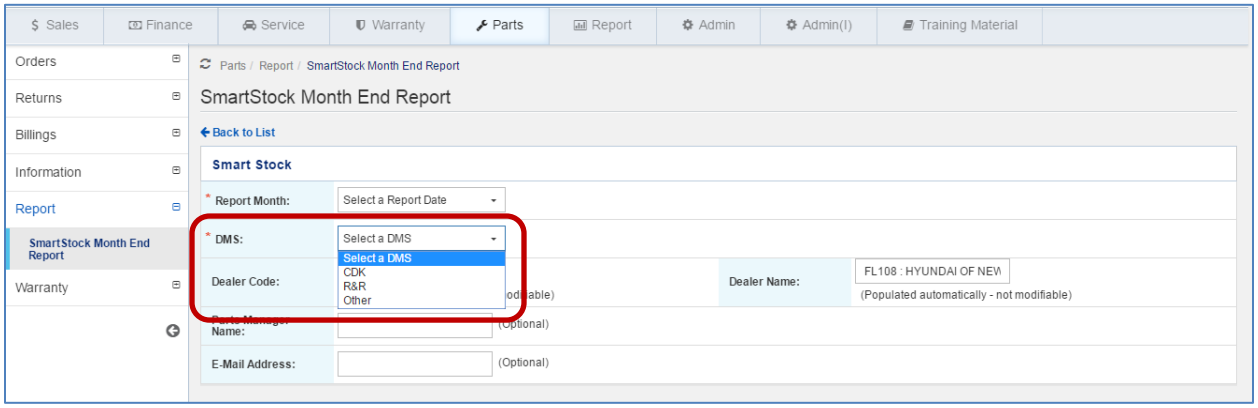
After you click on 1 CDK / R&R / Other, then you will see SmartStock Month End Report.



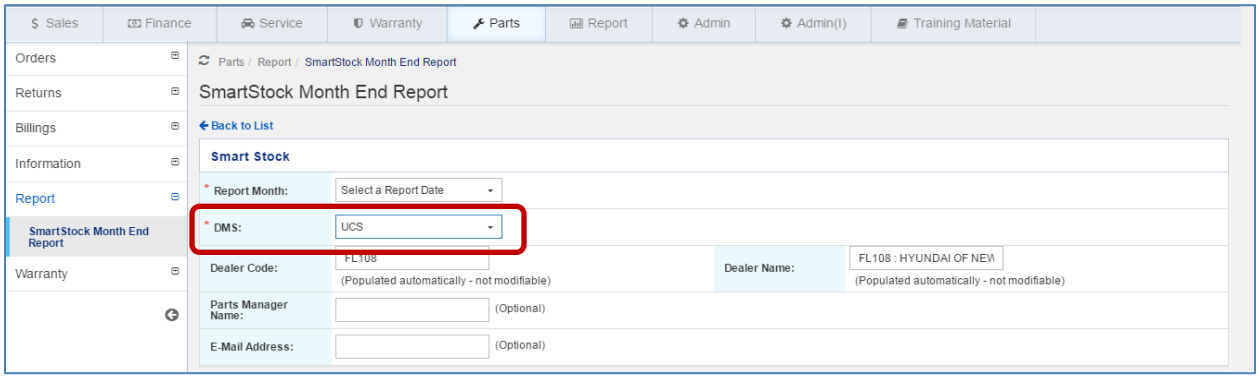
Select a Report Date in 3 Report Month dropdown box.



