



Dealer Training

**MOBIS India Ltd.**

204-206, Corporate One, 2nd Floor, Baani Building,  
Plot No. 5, Commercial Centre, Jasola, New Delhi - 110025  
Tel : 011-4076 0033/37

Unauthorized copying without written permission of Mobis India is strictly prohibited.

**Dealer Parts**  
Operational Manual

Edition - 5

**Dear Dealer Partners & Parts Managers,**

We, at MOBIS India, are very thankful to all dealership members and especially Parts Managers for patronizing Hyundai MOBIS Parts business for the past many years.

Over the past few years, with increasing competition in the automobile industry, the spare parts business has gained more importance in the dealer business portfolio and has started making significant contribution to their profitability.

MOBIS India Limited is striving hard to improve their service levels in all respects and enhances the genuine spare parts business and operations. MOBIS India Limited aims to become “Best-in-class” through customer satisfaction, dealer profitability and strong brand image.

This ‘Dealer Parts Operational Manual’ incorporates information of different spare parts business functions. This manual has been developed with the following objectives:

- Constructive guidelines for Parts business
- Provide knowledge on Parts procedures and policies
- Help new Parts Managers to understand MOBIS Parts guidelines

This manual is designed with the sincere desire to help dealers in carrying out the spare parts business operation effectively taking into consideration the following contents:

- Order Processing and its flow
- Inventory & Warehouse Management
- Parts Pricing & Claims Procedures
- IT & Parts Technical Information

It is essential that entire spare parts operations are handled in a systematic and professional manner to enhance customer satisfaction and vehicle retention. DPOM booklet will help Parts Managers in retaining customers through effective inventory stock and therefore minimizing lost sales at the dealerships.

We hope this manual will help you in understanding MOBIS guidelines & improving day to day operations at your Dealership.

Sincerely Yours,



Leem Woosuk  
Managing Director  
Parts Division  
MOBIS India Ltd.

## TABLE OF CONTENTS

<b>1. Introduction</b>	5		
1.1 Introduction of Dealer Parts Operational Manual (DPOM)	7		
1.2 Roles and Functions of Parts Department at the dealership	8		
1.3 After-Sales Operation Flow	9		
<b>2. Warehouse Management</b>	11		
2.1 Introduction	12		
2.2 Warehouse Infrastructure	12		
2.3 Warehouse Area Calculation	13		
2.3.1 Warehouse Size Calculation	13		
2.3.2 Rack Standard Color Enhancement	15		
2.3.3 Parts Storage Calculation	15		
2.4 Rack, Bin & Tools Specification	16		
2.4.1 Mustard Yellow Plastic Bins	21		
2.4.2 Plastic Pallets	22		
2.4.3 Trolley/ Ladders	22		
2.4.4 Aisle Space recommended	22		
2.4.5 Shop floor	22		
2.5 Location Numbering System	23		
2.5.1 Storage Location Numbering	23		
2.5.2 DPOS Storage Location Structure	24		
2.5.3 Register New Location	24		
2.5.4 Specification for Location Numbering	25		
2.5.5 Storage Location Control Guidance	25		
2.6 Receiving	26		
2.6.1 Process	26		
2.6.2 Receiving Acknowledgement	27		
2.7 Storing	27		
2.8 Picking & Delivery	27		
<b>3. Parts Technical Information</b>	29		
3.1 Parts No. Identification (Coding System)	31		
3.2 Catalog	31		
3.2.1 Snap on	31		
3.2.2 WPC (Web Parts Catalog)	32		
<b>4. Ordering Process</b>	35		
4.1 Introduction of Spare Parts Ordering	37		
4.2 Order Numbering System	39		
4.2.1 Stock order for all dealers	39		
4.2.2 Abnormal order for all dealers	39		
4.2.3 VOR order for MIN dealers	40		
4.2.4 VOR order for HPSC dealers	40		
4.3 Order Process Job Flow	41		
4.3.1 Order preparation	41		
		4.3.2 Abnormal order for all dealers 'B - Type' Order	43
		4.3.3 VOR order for all dealers 'V - Type' Order	45
		4.3.4 Order Process flow in MIN - PDC	46
		4.4 Amendment / Error Codes	47
		4.5 Handling Critical Situations	49
		4.6 Do's of Ordering Process	49
		4.7 Order Cancellation Policy	50
		4.8 Start-up Sheet	51
		<b>5. Payments</b>	55
		5.1 Payment Terms and Schedule	57
		5.2 Methods of Payment	57
		5.2.1 Methods of Payment to MIN	57
		5.2.2 Payment method for HPSC dealers	58
		5.3 Process of entering payment in DPOS	59
		<b>6. Material Receiving</b>	61
		6.1 How to read Invoice	63
		6.2 Check points at the time of Material Receiving	64
		<b>7. Claims Procedure</b>	67
		7.1 Definition	69
		7.2 Types of Claims	69
		7.2.1 Parts Claims	69
		A) Definition	69
		B) Scope of Parts Claim	69
		C) Claim Filing Deadline	72
		D) Minimum Claim Amount	72
		E) Evidences for Claims	72
		F) Claim Judgement	73
		G) Claim Procedure	74
		7.2.2 For Audio OE Fitted Claim	75
		7.2.3 Accessory Claim Form	76
		7.2.4 Transit Claims	77
		A) Definition	77
		B) Guidelines for Transit Claims	77
		C) Notification on Carrier	80
		D) Methods of Investigation	80
		E) Documents Submission	81
		F) List of Documents	81
		<b>8. Inventory Management</b>	83
		8.1 Introduction of Inventory Management	85
		8.2 Scope of Dealer Inventory Management	85
		8.2.1 Why Inventory to be managed	85

8.2.2	The Major Focus Areas	86
8.2.3	The Control Parameters	86
8.3	System Environment for Dealer's Inventory Management	89
8.3.1	The Process Cycle	90
8.3.2	Interpretation of Demand & its variations	90
8.3.3	Understanding of ABC & FMS	90
8.3.4	DPOS Screens & explanations	93
8.3.5	Ways to achieve Greater Heights	98
8.4	Why Inventory planning is required?	99
8.4.1	Scope of New Model Inventory Planning	99
8.4.2	How to handle New Model Parts?	99
8.4.3	Initial Dealer Kit & Purpose	100
8.4.4	Sales Support Planning	101
8.5	Set-up Healthy Stock Practices	102
8.5.1	Stock Correction Methods	102
8.5.2	DPOS DP 34 (Inventory Adjust & Physical Inspection)	103
8.5.3	Physical Inspection Practices	104
8.5.4	Dead/Obsolete Inventory Control Measures	104
8.5.5	Parts Scrap Policy	105
8.6	Dealer Support (ETA / ETD & G Scan Failures)	106
8.7	CAO (Computer Assisted Ordering) Steps	108
8.7.1	CAO Key Features	108
8.8	What to post on DP74 (Technical Query)?	110
8.8.1	Hyundai KIA Parts Assistance Cell	110
8.8.2	Wrong Parts Identification Format	111
8.8.3	DPOS NON Technical & General Q/A	112
9.	Marketing Initiatives for Dealers	113
10.	Pricing	121
10.1	MIN Pricing Policy	123
10.2	How to read 'MRP Label'	123
10.3	New 'MRP Label'	124
10.4	Features of New MRP Label	124
10.5	Pricing Structure	125
11	IT & Systems	127
11.1	Introduction of DPOS	129
11.2	How to install DPOS	129
11.3	DPOS Equipment requirement at the dealership	129
11.4	FAQs	130
ANNEXURES		133
I.	DFS Route Supplier Entry in DPOS	135
II.	Procedure for creating new location in DPOS	137

# Chapter 1

# Introduction



## 1. Introduction

### 1.1 Introduction of Dealer Parts Operational Manual (DPOM)

The Dealer Parts Operational Manual (DPOM) serves as a useful handbook of principles, tools and best practices to guide Dealership Parts Managers towards achieving the goals of their dealership.

The DPOM is intended for Dealership Parts Managers and Business Managers working towards establishing a Parts Department. It also provides constructive guidelines for Dealer Principals / Dealership Business Heads who are involved in improving Dealership Spare Parts systems & Operations.

Today's Dealership Parts Managers strive to understand customers' needs through effective management of their marketing and sales, inventory, dealership infrastructure and warehouse operations. The DPOM deals with these critical areas of operations by defining parts operation standards at Hyundai Dealerships and equip dealers with practical and easy to implement tools to manage operations, improve performance and enrich dealer personnel with knowledge and skills relevant to achieve their goals. To attain the above, the DPOM is prepared based on the following principles:

- Practical and applicable tools for use of Dealership Parts Managers throughout the Hyundai dealer network.
- Set challenging yet achievable standards for dealer personnel, designed to improve dealership infrastructure, systems, processes and profitability, as per the global MIN standards.
- Theoretical background and guiding principles to enrich Dealership Parts Managers' knowledge base and skill set.

### Objectives of Manual

The objectives of this manual are as below:

- To provide constructive guidelines to the Dealerships Parts Managers for various Parts business functions like Parts Ordering, Material Receiving, Inventory Management, Warehousing, Parts Pricing and Parts Claims at the dealership.
- To serve as a basis for disseminating knowledge on Genuine Spare parts policies and procedures with the help of illustrations to the Parts Managers.
- To give the reference manual about the parts operations to the new Parts Managers to understand MOBIS Spare Parts department working methods and procedures.

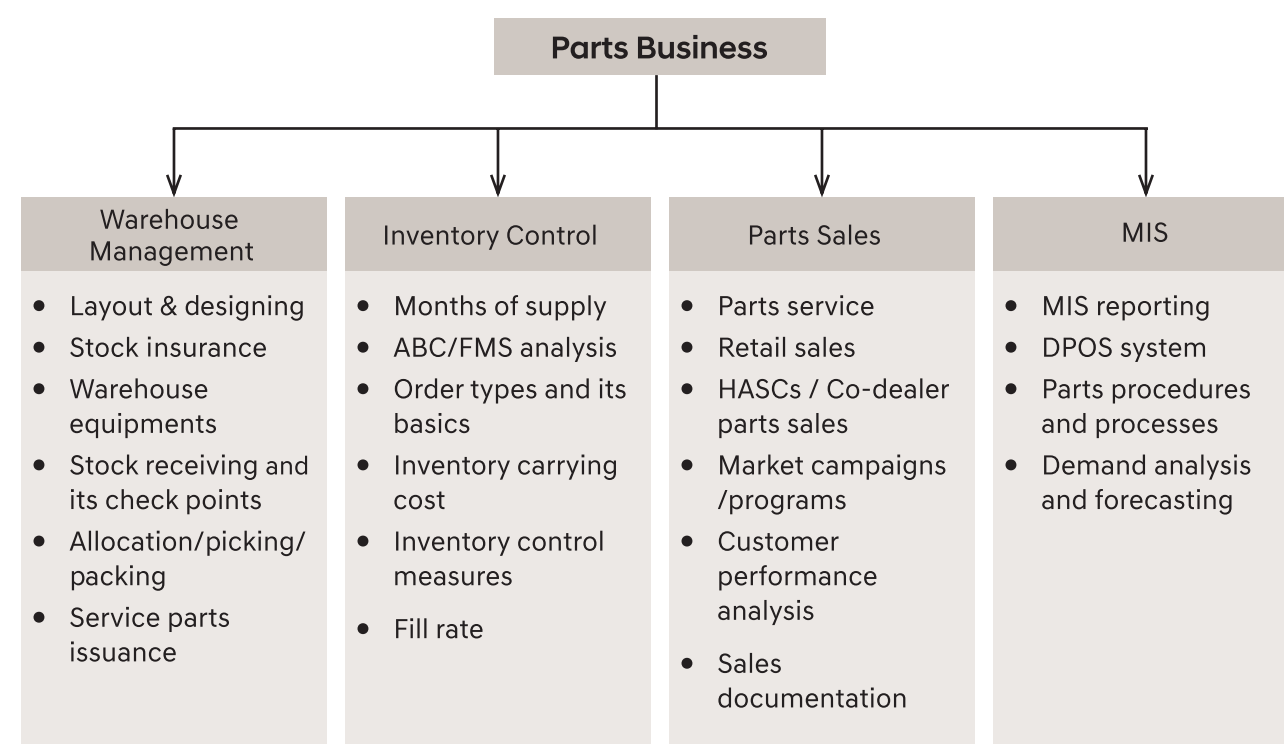
## 1.2 Roles and Functions of Parts Department at the Dealership

The parts department operations consist of the following functions at Hyundai dealerships globally:

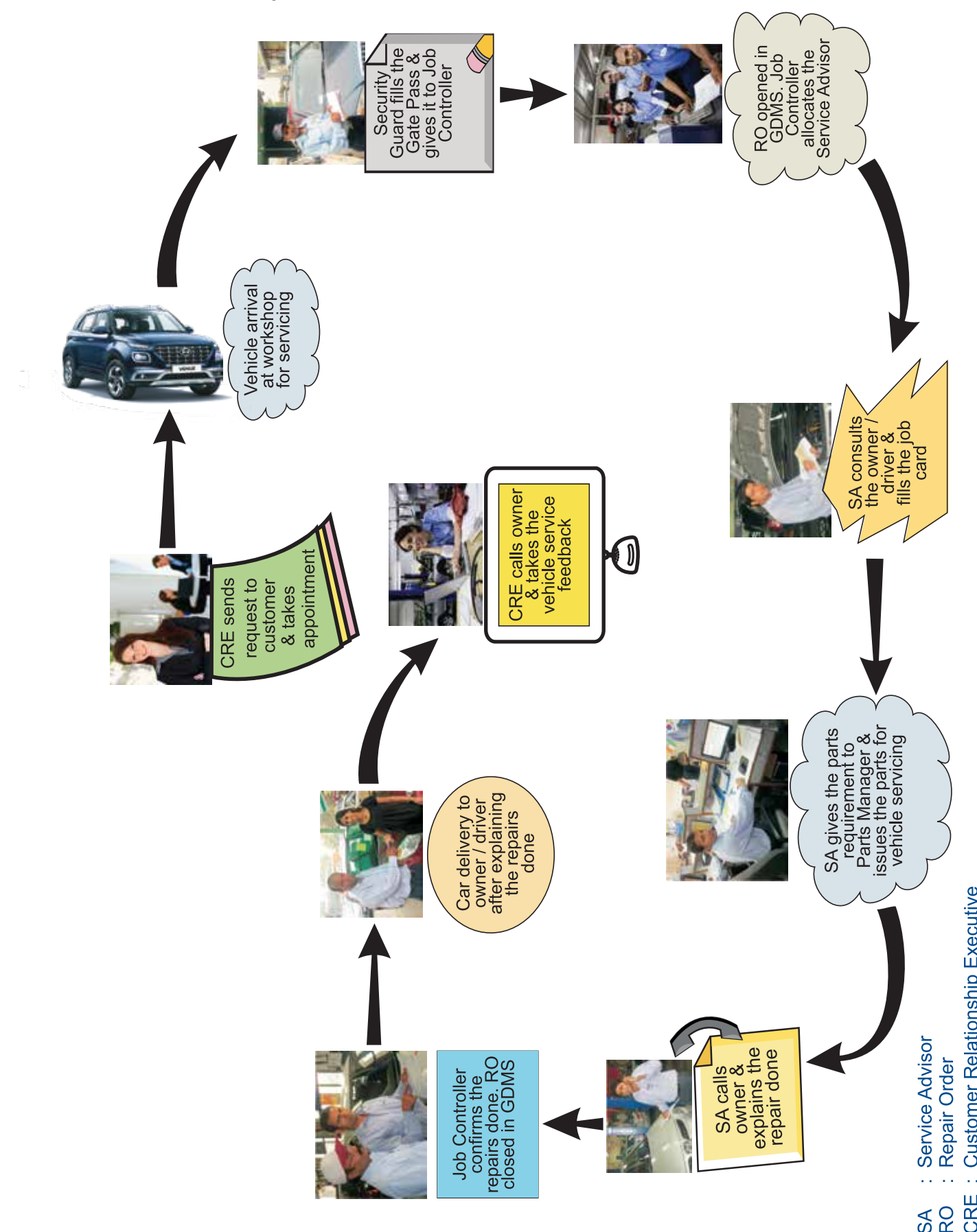
- Parts Sales: sales documentation, sales handling, retail parts sales, etc.
- Parts Marketing: parts advertisements, market research (to analyze market potential), marketing planning, etc.
- Warehouse Operations Policy: warehouse layout & organisation, receiving and stocking of parts, managing warehouse equipments, etc.
- Inventory Management: inventory policy, inventory control measures, inventory level management, ABC/FMS analysis, etc.
- Wholesale A/c Mgmt: potential customer identification, wholesale account opening, customer performance analysis, etc.
- Inbound/Outbound Logistics: incoming order handling and control, supplier handling, picking & packing orders, etc.
- Channel Development Training: parts sales training, parts specialist training, customer account management training etc.

In India, Parts Marketing and Channel Development training are in the evolutionary phase presently but will gradually become the key functions of Parts & Accessory business in India. These two functions are the catalysts in improving operational knowledge of Parts Managers, selling skills and parts sales.

Presently, there are four major key functions of Parts Business in India as given below:



## 1.3 After-Sales Operation Flow



## Chapter 2

# Warehouse Management

## 2. Warehouse Management

### 2.1 Introduction

Warehouse Management monitors the progress of products through the warehouse. Warehouse Management deals with receipt, storage and movement of goods, to intermediate storage locations or to final customer.

#### A) Objectives of Warehouse Management:

- Optimal cost of timely order fulfillment by managing the resources judiciously
- Smooth & efficient Parts Operations at the Dealership
- Required Parts warehouse area calculation & proper storage
- Provides optimal inventory control by improving warehouse facility layout
- Streamlines inefficient processes, redundant effort and excess inventory
- Design the parts storage system with location control

#### B) Basic Principles of Warehouse Management:

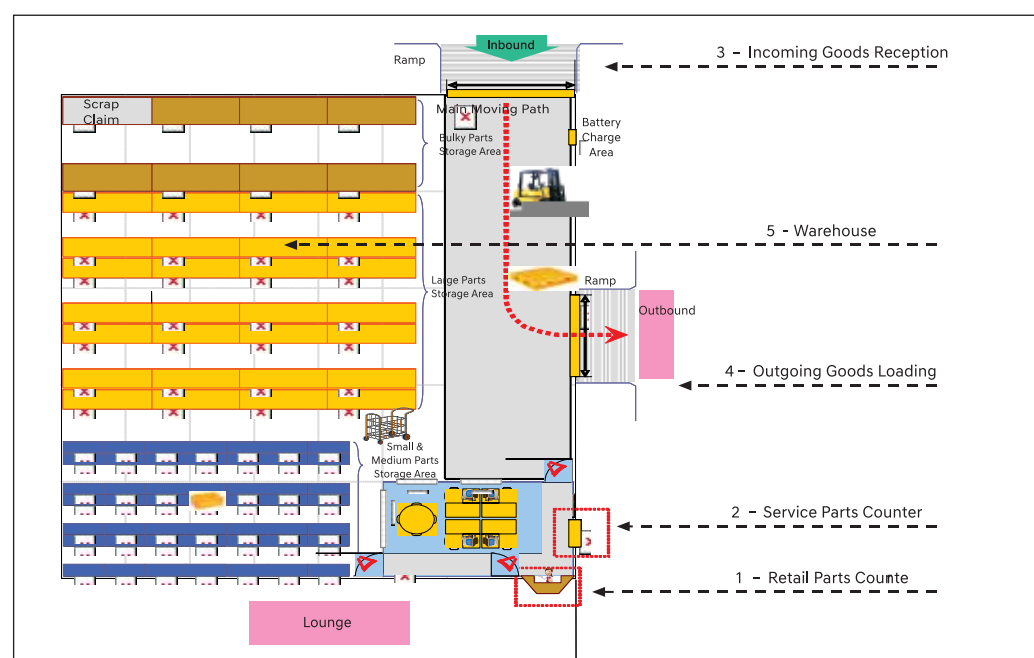
- The following factors influence the Parts Warehouse layout & operation
- Movement of Parts with speed within the warehouse
- Flow of storing/loading/unloading of parts & redistribution to branches/supply to HASC
- Varying Parts Volume
- Location control and issue of parts to workshop & sales

### 2.2 Warehouse Infrastructure:

When designing a parts department facility, it is important to address the five main sections presented in the Parts Department layout as shown.

The sections which are covered in this layout are as follows :

1. Retail Parts Counter
2. Service Part Counter
3. Incoming Goods Reception
4. Outgoing Goods Loading
5. Warehouse



### 2.3 Warehouse Area Calculation

2.3.1 Warehouse Size Calculation is comprised of 6 elements presented in the calculation formula table

S. No.	Element	Base Unit	Calculation Formula
1	Parts storage (including Claims, Special Order/Back ordered Parts, storage Area)	m <sup>2</sup>	(Detailed explanation given below)
2	Office Space	m <sup>2</sup>	= 1 Parts Manager Office 8 m <sup>2</sup> + no. of employees x 5 m <sup>2</sup>
3	Incoming Goods Reception Area	m <sup>2</sup>	= Parts storage x .2
4	Customer Parts Counter	m <sup>2</sup>	= 1 x 4 m <sup>2</sup>
5	Technical Parts Pick-up Counter	m <sup>2</sup>	= 1 x 4 m <sup>2</sup>
6	Outgoing goods Preparation Area	m <sup>2</sup>	= Minimum (8, Parts Storage x 0.2 x Planned wholesale rate)

1. **Office Space:** It should include a door that can be closed as well as room for guest chairs. If the building code allows, second floor can be used. A window observing the warehouse from the office is recommended as well. Employee work stations can be arranged in an open space configuration at a location that does not block parts movement.
2. **Incoming Goods Reception Area (Inbound Area):** This area should be proportional to the z turnover of the dealership and therefore, derived from the parts storage size.
3. **Retail Parts Counter (Customer Parts Counter):** The Retail Parts Counter serves “End Customers” arriving to purchase Parts. Therefore, it should be presentable while maintaining efficient access to the warehouse.
4. **Technician Parts Pick Up Counter:** The counter should be installed facing the service workshop. Be sure to maintain Parts and Service Departments separated to prevent technicians from entering the warehouse.
5. **Outgoing Goods Preparation Area (Outbound Area):** It is the preparation zone for Outgoing Parts. It mainly varies from dealership to dealership. The minimum area should be 8 sq.m.
6. **Parts Storage:** This Parts Storage Formula is derived from the experience of dealerships around the globe. The factors affecting the size required for Parts Storage are:
  - **No. of entries or RO (Old Dealers):** No. of vehicles repaired in a workshop (based on GDMS report)
  - **No. of entries or RO (New Dealers):** No. of expected RO which is calculated as below.

Expected Daily Entry or RO =

$$\frac{\text{Area UIO} * \text{Retention Rate in Authorized Network} * \text{Entry Rate in Authorized Network}}{\text{Yearly working days}}$$

Parts Storage Calculation

For Existing Dealers (Above 2 years)

As Units in Operation increases the dealership business also increases. Hence to sustain the growing business, the dealership also has to grow or expand along with it. The following section suggests how to expand the warehouse area.

Area	% of X	Used for
Parts Storage Area	75	Storage of Parts
Inbound Area	7.5	Loading/Unloading of Incoming Parts
Outbound Area	7.5	Loading/Unloading of Outgoing Parts
Office Area & others	10	Office & temporary space for Unpacked Parts

Calculation of Ideal Warehouse Area

- The ideal area for Parts in a Dealership will be based on the average of Monthly Parts & Accessory sale of the Dealership.
- The Ideal warehouse area (X) = {C (1 + G)} / I
- C = Average Closing Stock for last 3 months
- Growth Factor (G) = 15%
- I = Inventory per square feet has been considered as Rs. 2500/sq. ft.

