auto partsbridge™
Genuine Parts. Genuine Satisfaction.

AUTO PARTSBRIDGE

Dealer User Guide

Infomedia™

Contents

Getting started

Auto PartsBridge is an online ordering and parts validation system for dealerships and their body shops.

Some of the benefits for dealers are:

- Receive online orders and requests for quotes from body shops
- Automatic VIN and parts validation to ensure accurate parts orders
- Ability for dealerships to quote against aftermarket (AM) parts to capture additional sales
- Automatic calculation and display of potential profit on discounted parts
- Ability to send parts to the Dealer Management System (DMS)
- Access to the full Electronic Parts Catalogue (EPC)

Log in and out

Auto PartsBridge is an online application that is accessed from the Auto PartsBridge website.

To log in to Auto PartsBridge:

1 Go to the Auto PartsBridge website.
2 Select your manufacturer.
3 Type your user name into the **User name** field.
4 Type your password into the **Password** field.
5 Click **Log In** or press **Enter** on the keyboard.

▸ To log out from Auto PartsBridge, click **Log Out**.

Configure settings

When you log in to Auto PartsBridge for the first time, you must configure the settings for your dealership. Administrators must complete all steps of the Configuration Wizard.

Non-Administrators complete the End-User Licence Agreement only.

The steps of the Configuration Wizard include:

1   **Introduction**: View the Welcome window.

2   **End-User Licence Agreement**: Read and select the required checkboxes to accept the EULA and privacy policy.

3   **Company Details**: Confirm or change your company name, address and shipping details. Make sure you enter a valid email address.

4   **User Accounts**: Create additional user accounts within the dealership (if required). Type the user details into the corresponding fields and click **Create**.

5   **Add-Ons:** Install add-ons, such as the Auto PartsBridge DMSi application.

The Auto PartsBridge DMSi allows you to transfer parts to your Dealer Management System. Click **Install DMSi** and follow the prompts. You can also click **Connect** to test your DMS connection at any time.
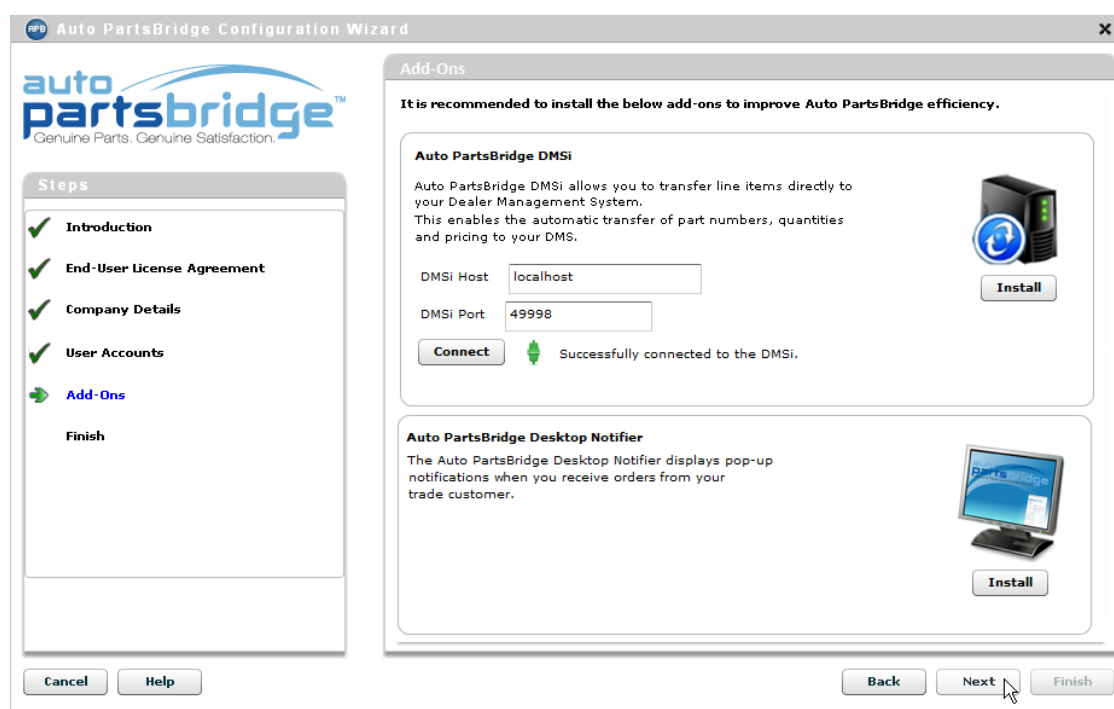
6   **Finish**: Click **Finish**.

