



NEWS

November 2001

Star Parts Pilot – 500+ Dealers using Star Parts!

Star Parts is continuing to launch in dealerships throughout the US & Canada. We have now launched Star Parts in **500+ dealerships**. The response from the dealer network has been very positive. If the Parts department in your dealership has a high speed Internet connection and has a PC that meets the minimum Customer Connect specifications you can become a Star Parts dealer by calling 1-800-374-4040.

Speed and Stability Update

Continuous pilot feedback has revealed that speed is acceptable when a high-speed digital (128k) bandwidth line is utilized with a standard customer connect PC. Stability is continuing to improve weekly. Our goal of maintaining 95+% system uptime has been accomplished for several weeks.

New Features in Star Parts!

New Look & Feel to our Website Home Page

We have developed a new look and feel to the Star Parts Website **"Home Page"**. The Home Page now contains the **Starter Applet** as well as a link to **Dealer communications, Frequently Asked Questions (FAQ's), Newsletters** and much more. See the Star Parts website to utilize all the new features.

Star Parts Starter Applet on the Home Page

You will be able to launch the application directly from the Star Parts home page, rather than having to open another window and clicking an extra button. This will save you valuable time & extra mouse clicks when getting Star Parts up and running. If you have been launching Star Parts from an ICON that you built on your desktop, you will no longer be able to get the new release(s) of Star Parts. We strongly suggest that you always launch Star Parts from the Star Parts **Home Page**.

Dealer Communication

The dealer communication section will become the **Primary Source** for Star Parts information. We will be keeping the site updated with current news and important information. It will provide **all** the latest dealer communication(s) regarding **new features, enhancements and general updates. In order to keep up with all the latest information you need to check the site everyday.** All of the latest and greatest information on Star Parts will be available at the click of a button!

Instant Messaging

One of the great new features of Star Parts is our Instant Messaging feature. In the next release of Star Parts we will have the ability to send you messages that will appear instantly on your screen. If we have important information that we need to get to you immediately, we will send you an **instant message**.

Training Refreshed

If you are experiencing any difficulty in Navigating through Star Parts, try revisiting the training. We have made several enhancements (i.e. we have added a module on how to use Feedback and how to locate parts in the Star Parts Library). The training is available on our Website or you can take the Star Parts training by going through the DCA Web Link at: www.cpjd.com/acadaemy You can retake the training at your convenience.

Look on the back page for our Roll-Out schedule and some Dealer Feedback: DP



Tips & Techniques - Under Construction

We are currently building a section on our web site that will provide Tips & Techniques to help you use some of the features of Star Parts more effectively. Currently this area includes Tips on:

How to use the shortcut feature,

How to search for a part number within a catalog and across all catalogs

How to turn the filter on and off.

If you have any suggestions on what you would like to see in Tips & Techniques please send us a feedback using the feedback feature of Star Parts.

Star Parts Product Roll-Out Schedule

Volume Deployment (End of 4th Q 2001)

As part of our rollout plan we are going to launch Star Parts according to contract expirations and dealership readiness. If you have the necessary equipment and Internet access through a high-speed connection you are ready to run Star Parts. To proceed on how to launch Star Parts in your dealership you can contact the Star Parts support center at: 1-800-374-4040 select options 1-for English, then select options 2, then 2.

Star Parts will be a gradual rollout, the initial focus being on the US dealers. Deployment of Star Parts in Canada, Mexico and the International markets will follow the initial rollout to the US dealers.

Dealer Feedback

Don Cushing, Bald Hill Dodge – Warwick, RI

"The new version of Star Parts is much faster and more accurate, we're looking forward to more VIN-filtering"

John Farrow, Kingston Jeep – Kingston Ontario

"The speed of Star Parts is coming along great! We especially like the IDENT feature, it saves time in looking up trim and saves errors"

Doug Durrant, Des Sources CDJ – Montreal, Canada

"We really appreciate the effort you guys are making to improve on the speed of the system and we look forward to all future enhancements!"

Joseph Chisholm, Puritan Chrysler – Cranston, RI

"Star Parts is very easy to use, a new parts counter person can grasp it pretty easily. One of the best things about Star Parts is being able to use the VIN to get the parts you need, it helps us to make a lot less errors"

Mark Weis, Preston Auto Group – Butler, PA

"Star Parts is a very well written parts catalog, it is one of the best. The VIN-filtering has definitely improved"

Mike Rhoades, Great Northern Dodge – North Olmstead, Ohio

"I am using Star Parts more than my other system. Bookmark is great feature, it allows you to save your parts list so you don't have to look up the VIN more than once"