Assumptions:



# The logic of Rs. 2500/sq. ft. has been benchmarked with the HQ guidelines.

# The Growth rate has been considered as 15% (5% for each year) so as to accommodate the additional space for Parts Business requirement at Dealership for the next 3 years.

**Example:** If the average closing stock for a dealership for last 3 months is Rs. 1,07,00,000 then the ideal warehouse area for that dealership would be (X) = {1,07,00,000(1+0.15)}/2500 , which is (X) = 4,922 Sq. ft.

Area	% of X	(x)=4,922 Sq. Ft.
Parts Storage Area	75	3,690 Sq. Ft.
Inbound Area	7.5	370 Sq. Ft.
Outbound Area	7.5	370 Sq. Ft.
Office Area & others	10	490 Sq. Ft.

2.3.2 Rack Standard Colour Enhancement

OLD RACK COLOUR	NEW RACK COLOUR
	
Blue Colour: Pantone 288C	Grey Colour: RAL 7035
Note: Hyundai Rack should be properly painted/powder coated	

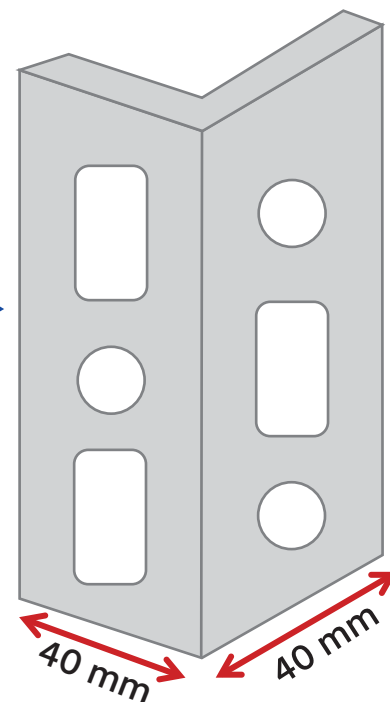
2.3.3 Parts Storage Guidelines

Area	%	Used For	Sample
Small Parts	12	Storage of all small parts like Hardware Parts, Bulbs, Plugs, Rings, etc	
Medium	30	Storage of Radiators, Grills, Lamps, Filters & Trim Parts etc	
Large Parts	33	Storage of mainly Heavy and Large Parts such as Panels, Bumper Cover, Engine & T/m	
Receiving & Delivery	15	Loading-Unloading/Packing-Unpacking	
Office & Others	10	Office and temporary space for Unpacked Parts	
Total	100	Total	

Note: Above area configuration is only for storing Genuine Parts & Accessories (it doesn't include Oil, Paint, Tyre, Battery).



## 2.4 Rack, Bin & Tools Specification:



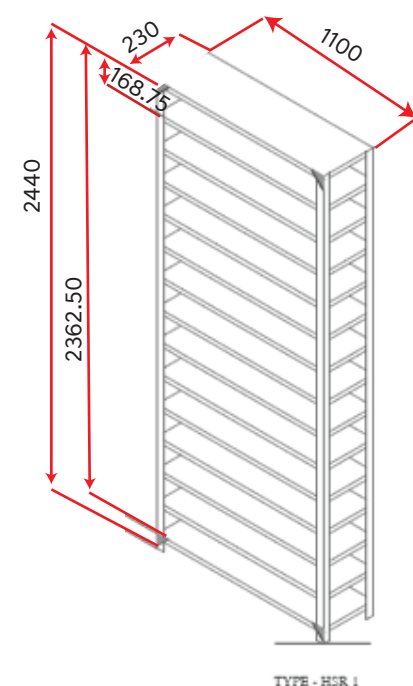
Note 1. The material of the racks as per guideline to be of standard Mild Steel material.

Note 2. Colour of the racks to be Hyundai Grey ( RAL 7035) & of BINS/CRATES to be MUSTARD YELLOW

Note 3. Powder Coating thickness to be maintained at 40 - 60 micron.

Note 4. The cross section of the vertical angle should be 40 x 40 mm as shown above of racks of types HSR ( 1, 2 & 3 ) & HMR ( 1 ).

### Rack : HSR - 1 (Small Parts Rack) – For MIN Distributors and Hyundai Dealers



Description	Dimensions
Rack Size (DxLxH)	230 x 1100 x 2440
Bin Size (DxLxH)	230 x 150 x 126
No. of Panel	15
No. of Loading Level	14
Load Capacity/Level	75Kg.
No. of Bin in a Level	7
No. of Bin in a Rack	98

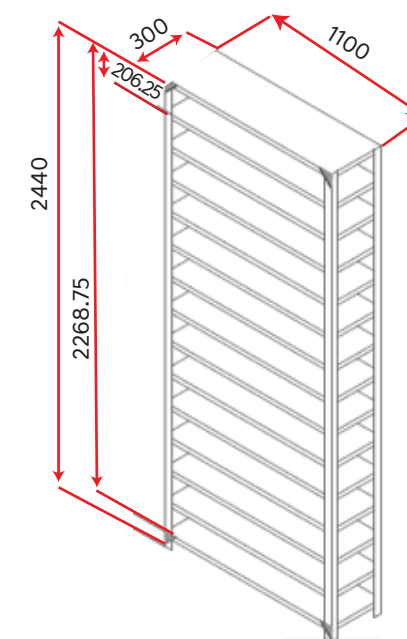
All Dimensions are in mm

**(BIN TYPE - 25)**



**Tips:**  
Parts like SCREW, BOLT, NUTS, EMBLEMS, OIL SEALS etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

### Rack : HSR – 2 (Small Parts Rack) - For MIN Distributors and Hyundai Dealers



Description	Dimensions
Rack Size (DxLxH)	300 x 1100 x 2440
Bin Size(DxLxH)	300 x 210 x 160
No. of Panel	12
No. of Loading Level	11
Load Capacity/Level	75Kg
No. of Bin in a Level	5
No. of Bin in a Rack	55

All Dimensions are in mm

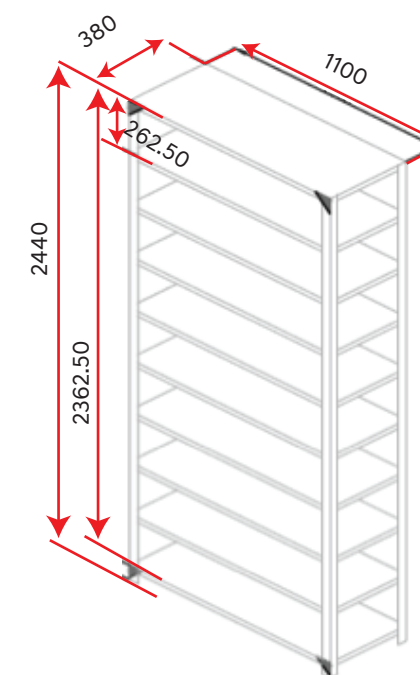
**(BIN TYPE - 35)**



#### Tips:

Parts like V- BELTS, INSULATORS, MOUNTINGS, BRACKETS, INNER DR HANDLES, BALL JOINTS etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

### Rack : HSR – 3 (Small Parts Rack) - For MIN Distributors and Hyundai Dealers



Description	Dimensions
Rack Size (DxLxH)	380 x 1100 x 2440
Bin Size(DxLxH)	350 x 211 x 200
No. of Panel	10
No. of Loading Level	9
Load Capacity/Level	75Kg
No. of Bin in a Level	5
No. of Bin in a Rack	45

All Dimensions are in mm

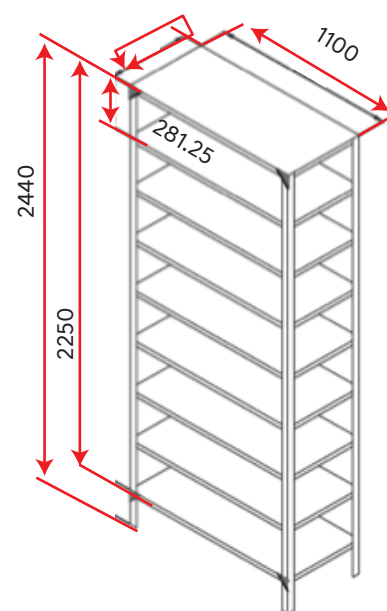
**(BIN TYPE - 45)**



#### Tips:

Parts like LINK ASSY, VALVE SEALS, BEARINGS, PULLY, FILLER NECK, PACKINGS , Door HINGS etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

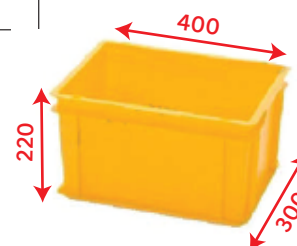
**Rack : HMR – 1 (Medium Parts Rack) - For MIN Distributors and Hyundai Dealers**



Description	Dimensions
Rack Size (DxLxH)	450 x 1100 x 2440
Crate Size (DxLxH)	400 x 300 x 220
No. of Panel	9
No. of Loading Level	8
Load Capacity/Level	75Kg
No. of Crate in a Level	3
No. of Crate in a Rack	24

All Dimensions are in mm

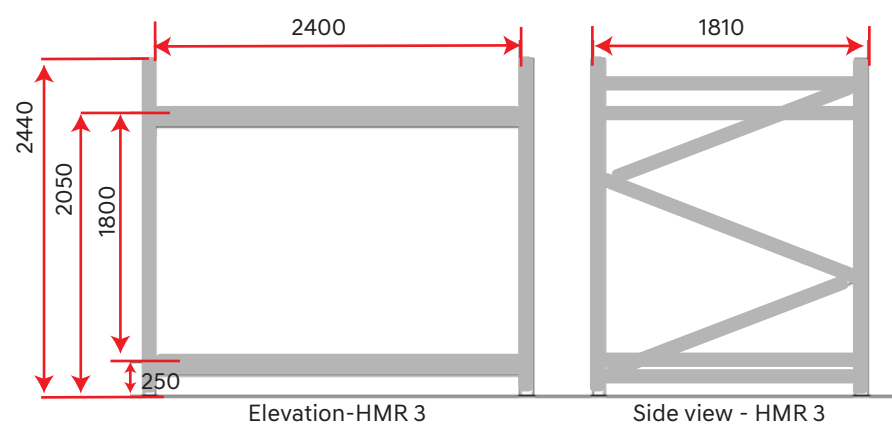
**(CRATE - 20)**



**Tips:**

Parts like BUMPER BRACKETS, SEAT BELTS, MIRROR HOLDERS, HOSE PIPE, CABELS etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.  
Hose Pipes and Cables should be kept out of the crate.

**Racks : HMR - 3 (Medium Parts Rack) - For MIN Distributors and Hyundai Dealers**



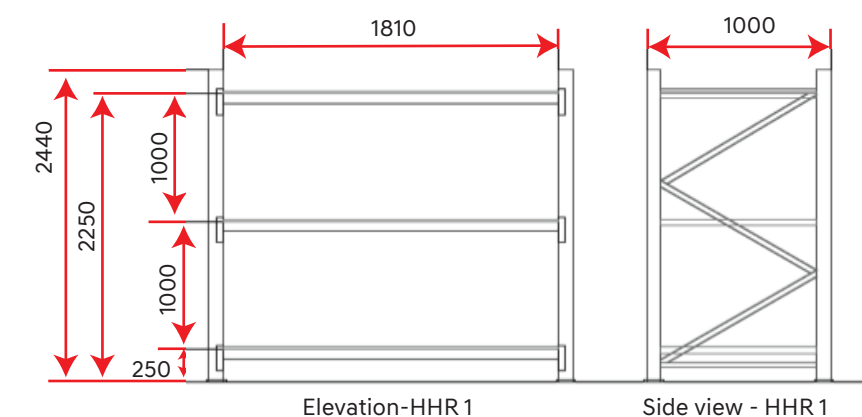
Description	Dimensions
Rack Size (DxLxH)	1810 x 2400 x 2440
No. of Deck	02 Nos.
Load Capacity/Level	250 Kg.
Load Capacity /Rack	500 Kg.

All Dimensions are in mm

**Tips:**

Parts like Tail Gate, Fenders, Doors & Wheel Rims etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

**Rack : HHR - 1 (Heavy Parts Rack) - For MIN Distributors and Hyundai Dealers**



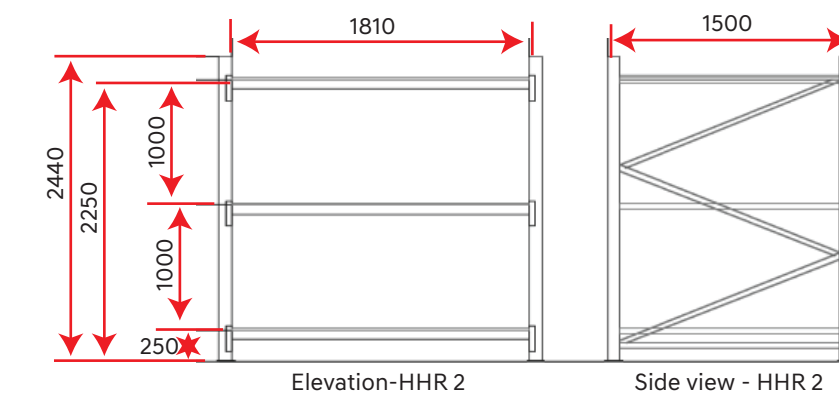
Description	Dimensions
Rack Size(DxLxH)	1000 x 1810 x 2440
No. of Loading Level	03 Nos.
Load Capacity/Level	250Kg
Load Capacity/Rack	750Kg

All Dimensions are in mm

**Tips:**

Parts like Clutch Set , Brake Set , Air Filter , Oil Filter, Disc , Side Body , Quarter Panel & Hoods etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

**Rack : HHR - 2 (Heavy Parts Rack) - For MIN Distributors and Hyundai Dealers**



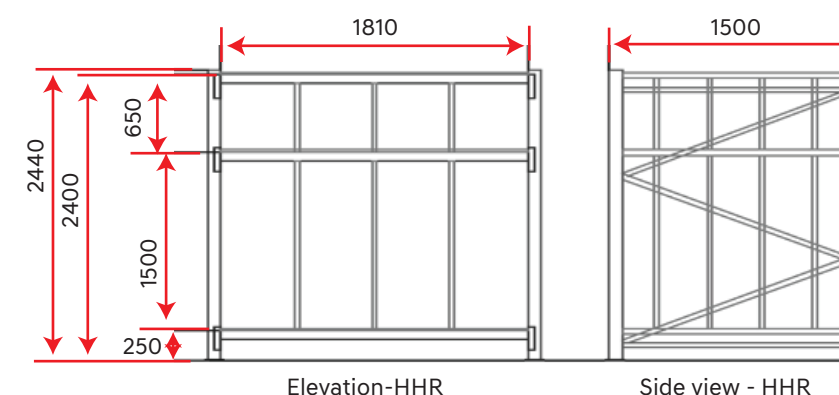
Description	Dimensions
Rack Size ( D x L x H )	1500 x 1810 x 2440
No. of Deck	03 Nos.
Load Capacity/Level	250 Kg
Load Capacity/Rack	750 Kg

All Dimensions are in mm

**Tips:**

Parts like Engine Blocks , Transmission , Engine Heads , Air Filters , Oil Filters , Clutch Set , Brake Set , Disc etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

**Rack : HHR (Heavy Parts Rack) - For MIN Distributors and Hyundai Dealers**



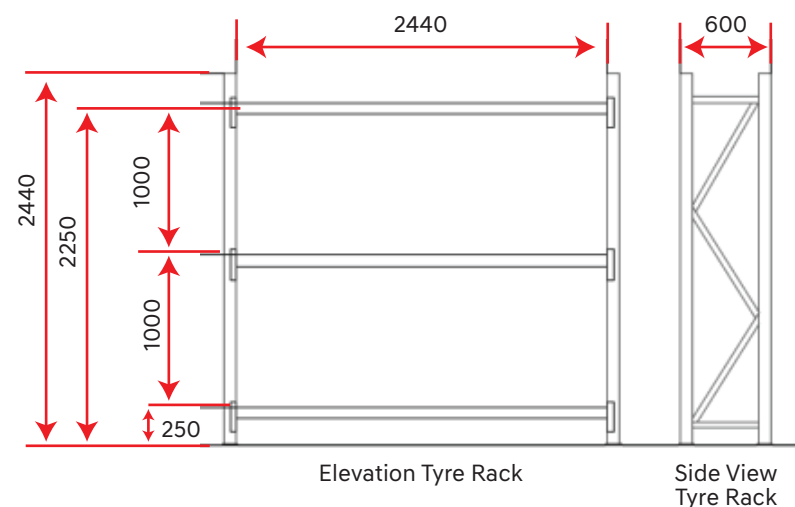
Description	Dimensions
Rack Size ( D x L x H )	1500 x 1810 x 2440
No. of Deck	03 Nos.
Load Capacity / Level	250 Kg
Load Capacity / Rack	750 Kg

All Dimensions are in mm

**Tips:**

Parts like Transmission, Front & Rear Glass, Body Panels etc. can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

### TYRE RACK – For Hyundai Dealers

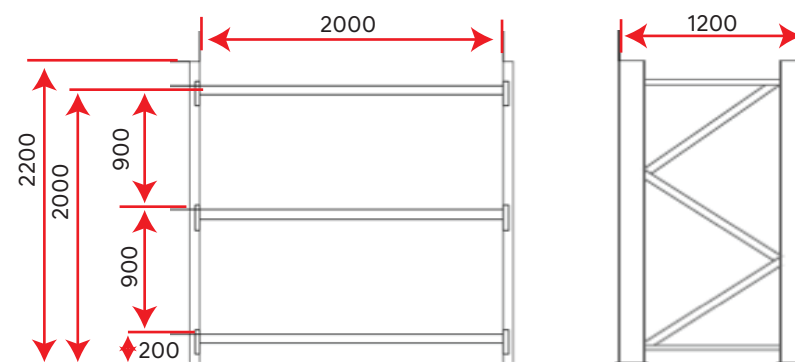


Description	Dimensions
Rack Size (DxLxH)	600 X 2440 X 2440
No. of Loading Level	03 Nos.
Load Capacity/Level	100Kg
Load Capacity/Rack	300Kg

All Dimensions are in mm

**Tips:**  
Car Tyres can be stored in this rack.  
This rack type can be used both for Dealers and Distributors.

### BUMPER RACK – Only for MIN DISTRIBUTORS

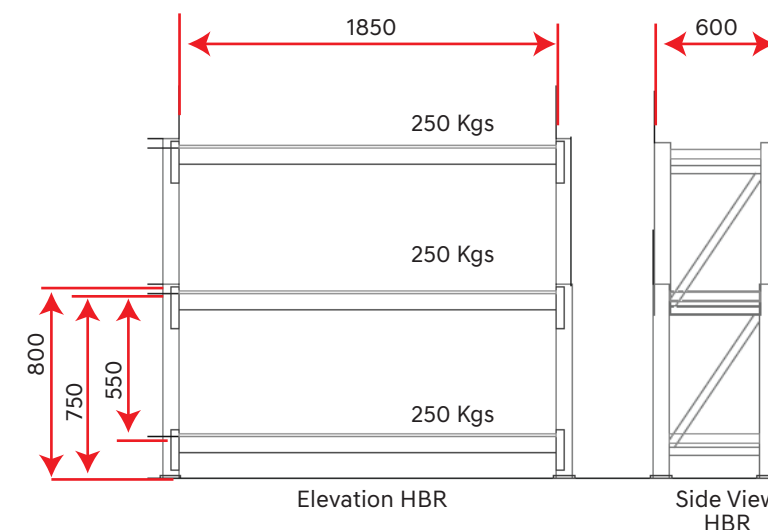


Description	Dimensions
Rack Size (DxLxH)	1200 X 2000 X 2200
No. of Loading Level	03 Nos.
Load Capacity/Level	02 Nos.
Load Capacity/Rack	300Kg

All Dimensions are in mm

**Tips:**  
Bumpers can be stored in this rack.  
This rack type can be used only for Distributors.  
2nos. Bumpers can be stored per level.

### HBR (Battery/ Lubricant Rack) – For Hyundai Dealers



### Oil Tray



Description	Dimensions
Rack Size (D x L x H)	600 X 1850 X 1600
No. of Loading Level	03 Nos.
Load Capacity / Level	250 Kg
Load Capacity / Rack	750 Kg

All Dimensions are in mm

**Tips:**  
Batteries /Lubricant can be stored in this rack.  
This rack type can be used only for Dealers

### Rack Material Specifications:

Rack Type	Gauge (Angle/upright)	Gauge (Shelf)	Gauge (Side Cladding)
HSR1, HSR2, HSR3	14	20	24
HMR1, HMR2	14	18	24
HHR1, HHR2, HHR	14	18	N.A.
HGR, HMR, HTR	14	18	N.A.
HBR	14	14	N.A.
Oil Tray	N.A.	16	N.A.

### 2.4.1 Mustard Yellow Plastic Bins:



Note 2: The material for Pallets to be plastic and raw material (HDPE/PP)  
Note 3: All dimensions units mm.

SL No.	Material Descriptions	Length	Width	Height
1.	BIN 25	230	150	126
2.	BIN 35	300	210	160
3.	BIN 45	350	211	200

SL No.	Material Descriptions	Length	Width	Height
1.	Crate 20	400	300	220
2.	Crate 70	600	400	320



#### 2.4.2 Plastic Pallets:



Length	Width	Height
1200	1000	170

#### 2.4.3 Trolley/Ladders:

1. Single Stack Picking Trolleys:



#### 2.4.4 Aisle Space Recommended

Type	Aisle Space (M)	Remarks
A	0.75	Single rack to be used from both the sides
B	0.75	Two rows to be installed back-to-back for optimum utilisation of storage area
C	2.00	Two rows to be installed back-to-back for optimum utilisation of storage area

#### 2.4.5 Shop Floor

- The warehouse area should have Kota Stone on the floor as per below standards.
- The floor markings should have yellow strip; Width: 4 inches (Jaisalmer Stone/Paint/Tape).
- Rack placement areas should be demarcated clearly by a border strip.
  - Floor Specification: (Kota Stone)
    - It is in its rough state to provide stability.
    - Color: Grey
    - Size: 1ft \* 1.5ft (L\*W); Thickness: 1.5 inches
  - Floor Marking: (2 options); Marking Width: 4 inches
    - Jaisalmer stone is more durable and long lasting
      - Size: 2ft \* 4inc (L\*W)
      - Thickness: 1.5 inches
    - Yellow Tape/Paint

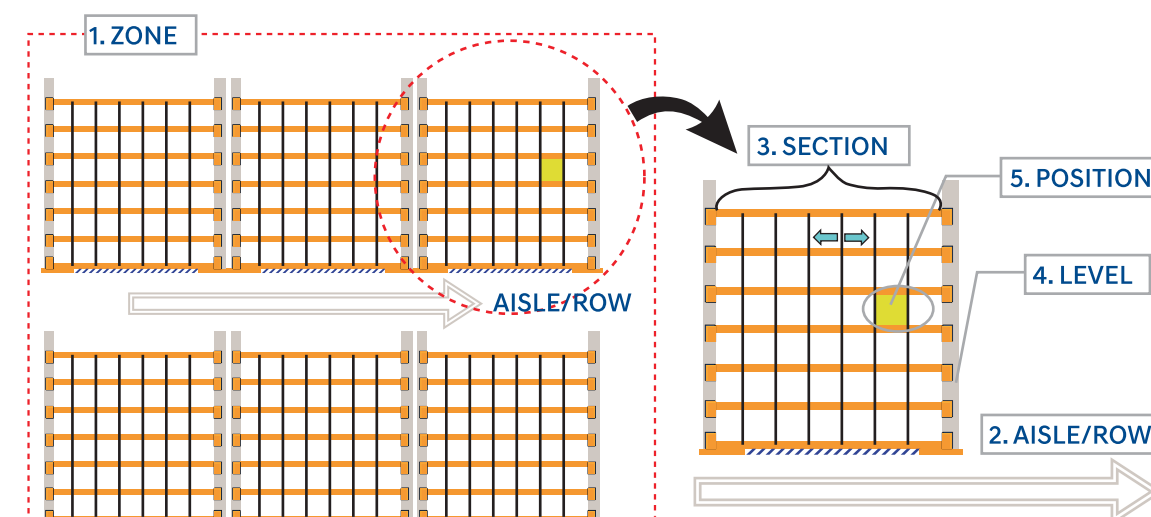
Note: If the floor is already built with any other stone or any other material then the floor must be Epoxy coated or polished properly



#### 2.5 Location Numbering System

**2.5.1 Storage Location Numbering:** To describe location controls, methods and requirements in order to improve storage efficiency.