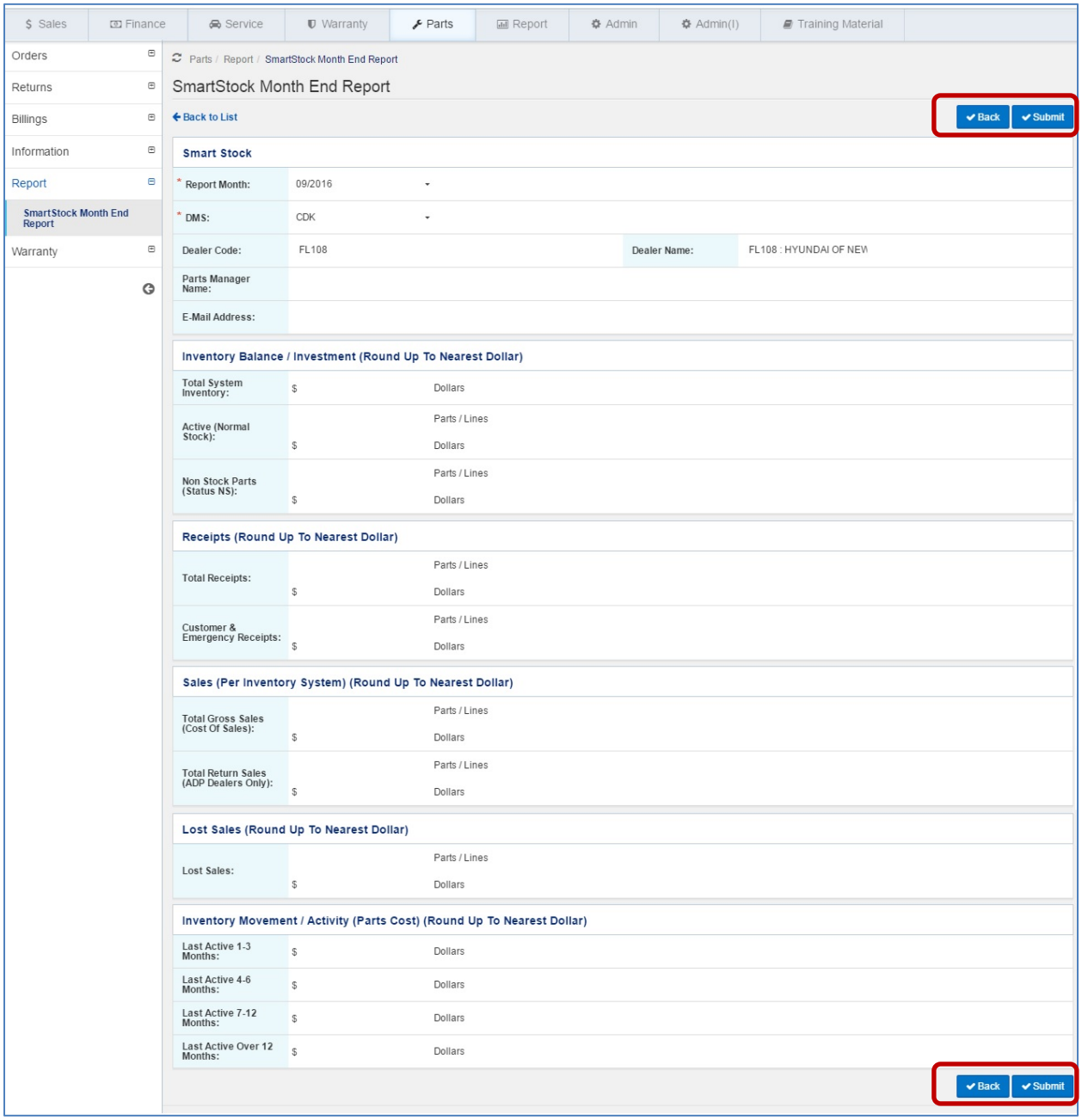
4 DMS dropdown box includes CDK, R&R, and Other. Select one DMS from the dropdown box.



If you click 2 UCS, then you will see SmartStock Month End Report. DMS dropdown box includes UCS only.



Click 5 Review button when finished. Then you will see the below screen to submit or back to Review.



