

## Part Inquiry Screen - DealerCONNECT

### Frequently Asked Questions

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<b>Q</b>	<b><i>Why can I no longer see the inventory for each PDC?</i></b>
<b>A</b>	In the old screen, we listed every PDC and the status of inventory at that PDC. It was open to interpretation and misleading because it did not assure which PDC would receive your order or whether or not your order would be eligible to receive the inventory displayed. The new screen is set up so that you do not have to use your own interpretations or assumptions (which could lead you to a wrong answer). If material is available in the referral chain, the new screen will determine the method of shipment and the time to arrive. We display this in the "Delivery Information" section under "Delivery Details" and "Mode".
<b>Q</b>	<b><i>What are "Other" PDCs</i></b>
<b>A</b>	The "Inventory" section of the screen shows from left to right the order in which we would allocate non-SSD parts. "Other" PDCs come after the Facing and Source PDCs in the referral chain and include other dealer's facing PDCs that are in your extended referral chain.
<b>Q</b>	<b><i>What does "Source PDC" mean?</i></b>
<b>A</b>	"Source PDC" represents Mopar's PDCs that hold our replenishment inventory and safety stock. Every part is assigned to one Source PDC. The source PDCs replenish your facing PDC on a daily basis and are available, if necessary, to provide a referral if your facing PDC does not have stock needed for your order. Source PDCs include Center Line, Warren, Sherwood, Marysville, Milwaukee, Romulus, and Mississauga. The term previously used for this type of PDC was "National".
<b>Q</b>	<b><i>Why don't I see National "NAT" like I did in the past</i></b>
<b>A</b>	NAT or National was a misleading term that was used sometimes to mean just the Center Line PDC and other times used to mean ALL the Source PDCs. We have eliminated the term NAT or National and now use the term Source PDC. See the question just above for more explanation
<b>Q</b>	<b><i>How reliable are the ETAs that you are providing if there are existing backorders?</i></b>
<b>A</b>	ETA accuracy has improved by 70% due to recent system changes. Material that is in-transit from or has been received from the supplier are most reliable. ETAs are calculated based on the time we expect it to take to get material from its current position to you. For example: if we are waiting for the supplier to ship, we calculate the ETA based on the expected supplier ship date, the time it will be in-transit, and the time it will take to receive and process the material for shipment to you. If any of those expected actions are delayed, we recalculate the ETA based on the new expected dates.
<b>Q</b>	<b><i>Will the STAR parts version of the Part Inquiry screen continue in the old format?</i></b>
<b>A</b>	No. We will eventually convert the STAR Parts version to the new format as well. Expected timing is late 2018.
<b>Q</b>	<b><i>Will the Pipeline screen continue to be available?</i></b>
<b>A</b>	Yes, until further notice. We are monitoring the use of this screen. Prior to launch of the new Part Inquiry screen, Pipeline screen was viewed about 2 times per day per dealer. We expect that to decrease dramatically with the new version of our Part Inquiry because we are using Pipeline information to calculate all the necessary information for you. We may eventually remove the Pipeline screen
<b>Q</b>	<b><i>I see a field for "SSD" Inventory, but why don't I see values in that field?</i></b>
<b>A</b>	We are actively working with suppliers to improve this with more timely and accurate information.
<b>Q</b>	<b><i>Will DST (Powertrain) inventory still be visible?</i></b>
<b>A</b>	Yes, the D2D-Distributor order allocation process will not change and Distributor inventory will be displayed on the new Part Inquiry screen. See "Inventory Information/Distributor" for available inventory, and "Delivery Information" which shows how many days to receive the part.

<b>Q</b>	<b>Will there be any changes to Parts Locator?</b>
<b>A</b>	We do not have any plans to make changes to that function or screen
<b>Q</b>	<b>Can I see if a part is Conquest Eligible?</b>
<b>A</b>	That information is included on the new Part Inquiry screen in the “Order Information” section. We are also looking into the possibility of including this information on the ‘price tapes’
<b>Q</b>	<b>The whole screen is not displaying, I have to scroll down or to the right; can I fix that?</b>
<b>A</b>	Yes, the recommended screen resolution is 1600 X 900. To adjust your screen resolution, please go to your computer’s Control Panel, click on Display, and adjust the resolution
<b>Q</b>	<b>I did not find my question or answer, where do I go now?</b>
	Additional questions? Please go to: DealerCONNECT>Parts tab, right side, scroll to the “Mopar Supply Chain” portlet. Click “Submit a Question”, complete the form, click submit, and you will receive a response within a couple days.