- ZONE:** It is a large space where no. of racks are placed in a line and likewise there are no. of racks in the area, to store spare parts.
- AISLE/ROW:** This stands for aisles of bin & rack stacking.
- SECTION:** This is vertically arranged structures (Bin & Rack).
- LEVEL:** This is horizontally arranged structures (Bin & Rack).
- POSITION:** This stands for numbering system indicating the place where the Parts is kept inside the warehouse.



↔ Aisle/Row



↔ Section



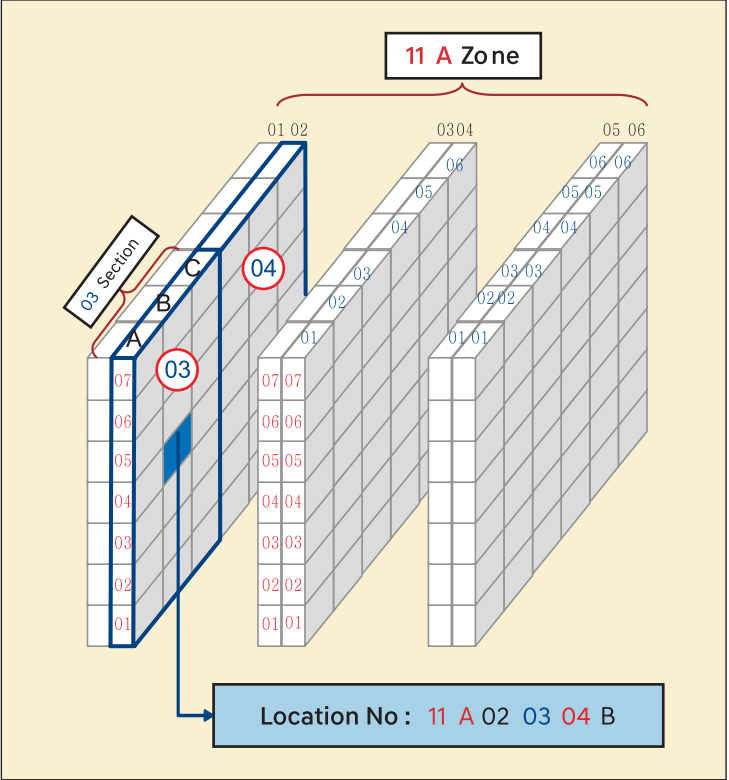
↔ Level



↔ Position

2.5.2 DPOS Storage Location Structure

The Location Numbering System used in DPOS is as below:



Location No: 10 Byte

- 1) Zone: 3 Byte (11A)
  - 1st: Warehouse, Numeric (1)
  - 2nd: Story, Numeric (1)
  - 3rd: Storing Sequence, Alphabet (A)
- 2) Aisle/Row: 2 Byte, Numeric (02)
- 3) Section: 2 Byte, Numeric (03)
- 4) Level: 2 Byte, Numeric (04)
- 5) Position: 1 Byte, Alphabet (B)

Note:

1. Location code should be of 10 byte.
2. Location code should be unique, location code duplication is not allowed in DPOS.
3. You can store one part in more than one location. In this case one location will be termed as "Primary" and others as "Reserve".
4. When stock is available in both "Primary" and "Reserve", during "Receipt" stock will be added to "Primary Location".
5. When stock is available in both "Primary" and "Reserve", stock will reduce from "Reserve Location" during issue of parts.
6. Primary & Reserve will be automatically selected by system, so user don't need to select.

2.5.4 Specification for Location Numbering

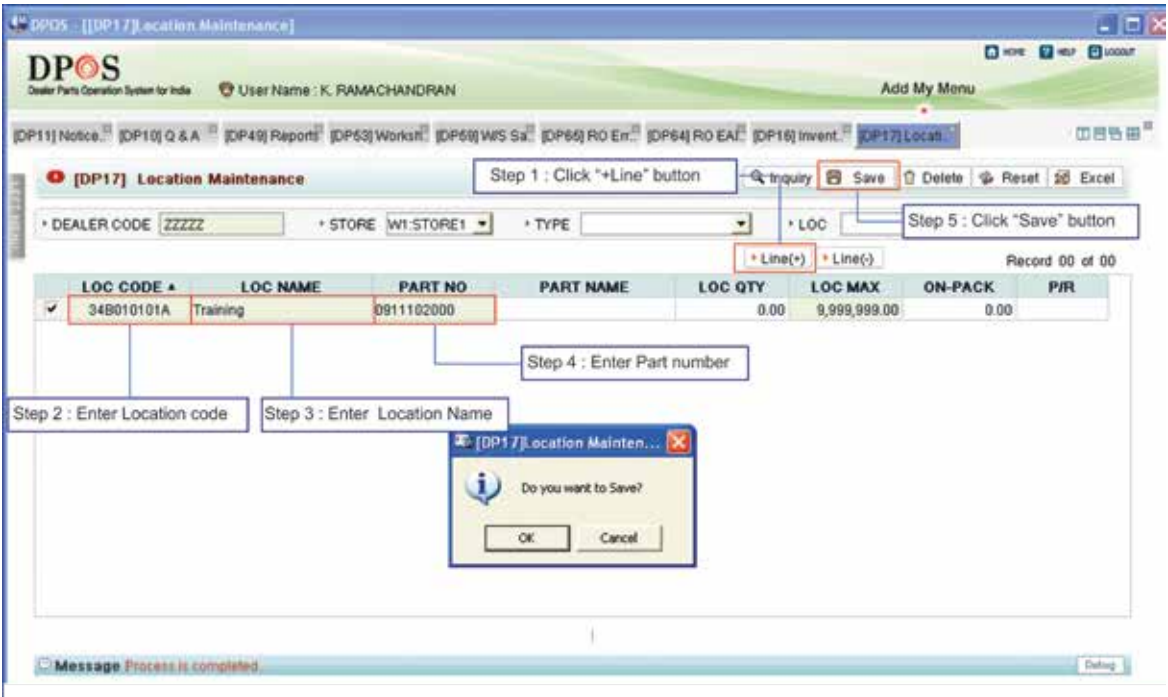


\* Minimum Size required, Size may vary depending upon width of rack.

Font – Arial  
Font Size – 72  
Font Colour – Yellow  
Background Colour – Hyundai Blue  
Material - Vinyl

2.5.3 How to Register New Location ?

Go to DPOS DP 17 Screen



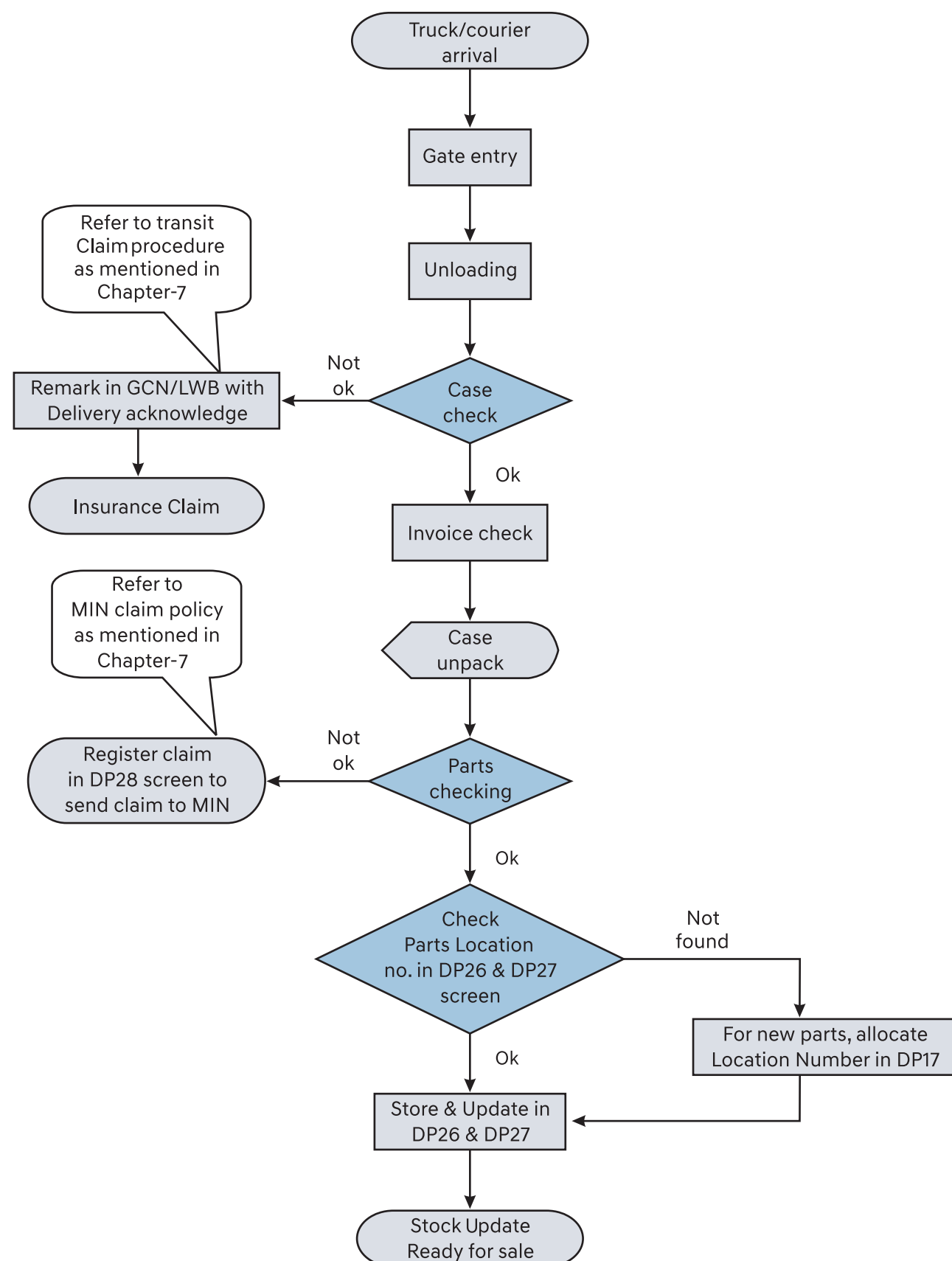
2.5.5 Storage Location Control Guidance

1.	<b>Effective Storage and Control for Parts:</b> Parts should be stored according to the characteristic, the function and the receipt/dispatch frequency for effective control.
2.	<b>Grouping:</b> Storage Parts should be classified by the frequency of receipt/dispatch. Low frequency of receipt/dispatch parts should be compacted and stored for improving and storage efficiency.
3.	<b>Parts-wise Control:</b> Parts should be classified by their function and similar Parts should be stacked closely for easy receipt/dispatch.
4.	<b>Valuable parts:</b> Valuable parts should be stored separately from the Normal Parts for security.
5.	<b>Relocation:</b> Relocation should be carried out for location inventory integration and better storage efficiency.
6.	<b>Location Markings:</b> Storage Location number of each part must be indicated for worker to easily identify.



## 2.6 Receiving

2.6.1 Process: The process of order receiving at the dealership is as given below:



## 2.6.2 Receiving Acknowledgement

HYUNDAI GLOVIS		GLOVIS INDIA PVT LTD.	
Your Value Chain Partner		F98, 8th Main Road, SIPCOT Industrial Park, Katrampakkam Village, Sriperumbudur, Kanchipuram Dist, Tamil Nadu - 602117, Tel : 044 - 47118659 CIN No. U74900TN2006PTC058975 / GST No. 33AACCG5453E1ZY	
Book No.	N/KHLL	CONSIGNMENT NOTE	G.R.No. D 41986
At Owner's Risk			
Vehicle No.	HR12D 3775	Date:	3-11-2017
Consignor:	MOBIS INDIA LIMITED	Consignee:	Koncert Cars India Pvt Ltd
Address:	DHARUHERA, REWARI DISTRICT-122106.	Address:	NEW DELHI
From		To	
No. of Items	Nature of goods (Said to Contain)	Weight	Freight Rs. Ps
430	MURATA 141210	1136	0117
	R45000		073
	SUBJECT TO VERIFY		
	84629		
PDC Seal			
Incase of any damage case, Please get the signature & name of delivery person/driver			
I/We do hereby certify that the above particulars of goods consigned by me/us are have and have been correctly entered into and the consignment is booked with full knowledge of the terms and conditions of G.C. Note appended on the reverse and which I/We accept.		Declared Value	
SIGNATURE COPY		Delivery Instruction	
Signature of Consignor, his agent or Representative.		Signature of Booking Incharge	

## 2.7 Storing

1. Before storing the item, ensure the Location Number and physically store the item in same location.
2. If item is new based on the size and weight of item allot the free location and update in the system.
3. Follow FIFO Procedure (First In First Out) always move the old material to the front for picking.
4. Keep the part in correct position Part No. in easy visible condition for improving the ambience & display.
5. If fast moving parts stock is more and full in the location, give reserve locations & update in the system.
6. Keep the small vinyl packed & small carton box items in the FPO plastic bin area.
7. MIN shipping carton boxes may be reused in location for storing parts.
8. Keep the items in MIN Genuine Parts Packing.
9. Heavy Weight Parts should be placed at Lower Level.

## 2.8 Picking & Delivery

1. Allocate all the back order after every receipts for better service.
2. Pick the part based on picking document and check the balance stock in location for better stock control.
3. Follow the FIFO Procedure for good shelf life of parts.
4. If workshop returns unused parts, ensure correct packing, no damage and store it in the correct location.

# Chapter 3

# Parts

# Technical

# Information

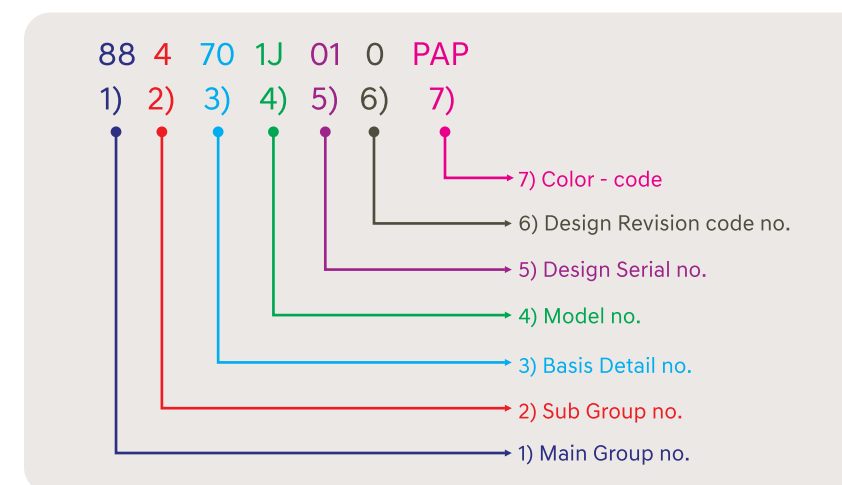
### 3. Parts Technical Information

#### 3.1 Parts No. Identification (Coding System)

MIN has described the coding system for parts to identify the group, sub group & classification of various parts. The Part No coding system is as below:

Part No.

Example : Covering front seat back drive



#### 3.2 Catalog

##### 3.2.1 SNAP ON

###### A) Introduction:

SNAP ON is an electronic Parts Catalog. It is an internet based parts catalog containing AS parts information of all HMI models. This catalog has replaced Microcat which could only work using a USB/Dongle. The objective of introducing SNAP ON is to have a Dongle Free Catalog. Data updation in SNAP ON will be done every two weeks. Latest parts information can be obtained with high accuracy.

###### B) Ordering Procedure:

The SNAP ON subscriptions will be invoiced to Dealers/Distributors/HASC's/HPSC every year. The billing cycle will be (1<sup>st</sup> July ~ 30<sup>th</sup> June) every year. Dealers will be charged, according to the billing cycle. Upon payment of subscription fees, dealers will receive URL, User ID & Password. One license will work on one system only.

Fee for any new subscription request from Dealers will be calculated based on the table given below:

Any subscription between 1 <sup>st</sup> July ~ 30 <sup>th</sup> June	Full yearly subscription fees
Any subscription between 1 <sup>st</sup> Oct ~ 30 <sup>th</sup> June	75% yearly subscription fees
Any subscription between 1 <sup>st</sup> Jan ~ 30 <sup>th</sup> June	50% yearly subscription fees
Any subscription between 1 <sup>st</sup> Mar ~ 30 <sup>th</sup> June	25% yearly subscription fees

###### Order Contact Details:

T. Chenthamarai Kannan  
Email ID: tgk@gmobis.com  
Phone: 044-67101444  
Mobile: +91-9789094977

**C) System Requirements:**

To ensure proper usage of new EPC the following system requirements are essential at your work place

Window Version	Window 7 * (Professional or Ultimate Only)
Processor	Intel Pentium 4.2 GHz
Memory	2 GB RAM
Hard Drive	80 GB free hard disk space
DVD Drive	16x DVD drive
Video	1024 X 768 resolutions, 256 colors
Connection Speed	2 mbps or faster
Flash Player & Java	Latest version/update required

Note: The new EPC will not work on Windows XP or Windows 7 Home Edition. Kindly upgrade your system to Windows 7 Professional or Windows 7 Ultimate Edition.

**D) Parts identification method:**

The parts can be identified by three methods:

- Using VIN option
- Using Model option
- Using known Part names

**E) Features:**

- Advanced Search
- Deeper VIN filtering
- Right click part no. copying
- Local Part prices available
- Dummy invoice can be created
- Local Part supersession data available
- User Notes available

**Support Req'd:**

All queries regarding SNAP ON (Technical or Commercial) to be forwarded to the following MIN personnel only:

T. Chenthamarai Kannan

Email ID: tgk@gmobis.com

Phone: 044-67101444

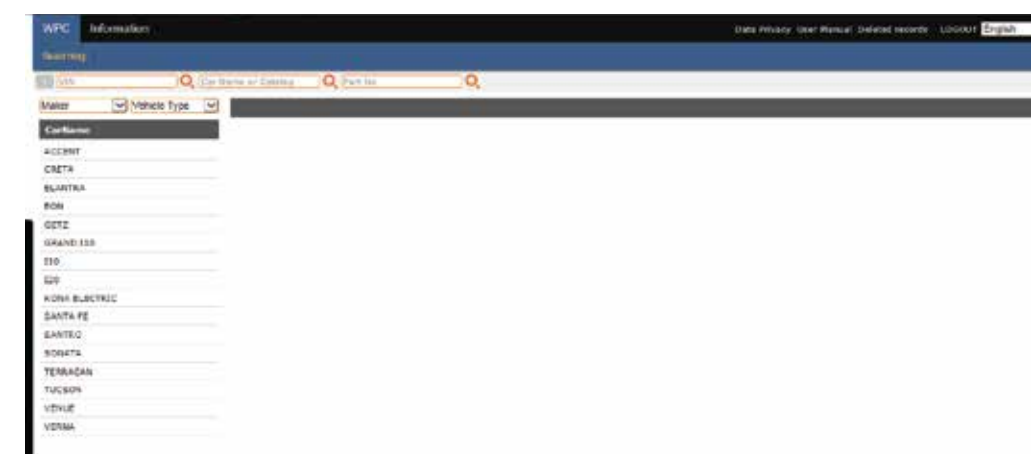
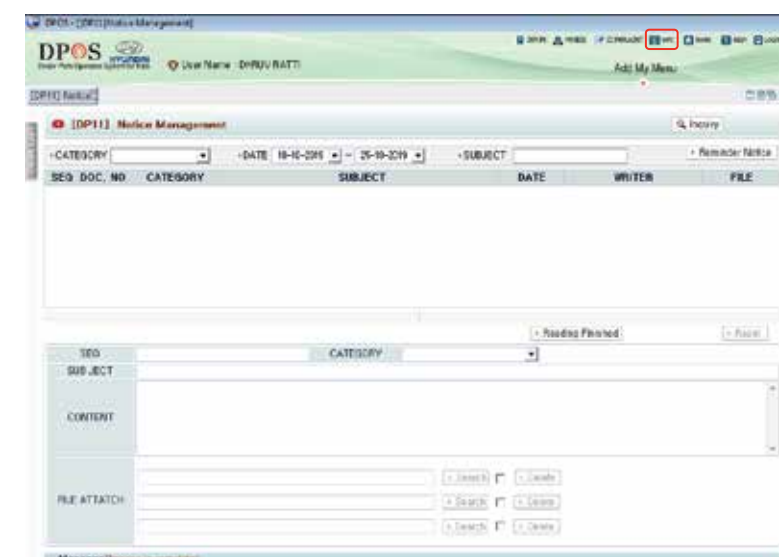
Mobile: +91-9789094977

**3.2.2 WPC (Web Parts Catalog)****A) Introduction:**

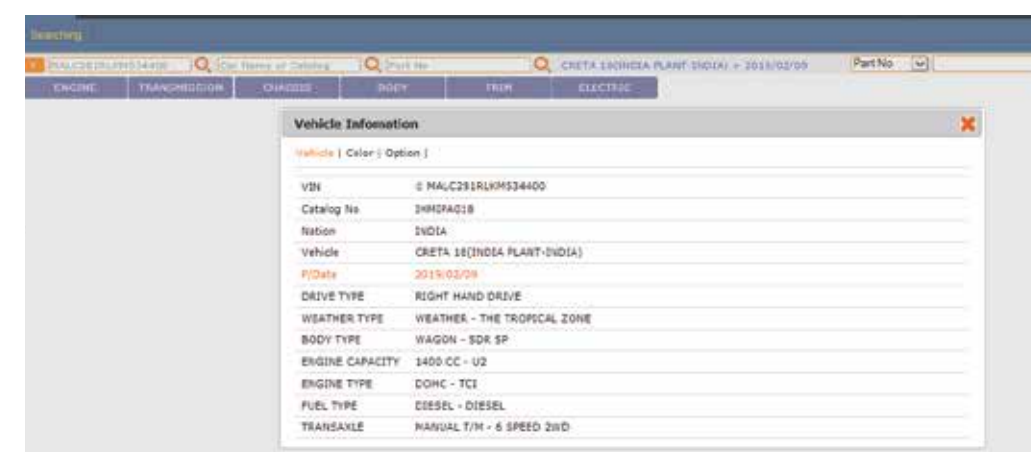
WPC is a comprehensive Web page parts catalog that enables you to quickly find all the components you need for any vehicle or application. As an automatically updated, web-driven catalog, WPC gathers component data from multiple Model variants, giving you instant access to the most up-to-date component specifications. The data is maintained through an automatic verification and standardization process, facilitating easy product comparison. Web-based data retrieval also means you don't have to rely on CD-based updates to access the latest product information.