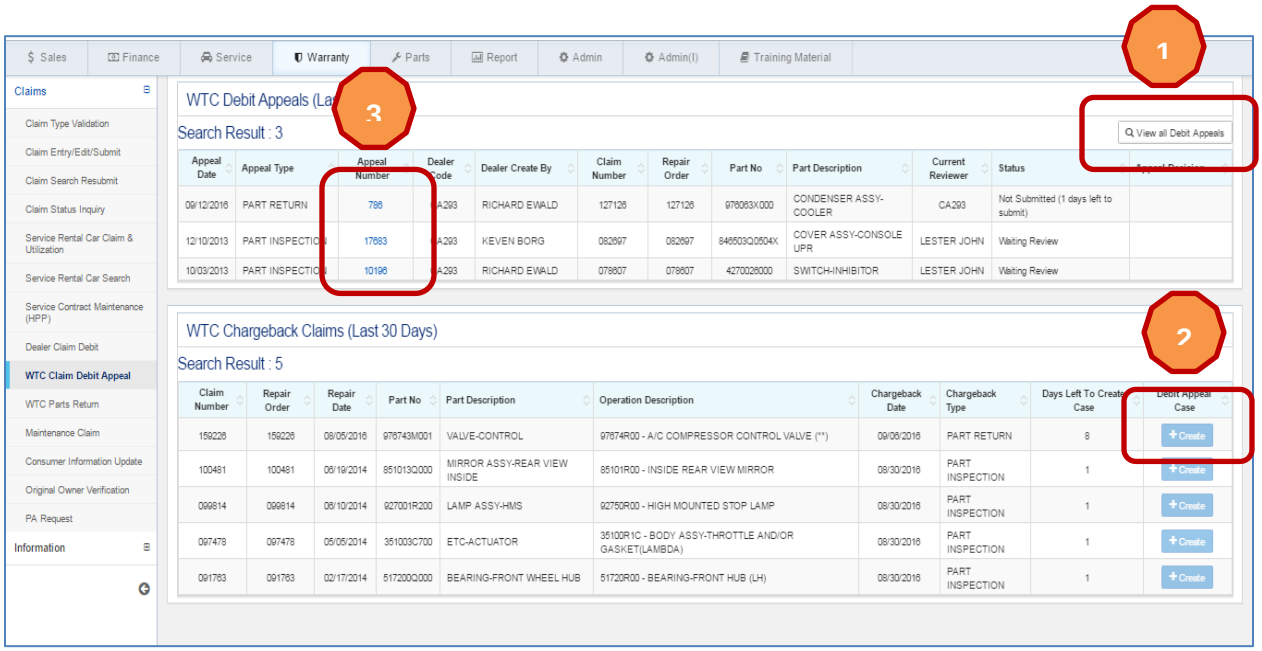
Button Information

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

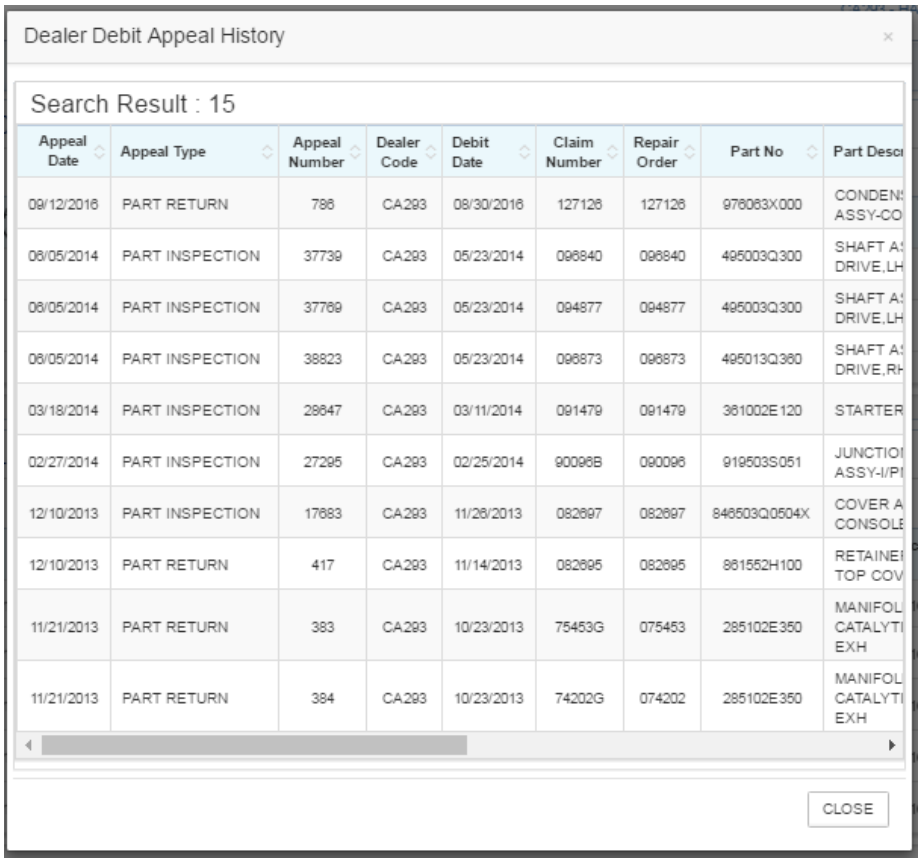


Button Information

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.