Change settings

The Settings window allows you to modify the settings for your dealership. You can also select your language in the Settings window.

Administrators can access all settings, such as the User Accounts, Customer Accounts and Add-Ons. Non-Administrators can access the Company Details only.

To add new user accounts:

1 Click **Settings**.

2 Click the **User Accounts** tab.

3 Type the user account details into the corresponding fields.

4 If you want to allocate administrator rights to the user, select the **Set as admin.** checkbox.

   Users with administrator rights can change all settings.

5 Click **Create**.

6 Click **Close**.

To add new customer accounts for body shops:

1 Click the **Customer Accounts** tab.

2 Click **Add**.

3 Type the customer account details into the corresponding fields.

4 Select **Discount MSRP** or **Cost Plus** from the **Discount Method** drop-down list.

5 Type the discount percentage into the **Percentage** field.

The percentage must be entered for each customer account.

6 Select the **Is Internal Bodyshop** checkbox if applicable.

7 Select a name from the **Preferred parts interpreter** drop-down list if applicable.

8 Click **Create Customer**.

9 Click **Close**.

▶ To edit a customer account, click the icon and make the changes. Then, click **Update**.

▶ To view or update the shipping address, click **Shipping Address**. To return to customer details, click **Customer Details**.

Process an order: view and validate parts

Body shops send quote requests and orders directly to the dealer. When the body shops send new or updated orders, you automatically receive an email notification.

Dealers validate the VIN and parts data against the manufacturer data to ensure correct parts sales and less returns.

Access the list of orders

After you log in, the list of orders sent by your body shops is displayed. You can view all orders, search for a particular order or filter by a specific timeframe.

To view all your active orders:

1   Select **Active Orders** from the **View** drop-down list.

2   View the list of active orders. The following information is displayed:

- **Status:** The status of the order, such as new and updated orders.

- **Date:** The date that the order was last modified.

- **Account Number:** The account number of the body shop.

- **Customer:** The customer name of the body shop.

- **PO/RO No.:** The purchase order or repair order number (if available).

- **Vehicle:** The model of the vehicle.

- **VIN:** The Vehicle Identification Number.

- **Estimate No.:** The estimate number generated by the estimating system.

3   Click a column heading and select the ▲ icon to sort the column data.

Status	Date	Account Number	Customer	PO/RO No.	Vehicle	VIN	Estimate No.	Action
New Order	08/03/2011 5:52 PM	23435	John Smith		A 350	AKDLEPBCNM8645329	30	Open
New Order	08/03/2011 5:52 PM	47587	Katy Perry		M 637	MKDLEPBCNM3829384	25	Open
Needs Action (DMS) Quote Pending	03/28/2011 11:29 AM	11456	Nathan Sharpe		Z 250	ZKDLEPBCNM4756322	9	Open
Needs Action (Quote)	03/28/2011 11:14 AM	12220	Jose Gonzalez		J 290	JKDLEPBCNM3127635	2	Open

To search for an order:

1   Type the search criteria into the **Search** box.

2   Select the search type from the **Search by** drop-down list. For example, customer name or estimate number.

3   Click **Search**.

The search results will be displayed.

▸   To filter the orders, select the timeframe from the **Filter** drop-down list.

▸   To return to the list of orders at any time, click **Orders**.

View order information

The first step in processing an order is to open the order and view the customer and vehicle information. When you open an order, the VIN is automatically validated against the manufacturer data.

To view the order information:

1   Click **Open** on the required order.

2   Click **Order Information**.

3   View the order details.

4   View the customer details.

    To edit customer details, such as the discount method applied, click **Settings** and select the **Customer Accounts** tab.

5   Click **Close**.

To view the vehicle information:

1   Click **Vehicle Information**.

2   View the vehicle details from the estimate.

3   View the vehicle details validated against the manufacturer data.

4   Click **Close**.

▸ To view notes associated with the order, click **Order Notes**. If a note has been entered for the dealer, the Order Notes button will be highlighted.

▸ If the body shop sends an order without a VIN, contact the body shop and request the correct VIN or select the model details.

Validate parts

The quote requests and orders sent by the body shops consist of the required OEM and aftermarket parts for a crash repair. This provides the opportunity for dealers to quote on the aftermarket parts and add any additional OEM parts to the order.