**B) Access WPC through DPOS**

-By clicking WPC icon in DPOS

**C) The Parts can be identified by two methods:**

- 1) Using VIN option
- 2) Using Model option

**D) Icon Descriptions**

\*For more details download WPC Manual.

# Chapter 4

# Ordering Process



## 4. Ordering Process

### 4.1 Introduction of Spare Parts Ordering

Spare Parts Ordering is the process of giving the parts requirement to replenish parts at a regular interval or manage the stock-out situation.

A) The commonly used parts order types that a dealer can place to MIN are given below :

Category	Type	Cut-Off Time	Description	Remarks	Order Details
Stock Order	Parts: S Accy': J	Monday - Friday: Before 4:00 PM Saturday: Before 11:00 AM	<ul style="list-style-type: none"><li>Stock order will be used when the ordered quantity will be less than desired stock level. "Ordered quantity &lt; = Desired stock level."</li><li>Stock order is for stocking purpose only and to give availability of parts to dealer workshops, branches &amp; HASCs Stock Order should be placed in advance based on future demand in order to ensure spare parts availability at dealer workshops, branches &amp; HASCs</li></ul>	Make the Payment before cut-off time	<b>Lead Time</b> As per Due Out Schedule <b>Surcharge</b> Nil <b>Frequency</b> As per Due In Schedule <b>Max. Orders/Month</b> As per needs.
VOR Orders (Vehicle Off Road)	V	Monday - Friday: Before 2:00 PM Saturday: Before 11:00 AM Sunday: Holiday (No Order Allowed)	<ul style="list-style-type: none"><li>DLR can place VOR orders only against RO &amp; with VIN ref. which is automated in the DPOS.</li><li>DLR need to check DP 82 (BO Screen) which gives consolidated list of RO based BO List and DLR need to select items either all or choose some items only based on his inventory conditions.</li><li>DLR to review &amp; select Items in DP82 (BO Screen) between 1.00 &amp; 2.00 PM and create VOR PO for the day.</li><li>DLR to make only one VOR/day just before cut-off time.</li></ul> <p>Note:- VIN No.: Required Usage Qty.: As applicable for one vehicle. RO Status: Vehicle pending for delivery.</p>	No order allowed on Sundays & Holidays.  DRL needs to accumulate BO items before the cut-off time and place only one VOR order/day.	<b>Lead Time</b> 48 hrs. <b>Surcharge</b> (10%)  <b>Frequency</b> Only one order Advisable day <b>Max. Orders/Month</b> 26 Nos. (Normal) + 10 Nos. (Spl. Case)
Emergency Orders	E	No (Order allocation only on next day)	<ul style="list-style-type: none"><li>This order to be used for "Stock Out Situation", " On Site Repairs", "HASC Emergency Requirements", "Emergency Requirement for Counter Sales" &amp; "Without RO Emergency Situations".</li></ul> <p>Note:- VIN No.: Not required Usage Qty.: Any</p>	DRL needs to accumulate BO items till end of the day and place only one emergency order/day.	<b>Lead Time</b> No Specified L/T <b>Surcharge</b> For Current: 2% & Outmoded: 3% <b>Frequency</b> Only one order Advisable day <b>Max. Orders/Month</b> 26 Nos. (Normal) + 10 Nos. (Spl. Case)
Abnormal Stock Order	B	Monday - Friday: Before 4:00 PM Saturday: Before 11:00 AM	<ul style="list-style-type: none"><li>Used when abnormalities in 'S' Type Order.</li></ul> <p>All Stock Orders of both Parts &amp; Accy will be checked for abnormal qty. compared respective Dealer's Desired Stock Level (DSL) which is derived based on AMD3 &amp; Suggested Stock Factor.</p> <p>In case, orders with &gt; DSL, then it will display "AQ" Error. Then DLR need to select AQ items and place separate "Abnormal Order", if required under 'B' Type Order which will be supplied as per Parts availability at MIN later.</p>	The terms & conditions for normal stock order (Target & incentive) will apply to 'B' type order also.  The lead time for supply against 'B' type order will be longer than regular stock orders due to limitations in MIN stock level.	<b>Lead Time</b> As per Due Out Schedule <b>Surcharge</b> Nil <b>Frequency</b> As per Due In Schedule <b>Max. Orders/Month</b> As per needs.

- 1) For all orders supplied by MIN, payment should be made before cut-off time.
- 2) For VOR Orders, if invoicing is done after 48 hrs from the order allocation, then VOR order surcharge will be waived off. Freight is still to be borne by dealer.

B) The various order types that a dealer can place to MIN are given below:

Code	Order Name	Order Description	PDC	Target Ach.	Incentive Calculation	Surcharge %
A	SST Tools	All tools requirement	All Depots	Not Eligible	Not Eligible	Nil
B	Abnormal	Used when (Ordered Qty> Desired Stock Level) at time of S, J & P Order	Facing Depot	Eligible	Eligible	Nil
C	Claim	If there is any shortage/excess through DPOS	Facing Depot	Not Eligible	Not Eligible	Nil
D	CAO	Auto PO	Facing PDC	Eligible	Eligible	Nil
E	Emergency	Items which are urgent but not VOR situation	All Depots	Eligible	Eligible	2%- 3%
F	Body Shell	All models body shell orders to be placed at Chennai Depot (PDC 1)	Chennai Depot	Eligible	Eligible	Nil
V	VOR	For off-road vehicles. If parts are not dispatched within 48 hrs, no surcharge is applicable. Surcharge Validity: 0% > 30 Days Stk BO, 0% > 48 hrs if no stock in MIN's any PDC	All Depots	Eligible	Eligible	10%
H	VOR Continuation	Once the V Type order limitation exceeds this will be used. If parts are not dispatched within 48 hrs, no surcharge is applicable	All Depots	Eligible	Eligible	10%
I	Initial new model/ new dealer	For any new model introduction OP for any new dealer starts	Facing Depot	Eligible	Eligible	Nil
J	Accessory	All types of accessory items – including Accy IDK, Accy stock & Accy emergency	Facing Depot	Eligible	Eligible	Nil
L	Express Delivery	Express Delivery	Facing Depot	Eligible	Eligible	15%
P	Campaign	For scheme order announced by MIN	Facing Depot	Eligible	Not Eligible	Nil
Q	Quotation	For getting the PO value any item can be placed on this type	-	Not Eligible	Not Eligible	Nil
R	Reserve	For Hyundai MOBIS audio kit – as per scheme	Facing Depot	Eligible	Not Eligible	Nil
S	Stock	General order for stocking	Facing Depot	Eligible	Eligible	Nil
U	Flood Type	General Order for Flood Affected Vhecles	Facing Depot	Eligible	Eligible	Nil

**Note:**

- Currently mandatory kit orders entered through 'J' Type order by MIN.
- Order types 'C' & 'I' are being entered by DOP team based on the requirement and situation.
- All the above Order types in each category can be placed maximum 36 times in a month.
- Before placing PO for 'F' Type Order, First Dealer has to confirm Part No. with technical team on mentioned E-mail IDs: mpssc1@gmobis.com & tgk@gmobis.com with the following details: VIN No., Car Model, Moving/Non Moving.
  - After getting the confirmation from Technical Team, Dealer has to forward the mail to DOP team. Order Processing Contact: Mr. Srikanth, E-mail: srikanth@gmobis.com
  - After sending mail to DOP Team, Dealer can place 'F' Type Order in DPOS DP21 screen only in PD6 i.e. Chennai PDC.

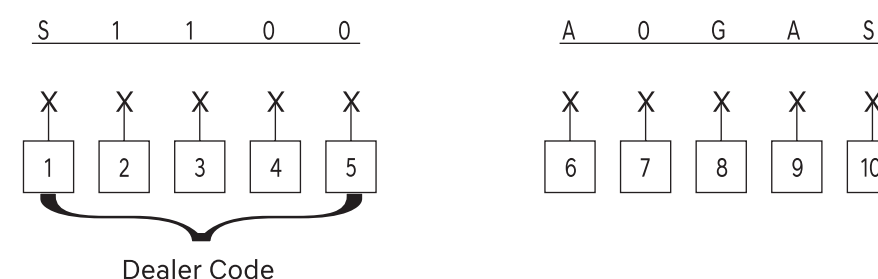
## 4.2 Order Numbering System

Order Numbering System is a method or process defined by MIN for standardising the order processing. Order numbering system is a 10 byte code. This system helps MIN and the dealers in monitoring and controlling various orders and their frequencies.

### 4.2.1 Stock Order for All Dealers

MIN Stock Order is a 10 byte code in which first 5 bytes signify “Dealer Code” and the balance 5 bytes have their own significance. The 6<sup>th</sup> byte in stock order is “A” which is always constant. Depending on the dealer code, the facing PDC processes the stock order. The 10<sup>th</sup> byte is always ‘S’ Type Order.

Eg. - S1100AOGA S

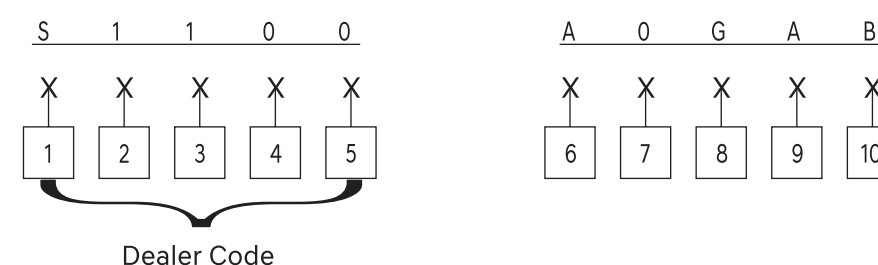


- Depot Code (A – Facing PDC & is always constant)
- Year Code (2010, 2011, 2012, 2013 ...)
- Month Code (A ~ L - Jan to Dec)
- Order S. No. (A ~ Z; 0 ~ 9)
- Order Type

### 4.2.2 Abnormal Order for All Dealers

MIN Abnormal Order is a 10 byte code in which first 5 bytes signify “Dealer Code” and the balance 5 bytes have their own significance. The 6<sup>th</sup> byte in stock order is “A” which is always constant. Depending on the dealer code, the facing PDC processes the Abnormal order. The 10<sup>th</sup> byte is always “B” type order.

Eg. - S1100AOGA B

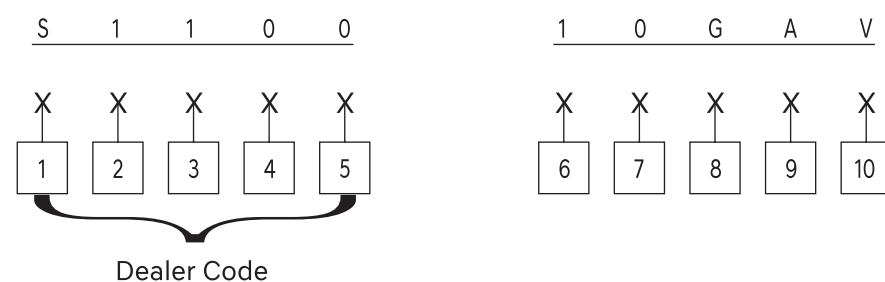


- Depot Code (A – Facing PDC & is always constant)
- Year Code (2010, 2011, 2012, 2013 ...)
- Month Code (A ~ L - Jan to Dec)
- Order S. No. (A ~ Z; 0 ~ 9)
- Order Type

#### 4.2.3 VOR Order for MIN Dealers

The differentiating bytes between stock order and VOR orders are 6<sup>th</sup> byte and 10<sup>th</sup> byte. For VOR order for MIN dealers, the description of each byte is displayed below:

Eg. - S110010GAV

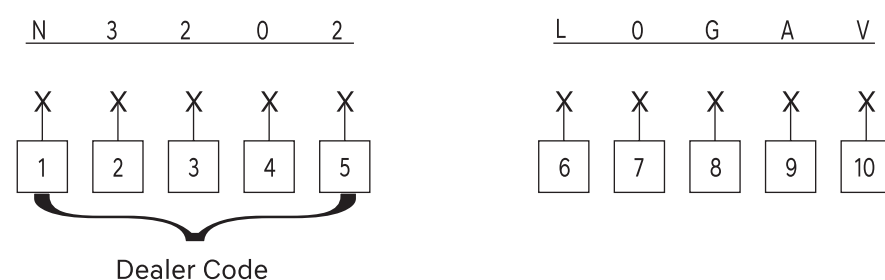


6. Depot Code (A – Facing PDC & is always constant)
7. Year Code (2010, 2011, 2012, 2013 ...)
8. Month Code (A ~ L - Jan to Dec)
9. Order S. No. (A ~ Z; 0 ~ 9)
10. Order Type

#### 4.2.4 VOR Order for HPSC Dealers

The differentiating byte between VOR order for MIN dealers and HPSC dealers is the 6<sup>th</sup> byte code. The description of each byte is displayed below:

Eg. - N3202LOGAV

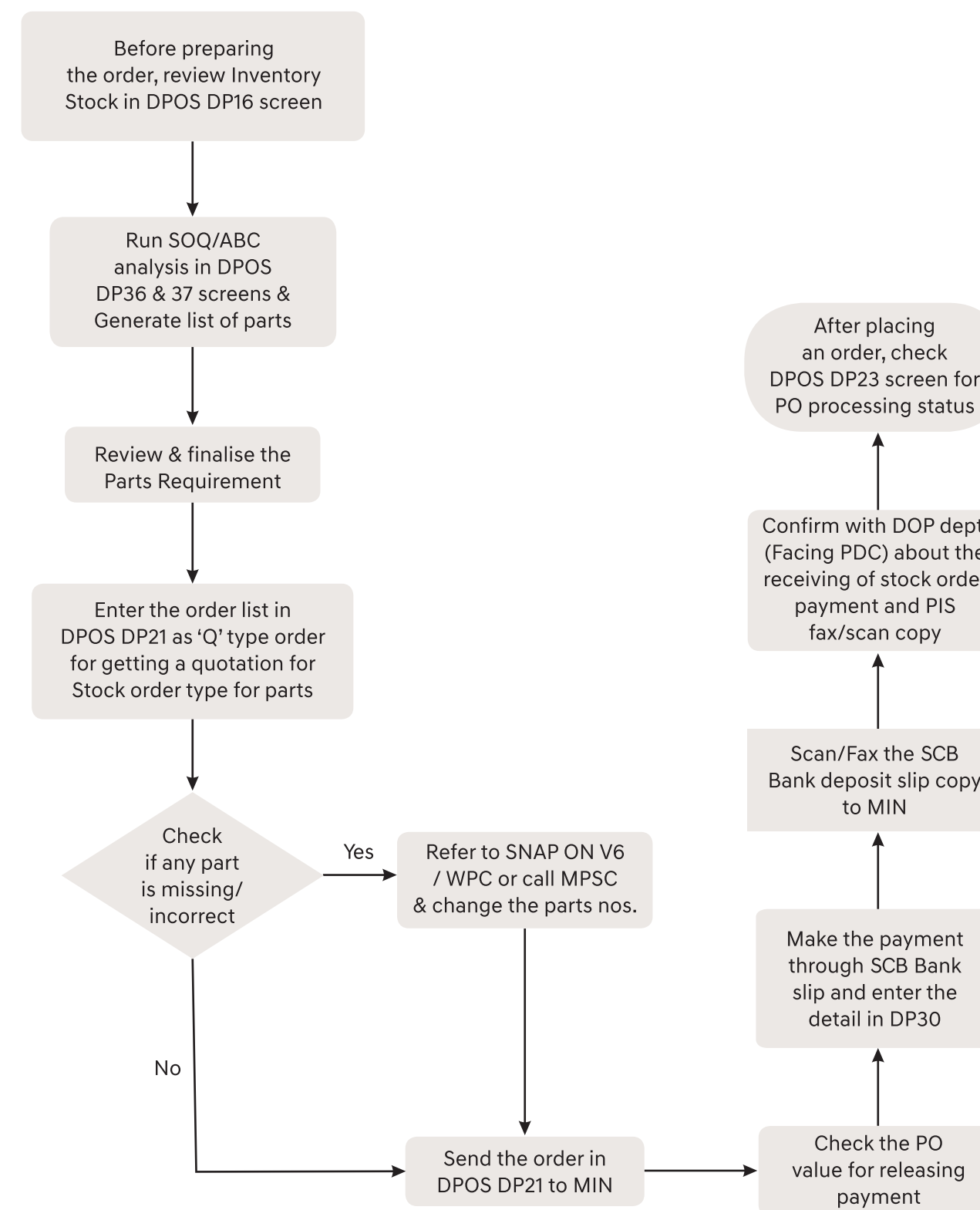


6. HPSC Depot Code (L-Lucknow, C-Cochin, B-Bangalore, G-Guwahati)
7. Year Code (2010,2011, 2012 ...)
8. Month Code (A ~ L - Jan to Dec)
9. Order S. No. (A ~ Z; 0 ~ 9)
10. Order Type

#### 4.3 Order Process Job Flow

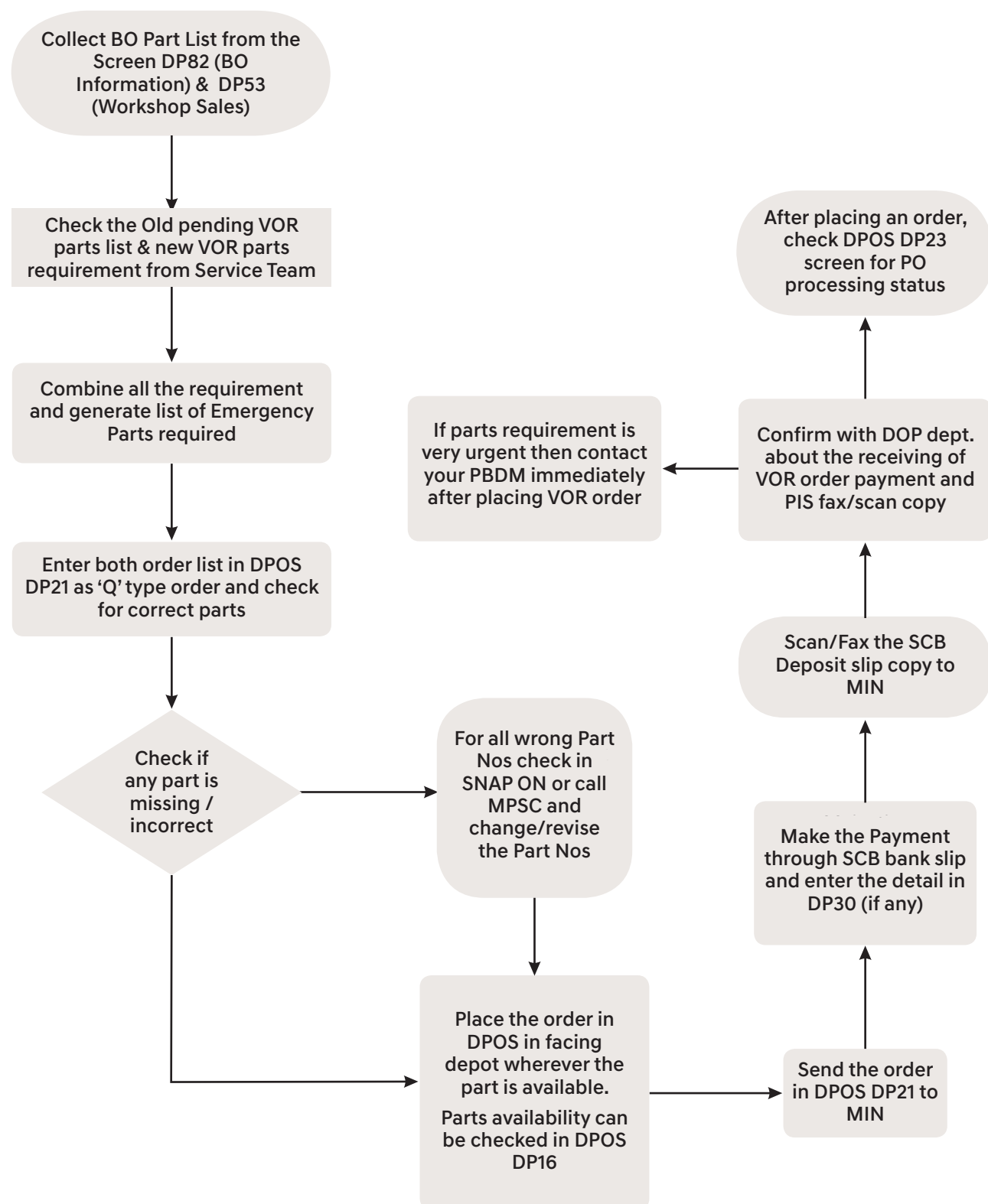
##### 4.3.1 Order Preparation

##### A. Stock Orders



Note: "Q" Type Order will be automatically cancelled by the System.

## B. VOR Orders



## 4.3.2 Abnormal Order for all Dealers "B-Type Order"

## A) Abnormal Order Process

DPOS: [[DP16]Inventory Master Information]

User Name: prabha

DP11 Notice DP18 Invent DP22 Back O DP21 PO Entry DP53 Workshop

DP16 Inventory Master Information

DEALER CODE: S1100 Part No: 2630002750 ON-HAND QTY: 0 AMT PRICE MAX INVENTORY ALL

SUPPLIER PART TYPE CARMODEL PARTMASTER

INVENTORY QUANTITY

LOC	ON-HAND	SAFETY	ALL QTY	DISUSE	BPO
HMPGMAAB1	0.00	20.16	2.00	-7.00	39.00
	0.00	0.00	0.00	0.00	0.00

1. Based on your demand, "Desired Stock" will be updated on 1st of Every Month.

2. "S" and "J" Type Order will be allowed for Maximum of Desired Qty.