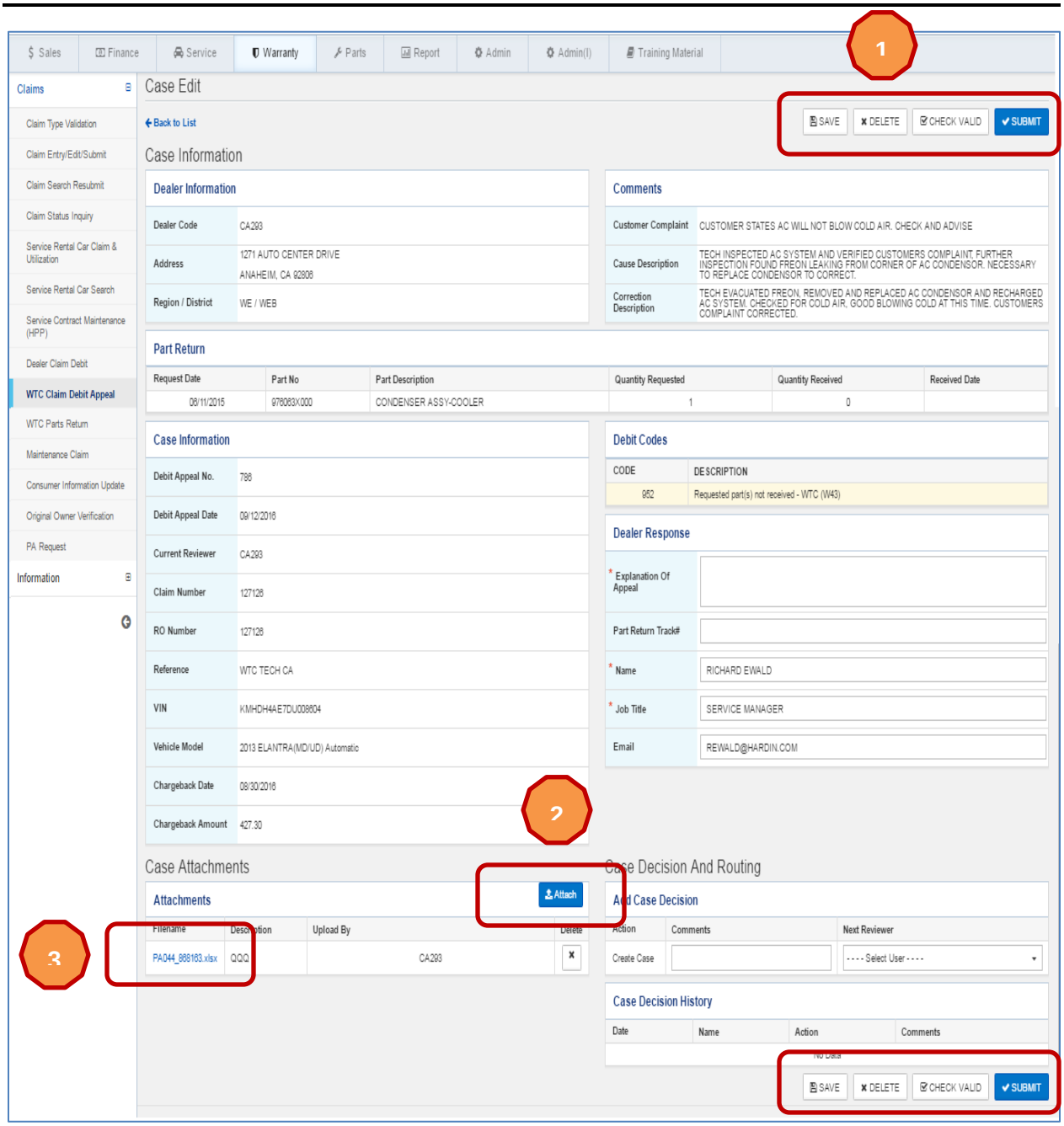
Appeal Number link	It will display Case Edit screen. You can save, delete, or submit after validation.

Click 1 View all Debit Appeals, then you will see Dealer Debit Appeal History screen.



Click 2 Create button to create Debit Appeal. It will display Case Edit screen.

Click 3 Appeal Number link, then you will see Case Edit screen.