When you open an order, the parts are validated automatically against the VIN. The valid part numbers are displayed in the Valid Parts frame and the invalid part numbers are displayed in the Invalid Parts frame. The invalid part numbers must be validated manually using the Electronic Parts Catalogue (EPC).

To validate parts automatically:

1 Click **Open** on the required order.

2 View the valid parts in the Valid Parts frame.

3 If you want to view a valid part in the EPC, click **View** in the **EPC** column.

To validate parts manually in the EPC:

1 Click **Find** on the invalid part.

The EPC will be displayed.

2 Navigate through the Graphic Index to locate the OEM equivalent part.

For more information on finding parts, refer to the **Add parts** section.

3 Click the callout in the image.

The part details will be displayed.

4 Click the ☑ icon to add the part to the order.

The updated order will be displayed. You can provide a quote on the aftermarket parts.

▸ To access additional information such as supersession or selective fit options, click the required icon in the **Lookup** column.

View or add labour items

Auto PartsBridge allows you to display the entire estimate and view labour items. This may assist you to identify additional parts for the repair. The additional parts can be located in the EPC and added to the order.

Labour items are displayed as aftermarket (AM) parts and therefore you are able to provide a quote for the corresponding parts.

To view the labour items and add additional parts to the order:

1   Select the **Show entire estimate** checkbox.

    The entire estimate including the labour items will be displayed.

Invalid Parts						
No.	Part Type	OEM P/N	Non-OEM P/N	Description	Qty	Action
1	AM Part	33101SNAA02		R Front Combination Lamp Assembly	1	Find
4	Salvage Part	67010SNAA90ZZ		R Frt Replace Door Assy	1	Find
5	Labour			R Frt Door Shell	1	Add to Order

Valid Parts

⦿ View all parts   ◯ View active parts   ☑ Show entire estimate :

No.	PR	Part Type	Part Number	Install Time	Lookup	Description	Qty	Est. Price	MSRP	Cost Price	Sell Price	Profit	EPC	Status
2		OEM Part	60100-SNE-A91ZZ (60100SNEA91ZZ)		⚠ 🐞	Hood, Panel (Hood Panel)	1	$417.65	$461.00	$343.99	461.00	25.38%	View	Order ▼
3		OEM Part	60120-SNA-A00ZZ (60120SNAA00ZZ)			Hinge, R. Hood (R Hood Hinge)	1	$28.25	$36.73	$22.04	36.73	39.99%	View	Order ▼

2   Click **Add to Order** on the required labour item.

3   Click **Find** on the required labour item.

    The EPC will be displayed.

4   Navigate through the Graphic Index to locate the part.

5   Click the callout in the image.

    The part details will be displayed.

6   Click the ✔ icon to add the part to the order.

7   Click the **Show entire estimate** checkbox again to deselect it.

    The estimate including the labour items that you have added will be displayed.

▸   To add a note prior to sending the quote to the body shop, click **Order Notes**.

Process an order: add parts

The Electronic Parts Catalogue (EPC) allows you to add parts that were not included in the original estimate to the order. The EPC is exactly the same as the EPC used by your body shop customers.
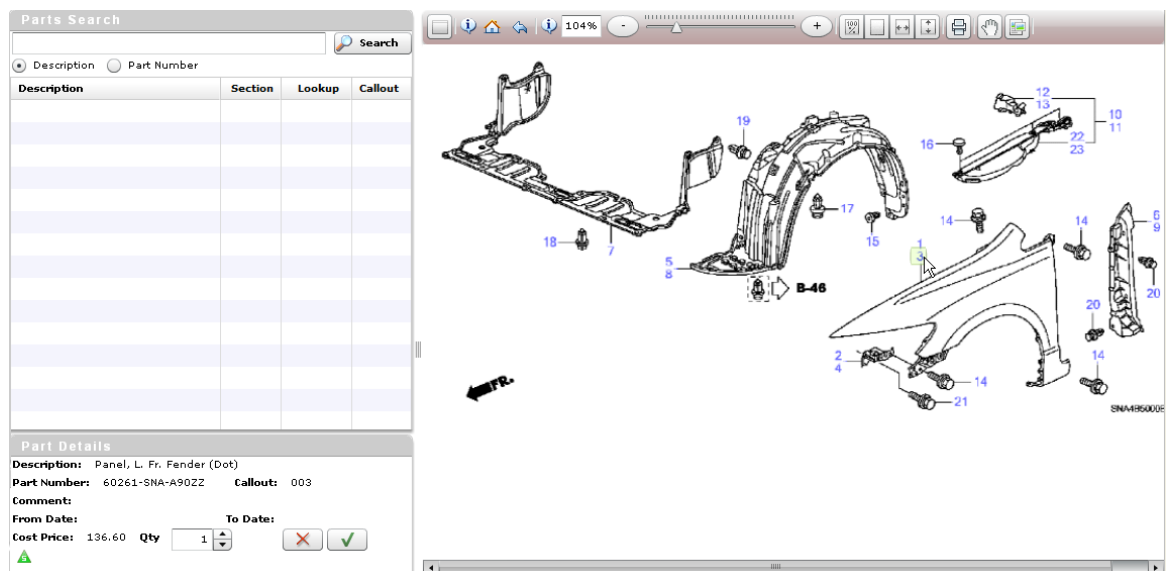
Use the Graphic Index