3. If Dealer places, beyond "Desired Qty", System will show AQ - "Abnormal Order Quantity" with Quantity in DP23.

4. Abnormal Quantity should be placed under "B" Type Order.

PART MASTER INFORMATION

OLD PART	NEW ITC	SALES TAX CODE	SALE0001	CATALOG PAGE NO
NEW PART	NEW ITC	OUTMODE	Y	MINIMUM ORDER QTY
START DATE	PART SRC	PDC INVENTORY	Y	AMD 3
END DATE	PART TYPE	ABC CATEGORY	A	AMD 6
LEAD TIME	PCC CODE	RMS CATEGORY	F	AMD 12
PRICE DATE	UOM	SEASONAL FLAG		MAMD
SUC	MODEL	080 0X0 050 1J0		6 MEDIAN

Desired Stock: 17.24 PO QTY: 2.00 REMAINING QTY: 15.24 GROUP DEMAND: 275.98

ST DUE IN: 0.00 ST DUE OUT: 0.00 ST SEND DATE: ST RECEIVE DATE:

REMARK: "Total PO Qty" raised for a Month Remaining Qty = Desired Stock - PO Qty "Demand includes of Branches"

## B) What is Desired Stock?

DPOS: [[DP16]Inventory Master Information]

User Name: prabha

DP11 Notice DP20 Non-MD DP18 Invent DP23 PO Pro DP21 PO Entry DP22 PO List

DP16 Inventory Master Information

DEALER CODE: S4213 Part No: 2630002750 ON-HAND QTY: 0 AMT PRICE MAX INVENTORY ALL

SUPPLIER PART TYPE CARMODEL PARTMASTER

INVENTORY QUANTITY

LOC	ON-HAND	SAFETY	ALL QTY	DISUSE	BPO
11A010103A	148.00	205.32	0.00	0.00	0.00

1. Based on your demand, "Desired Stock" for the part: 2630002750 is 4.

2. If Dealer places 10 Qty, Only 4 Qty will be confirmed.

3. Remaining 6 Qty will be "Abnormal Order Quantity".

PART MASTER INFORMATION

OLD PART	NEW ITC	SALES TAX CODE	SALE0001	CATALOG PAGE NO
NEW PART <td>NEW ITC</td> <td>OUTMODE</td> <td>Y</td> <td>MINIMUM ORDER QTY</td>	NEW ITC	OUTMODE	Y	MINIMUM ORDER QTY
START DATE	PART SRC	PDC INVENTORY	Y	AMD 3
END DATE	PART TYPE	ABC CATEGORY	A	AMD 6
LEAD TIME	PCC CODE	RMS CATEGORY	F	AMD 12
PRICE DATE	UOM	SEASONAL FLAG		MAMD
SUC	MODEL	080 0X0 050 1J0		6 MEDIAN

Desired Stock: 4.99 PO QTY: 0.00 REMAINING QTY: 0.00 GROUP DEMAND: 79.92

ST DUE IN: 0.00 ST DUE OUT: 0.00 ST SEND DATE: ST RECEIVE DATE:

REMARK:



## C) DP16 (Purchase Order)

DP16 Purchase Order Entry

DEALER CODE: N4213 DATE: 22-10-2019 ORDER TYPE: S-Stock Order ORDER STATUS: Order Finish ORDER FLAG: SHIPPING FINISHED REMARK: VEHICLE TYPE: Passenger TRANSPORTATION: TRK.Truck SUPPLIER: HML / MIL : A10AA PO VALUE: 3,246.87 MAX VALUE: 3,171.40 TAX VALUE: 909.12 NON-MOVING

NO	H/K	PART NO	PART NAME	NM	VIN NO	AMEND	O/H QTY	O/ORDER QTY	MOO	QTY	IDS	IN
0001	H	81230H6000	LATCH ASSY-TRUNK LID				0.00	1.00	1	1.00	4.00	
0002	H	73700C7500	PANEL ASSY-TAIL GATE			AQ	1.00	0.00	1	1.00	2.00	
0003	H	93300A0900NNB	COMPLETE-C/PAD LWR SW			AQ	0.00	0.00	1	2.00	0.00	

"PO" raised for 4 Quantities

## 4.3.3 VOR Order for all Dealers "V-Type Order"

## A) Workshop Sales Backorder

DP53 Workshop Sales

DEALER CODE: E7200 DATE: 01-11-2019 STATUS: SEARCH CHECKLIST PRINT

SEQ	RO NO	ISSUE NO	REQUEST DATE	FINISH DATE	ISSUED BY	ITEM	QTY	RETURN QTY	B/O QTY	STATUS
0005	R201915813	W201911030030	09-11-2019		Manager S/P	5.00	5.00	0.00	1.00	Confirmed
0006	R201915855	W201911030029	09-11-2019		Manager S/P	1.00	1.00	0.00	0.00	Confirmed
0027	R201915813	W201911030021	09-11-2019		Manager S/P	2.00	2.00	0.00	0.00	Confirmed
0028	R201915813	W201911030020	09-11-2019		Alok Das	1.00	1.00	0.00	0.00	Confirmed
0029	R201915855	W201911030017	09-11-2019		Manager S/P	1.00	2.00	0.00	0.00	Confirmed

VOR Order can be placed only against Workshop Sale Backorder

## D) DP23 (PO Processing)

DP23 Purchase Order Processing Status

DEALER CODE: S4213 ORDER NO: S4213A3ECS FLAG: CONFIRM ITEM: 1 CONFIRM PIECES: 4.00 PO VALUE: 251.84 Step 4: Abnormal Qty. = "6" with AQ = Abnormal Qty Error

LINE NO	PART NO	ORDER	CURRENT	QUANTITY	PART NAME	SHIP MODE	AMEND CODE	AQ	FLAG	PRICE
0001	2630002750	2630002750	10.00	4.00	FILTER ASSY-ENG GENERAL		AQ ORDERED QTY >= AMD3 x 1	6.00	In Process	62.91

Step 3: Order Quantity = 10, System Checking Desired Stock, So Confirmed Qty. = "4"

Step 6: AQ Quantity can be placed in under "B" type order

## B) VOR Order only for Workshop Sales Backorder

DP82 Back Order Information

DEALER CODE: E7200 PART TYPE: SALES TYPE: Workshop Sales PART NO: PO ENTRY

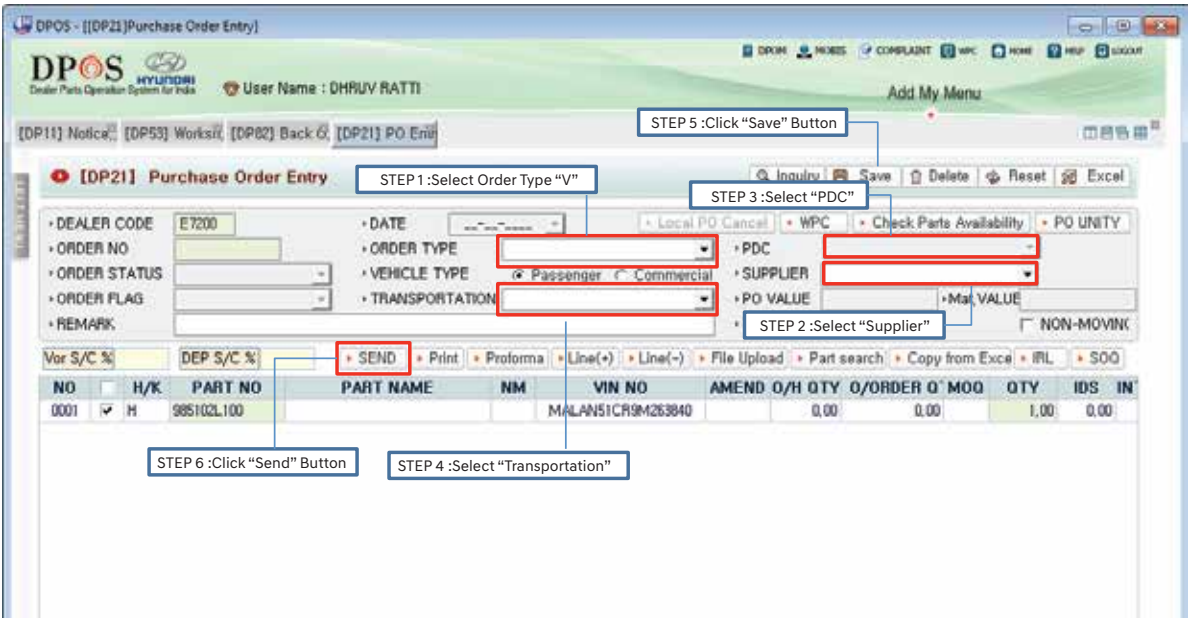
SEQ	DEALER CODE	B/O DATE	ISSUE NO	LINE NO	PART NO	PART NAME	REQ QTY	B/O QTY	ONHAND LIST PRICE
1	E7200	04-11-2019	W201911030030	0002	985102L100	MOTOR & PUMP ASSY-W/S	1.00	1.00	2,700.11

B/O QTY = Backorder Quantity

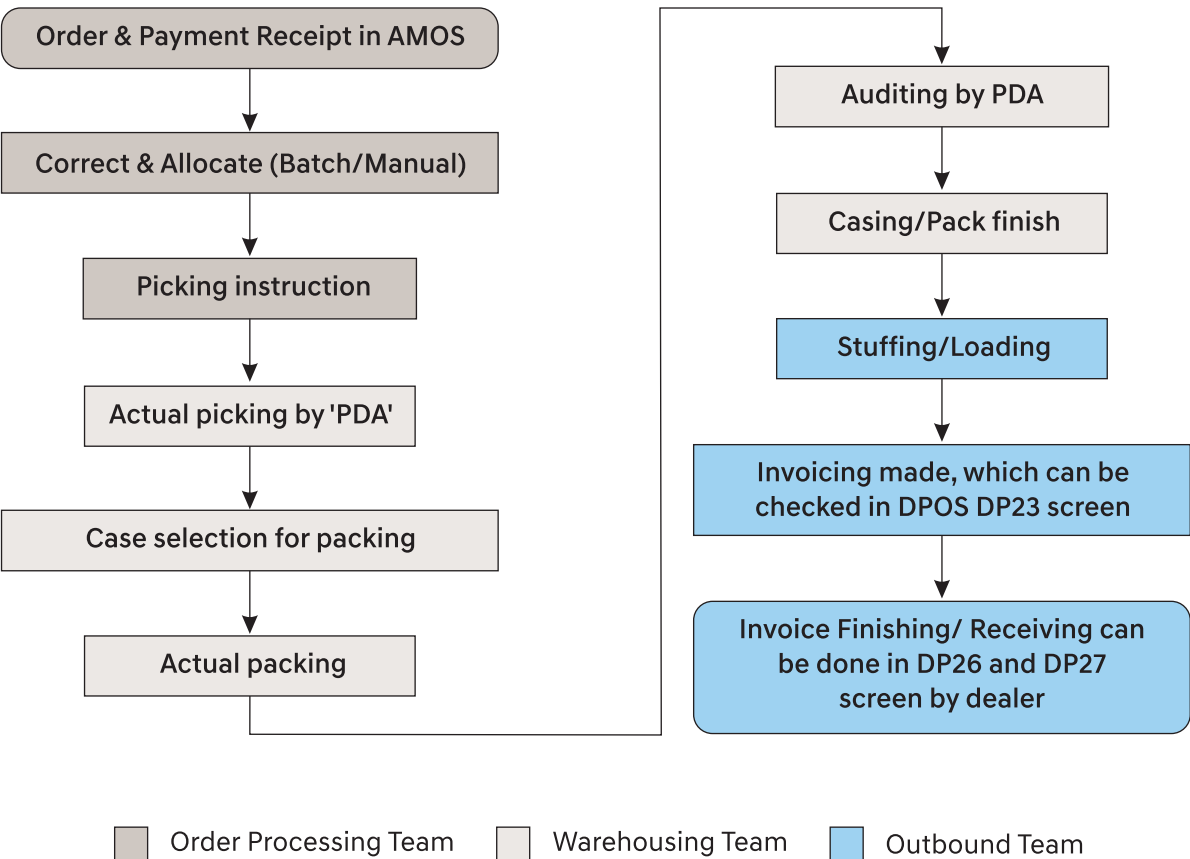
Note: Main Dealer can select "Include Branch Dealer" option to see their branch Backorder and can place "PO ENTRY" against Backorder.



C) VOR Order Creation



4.3.4 Order Process Flow in MIN – PDC



4.4 Amendment / Error codes

**Definition:** Amendment / Error code is used to classify the supply rule of each Part No. ordered by dealer. List of Codes with each code explanation and supply rule and action by MIN and action by dealership are given below:

AMENDMENT CODES EXPLANATION


AMEND CODE	CODE EXPLANATION	ERROR CODE	SUPPLY RULE	MIN PARTS DEPOT ACTION	DEALER ACTION
AA	SUPPLIED IN ASSEMBLY	ER	N	NO SUPPLY	REFER TO CALL CENTRE
AC	SUPPLIED AS COMPONENTS	ER	N	NO SUPPLY	REFER TO CALL CENTRE
AK	SUPPLIED IN KIT	ER	N	NO SUPPLY AS INDIVIDUAL PART	REFER TO CALL CENTRE
AO	SET SUBSTITUTION	ER	Y	MIN SYSTEM SUPPLY AFTER CORRECTION	DEALER TO INCLUDE IN ORDER
AQ	ORDERED QTY > DESIRED STOCK	OK	Y	DEALER HAS TO PLACE "B" TYPE ORDER	HIGH QUANTITY ORDER INDICATION
CO	LINE DUPLICATED	ER	Y	MIN SYSTEM SUPPLY AFTER CORRECTION	DPOS PREVENTS IF ORDER IS PLACED USING FILE UPLOAD
CQ	QUP/QFP	OK	Y	SUPPLY AS PER MIN UNIT PACK QUANTITY	IN PROCESS STATUS IN DPOS SYSTEM ON ORDER CONFIRMATION
DA	CORRECTION BY DEALER REQUEST	OK	Y	AMEND BASED ON DEALER REQUEST	ONLY ABNORMAL ORDER QUANTITY BY TYPING MISTAKE
DX	CANCEL BY DEALER REQUEST	ER	N	CANCEL BASED ON DEALER REQUEST	DEALER CANCEL REQUEST AFTER 30 DAYS FROM ALLOCATED DATE
HP	DEALER CONFIRMATION REQUIRED	OK	Y/N	MIN ACTION BASED ON STOCKS & TECHNICAL INFORMATION	DEALER WANTS TO CONFIRM AGAIN OR SELECT REPLACEMENT
IC	INVENTORY / LOGISTICS CONTROL	ER	Y/N	MIN APPLIED CONTROL DUE TO CERTAIN OPERATION PROBLEM	REFER TO CALL CENTRE
MU	MULTI SUPERSESSION	ER	Y/N	MIN SUPPLY AFTER MANUAL CORRECTION	DEALER TO INCLUDE IN NEXT ORDER/REFER TO CALL CENTRE
MX	MIXED ORDER CHECK	ER	N	MIN SYSTEM SUPPLY AFTER CORRECTION	DEALER SEGREGATE PARTS & ACCY ORDER
NA	NOT AVAILABLE	ER	N	NO SUPPLY FROM MIN AS PART NOT APPLIED TO THE CAR	DEALER TO CHECK PART NUMBER CORRECTNESS AGAIN IN MICROCAT
NB	APPLIED IN THE FUTURE	ER	N	TO BE SUPPLIED LATER BY MIN	DLR TO REORDER LATER AFTER PART NO. APPLY DATE STARTS
NE	FROM DATE >= ORDER RECEIVING DATE + 60 DAYS	ER	N	IT IS A FUTURE APPLY PART & NOT VALID NOW	DEALER TO REORDER PART AFTER CAR LAUNCH
NF	NOT FOUND	ER	N	NO SUPPLY. NOT A VALID PART NUMBER	DEALER TO CHECK MIN PART MASTER FOR VALIDITY OF PART
NL	NO LONGER SERVICED	ER	N	NO SUPPLY NOT VALID PART	-
NP	TO BE NIL	ER	N	SAME AS NLS (NO LONGER IN SERVICE)	-
QN	ORDERED QTY → 0	ER	N	NO SUPPLY	-
RN	NOT FOUND IN REGION MASTER	ER	N	NOT APPLIED TO INDIA REGION	REFER TO CALL CENTRE
SB	OLD INVENTORY SUPPLIED	ER	Y	OLD PART SUPPLIED BY SYSTEM AS PER MIL SYSTEM UPDATION	DEALER TO INCLUDE IN ORDER
SI	SUPERSESSION	OK	Y	MIN STOPPED SALES FOR THE PART NUMBER	DEALER TO INCLUDE IN ORDER
SS	STOP SALES FOR COMMON ITEM	ER	N	MIN STOPPED SALES FOR THE PART NUMBER	-
TE	SUC AF/AJ/AY BUT NEW PART NO DOES NOT EXIST	ER	N	MIN SYSTEM SUPPLY AFTER ERROR REMOVAL	REFER TO CALL CENTRE & PLACE NEW ORDER
UP	PRICE NOT FOUND	ER	Y/N	PRICE NOT FINALISED. NO SUPPLY	REFER TO MIN SALES PRICING DEPT.
MO	SET / KIT PART	ER	Y	PART SUPPLIED IN KIT/NOT INDIVIDUAL	REFER TO CALL CENTRE

**Supply Rule:** 'Y' indicates Part will be supplied; 'N' indicates Part will not be supplied.

The Amendment code can be solved in DPOS as given below:

a) Step 1



- |                                 |   |  |
|---------------------------------|---|--|
| 1. Go to DP 23 Screen           |  | 4. Press the "Inquiry" Button          |
| 2. Enter Order Number from DP22 |   | 5. Check for any Errors                |
| 3. Choose "Error" Filter Mode   |   | 6. Get Excel File for further analysis |

b) Step 2

	F	G	H	I	W	
1	SHIP MODE	AMEND CODE	FLAG	PRICE	ACTION BY MIL DEALER	
2					DEALER ACTION	MIL ACTION
3	GENERAL	SUC AFJALJAY BUT NEW PNO DOES NOT EXIST	Error	0.00	INCLUDE IN ORDER	MIL SYSTEM SUPPLY
4	GENERAL	MULTI SUPERSESSION	Error	440.74	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION
5	GENERAL	MULTI SUPERSESSION	Error	1192.19	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION
6	GENERAL	MULTI SUPERSESSION	Error	90.54	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION
7	GENERAL	NOT FOUND	Error	0.00	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION
8	GENERAL	MULTI SUPERSESSION	Error	1679.00	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION
9	GENERAL	MULTI SUPERSESSION	Error	1458.21	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION
10	GENERAL	MULTI SUPERSESSION	Error	77.29	INCLUDE IN ORDER	MIL SUPPLY AFTER MANUAL CORRECTION

1. While placing Stock Order, Dealer to include these Parts
2. MIN Action & Dealer Action given in the enclosed excel file

Notes:

- i) After placing an order, check DPOS DP23 PO processing screen either same day or next day morning for Order Processing status.
- ii) If amendment/error code appears, refer to Amendment codes / SNAP ON V6 for correct Part No. For further assistance, Parts managers can contact MPSC centre in Chennai.
- iii) The value of order will be only for those parts which are allocated by MIN.

## 4.5 Handling Critical Situations

In critical situations, waiting for a Part through the normal process can really lower customer satisfaction and reduce the likelihood that the customer will return in the future. Hence, a Dealer Parts Manager can opt for either of these two options:

- a) Place a VOR Order. A VOR order is charged a surcharge of 10% but it is considered as top priority and dispatched by the quickest mode of transportation. The freight cost will be borne by the dealers. Order can be placed to any available PDC and order cut-off time is 2 pm on weekdays & 10 am on Saturdays.

OR

- b) Check with the dealer locator page of DPOS DP39 screen to find the part availability at any nearby dealership. If a part is available at a nearby dealership, it can be directly purchased from there.

#### 4.6 Do's of Ordering Process

Do's:

- a) Follow Stock Order Due In day to get faster delivery at your dealership
  - Remember your Due In day always and prepare your Stock Order in advance
  - Place the order before cut-off time for Stock and VOR orders.
  - Stock order cut-off time is 4 pm on weekdays and 11 am on Saturdays along with the payment.
  - VOR order cut-off time is 2 pm on weekdays and 10 am on Saturdays along with the payment.
- b) Check your order before sending to MIN
  - For the correctness and the requirement (as cancellation not allowed)
- c) Ensure Stock Order Payment reaches before cut-off time
  - Enter payment correct details in DPOS DP30 screen
  - Send the Bank slip through fax/scan before cut-off time to your facing PDC
  - After payment slip updation, check the available amount in DPOS DP44 screen
  - Monitor the availability of permit (if applicable) at facing PDC

Notes:

- i) Payment availability for IDK order can be seen on DPOS DP44 screen to avoid short payment for other orders.
- ii) If VOR Order invoicing is done after 48 hours from the Order allocation time by MIN, then VOR Order surcharge will be waived off. Freight is still to be borne by the dealer.

The Parts Distribution Centres details are as below:

Details	PDC/Depot			
	Chennai	Delhi	Mumbai	Kolkata
Depot code	PDC 6	PDC 2	PDC 3	PDC 4
Name	MOBIS India Limited			
Address	MOBIS INDIA LIMITED Arakkonam Nevi Road Namasivayapuram Thodukadu Village, Thiruvallur District Tamil Nadu - 602105	Regional Parts Depot- North, Near Plot No. 31, HUDA Industrial Area, On Sector approach road to NH8, Khatawari Village, Dharuhera, Rewari Dist. - 122106	Plot No : E-1/1, MIDC Additional Patalganga, Chavne Village, Raigadh District, Maharashtra - 410208	Regional Parts Depot- East, Sankarail Industrial Park, Near Dhulagarh Toll Plaza, Sankarail P.O. Howrah, Kolkata - 711302
State	Tamil Nadu	Haryana	Maharashtra	West Bengal
Phone No.	044-67101474	01274-277321	+91-9820511068 +91-8652831212	+91-9836032800 +91-9836067800
Fax No.	044-67101472	01274-277307		

#### 4.7 Order Cancellation Policy

- VOR Orders
  - After allocation of parts, cancellation is not allowed.
  - Check DPOS DP23 (Select Order-wise detail) and DP25 (Select Date-wise detail) screen for parts allocation status.
- Stock Orders
  - Based on Ageing Back Order Circular posted on DPOS DP11 (Notice Management) Screen; cancellation to be decided.
  - No automatic cancellation possible, it happens only on dealer written request.
  - All cancellation requests should be supported with valid reason.
  - If cancellations of parts take place, then Parts achievement and Incentive Amount will be reduced by cancelled parts value.
  - Cancellation of parts is allowed before first allocation.
  - MIN can cancel and supply alternate part numbers, if applicable.

#### 4.8 Start-up Sheet (SUS)

New Dealer Start-up and Dealer Master correction

New Dealer Spare Parts Start-Up Operations Information Sheet			
Company Details			
Dealer Name *			
Dealer Code:	Dealer Type:	Main Code:	Ownership Code:
Regd. Off. Address *			
Warehouse Address * ( Parts Dispatch Address)			
Name of the City *		Name of the State *	
W/H Tel. No. *		PIN Code *	
W/H Fax No.		Mobile No *	
Personnel Details			
	Dealer Principal	Parts Incharge	Accy Incharge
Name *			
Designation *			
Mobile No *			
Email ID *			
Bank Details			
Bank Name *		Branch Code*	
Branch Address *			
Bank Manager Name		Contact No	
Account Type *		Account No.*	
Bank Guarantee Limit Rs.		Letter of Credit Limit Rs.	
Cash Credit Limit Rs.*		Cr.Limit aginst stock / collaterals	
Sales Tax Details			
GSTIN NO*			
PAN NO *			
Items for which Registration Done *			
Any Other Comments:			
<b>Declaration:</b> I would here by declare that the above given details are true and correct to my knowledge and in future if any issues arise due to the above data mismatch I will be responsible for the same.			
Date:	Location :	<b>Authorised Signatories *</b>	
Name:	Designation:	Finance / Parts Incharge	GM / MD / DP
Company Seal *			
* Marked fields are compulsory			
Copies to be enclosed for PAN / GST /Registration Certificate			



- a) Start-Up Sheet (SUS) is used to create new dealer & in case of any change of data in existing dealer master sheet.
- b) Dealer has to fill Start-Up Sheet (SUS) with all the required details correctly.
- c) To be signed by the Promoter/Dealer Principal/Company's authorized signatory along with the company seal.
- d) If there is any change in GST/PAN No, certificate copy to be sent along with SUS.
- e) If there is any change in location/address, SUS to be sent along with Dealer Principal's requisition letter.

