



NEWS

October 2002

Thanks For Your Feedback!

You talked - We listened! You've been providing us with suggestions on how we could improve the Star Parts application. We took your ideas very seriously and modified Star Parts to include many of your suggestions in our next release. The Star Parts team listened to your suggestions, made some improvements and will continue to improve our product to make it the most robust parts catalog in the industry!

Increased VIN filtering!

The new October release of Star Parts includes significant improvements in the percentage of parts that are being VIN filtered! ***We have increased the VIN filtering on overall parts from 70% VIN filtering up to approximately 90%.*** A huge improvement for the non-colored parts!

Improved Feedback Tool!

We've made the Feedback tool more use friendly. When you click on the feedback tool, the application now takes you directly to Page 2 of the Star Parts tab. Just type your comment in the "***Detailed Description box***" and click on the mail button at the bottom of the screen. Your feedback will be sent directly to the Star Parts team. If you do not hear from us directly, check out the application; in most cases the application will be updated the following week.

We've saved you keystrokes in creating a New Bookmark Session

We've made changes to save you keystrokes when creating a new bookmark session. Single click on the "***new***" tab at the bottom of the screen, this will automatically open a new bookmark session with the cursor positioned in the "VIN" field waiting for you to input the last nine digits of the VIN.

Retains VIN information in IDENT

The application has been modified to keep the existing inputted VIN if less than nine digits or a non-valid VIN was entered. When you are using the IDENT tool, If you accidentally key in less than 9 digits or a non valid VIN in the VIN field, the VIN will reappear and you will only have to enter the missing or the miskeyed digits.

In Shortcut you only have to key in the last two digits of the model year

We've saved you key strokes when using the Shortcut feature. You now have the option of keying in either all four digits or only the last two digits of the model year.

Upgrade to the Database

In late August the Star Parts team implemented a new fix-pack of the database to help lessen the number of Star Parts lock-ups!

StarParts is in over 1600+ Dealerships!

StarParts is now launched in over 1600+ dealerships throughout the U.S., Canada and Mexico. As the dealerships become Internet ready, they are eligible to become a Star Parts dealer. If your dealership meets the Star Parts dealership readiness requirements you too are eligible to become a Star Parts dealership! For more information on readiness requirements visit our website and read our previously published newsletters.

How do I access the StarParts website?

Once you have met the Dealership Readiness Requirements you are ready to access StarParts. Just visit our website home page at: <http://starparts.chrysler.com>

- Select New Dealers
- Select Launch Kit Letter (It contains all the instructions you need to get started with StarParts)

The New Specifying FAQ Web Site - "Huge Success!"

Since its launch in mid-July the new Specifying FAQ web site has seen both expansion and extensive dealer use. In this site you will find product specific questions and answers, along with helpful guidance on common issues and policies. To date, the feedback from dealers has been very positive.

In addition to the Main Menu topics, the site also offers a "Search" feature, which allows the user to enter a "keyword" search topic. Topics are also printable for posting.

The new Specifying FAQ link can be found on the **Star Parts Home Page** and is accessible via the internet at: <http://starparts.chrysler.com>. Just click on the "Frequently Asked Questions" option located on the left side of the page, select "B. Specifying Frequently Asked Questions" and you're at the main menu. Keep in mind, this is a work in process and new topics will appear periodically.

Please give this new site a try. It could save you a phone call !

DealerCONNECT UPDATE!

DON'T DELAY....DIAL IS GOING AWAY - ARE YOU READY?

DealerCONNECT - the Internet replacement for DIAL and CPJD.com - is now available to all Dealerships @ www.dealerconnect.com. The following applications are currently available:

- Vehicle Ordering (TOPS)
- Dealer Order Status (DOS)
- Vehicle Locate
- Code Guides
- Daily News
- Quick Order
- Fleet Bid System
- MarketCenter
- GPOP Wholesale Compensation
- 2003 Color Popularity Report
- CFC Lease Payoff
- Global Service Payment System (GSPS)
- My Personnel (replaces DPS)
- Billing Code Guide
- Dealer Advisory Council
- CFC Remarketing (ELVIS)
- CFC Wholesale Inquiry Reports
- Email
- Mopar Parts Locator
- DSP Certification
- Certificate of Origin(COV) Reprint Request

Between now and the end of the year, we will be moving all DIAL and CPJD.com applications to DealerCONNECT. You need to consider your dealership's business operations and supporting network infrastructure for optimal utilization of DealerCONNECT. To be successful, all dealerships must have the following:

1. High-speed Internet Access (128 Kbps minimum) connection from your LAN to the Internet
Note* StarParts dealers will require an additional 128Kbps minimum for first three(3) users
2. A Local Area Network (LAN)
3. A sufficient number of PCs and Printers equipped with anti-virus software
4. A sufficient number of network drops in your service and parts departments (i.e. service - 1 drop for every 2 service bays)
5. Contact with your dealership service providers (DSPs) requesting interface capability

Network implementations can take anywhere from 90 to 120 days to complete. This excludes the time it takes to evaluate your current environment, assess your needs (hardware, software, high-speed Internet access and LAN equipment), finalize your network design and select your supplier(s).

In late September, we mailed all Dealerships a DealerCONNECT Information Box in Compact Mail. The "Box" contains publications and information by subject for easy access. All materials in the box are also available on the DealerCONNECT Support link.

Another important resource to assist you with your transition is the Dealership Infrastructure Guide. This guide contains a set of work standards established by DaimlerChrysler, Ford and General Motors to ensure that all dealerships have a common network strategy for implementing a LAN with high-speed Internet Access. For additional DealerCONNECT information and a copy of the Dealership Infrastructure Guide log onto DealerCONNECT @ www.dealerconnect.com.