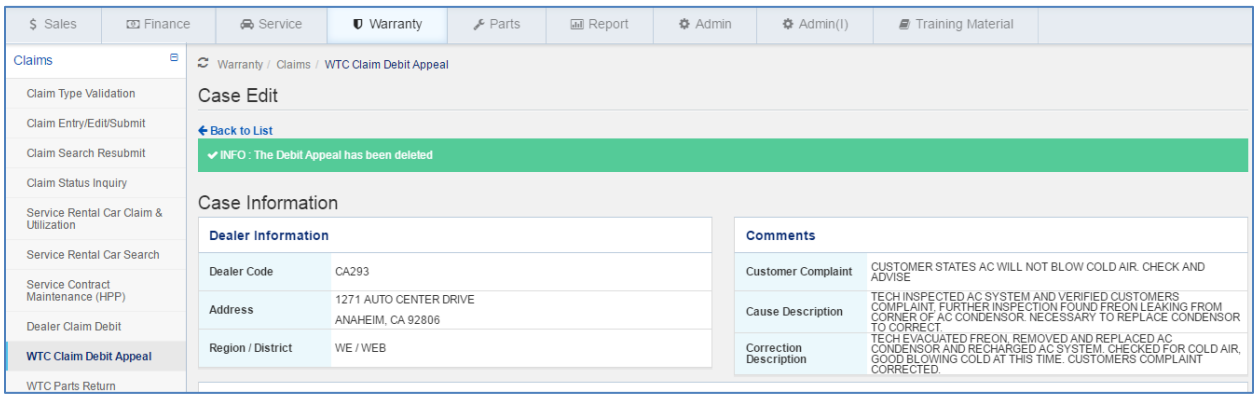


Button Information

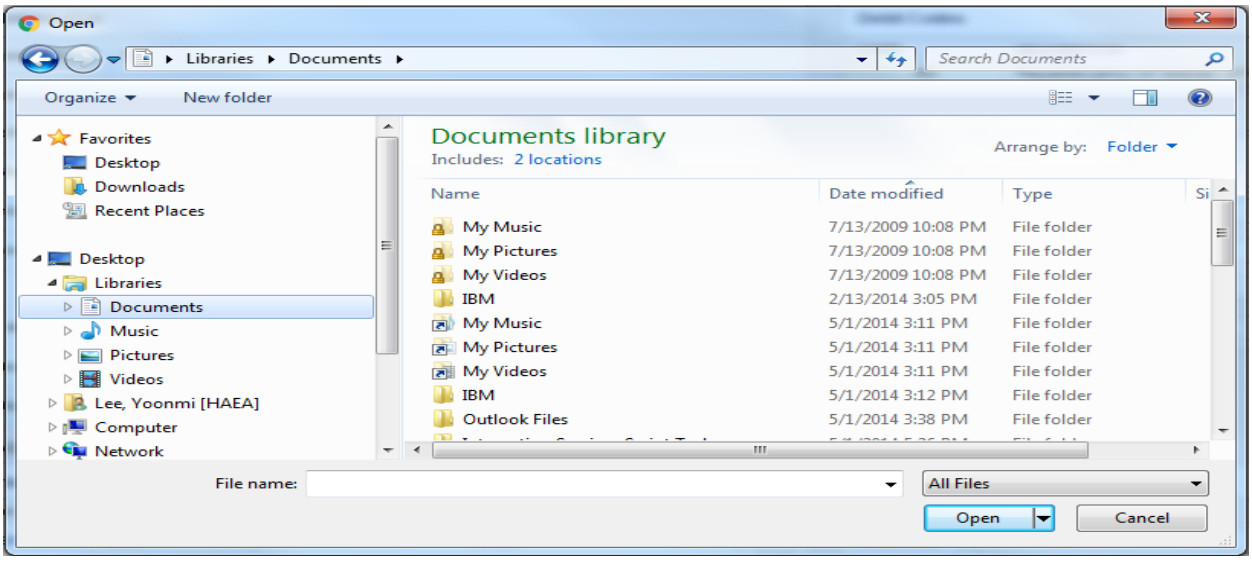
Action Button	Definition
Save	Save a case.
Delete	Once you click Delete, a case will be deleted. You will find the debit appeal in the WTC Chargeback Claims (Last 30 Days) section.

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



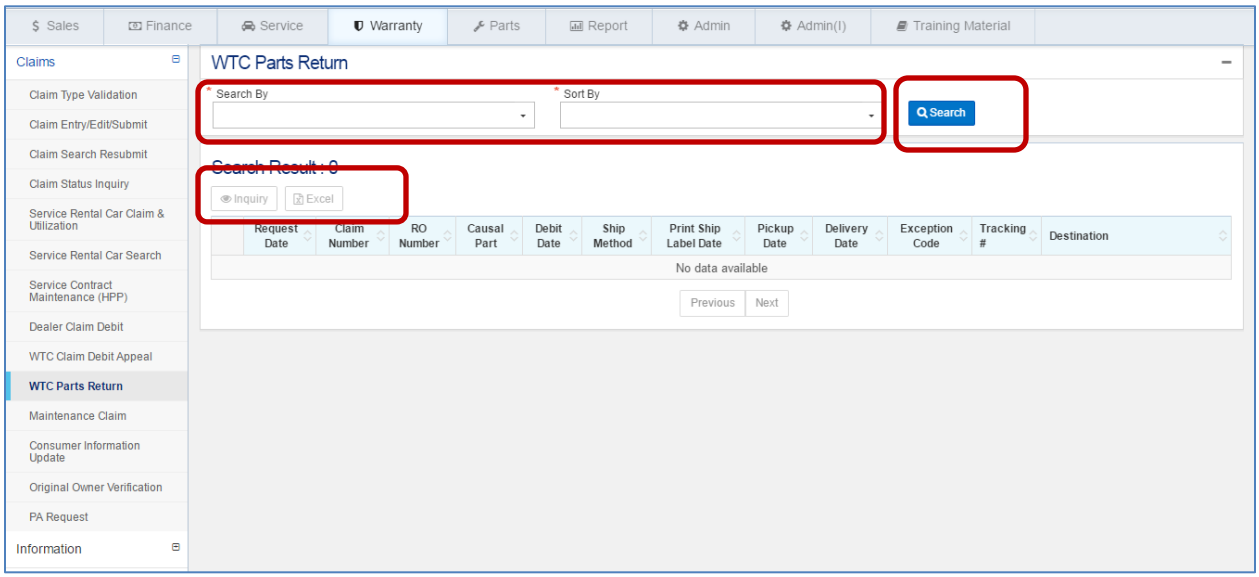
Once you click 2 Attach button, you will see windows explorer to find a file.