The Graphic Index is a pictorial index of the major and minor sections of a vehicle.

To use the Graphic Index:

1 Click **Add Parts** in the Order screen.

2 Click the required major section.

3 Click the required minor section.

4 Click the callout in the image.

   The part details will be displayed.

   If more than one part is displayed, click on the required part.

5 Click the ☑ icon to add the part to the order.

6 To return to the start of the Graphic Index to add more parts, click the 🏠 icon.

   To return to the order, click the ⬅ icon.

▸ To navigate the index, you can also use the drop-down lists at the top of the screen.

Search for parts

The Parts Search panel allows you to search for parts by description or part number. You can enter the full or partial part number.

To search for parts:

1 Select the search type. For example, description.

2 Type the search criteria and click **Search**.

3 Click on the required part.

The image will be displayed with the callout of the part highlighted.

The part details will be displayed. If more than one part is displayed, click on the required part.

4 Click the [✔] icon to add the part to the order.

5 To return to the order, click the [←] icon.

To close the screen at anytime, click the [✕] icon.

▸ You can see in the Totals frame of the **Order** screen if the body shop allowed you to add parts to the order.

▸ If a part has been superseded, click the supersession icon ▲ in the Lookup column or Part Details panel and select the required part.

Process an order: quote parts and send to DMS

Once the parts on the order are validated, a quote for the OEM equivalent of the aftermarket parts can be sent to the body shop. Parts that are ready to be ordered can be sent direct to the Dealer Management System (DMS).

Send a quote to the body shop

Prior to preparing the quote, you need to check which parts are eligible for a rebate. As you enter the sell price on eligible parts the rebate and profit will be displayed. This allows you to easily view, adjust and maintain your profit while offering discounted parts.

Note: Some manufacturers may not offer a parts rebate program.

To prepare a quote for the body shop:

1 View the order and identify the aftermarket parts.

The information for each part includes:

- **PR:** The eligible parts will be indicated in the Program (PR) column.
- **Part Type:** The two types of parts are OEM or aftermarket (AM). The aftermarket type includes parts such as salvage parts, sublet parts and remanufactured parts.
- **Lookup:** The additional lookup information includes supersession data, alternate part data, selective fit options or fitment instructions.
- **Est. Price:** The Suggested Retail Price from the estimate.
- **MSRP:** The Manufacturer Suggested Retail Price from the manufacturer price file in the EPC.
- **Cost Price:** The dealer's purchase price from the manufacturer.
- **Sell Price**: The sell price from the dealer.
- **Profit:** The percentage of profit based on the sell price.
- **Status:** The OEM parts are labelled as Order and the aftermarket parts as Quote.

2 Edit the price in the **Sell Price** field.

Additional information, such as the estimated rebate and the profit amount will be displayed in the Totals frame.

3 Continue to edit the sell price for each aftermarket part.

4 Once the quote is complete, click **Send Quote**.

The quote and an email notification will be sent to the body shop.

Send parts to the DMS

Auto PartsBridge has the ability to send parts directly to the Dealer Management System (DMS). When a body shop accepts a quote, they change the status of each part from quote to order. The parts displayed with an Order status are sent to the DMS.

To send parts to the DMS:

1   Obtain the invoice number from your DMS for each line item in Auto PartsBridge.

2   Click **Send to DMS**.

3   Select a part in the Transfer list and click **Transfer**.

Each part is transferred one line at a time.

4   Type the invoice number from your DMS into the **Invoice Number** field.

The invoice number you enter in Auto PartsBridge must match the invoice number in the DMS for each part line. Unmatched parts may not be eligible for a rebate.