Annexure 2				
START UP SHEET - EXISTING DEALERS ( Data Updation) ( Applicable for all Dealers / DBs / RSOs / DDs / HASCs / HPSCs)				
Dealer Name				
Dealer Code		Type		
I.Company Details Change <input type="checkbox"/>				
	CURRENT DATA AS PER DP01		NEW REQUEST ( TO BE CHANGED)	
PARTS DELIVERY ADDRESS				
Location				
State		Pin		Pin
II.Personnel Details Change <input type="checkbox"/>				
Parts Manager Name				
Designation				
Contact Number				
Mail Id				
III.Tax (GSTN / PAN) Details Change <input type="checkbox"/>				
PAN NO				
GSTN NUMBER				
Declaration : I would here by declare that the above given details are true and correct to my knowledge and in future if any issues arise due to the above data mismatch I will be responsible for the same.				
<small>* Required proof to be attached for commercial data changes. Select the fields which are getting changed and leave the other boxes blank. Select ( ✓ ) the appropriate boxes on the header with respect to the data needs to be changed.</small>				
Authorised Signatory		Name :		
For _____	Dealer Stamp	Designation :		
		Date :		

For New Dealer Activation, the following documents are required:

1. Start-up Sheet
2. Copy of LOI
3. Code screenshot AS 400/SAP (Hyundai Motor India Ltd.)
4. Copy of GST CERTIFICATE
5. Copy of PAN Card
6. Dealer Class
7. Way bills (if applicable)

All the above documents should be sent by the Dealer to the Regional PBDM.

# Chapter 5

# Payments



## 5. Payments

For processing the orders, sufficient balance should be available in the dealership MIN Account. Dealer can check the available amount in DPOS DP44 screen

### 5.1 Payment Terms and Schedule

- Order to MIN (Main Depot or Regional Depot)
- Beneficiary's Name: MOBIS India Limited.
- Beneficiary's Address:

MOBIS INDIA LIMITED  
Arakkonam Nevi Road  
Namasivayapuram  
Thodukadu Village,  
Thiruvallur District  
Tamil Nadu - 602105,  
Phone No: 044-67101410

### 5.2 Methods of Payment

#### 5.2.1 Methods of Payment to MIN

Change of Collection Bank

SCB Bank Details

Bank Name: Standard Chartered Bank

Address: 4<sup>th</sup> Floor, 19 Rajaji Salai, Chennai - 600001

IFSC Code: SCBL0036078

A/C No: 9900352 XXXXX Dealer Code

Beneficiary Name: MOBIS India Limited

- Individual Virtual Account Number to be created
- RTGS to be done to that number only
- Group dealers also should not use other code among the group
- Dealership Seal & Sign – Collection Agent or Bank Seal & Sign is must
- For any issues with bank/collection agent/payment to be informed to PD6 DOP immediately (srikanth@gmobis.com)

### 5.2.2 Payment Method for HPSC dealers

The payment procedure for purchases from HPSC would be the same as between Dealer and MIN.

The Dealer should pay directly into HPSC A/c in the state. Other requirements and methods would remain the same. Also, Sales Tax forms and other government regulations must be adhered to, between the parties.

The details of HPSCs bank accounts are given below:

Details	PDC/Depot			
	HPSC Bangalore	HPSC Kochi	HPSC Lucknow	HPSC Guwahati
HPSC Code	S8300	S7300	N3300	E4300
HPSC Name	Trident Automobiles Pvt. Ltd.	MGF Motors Ltd.	Premier Car Sales Ltd.	Oja Automobiles Pvt. Ltd.
Dealer Principal Name	Mr. Samir Choudhry	Mr. Thomas J. Cherukara	Mr. V.K. Agarwal	Mr. Rajdeep Oja
Address	Hyundai Parts Supply Centre, No 138, Nagarur, Huskur Road, Off Tumkur Rd, Near Golden Palms Hotel, Bangalore - 562123	Hyundai Parts Supply Centre, Door No. : X11/507-A, NH-47, Karukutty Post, Amgamaly - 683576	Hyundai Parts Supply Dharsaniya Safedabad Barabanki Highway, Safedabad, Barabanki, Lucknow - 225005	Hyundai Parts Supply Centre, Oja Complex, Basistha, Charali, NH-37, Beltola, Guwahati -781029
State	Karnataka	Kerala	Uttar Pradesh	Assam
Ph. No.	080-23718815	0484-3297502/3126675		
Contact Person	a) Prakash Srinivasamurthy & Sanna	a) Mr. B. Kelappan, b) Mr. Harinkrishna	a) Mr. Shivismurat Vishwakarma	a) Mr. Pranjal Dutta
Mobile No.	9844726216	9544063111 9744350184	9794080800 9335911258 9335924840	9864339019
Bank Name	HDFC Bank Ltd., Bangalore	HDFC Bank, HPSC Kochi	ICICI Bank, Lucknow	State Bank of India, Guwahati
Payable A/c No.	05230330000715	50200018460357	628105015636	30186956209
E-mail	parts@tridenthyundai.com	kelappan@mgfkerala.com, harinkrishna@mgfhyundai.in	hpsclko@beeaar.com	hpssc@ojaautomobiles.com

### 5.3 Process of entering payment in DPOS DP30 Screen

The screenshot shows the DPOS DP30 Payment screen. At the top, there's a header with 'DPOS' and 'Dealer Parts Operation System for India'. Below that, a navigation bar includes 'DP30 Payment'. A table lists transactions with columns: SEQ, PIS NO, PIS DATE, PO No, COLLECTION BANK NAME, DESCRIPTION, AMOUNT, SEND DATE, and STATUS. Below the table, there's a form for entering new payment details. Numbered callouts indicate the following steps: 1. Selecting the DP30 Payment option; 2. Selecting a collection bank; 3. Entering a description; 4. Clicking 'Line(+)' to add a new line; 5. Selecting bank name, type, cheque/DD number, and date; 6. Saving the entry; 7. Selecting the currency; 8. Saving the entry; 9. The status changing to 'SEND FINISH'.

1. Go to DPOS DP30 screen.

2. Select Collection Bank & Collection Date.

3. Enter Description

4. Click at 'Line(+)' to insert new line.

5. Select Bank Name, Type, Cheque/DD No & Date, provide Amount in Rs.

6. Save it. Payment detail will show 'REGISTER' in the system.

7. Select it and input 'Currency - INR' status.

8. Save it. It will show 'SEND FINISH' status.

Once MOBIS DOP Team updates the system, a Parts Manager can check available amount in DPOS DP44 screen.

Please refer the below modifications done in DP30 screen with respect to payment entry against Bank Guarantee and other general payment entry. Further, in order to facilitate the reconciliation in a better manner all are requested to enter the full UTR number given by the bank without fail.

UTR number to be entered in the Description column without fail.

**FOR BANK GUARANTEE CUSTOMERS**

The screenshot shows the DP30 Payment screen. At the top, there are fields for DEALER CODE (ZZZZZ), PIS NO, PO NO, and DATE (31-10-2018 to 30-11-2018). Below this is a table with 8 columns: SEQ, NO, DATE, PO No, COLLECTION BANK NAME, DESCRIPTION, AMOUNT, SEND DATE, and STATUS. The table contains 7 rows of data. Below the table, there are buttons for Clear, Line(+), Line(-), Save, and Send. Below these buttons is a form with fields for NO, PO NO, COLLECTION BANK, TEMPORARY CREDIT, SUPPLIER, CURRENCY, and Given to Bank/Courier. Below this form is another table with 6 columns: NO, BANK NAME, TYPE, CHK/DD NO, CHK/DD DATE, and AMOUNT. The table contains 1 row of data. The fields are annotated with numbers 1 and 2.

SEQ	NO	DATE	PO No	COLLECTION BANK NAME	DESCRIPTION	AMOUNT	SEND DATE	STATUS
1	ZZZZZ18K08	30-11-2018		SCB Collection A/c	TO MENTION FULL UTR NUMBER	1.00	30-11-2018	SEND FINISH
2	ZZZZZ18K07	26-11-2018	54545454	SCB Collection A/c	FOR TESTING	2.00		REGISTER
3	ZZZZZ18K06	26-11-2018	FOR TEST	SCB Collection A/c	FOR TEST	2.00	26-11-2018	SEND FINISH
4	ZZZZZ18K05	23-11-2018	123B	SCB Collection A/c	123B	9.00	23-11-2018	SEND FINISH
5	ZZZZZ18K04	23-11-2018	123A	SCB Collection A/c	123A	7.00		REGISTER
6	ZZZZZ18K03	23-11-2018	EDF	SCB Collection A/c	SDA	5.00		REGISTER
7	ZZZZZ18K02	23-11-2018	AAAAA	SCB Collection A/c	FOR TESTING	2.00	23-11-2018	SEND FINISH

NO	BANK NAME	TYPE	CHK/DD NO	CHK/DD DATE	AMOUNT
1	Andhra Bank	PAYMENT AGAINST BANK GU	1234567890	30-11-2018	1.00

Point 1: For making the payment against Bank Guarantee facility , last 10 digit of the UTR number to be entered (Earlier it was only 6 bytes, now modified to 10 bytes)

Point 2: Irrespective of payment types , all the payment entry to be filled with the full UTR number ( not any reference or cheque or any other number) in the Description field without fail and last 10 bytes of the UTR number in the cheque number field

**FOR ALL GENERAL PAYMENT TO MIN**

The screenshot shows the DP30 Payment screen. At the top, there are fields for DEALER CODE (ZZZZZ), PIS NO, PO NO, and DATE (31-10-2018 to 30-11-2018). Below this is a table with 8 columns: SEQ, NO, DATE, PO No, COLLECTION BANK NAME, DESCRIPTION, AMOUNT, SEND DATE, and STATUS. The table contains 7 rows of data. Below the table, there are buttons for Clear, Line(+), Line(-), Save, and Send. Below these buttons is a form with fields for NO, PO NO, COLLECTION BANK, TEMPORARY CREDIT, SUPPLIER, CURRENCY, and Given to Bank/Courier. Below this form is another table with 6 columns: NO, BANK NAME, TYPE, CHK/DD NO, CHK/DD DATE, and AMOUNT. The table contains 1 row of data. The fields are annotated with numbers 1, 2, and 3.

SEQ	NO	DATE	PO No	COLLECTION BANK NAME	DESCRIPTION	AMOUNT	SEND DATE	STATUS
1	ZZZZZ18K09	30-11-2018		SCB Collection A/c	HDFCR52018112954238931	5.00		REGISTER
2	ZZZZZ18K08	30-11-2018		SCB Collection A/c	TO MENTION FULL UTR NUMBER	1.00	30-11-2018	SEND FINISH
3	ZZZZZ18K07	26-11-2018	54545454	SCB Collection A/c	FOR TESTING	2.00		REGISTER
4	ZZZZZ18K06	26-11-2018	FOR TEST	SCB Collection A/c	FOR TEST	2.00	26-11-2018	SEND FINISH
5	ZZZZZ18K05	23-11-2018	123B	SCB Collection A/c	123B	9.00	23-11-2018	SEND FINISH
6	ZZZZZ18K04	23-11-2018	123A	SCB Collection A/c	123A	7.00		REGISTER
7	ZZZZZ18K03	23-11-2018	EDF	SCB Collection A/c	SDA	5.00		REGISTER

NO	BANK NAME	TYPE	CHK/DD NO	CHK/DD DATE	AMOUNT
1	Andhra Bank	RTGS	2954238931		5.00

Point 3: This description field data will interface with our bank collection report and system reconcile automatically for the payment remittance.

Hence this description data filed UTR number to be entered carefully with the total UTR number without any mistakes. Wrong entry of any irrelevant number like cheque number, reference number or any other number will lead to non realization of payment by system and error message will show for reversing the same from the dealer account.

No re-entry or duplicate entry is allowed. Please take due care while making the payment entry in DP30.

# Chapter 6

# Material


# Receiving

## 6. Material Receiving:

The Material receiving function includes unload and unpack incoming materials; identify parts received with descriptions on the purchase order; physically inspect boxes/parts quantities received against the shippers packing list; and finally receive the parts in the system.

### 6.1 How to read Invoice

The MIN invoice to the HPSCs/Dealers is given below:

MOBIS INDIA LIMITED		ORIGINAL	
TAX INVOICE			
(Under Rule 46 of Central Goods and Service Tax Rules, 2017 r/w Sec: 31 of CGST & Sec. 31 of TNGST Act, 2017)			
<b>CONSIGNOR</b> <b>A</b> MOBIS INDIA LIMITED ARAKKONAM NEVI ROAD, NAMASIVAYAPURAM, THODUKADU (VILLAGE), TIRUVALLUR (DIST.) TAMIL NADU, INDIA. 602105 +91-44-6710 1482 Fax: +91-44-6710 1702 <b>B</b> GSTIN: 33AAECM3018M1ZK STATE: 33 Tamilnadu CIN : U50300TN2005PLC056533		<b>INVOICE NO</b> : HC14816 <b>DATE</b> : 08/05/2019 <b>F</b> <b>TYPE</b> : SL+ <b>PAYMENT METHOD</b> : RL <b>SHIP MODE</b> : G General <b>CARRIER</b> : CJ KOREA EXPRESS IND <b>GCN NO</b> : 28012 <b>SEAL NO.</b> : 006250 <b>G</b>	
		<b>TRUCK/CONTAINER NO</b> : TN02AL0470	
<b>CONSIGNEE :</b> <b>C</b> MGF MOTORS LIMITED S7300 HYUNDAI PARTS SUPPLY CENTRE DOOR NO: XII/507-A, NH-47, KARUKUTTY POST, ANGAMALLY, ERNAKULAM DIST. 683576 Tel: 0484-3297502, 95440 63111 Fax: 0484-2669173 GSTIN: 32AABCM4247R1Z6 STATE: 32 Kerala		<b>DELIVERY TO :</b> MGF MOTORS LIMITED HYUNDAI PARTS SUPPLY CENTRE DOOR NO: XII/507-A, NH-47, KARUKUTTY POST, ANGAMALLY, ERNAKULAM DIST. 683576 Tel: 0484-3297502, 95440 63111 Fax: 0484-2669173 GSTIN: 32AABCM4247R1Z6 STATE: 32 Kerala	
<b>FREIGHT ORIGIN</b> : THODUKADU <b>FREIGHT DESTINATION</b> : ERNAKULAM <b>PLACE OF SUPPLY</b> : 32 Kerala		<b>Whether Tax Payable on Reverse Charge Basis:</b> NO <b>REMARKS</b> : HARIB KHAN - 9944591337	
<b>MARKS / NUMBERS / WEIGHT / CBM OF PKG(S)</b>  <b>D</b> 199 case(s) N/Kgs : 2755.890 kgs G/Kgs : 3062.100 kgs CBM : 54.721 <b>E</b> C/Weight : 9425 HSN CODE : As per the Annexure <b>DESCRIPTION OF GOODS</b> : Motor Vehicle Parts  * Details are as per attached sheet(S) which contains HSN code, description of goods/service, quantity, UOM, Rate per unit, Discount Rate, Discount value, total value of supply, rate of tax, amount of tax place of supply.  Note: Please refer Invoice Packing List for Tax wise Summary		<b>TOTAL ITEMS/PIECES</b> : 274 items / 1818 pcs <b>H</b> <b>AMOUNT :</b> Discounted Value : RS. 910,778.04 VOR/EMR S/C : RS. 0.00 Depot S/C : RS. 0.00 Other S/C : RS. 0.00 Price Amount : RS. 910,778.04 <b>I</b> Freight : RS. 0.00 <b>J</b> Insurance : RS. 0.00 Taxable Amount : RS. 910,778.04 CGST : RS. 0.00 <b>K</b> SGST : RS. 0.00 IGST : RS. 224,257.49 Total Invoice Amount : RS. 1,135,035.53 <b>L</b> Invoice Amount (in Words) : ONE MILLION ONE HUNDRED THIRTY FIVE THOUSAND THIRTY FIVE AND PAISE FIFTY THREE ONLY <b>M</b>	
<b>Declaration:</b> Certified that the particulars given are true and the amount indicated represents the price charged and that there is no-flow of additional cons directly or indirectly from the buyer.			
 HC14816		MOBIS INDIA LIMITED  Authorised Signatory	



**Explanation of various fields In Invoice cover:**

- A : Shipper address (Depot) from where the part is invoiced.  
 B : Sales Tax details of Depot.  
 C : Dealer code and Dealer address.  
 D : Total number of cases in shipment.  
 E : Total weight of shipment for evaluation of freight.  
 F : Invoice Type, Number and Date.  
 G : Goods Consignment Number (GCN) – this shows the proof of dispatch of Parts across the state.  
 H : Total Number of items.  
 I : This is total Material Value.  
 J : Total Freight Value to be borne by dealer.  
 K : Total Taxes, Insurance, etc. Item wise details of taxes and surcharge are given in Invoice details.  
 L : Total Invoice Amount (in figures).  
 M : Total Invoice Amount (in words).

**Modes of Transportation:**

- All consignments would be sent on 'Door Delivery Basis' to the dealership location through the approved transporters.
- VOR Orders by Express Cargo (Road and Air) or Courier whichever is the fastest mode of transportation to the dealer location on 'Door Delivery Basis'.

**Notes:**

- For stock orders, freight is borne by MIN & for VOR orders, freight is borne by the dealers.
- If VOR order invoicing is done after 48 hours from the order allocation time by MIN, then VOR order surcharge will be waived off. Freight is still to be borne by the Dealers.

**6.2 Check points at the time of material receiving**

Here's a suggested procedure for receiving orders and getting Parts into stock.

- Monitor the unloading of boxes and check the condition of each as it is removed from the truck or first brought into the Parts department.
- Look for any visible damage. Always open any boxes marked "glass" to make sure that nothing is broken, and carefully examine sheet metal for dents.
- Check Goods Consignment Note (GCN) to make sure all boxes have been delivered. Note any discrepancies before signing the GCN.
- Check in all items by part number (look at the box, not the picking label). Verify quantities and check for damage.
- Receive the parts in DPOS Screen No. DP26 & DP27. Now, the parts are available for sales/issuance.
- Take action related to discrepancies or damage by raising claims.
- Carefully file packing slips according to your dealership's procedures.

**Material Receiving Registry - A Right Way Method****Material Receiving Entry Procedure in DPOS****DPOS Screen: DP27 – Receiving Entry**

**Problem faced:** Some Dealers do not register exact material receiving date and time in DPOS. This leads to difficulty in following up dealer consignments which are actually delayed in transit.

**Solution:** To follow the correct procedure in DPOS system as per guidelines provided in the following slides.

Dealer Slip-ups are explained below:

- **Case 1: Actual Date Update**  
Dealer-"A" receives material on 01/12/2016 at 5 PM on the edge of closing time. Then the next day Dealers are requested to update the date (01/12/2016 – actual date of material received) only in DPOS system.
- **Case 2: Instant Date Update Request**  
Dealer-"A" receives material on 01/12/2016. Now some update date in DPOS only on the day of using material in their workshop. Ideally, they should update the date - 01/12/2016 (actual date of material received) only in DPOS system.
- **Case 3: Actual Date Update on Multiple Invoices**  
Dealer-"A" receives material on 01/12/2016 in a single full truck/courier with multiple invoices. Those invoices should be provided with same date - 01/12/2016 (actual date of material received) only in DPOS system.

**Guidelines for Receiving Entry in DPOS****DPOS Screen: DP27 – Receiving Entry**

**Step 1:** Once material is received at dealership, register the current date and time by simply clicking "Trans. Report" button as shown below:

SEQ	CASE NO	ORDER NO	LINE NO	PART NO	H/K	PART NAME	SUPPLY QTY	ORDER QTY	ACCEPT QTY	CLAIM QTY	CLAIM CODE
				SUPPLY	ORDER						
0001	SPD6201911W01	S1100A9KAE	0001	563100X790	563100X790	H	COLUMN ASSY-STEE	1,00	1,00	1,00	0,00
0002	SPD6201911W01	S1100A9KAE	0002	2133827001	2133827001	H	FITTING-OIL FILTER	1,00	1,00	1,00	0,00
0003	SPD6201911W01	S1100A9KAE	0003	2824527000	2824527000	H	HOSE-OIL	1,00	1,00	1,00	0,00
0004	SPD6201911W01	S1100A9JKE	0002	82661D3710	82661D3710	H	GRIP-FRONT DOOR OI	1,00	1,00	1,00	0,00
0005	SPD6201911W01	S1100A9JKE	0003	210202B002	210202B002	H	BEARING PAIR SET-C	5,00	5,00	5,00	0,00
0006	SPD6201911W01	S1100A9JJE	0001	28710S5400	28710S5400	H	MUFFLER ASSY-REAF	1,00	1,00	1,00	0,00

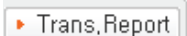


### Guidelines for Receiving Entry in DPOS

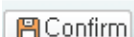
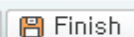
DPOS Screen: DP27 – Receiving Entry

**Step 2:** If any delay in entering receiving date, follow the below procedure.

Type manually or select actual received date and time in the drop down menu. (

Click “  button to freeze the date and time,



Click “  and then “  button.

## Chapter 7 Claims Procedure

## 7. Claims Procedure

### 7.1 Definition

While MOBIS India, in accordance with the dealer's orders strives to make timely shipments, processing and logistics mistakes may occasionally occur, resulting in defect or wrong shipments or other discrepancies. MOBIS India will compensate the dealer for these errors in fair equitable manner, provided the dealer submits a claim according to the claim procedures.

### 7.2 Types of Claims

There are two types of claims as mentioned below:

1. Parts Claims
2. Transit Claims

#### 7.2.1 Parts Claims

##### A) Definition

A) Dealers can file a claim for supplied parts & accessories before installation on the vehicle within stipulated time period. Parts Claims are classified in the following table:

Type	Code	Description
Shortage	A	Quantity of Supplied Parts is less than what was invoiced.
Different Part	B	Supplied Part was different from the Invoiced Part.
Defect	C	When the Part has only Manufacturing Defect.
Others	G	Excess Received/Sub Part Missing/Price Error/Parts Information Error.

Following cases are not considered under Parts claims:

- a) Warranty Claim: Dealer has to contact HMI CCS Team for Spare Parts Warranty.
- b) Transportation Claim: Contact Insurance Company for compensation (details available on Invoice Cover)
- c) Damage due to improper handling by dealer or customer.
- d) Claim time limit expired.

##### B) Scope of Parts Claims

**B.1 Claim Filing Method:** DPOS (Dealer Parts Operation System) – preferred for Dealers

## DPOS (Dealer Parts Operation System)

- I) Dealer who has DPOS authority should register their claim only through DPOS.
  - Log in to DPOS with your ID and password – (New Dealers contact your PBDM)
  - Go to DP28 screen (Claim Entry) to file a claim
  - Or the claim can be done while receiving the entry at DP27 (To fill Accepted Qty, Claim Qty, Claim Code) & then click on 'Send' option in DP28.