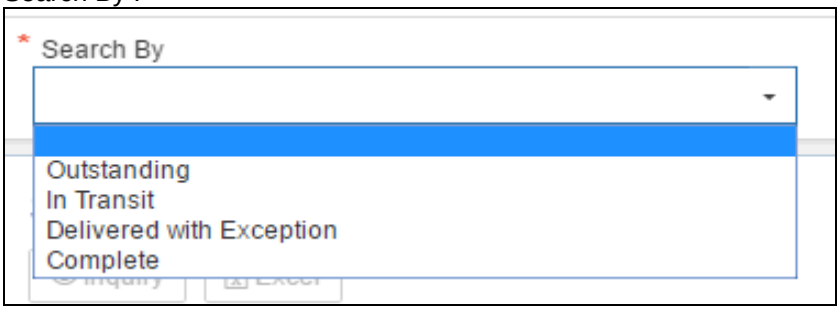
To view the attatched file, please click 3 file name. Then you will see the attached file.

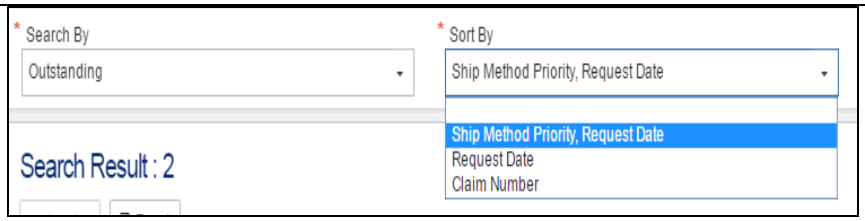
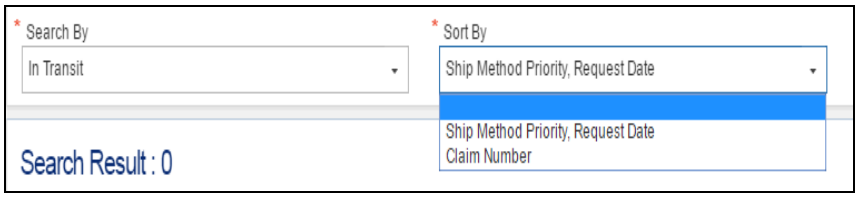
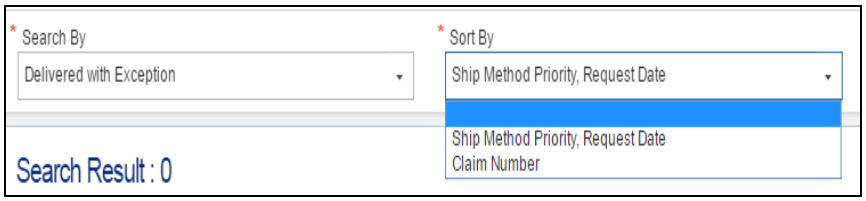
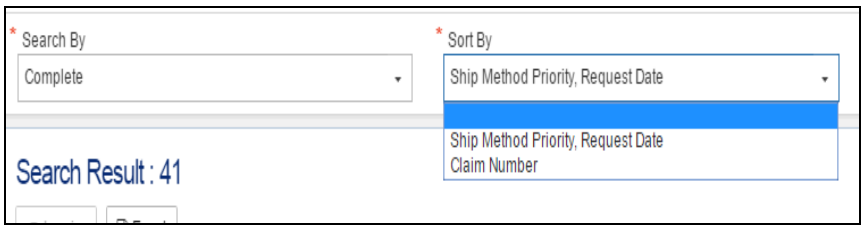
3.7.2 WTC Parts Return

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.