5   Click **Order Details** to view the full list of parts and to enter the invoice numbers for parts that are on different DMS invoices.

6   Click **Apply**.

7   Click **OK**.

The status of parts will change from Order to Invoiced. Move the mouse over Invoiced to see the invoice number and date.

▸   To edit an invoice after the parts have been sent to the DMS, click **Edit Invoice**. You can edit the invoice for up to 10 days after the order date.

▸   If you do not have a DMS setup, click **Mark as Invoiced** and enter the invoice numbers for each line item into Auto PartsBridge.

▸   If a body shop declines a quote, the part will be marked as **Do Not Order** in the **Status** field.

Access and manage orders

Orders can be viewed, saved, printed and archived in the Orders screen.

Orders are organised based on their status.

Status	Description
🟩 New Order	A new order received from the body shop.
🟩 Updated Order	An updated order received from the body shop.
🟨 Needs Action (Quote)	A quote that needs to be sent to the body shop.
🟨 Needs Action (DMS)	An order that needs to be sent to the DMS.
🟪 Quote Pending	A quote that is awaiting confirmation from the body shop.
🟥 Archived	An order that has been archived.

Orders can be accessed from the following folders:

- **All Orders:** Displays active and archived orders.
- **Active Orders:** Displays active orders and quotes.
- **Archived Orders:** Displays orders that are closed and have been archived.
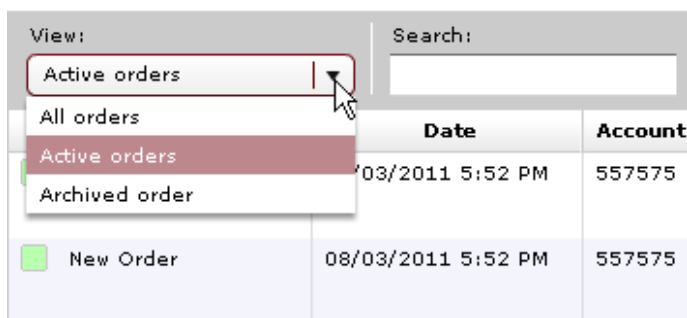
▸ To return to the Order screen at anytime, click **Order** at the top of the screen.

Print an order

Orders can be printed from the Order screen.

To print an order:

1 Click **Open** on the required order.

2 View the order.

3 Click **Print**.

Save an order

Orders can be saved from the Order screen.

To save an order:

1 Click **Open** on the required order.

2 View the order.

3 Click **Save**.

Search for an order

You can search for a particular order in the Orders screen.

To search for an order:

1 Type the search criteria into the **Search** field.

2 Select the search type from the **Search by** drop-down list. For example, estimate number.

3 Click **Search**.

Archive an order

Orders can be archived once finalised.

To archive an order:

1 Click **Open** on the required order.

2 View the order.

3 Click **Archive**.

▸ To re-activate an archived order, click **Re-open** in the Orders screen.

Access the Rebate report

Once the parts have been invoiced, the OEM must match the Auto PartsBridge order to a DMS invoice to ensure you receive the rebate on your conquest parts.

The Rebate report allows you to easily track all the eligible parts that have been invoiced within the Wholesale program and whether the parts have been invoiced correctly.

Note: This report wlll be available for manufacturers that offer a parts rebate program.

The main statuses for invoices are:

- **Pending:** Parts that have not been matched by the OEM yet or have not been invoiced correctly within the program period.
- **Matched:** Parts that have been invoiced correctly within the program period.
- **Unmatched:** Parts that have not been invoiced correctly at the completion of the program period.

To access the rebate report:

1 Select **Rebate** from the **Report Type** drop-down list.
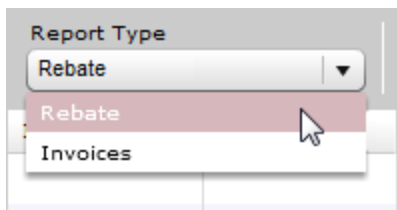
2 Select the parameters for the report and click the ⟳ icon.

3 Review the invoice details such as the invoice status and the rebate information.

You can also filter the report using the **Filter** drop-down list.

4 Identify any pending invoices, and check that the parts have been invoiced correctly.

5 Make corrections to pending invoices within Auto PartsBridge or the DMS, if required.

For example, ensure the following information matches between Auto PartsBridge and your DMS.

- Invoice Number
- Account Number
- Part Number
- Quantity
- Typical Discount
- Sell Price

6 Generate the report again and confirm the status has changed to Matched.

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