**1**

STEP 1: Enter Dealer Code

**2**

STEP 2: Select Line (+) to enter the data of the claim part

**2**

STEP 3: Enter all the required fields like part number, Quantity, Invoice Number, Case number, Order number, Line number, Stock Dispatch (Y/N), Claim Type (Shortage, Different part, Defective & Others), Excess(Y/N), Compensation (CN/RP), Add photos & remarks along with the contact details

**3**

STEP 4: Click save button. Before saving please cross check all the data entered by you

STEP 5: After saving, the claim Relation number will be generated automatically by the system

**4**

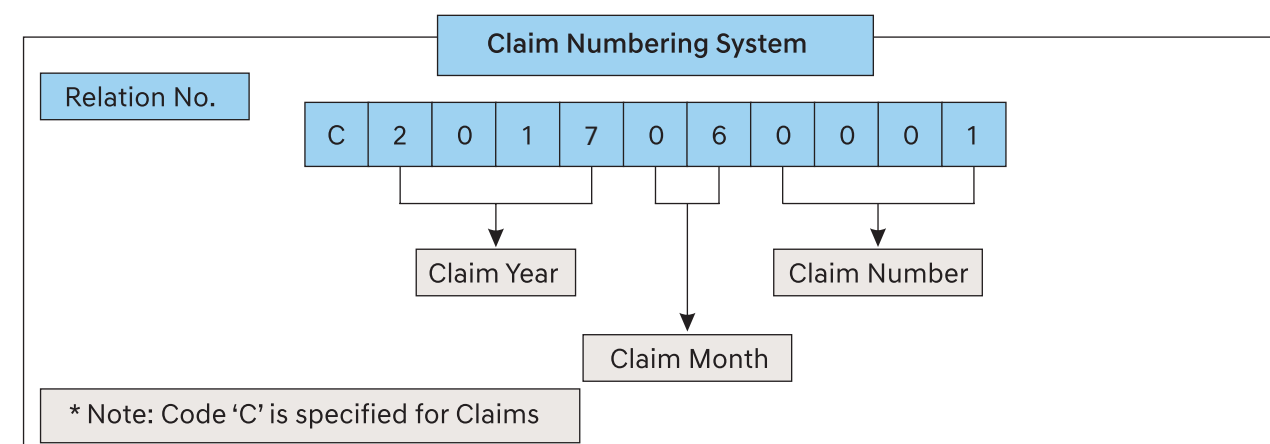
STEP 6: After saving the claim, the flag will be changed to "Saving"

STEP 7: After saving, Please click send button to send the request to the corporation

STEP 8: After the claim is accepted the claim flag will be changed to "Accepted from the corporation"

## II) Claim Relation No.

Relation No. is an important key in the claim process. DPOS will create it automatically applying the claim numbering system. This relation can be referred for enquiring the claim status to MIN.



### C) Claim Filing Deadline

Dealers should submit the claim to MIN as soon as discrepancy is found, but not later than 30 days from the date of arrival of material at the dealer's location. The discrepancies found after 30 days will not be entertained by MIN. But if there is any specific reason, MIN may extend its time period.

Kindly contact Ph: 044-67101480/1492/1427 for any claim related query.

### D) Minimum Claim Amount

Parts Managers are required to review each Parts claim and adjustment form and submit this form to MIN only with aggregate value over ₹1,000 and waive the claims below that amount, because miscellaneous expenses for settlement of the claims may exceed the claim amount.

### E) Evidences for Claims

Dealer has to attach the following material to prove reason for claim.

Evidence type		Claim Type		
		Wrong Parts	Defect / Obsolete Parts	Others
Photo	Parts & Packed Qty	Mandatory	Mandatory	Recommend
	Box Label	Mandatory	Mandatory	Recommend
	Packing Box	Recommend	Mandatory	Recommend

**Note:** If claim evidences are not sufficient, MIN claims department will reject it. Dealer will have to file a new claim with the requested evidences.

### Important Note:

Please ensure the below mentioned points should be taken care of before raising claims to MIN which helps to reduce the lead time.

- Claims Registration:** The parts claim should be described in detail in the remarks column for all the claims. Attachment of relevant proofs (Eg: Photos, POD Copy, etc.) is mandatory.
- Case Shortage Claims:** Scanned copy of the POD/GCN with "Case Shortage Remarks" mentioned at the time of receiving consignment to be submitted while raising claim.
- Defective, Wrong, Other claims:** Clear photos are must which captures the following:
  - Required actual part & received part with better visibility, marking the difference between them.
  - Part number label of the received part.
  - MRP label of the received part.
  - Case number of the received part.
  - Packing box photo from all sides.
  - For Wiring Claims, vendor part number tag stickered with the part.

- Transit Damage Claim:** Claim for the damaged parts during transit should be claimed to Insurance Company (Ref: Transit Claim 7.2.4) but not in MIN DPOS DP28 screen. Dealers may maintain Transit Claim details in DPOS DP98 (New Screen for transit Claim Maintenance) for stock control.

- Incorrect registration:** The claims which are incorrectly registered in system will be rejected once the E-mail sent to the dealer with the noted errors.

### F) Claim Judgement

With standard guidelines given by MIN, claims are judged and MIN decides whether a claim can be accepted or rejected. The various Claim Judgment Codes are as below:

- Claim Acceptance:** For the following cases, a claim may be accepted.

- Shortage in quantity supplied
- Wrong part supplied
- Defective part supplied (Only Manufacturing Defect)
- Sub-part missing

Judgement	Code	Description
Replacement	R	MOBIS India will supply an equitable quantity of the correct parts free of cost through FOC invoice.
Monetary	M	MOBIS India will provide Credit for the invoiced amount.
Rejection	C	MOBIS India will Reject the Claim/Cancel the claim.

**Note:** MIN will take decision on settlement type based on the parts availability

- Claim Rejection:** A claim will be rejected for the following cases.

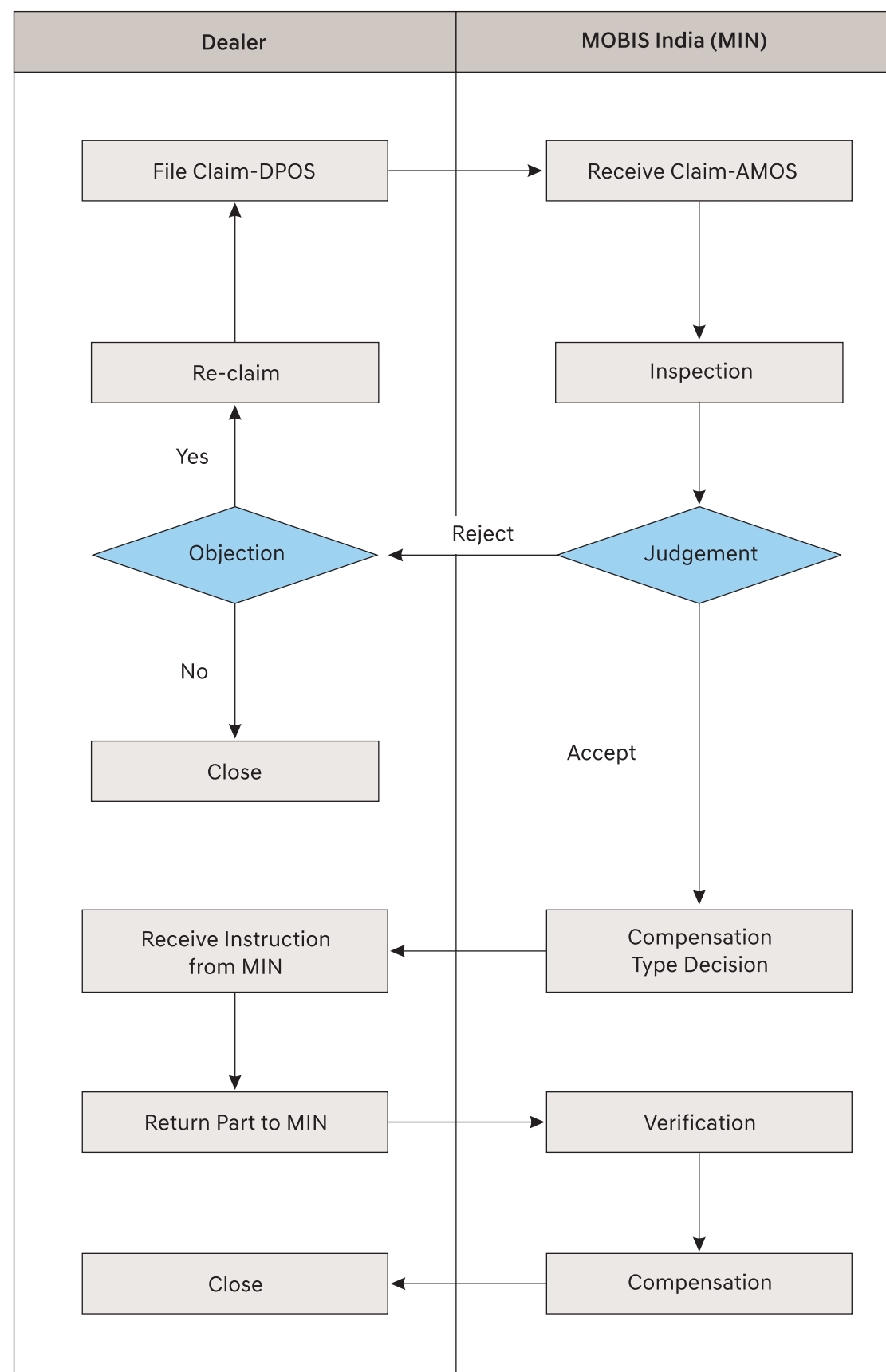
- Insufficient data provided as claim evidences
- Wrong part order by dealer
- Improper handling
- Incorrect registration

iii) Dealer can raise an objection for the claim result within 15 days after a judgement. In that case, the dealers are requested to re-submit the claim with additional data and reasons or use the quality correspondence for an objection. If there is no objection within 15 days after a judgement, dealer shall be deemed to have acknowledged MIN's claim judgement in its entirety.

iv) Dealer can view their Claim Judgement remarks in DP29 screen

### G) Claim Procedure

The Claim Procedure flow chart is as given below:



**Note:** Any reclaim request after 15 days of judgement date will not be entertained.

### 7.2.2 For Audio OE Fitted Claim

DPOS Screen (MR 03) used for Warranty In and Warranty Out Audio OE Fitted:

DPDS - [MR03] Repair Order Management

# TEST OPERATION

Order Parts Operation System ver. 1.0.0 User Name : S7201 Master ID Add My Menu

[DP01] Notice [MR03] Repair

**[MR03] Repair Order Management**

DEALER S7201 MRC MRCB ORD DATE 03-11-2014 12-12-2014 TYPE TYPE STATUS

REPAIR ORDER S7201RALC PART NO MODEL Recycle 1 of 0

**1** **2**

SEQ	DEALER	REP.	ORD.	EP.	ORD.	D	MRC	TYPE	SENT DT	CFM DT	PRICE	INV NO	INV DT	OR SNO	D	OR CFM D	STATUS
1	S7201	S7201RALC	12-15-2014	MRCB	WI	13-15-2014					1,000.00						ORDER SENT

Clear Save Cancel Del Send Del Card Reg Add Cure Send Cure Card Form Print Del Print

DEALER	S7201	MRC CD	MRCB	TYPE	WI	CRD PRICE	1,000.00	RO AD COR	2,800.00	ORDER	S7201RALC
ORD PWD	PH12B4504K	Q	C51030	N	N/SPP	CRD SERV	0.00	ROLAD INV	0.00	PROCESS	ORDER SENT
INV NO	MALABELELM	CLASH INFO				RM RTR		RTN DT		CREATE	12-12-2014
MODEL	B4	Reception				DC NO		DC DT		ORD SNO	12-12-2014
DATE DT	20-01-2014	AM/FM				SCN NO		GCN DT		OPD CPM	
VRES DT	11-02-2014	No Sound				REF NUMBER		REF DATE		REF AMOUNT	INV RCV
REPL DT		AUDIO S/N	NOTE300556			ADV INVO			0.00	CORE SNO	
MILEAGE	0	MIG ATTCH	IMG_2961.JPG			DEBT1			0.00	CORE RCV	
TRANSP		MIG ATTCH				DEBT2			0.00	PIC FIN	
INV NOTE						INVOICE			0.00	CANCEL	
SRV MGR	U.S.PANOFAR	MOBILE	912531439			MAIL ID	mrsgservice@gmail.com	REMARK	LAST UP	12-12-2014	
WI MGR	A.TULU DIRIVAN	MOBILE	913946130			MAIL ID	mrsgservice@gmail.com				

Message Inquiry is okay

### Steps:

Dealer has to fill details in this screen and then send the Audio Unit to nearest Mobis Repair Centre (either Chennai or Delhi).

Two cases:

Warranty In: FOC

Warranty Out: Chargeable basis

After getting the Audio Unit back he has to do Material Receiving in DP27 screen.

**For issue regarding Audio OE Fitted :**

Location	Customer Representative	Contact Details	Mail ID	Postal Address
Chennai	Mr. Bhuvanesan. M	044-67101667/ 9710930185	chennaiaudioservice@gmobis.com	G1-SIPCOT Industrial Park , Irrungattukottai Siperumbudur Taluk Tamilnadu-602 117
Delhi	Mr. Arbind Shahu	011-40568002/03	delhiaudioservice@gmobis.com	A 27 Mathura Road, Mohan Cooperative Industrial Area New Delhi-110044



## 7.2.3 Accessory Claim Form

HYUNDAI GENUINE ACCESSORIES CLAIM FORM				Claim Date:																
Dealer's Attention : All this area must be completed to receive credit.																				
Dealer Name:	Applicable Car Model	Claim No. Dealer Code/Year/Acc/Sril. No																		
Dealer Code:	Claimed Part Number	Part Name:																		
MIN. Invoice No:	Car Registration No:	VIN no		Variant:																
Dealer Address:	Sales Invoice No:	Sales Invoice Date:	Dealer Replace Date:																	
	Accessories Manager Name		Mobile No:																	
	Customer Name		Mobile No:																	
CUSTOMER COMPLAINT ANALYSIS																				
Type of Claim!!!		Claim Description!!!																		
<table border="1"><tr><td>E</td><td>Excess</td><td>M</td><td>Damage</td></tr><tr><td>W</td><td>Wrong Shipment</td><td>P</td><td>Price Error</td></tr><tr><td></td><td>Short Received</td><td>O</td><td>Others</td></tr><tr><td>D</td><td>Defect</td><td></td><td></td></tr></table>					E	Excess	M	Damage	W	Wrong Shipment	P	Price Error		Short Received	O	Others	D	Defect		
E	Excess	M	Damage																	
W	Wrong Shipment	P	Price Error																	
	Short Received	O	Others																	
D	Defect																			
Dealer's Assessment/Judgment		Mobis Assessment/Judgment		Claimed Parts to be returned after confirmation form MIN Claim Team.																
Problem Description		Photos																		
Damaged or Defective Accessories Photo		Remarks																		
		Dealer Claimed Date:																		
		Claim Received Date:																		
		Dealer Stamp:	Dealer Signature																	
		Date:	Name																	
Special Note: Any Accessories Claim to be send with this form only. Claim should be sent to the following Mail ID. Mail ID: ashwinkumar@gmobis.com, deepak.kaley@gmobis.com.																				
Do not raise a wrong claim. It can put your reliability in question.																				

## 7.2.4 Transit Claims

## A) Definition:

The Parts which get damaged during transit from PDC to dealer warehouse are considered for transit claims. It includes damage of Parts due to:

## Inclusions in the Policy

- i) Transit from manufacturer's location to Dealer's warehouse
- ii) As per Inland Transit Clause – all risk
- iii) Damage to Spare Parts due to accidents or overturning of truck/carrier
- iv) Strike, Riot & Civil Commotion
- v) Jerks & Jolts during transit
- vi) Loading/Unloading covered

## Exclusions in the Policy

- i) Willful misconduct
- ii) Ordinary Wear & Tear
- iii) Insufficient packing
- iv) War & Allied Perils
- v) Rust, corrosion

## B) Guidelines for Transit Claims

## B1) Examine the Consignment

- i) After receiving the consignment, dealer should check all the cases for any damages.
- ii) All cases to be opened and contents to be verified with packing list for any quantity discrepancy.
- iii) Do not forget to note down damages and shortages on the Transport Document & get them countersigned by the transporter.

No endorsement in Goods Consignment Note (GCN) = No Claim

## B2) Determine the Claim Value

- i) The Claim Amount must be the amount invoiced by MOBIS India.

O/RD	P/NO	SNP QTY	MRP	PCC	BASIC VALUE	D/C VALUE	Depot S/C	Price Amt	Sales Tax Amt	FRT/Ins Amt	Total Inv Amt	Parts Type	Material Value
L/N	P/NAME	ORDERED PART NO	LIST PRICE	D/C	ADD D/C	VOR/ EMR S/C	OT S/C	Sales Tax %	SAD	SAD %	Source	Insured Value	
CASE NO : SPD3201611W01G005561													
36EAT	08VB417000	10	9420.00	A	6703.20	6703.20	60.30	6763.50	135.27	0.00	6898.77	A	6876.95
0003	PVC CABIN MAT	08VB41700	7980.00	16.00	0.00%	0.00	0.00	2.00%				LP	6898.77

- ii) It should be calculated based on the invoiced quantity and the respective invoiced amount.
- iii) One claim is permitted per invoice, but the claim may consist one or more claim parts of the same invoice, don't make separate claim for different parts of the same invoice.

## B3) Claim Procedure Guidelines Claim Intimation

- i) After checking if you find anything untoward, please intimate the Insurance Company through online web portal "https://bpm.cholainsurance.com/cholaconnect/".
- ii) For accessing this portal only "Internet Explorer 8" should be used.
- iii) Intimation to be sent within 72 hrs of receipt of the consignment/accident. Claims will not be entertained without this intimation at any cost.
- iv) Individual Login ID has been created for all the dealers.
- v) For new login ID creation kindly contact prem@gmobis.com & cc deepak.kaley@gmobis.com & dinesh@gmobis.com.

## B4) Step Wise Procedure:

- i) Open the web portal "https://bpm.cholainsurance.com/cholaconnect/".
- ii) Enter your Login ID and password.
- iii) Click on Claim Intimation icon a new window will be opened.
- iv) Enter the details as policy number, date of loss, date of notification, cause of loss, nature of loss, consignment details, loss location details & contact person details.
- v) Click 'Submit' button to submit the claim.

- vi) After submission of the claim the dealer will receive a message and also a mail of acknowledgement.  
vii) For any further clarification in online web portal kindly contact:  
Mr. Ramesh B at bramesh@cholamsispl.com (044-30985840) & Mr. Hara Prasad at patravp@cholamsispl.com (044-30985816)

Enter your Login ID & Password

1

2

### Receiving Acknowledgement

3

4

**5**

**Claim Notification\***

Welcome Soela Sign Out Organizations CholaMarineUJ

**Claim Notification Details**

**Loss Location Details\* (Enter details of the place of accident/loss)**

Loss Location Type Address - Line 1 Address - Line 2  
Land Mark (if any) Area/Village City/District  
Pin/Zip State Country

**Contact Person Details\* (Enter details of the person to be contacted for further information)**

Name Relationship With Customer Email  
Address - Line 1 Address - Line 2  
Land Mark (if any) City/District  
State  
Mobile Number 91

Step 7:- After entering all the data please check and click submit the claim.

Step 8:- After submitting the claim the parts manager will get a message and mail with the comment "Your Claim lodged successfully and your claim reference number is 1-1314-0000531"

Submit Claim Click Submit Claim

Chola MS Workflow Management System

### C) Notification on Carrier – N.O.C

- If the value of the claim is more than ₹10,000/- dealer to lodge "Monetary Claim" on the transporter
- Dealer should send "Notice On Carrier" & "Monetary Claim Form" to the transporter's registered office address by "registered post acknowledgement due" within 48 hrs from the date of consignment received. Dealer must submit a copy of NOC and M.C.F. to Insurance Company & original registered post acknowledgement due and post office receipt confirming dispatch of letter.

### D) Methods of Investigation

#### D1) Self Survey – on your own

- If your claim value is less than ₹10,000/- dealer is eligible for self survey (Insurance Surveyor not required).
- Photographs before scrapping & after scrapping have to be taken compulsorily.  
**No Photographs = No Claim**  
The photographs and self survey form has to be submitted along with other claim documents. If the dealer fails to submit the scrapped part photos/if the part was not completely damaged the claim will not be settled.
- Post receipt of material, Dealer should update remarks on POD/GCN copy if any damages or discrepancies found,  
**No Remarks on POD/GCN = No Claim**
- Refer the tabular column for the list of documents to be submitted.

#### D2) Surveyor Appointed – by Insurance Company

- After survey & accepting the claim, salvage will be scrapped by the dealer in front of the surveyor. Surveyor will mention the value of scrap in the survey report.
- Submit photocopies of Invoice, Packing List & Consignment Note/Lorry Bill/GC. Note to the surveyor at the time of survey.
- Refer the tabular column for the list of documents to be submitted to insurance.

### E) Documents Submission

Four Crucial Steps :

Steps	Dealer's Work	Document to Submit	Address to Submit	Time duration to submit
1	Claim intimation	Claim intimation - through Portal	<a href="https://bpm.cholainsurance.com/cargoconnect/">https://bpm.cholainsurance.com/cargoconnect/</a>	Dealer should do within 72 hours from the date of consignment received
2	Monetary Claim Notice on Carrier	N.O.C on the dealer's letterhead should be signed by the parts manager / dealer principal	To the Registered office address of the Transporter. Through registered post with the acknowledgement copy (RPAD)	Dealer should do within 48 hours from the date of consignment received
3	Proof Submssion	Submit photo copies of 1) Invoice Copy, 2) Packing list and 3) Consignment note / GC note / LR copy to the surveyor at the time of survey	Copy of documents to be handed over to Surveyor / Upload in the portal. Original to be sent to Insurance company Chennai office only.	Surveyor will be appointed within 3 days after your intimation
4	Document Submssion	Send all the original document to insurance company. Refer the tabular column for the list of documents to be submitted	To Mr. Elango K, Manager - Claims, Cholamandalam M/S General Insurance Co. Ltd. Rashmi Tower, 2nd Floor, 1 Village Road, Nungambakkam, Cheenai 600 0034. Mobile : +91 89399 43723 Tel. : +91 44 3098 5846 Email : elangoK@cholams.murugappa.com	Within 10 days after the date of survey

### F) List of Documents

Below is the list of documents mentioned to be uploaded in web portal and also to be sent to insurance company:

<10000	10001-24999	>25000
Claim Intimation through web portal (within 72 hrs)	Claim Intimation through web portal (within 72 hrs)	Claim Intimation through web portal (within 72 hrs)
Claim Bill	Claim Bill	Claim Bill
Marine Claim Form	Marine Claim Form	Marine Claim Form
Self Survey Report	Surveyor Report	Surveyor Report
Salvage Destruction	Salvage Destruction	Salvage Destruction
Photos	Photos	Photos
Invoice	Invoice	Invoice
Packing List	Packing List	Packing List
GCN/POD	GCN/POD	GCN/POD
	Monetary Claim Notice on Carrier (within 48 hrs)	Monetary Claim Notice on Carrier (within 48 hrs)
	Copy of NOC to Insurance Company	Copy of NOC to Insurance Company
	Register Post Receipt/ Acknowledgement copy	Register Post Receipt/ Acknowledgement copy
	Damage/Shortage	Damage/Shortage
	Certificate	Certificate 48 hrs
		Letter of Subrogation

# Chapter 8

# Inventory

# Management



8. Inventory Management

8.1 Introduction of Inventory Management

**Inventory:**  
Inventory is the total amount of materials contained in a store/any stock point at any given point of time. Parts Managers need to know the precise number of items on their shelves and storage areas in order to place orders or control losses.

**Inventory Management:**  
Inventory Management is practiced so as to keep the right inventory at the right time for fulfilling the customer’s parts requirement and to maintain the highest service level.