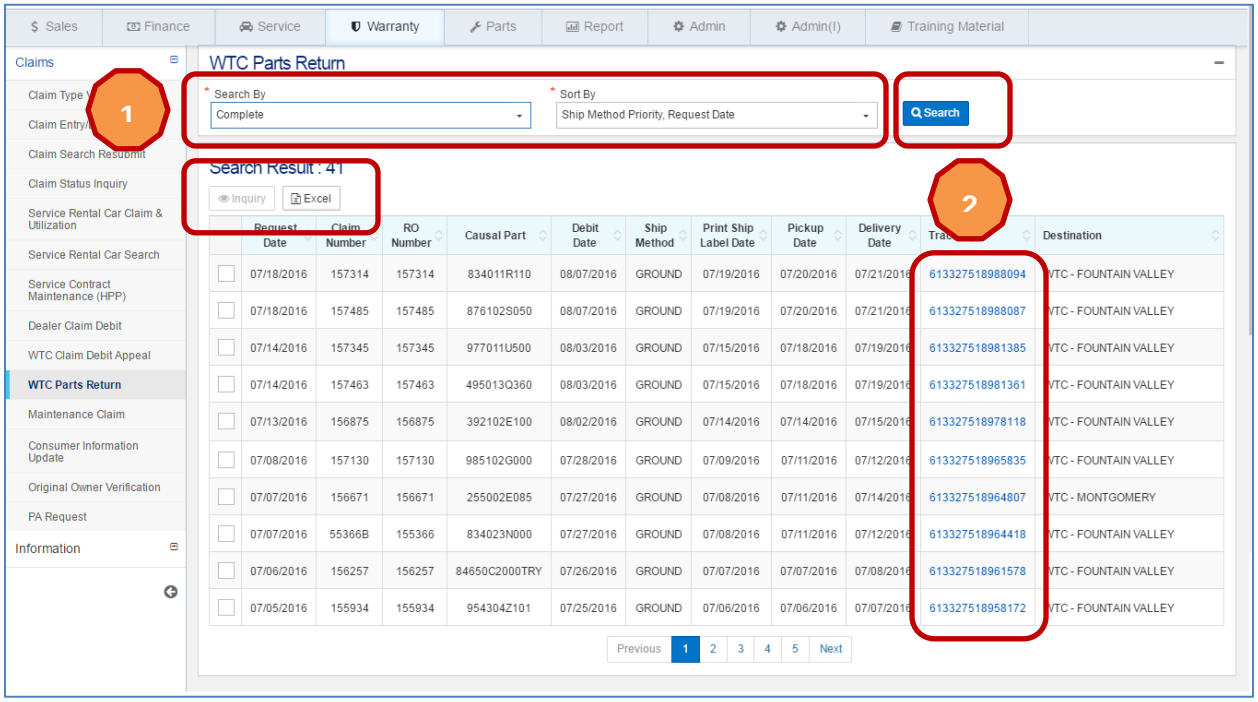


Button Information

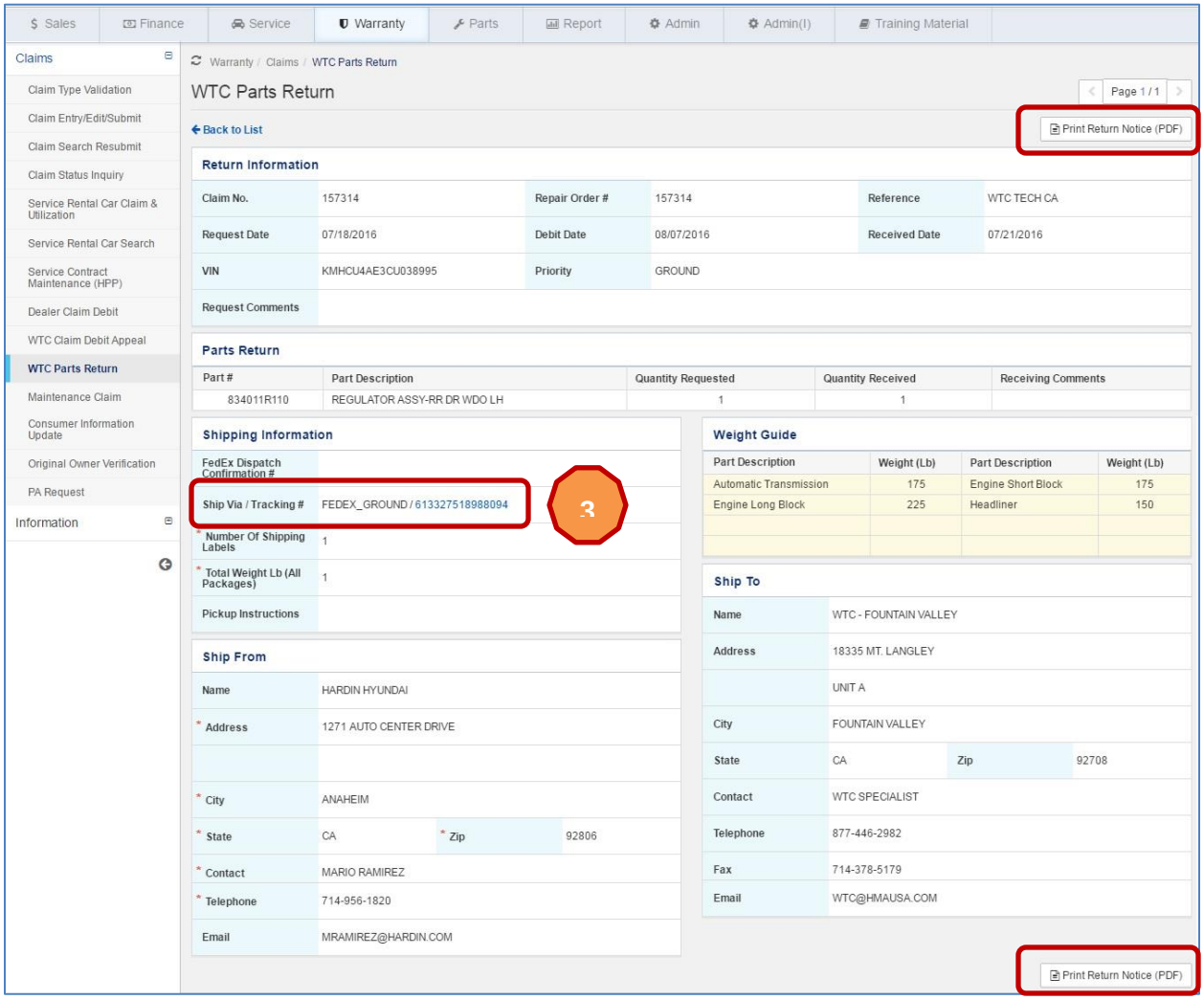
Action Button	Definition
Search	Search WTC Parts Return by Outstanding, In transit, Delivered with Exception, and Complete. Once you click Search By, you can see the below options. Search By :  Outstanding :