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*As of 8/16/2018*

<b>Q</b>	<b>How do you calculate the quantity that you show in the Replenishment Information section?</b>
<b>A</b>	The quantity showing is the quantity in the pipeline that will be available <b>after</b> backorders are filled. The formula is as follows: <u>Pending Put-Away</u> PLUS <u>In-Yard</u> PLUS In-Transit PLUS In-Process Outbound MINUS Backorders that exist for that PDC.
<b>Q</b>	<b>What does “Will B/O” mean?</b>
<b>A</b>	If your Facing PDC does not have inventory and the Source PDC also does not have inventory, then if you order the part, with the order type on which that comment is showing, it will not allocate to any other PDC. An order with that Order Type will go on backorder. The message will also describe how long it will hold on backorder waiting for the Facing PDC or for the Source PDC to fill the order.  So, even if there is inventory at “Other PDCs”, an order type that is showing “Will B/O” will not immediately allocate to that “Other PDC” inventory.
<b>Q</b>	<b>What does “Will refer in x days” mean?</b>
<b>A</b>	If an order type shows “Will B/O”, we may also be able to provide how long it will wait on backorder before it refers to other inventory in the network. During the B/O period, and before it refers, an order will wait for the FACING PDC or the SOURCE PDC to receive inventory to allocate to your order. It is a good idea to look at the “Replenishment Information” section at the bottom of the screen to see when the Facing or Source will have positive inventory available for these orders. If the order does not allocate to the FACING or the SOURCE PDC during the hold period, then it “Will refer in X days” to the “Other PDC” inventory.
<b>Q</b>	<b>Why do you plan to eliminate the Pipeline screen?</b>
<b>A</b>	All of the information from the pipeline screen is used, improved, and displayed (differently) on the new Part Inquiry screen. <ol style="list-style-type: none"> <li>1) The Pipeline screen simply lists inventory that is in process at various locations, giving you no indication as to timing of when that inventory will be available to you. The new Part Inquiry screen uses the same data you see on pipeline to show you, in the “Replenishment Information” section, WHEN your facing PDC or the source PDC will have positive inventory after filling existing backorders. (see formula in above question on “Replenishment Information” section)</li> <li>2) The Pipeline screen tells you how many backorders we have. The Part Inquiry screen tells you the longest ETA on existing backorders. Just knowing how many backorders we have does you no good, but an estimate of when we will fill all those backorders gives you something to tell your customer.</li> <li>3) The distributor information you see on pipeline is now used on the part inquiry screen to give you</li> </ol>

a better date because it was submitted prior to the current longest ETA order.

**Q** *How do you determine the delivery days for a distributor part?*

**A**

<b>AER Closest Distance</b>	<b>Order Type</b>	<b>ETA</b>
Less than 50 miles	Any	Next Day
50 - 800 miles	A, E, S	1-2 days
	Premium	Next Day
Greater than 800 miles	A, E, S	2-5 days
	Premium	Next Day

**Q** *Why don't you show the next part in the supersession chain that you end up replacing my order with? I see AA is not at my facing and will take 3 days from the Source to get to me. I order it, you replace my order with an AB and I get it in one day from my facing. Why don't you show me that is available in 1 day and that you are going to do that to my order?*

**A** We set future effective dates for interchangeable new parts so that we can be sure to use up the old part and acquire ample stock of the new one. The limitation, unfortunately, is that we are not able to allow the effective date to vary by Facing PDC. So even if one or more Facing PDCs has the new part available, the ruling date may remain in the future until we have ample stock at most locations. We are working to allow our system to provide you those details, until that time, when you receive the new level part, you can update your internal systems to this level as your Facing PDC will now be stocking the new part, not the old one.