	 In Transit :  Delivered with Exception :  Complete : 
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.

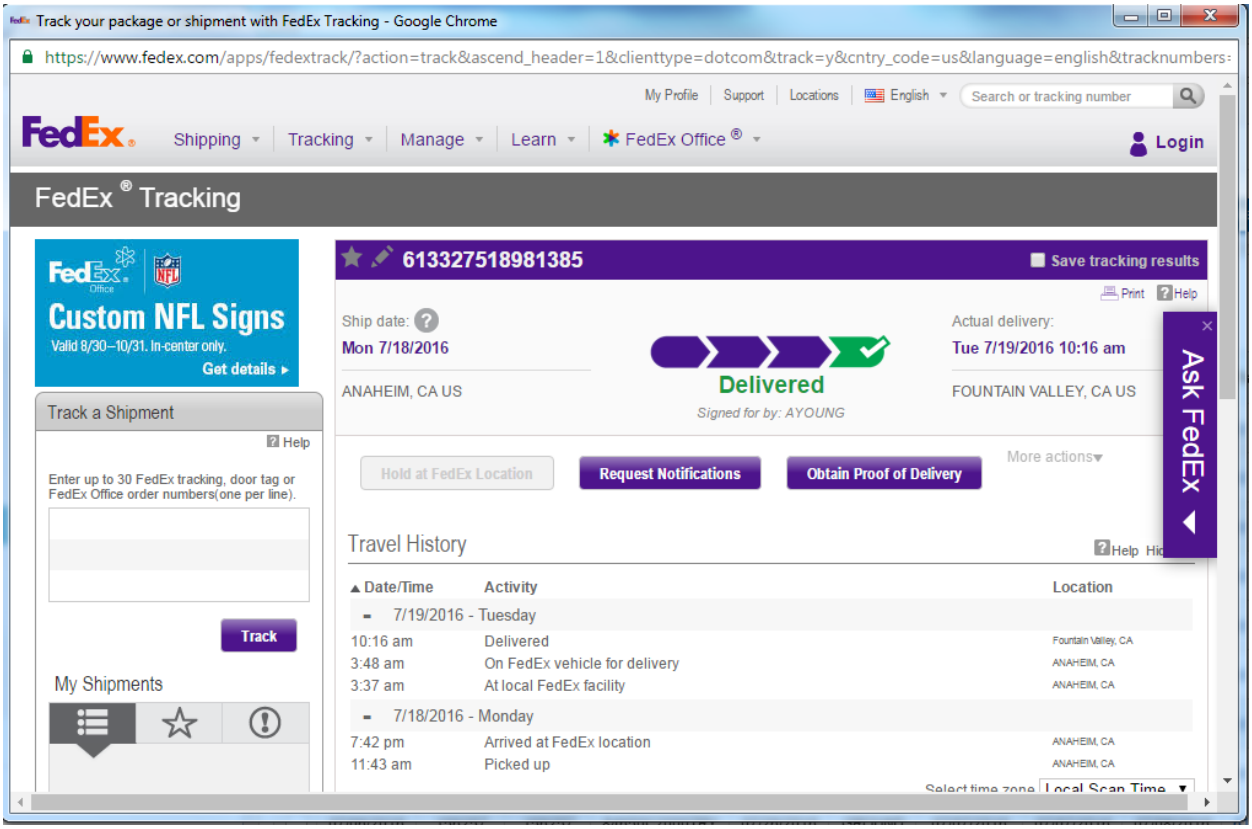
If you select Complete in 1 Search By dropdown box and select Ship Method Priority, Request Date, then you will see a result list.



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



Button Information

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

If you click on 2 or 3 the tracking number link, you will see FedEx tracking information.