8.2 Scope of Dealer Inventory Management

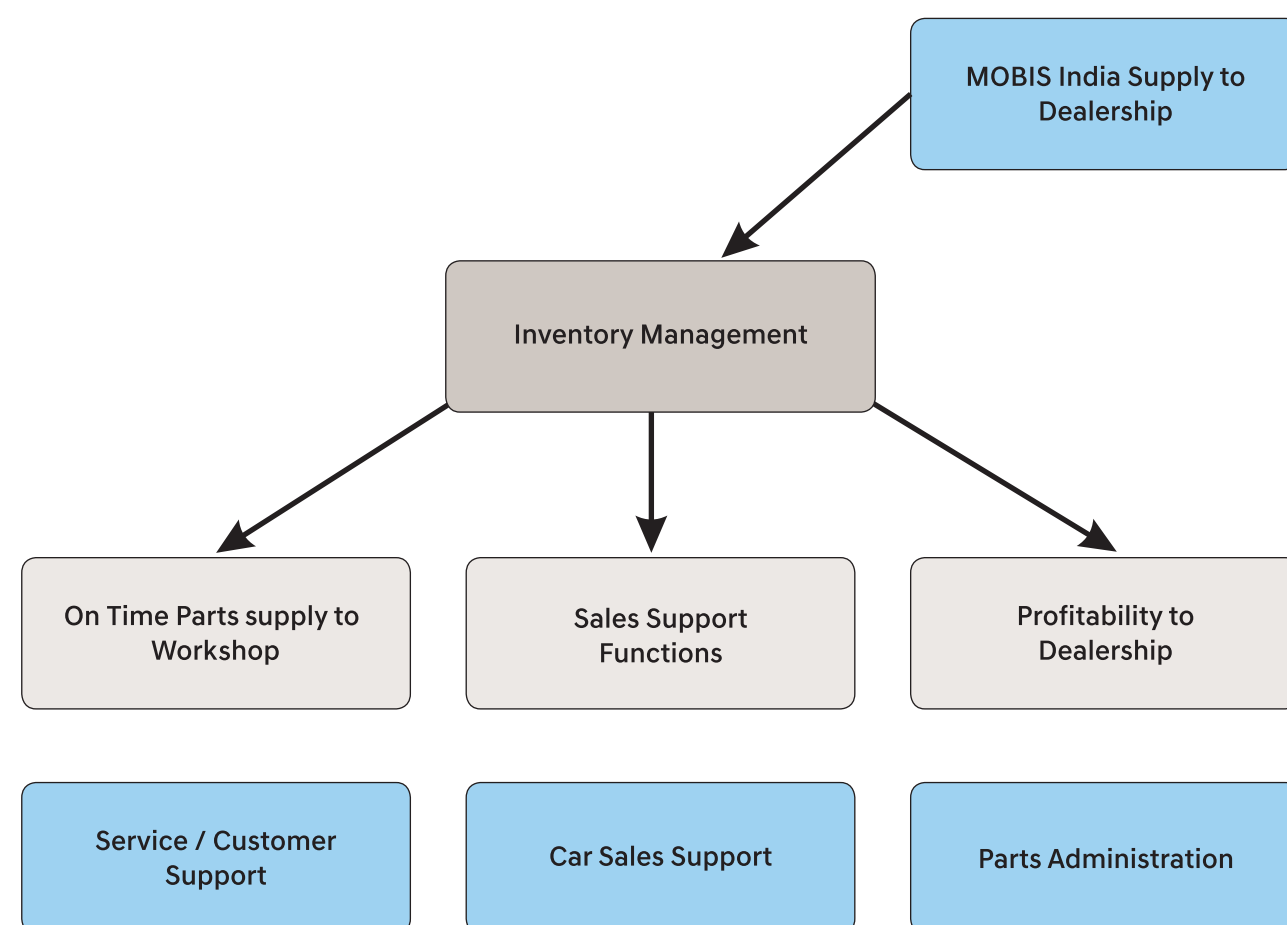
The Inventory Management in Dealership is the core business area which in turn establishes the business profile of the dealership whether it progresses in right direction or needs any correction. The optimum inventory stock level at the dealership warehouse results in dealership profitability.

8.2.1 Why Inventory Management is Needed

In lieu of too many models and their variants, parts and accessories need to be managed in a proper manner at the dealership to avoid excess, non moving and obsolete inventory while keeping service level to the top without compromising on basic guidelines set for ensuring profitability to the organisation.

Objectives	Actions Required	Parameters
1. Correct Ordering	<ul style="list-style-type: none"><li>What to Buy?</li><li>When to Buy?</li></ul>	<ul style="list-style-type: none"><li>Profitability v/s Loss Inventory</li><li>Stocking policy</li></ul>
2. Optimized Inventory Levels	<ul style="list-style-type: none"><li>How much to Buy?</li><li>When not to buy?</li></ul>	<ul style="list-style-type: none"><li>Inventory Analysis</li><li>Demand Trends</li></ul>
3. Efficient Storing Increased Productivity	<ul style="list-style-type: none"><li>What equipment to use?</li><li>Where to store</li><li>How much area?</li></ul>	<ul style="list-style-type: none"><li>Equipment Selection Criteria</li><li>Storing Guidelines</li><li>Bin Numbering Guidelines</li><li>Warehouse Area Calculation and Layout Guide</li></ul>
4. Increased Sales	<ul style="list-style-type: none"><li>How much to sell?</li><li>When to sell?</li><li>How to sell?</li></ul>	<ul style="list-style-type: none"><li>Principal's target, UIO, Vehicle Sales, Market Share</li><li>Demand Trends, Stocking Levels</li><li>Discounts, Promotions, Campaigns, Coupons, Melas etc.</li></ul>
5. Effective Demand Forecasting	<ul style="list-style-type: none"><li>How to set demand?</li><li>What to stock?</li><li>How much to stock?</li></ul>	<ul style="list-style-type: none"><li>Sales History</li><li>MOS, Turn Rate</li><li>Fill Rate, Service Rate</li><li>Demand Patterns</li><li>Competition, New Models etc.</li></ul>

### 8.2.2 The Major Focus Areas



### 8.2.3 The Control Parameters

Each dealer has to practice and apply different Inventory Management techniques and practical knowledge to maintain a healthy inventory. Managing inventory becomes tough due to below reasons:

- Tremendous increase in UIO\* of cars getting added to dealership volumes
- Complexity in the no. of Models and Variants
- Higher Import components ratio in premium cars
- Change in RO levels month on month
- The importance of inventory carrying cost of the part to service level/criticality in servicing the part
- New Model Stocking decision & complexity

\*Units in Operation (UIO): Units in Operation means number of vehicles that are running on the road in each country or region. It is one of the most important factors to determine the size of aftersales market. A medium or long term parts operation can be based on the parts sales per UIO. It is recommended that a dealer should consider this parts sales through UIO in future inventory plan or warehouse expansion plan.

### A) The Performance Measures

Each Dealer parts operations need to be measured in terms of control parameters in relevance to its operations. There are two kinds of measures deployed in any service industry viz. Quantitative measure and Qualitative measure by way of compliance to guidelines set by the principal:

#### Quantitative Measures:

- Order & Purchase Management regulations:
  - No. of VOR Orders Vs Stock Orders  
(VOR order lines should be less than 5% of the total monthly order lines)
  - Order Cycle/Frequency Adherence (Stock Order Due-in Day Adherence)
  - Maintenance of Inventory Parameters in Supply Rule Table
  - > 90% Adherence to SOQ System in DPOS & Order Placement
- Compliance to statutory requirement as per Business Practices:
  - Purchase of only Genuine Parts through MIN & Sales to Customers
  - Stock maintenance only through system
- System based operation for receiving & Issue Management
- Adherence to repair order based issues to Workshops
- Retail sales (Counter sales) is to be entered in DPOS DP56, DP57 & DP54 screens
- Inventory accuracy level check : > 99.95 % is considered to be the best

#### Qualitative Measures:

It is basically the feedback/audit mechanism set within the framework of Dealer & MIN operation like:

- No. of occasions where parts availability affected the workshop operation (Dealership Parts Manager keeps the record and MIN sales team has to monitor it)
- How Parts Managers played a vital role in achieving desired objectives in programmes like,
  - Service Campaign Support
  - Free Car Care Clinic
  - Parts Promotion activities
  - Launch of new initiatives from MIN
- It is important to perform regular stock evaluations to see if the Inventory Policy actually balances between the risks of overstock and understock as initially intended. This balance can be illustrated using the KPIs of Inventory Management

### B) The Key Performance Indicators (KPI):

- Months of Supply (MOS):** Months of Stock is the key point showing how many months a dealer can operate without buying more stock. Dealer inventory should be between 2~3 MOS in order to fulfill the parts requirement and not to lose sales. It can be seen in DPOS DP49 screen.

$$\text{MOS} = \frac{\text{Month End Inventory}}{\text{Last 3 Months Average Cost of Goods Sold}}$$

IDEAL MATRIX - MOS LEVEL FOR DEALERSHIP (M')							
Distance From PDC	Part Class	Dealer Class					
		S	A	B	C	D	E
1 ~ 50 Kms	A	1.6	1.8	2.0	2.2	2.3	2.5
	B	2.0	2.3	2.6	2.8	3.3	3.6
	C	3.5	3.5	3.7	3.9	3.9	4.0
	Total	1.8	2.0	2.2	2.4	2.6	2.8
50 ~ 150 Kms	A	1.8	2.0	2.2	2.4	2.5	2.7
	B	2.2	2.5	2.8	3.0	3.5	3.8
	C	3.7	3.7	3.9	4.1	4.1	4.2
	Total	2.0	2.2	2.4	2.6	2.8	3.0
150 ~ 200 Kms	A	1.9	2.1	2.3	2.5	2.6	2.8
	B	2.3	2.6	2.9	3.1	3.6	3.9
	C	3.8	3.8	4.0	4.2	4.2	4.3
	Total	2.3	2.4	2.6	2.8	3.0	3.2
200 Kms above	A	2.0	2.2	2.4	2.6	2.7	2.9
	B	2.4	2.7	3.0	3.2	3.7	4.0
	C	3.9	3.9	4.1	4.3	4.3	4.4
	Total	2.5	2.6	2.8	3.0	3.2	3.4

2. **Turn Rate:** Turn Rate is the measure which gives an idea about how many times inventory is rotated in an year. Dealer Turn Rate should be between 4~6 which means that inventory is rotated 4~6 times in a year. It can be seen in DPOS DP49 Report no. 20 MOS stock status report.
3. **First Fill Rate:** It is the measure which tells the Inventory Quality of Dealership; it is simply the ratio of how many orders are fulfilled to customers from the total orders received per day.  
First Fill Rate is on the basis of Pieces/Lines ordered  
First Fill Rate =  
a) No of pieces filled per day/Total no. of pieces ordered per day  
b) No of lines filled per day/Total no. of lines ordered per day

Sample Case: (Refer DP47 Screen in DPOS)

Date	Request		First Allocation		Fill Rate %	
	Lines	Pieces	Lines	Pieces	Lines	Pieces
4/8/2019	534	994	534	994	100%	100%
5/8/2019	433	761	433	761	100%	100%
6/8/2019	440	655	430	625	97.73%	95.42%
7/8/2019	454	687	432	654	95%	95%

Day wise First fill Rate is explained above in terms of both lines & pieces. For eg, if a workshop has requested 440 lines and 655 pieces and first allocation of parts are 430 lines and 625 pieces, then “Line First Fill Rate” is 97.73% and “Pieces First Fill Rate” is 95.42 %.

MIN recommends for Line Fill Rate of greater than 96% everyday to be adopted as a measure of FFR and can be seen in DPOS Screen (DP 47).

4. **Service Rate:** The First Fill Rate determines the efficiency of dealership's internal Inventory Management and also gives indication of Parts availability across the self.

As per recent innovations in Supply Chain Management (SCM), FFR does not measure the complete process of Parts Supply to Workshops or Customer and so, Globally Hyundai MOBIS has introduced measurement of Service Rate i.e. Parts physically supplied to Workshop against the Parts Order on MIN within the stipulated Lead Time.

The Piece & Amount First Fill Rate also can be seen in DPOS DP 47 Screen but it is only for reference purpose and this will give an idea about the Order Performance for the day.

#### Calculation Method:

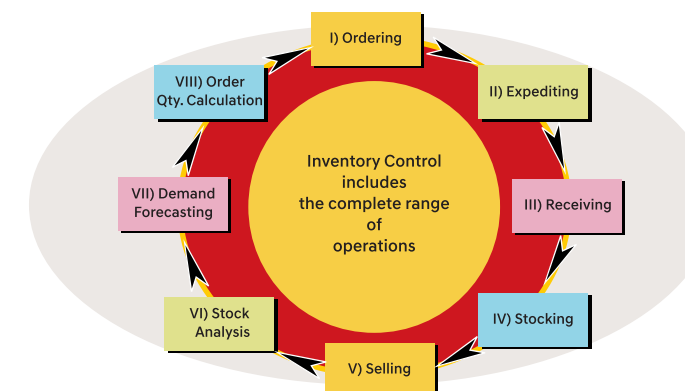
Date	Repair Order		Parts Supplied to Workshop as per RO requirements (Days)					
	No. of Order	No. of Lines (Items)	Fill Rate (0~1 day)	Fill Rate (1~3 day)	Fill Rate (3~10 day)	Fill Rate (10~20 day)	Fill Rate (20~45 day)	Fill Rate (45~60 day)
1/7/2019	10	40	95.0%	96.0%	97.0%	100.0%	100.0%	100.0%
1/8/2019	20	100	93.0%	94.0%	96.0%	98.0%	99.0%	100.0%
1/9/2019	15	75	98.0%	98.2%	98.5%	100.0%	100.0%	100.0%
1/10/2019	22	50	90.0%	92.0%	95.0%	97.0%	99.0%	100.0%
Average (Fill Rates)			94.0%	95.1%	96.6%	99%	99.6%	100.0%

The above pattern is only a sample case and the Target Service rate for Category Wise Dealers (as listed below) to be achieved by each dealer and this is being included in DPEP as one of the major criterion for Dealer Performance Evaluation:

Stock Order	
Dealer Category	Target S/Rate
S	98% <10 Days
A	98% <10 Days
B	97% <10 Days
C	97% <10 Days
D	96% <10 Days
E	96% <10 Days

Other Order Types		
Order Type	Dealer Category	Target S/Rate
V	All Dealers	95% <7 Days
E	All Dealers	94% < 10 Days

### 8.3 System Environment for Dealers' Inventory Management



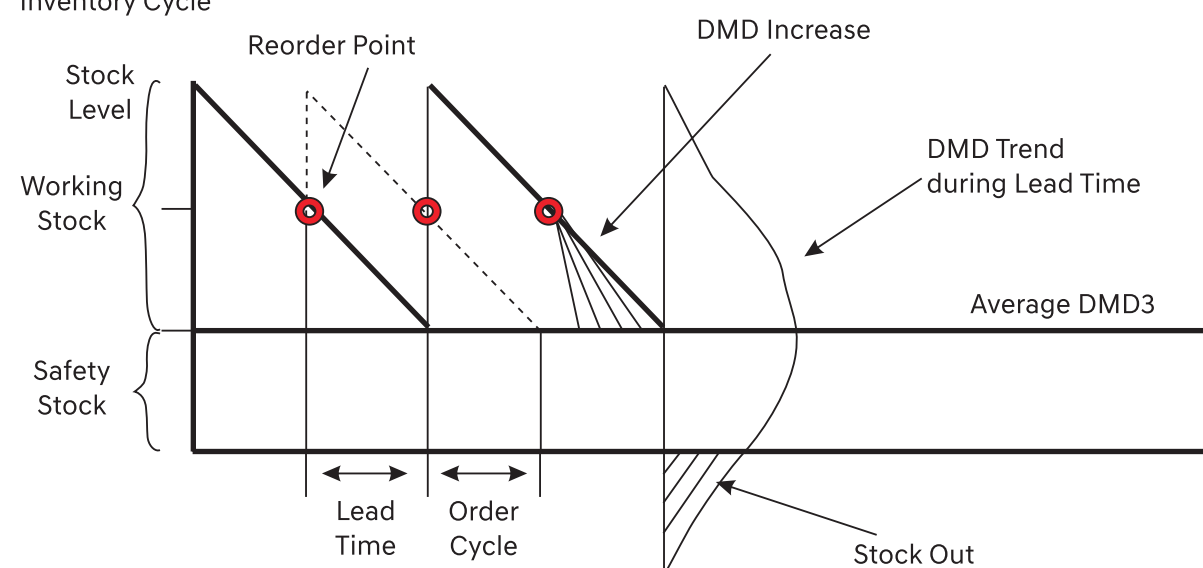
### 8.3.1 The Process Cycle

A dealership Parts Manager should analyse the ABC and SOQ reports of his dealership in DPOS DP36 screen before placing an order. A good Parts Manager must foresee the parts requirement variation at the dealership based on demand forecasting, seasonal factors, etc. The Inventory Process starts with ordering process and it includes proper stocking and accurate demand for casting. Keeping parts in right quantity at right time is the key responsibility of an efficient Parts Manager.

In today's context, where competition is increasing day-by-day and margins are dipping, Inventory Management is the critical factor to ensure profits for the dealership.

### 8.3.2 Interpretation of Demand & Its Variation

Inventory Cycle



Requirement of Objective Stock Level	=	Safety Stock + Lead Time Stock + Order Cycle Stock
Reorder Point	=	Safety stock + Lead Time Stock

The above is a graphical explanation of different stock levels & Reorder Point in relation to DMD Trend & Lead Time. A Parts Manager needs to foresee DMD requirement from time to time. As it is visible in the above graph that DMD trend varies continuously and as a result of DMD variation analysis, stock order has to be placed with MIN at right time and in right quantity. The desired stock level is obtained through sum of Safety Stock, Lead Time Stock & Order Cycle Stock. It suggests that as soon as inventory stock reaches the working stock level, which is a Reorder Point, Parts Manager must place a stock order for parts replenishment and avoid any stock-out situation. Average DMD is the average of past 3 months parts sales and due to DMD variation, it keeps on changing from time to time. A Parts Manager needs to continuously monitor the demand trend and accordingly decide the order cycle time. This is for maintaining proper safety stock at the dealership and to avoid any stock-out situation.

### 8.3.3 Understanding of ABC & FMS

#### 1) The Classification:

ABC & FMS analysis is for the range of parts which have different levels of significance & should be handled or controlled differently. These analysis will help the Parts Manager to keep the inventory in his store based on the parts consumption pattern/frequency.

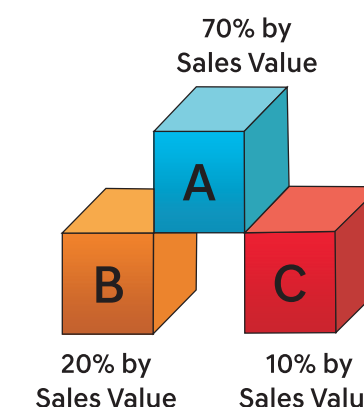
#### ABC Classification:

- The idea of classifying inventory into groups for ordering purposes is to treat each group based on sales value. One such method is ABC Classification.
- Proper Parts mix helps to meet the demand on regular basis while keeping the inventory at optimum level.

Class "A": Items which contribute to 70% of Total Sales value

Class "B": Items which contribute to 20% of Total Sales value

Class "C": Items which contribute to 10% of Total Sales value



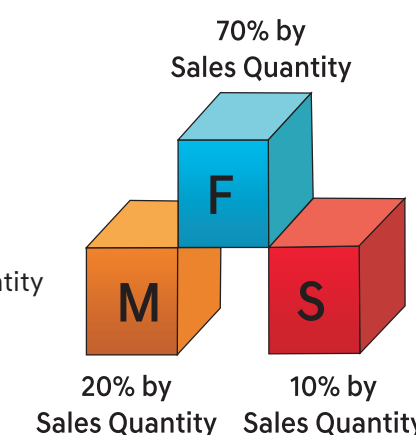
#### FMS Classification:

- The FMS (Fast, Medium, Slow) classification is based on the sales volume in terms of quantity sold for each item.
- FMS classification is important for monitoring items to ensure the demand fulfilment.

Class "F": Fast Moving Items which contribute to 70% of Total Sales Quantity

Class "M": Medium Moving Items which contribute to 20% of Total Sales Quantity

Class "S": Slow Moving Items which contribute to 10% of Total Sales Quantity



#### 2) Ideal Matrix:

Ideal Ratio of different category of stock is described below:

	F	M	S
A	AF (2%) High Value Fast Moving	AM (4%) High Value Medium Moving	AS (2%) High Value Slow Moving
B	BF (2%) Medium Value Fast Moving	BM (8%) Medium Value Medium Moving	BS (10%) Medium Value Slow Moving
C	CF (3%) Low Value Fast Moving	CM (15%) Low Value Medium Moving	CS (54%) Low Value Slow Moving

ABC : Classification for Amount; FMS : Classification for Quantity



The above chart clearly explains about the stocking pattern in your Dealership.

In case you notice higher ratio or change of ratio (i.e. more than recommended) from AF, AS or any other category, then the Dealer Parts Manager needs to check the items which are contributing to higher stocking but not contributing to sales, and necessary corrective action to be taken for change of ordering & stocking at their end.

### 3) Parts Classification (Typical Sample):

Extending this definition, an “ABC SALES RANKING REPORT” is a report which ranks all the items which contribute to sales volumes arranged in descending order of Sales Value. This report is prepared as follows:

**Step 1:** Prepare a list of items as follows:

S. No.	Part Number	Part Name	Qty. Sold	Unit Cost	Total Amount
1.	27482 -05000	SUPPORT	300	125.00	37500.00

**Notes:** In DPOS DP42 screen, Part Wise and Customer Wise Sales Report (month wise) can be seen.

**Step 2:** Arrange the list in the descending order of “Total Amount”. On analysing the report, a graph as shown below will emerge.

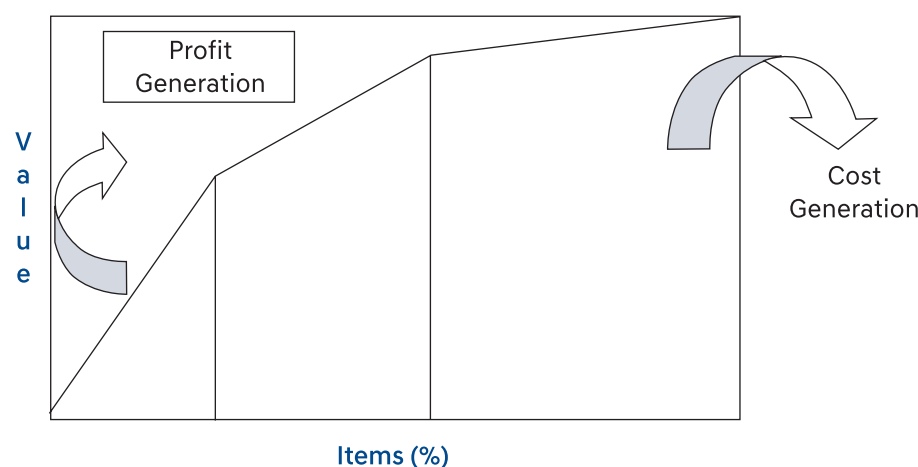


Fig: Distribution of inventory for sales

MOBIS Guidelines for MOS and First Fill Rate are given below (New Dealer):

Dealer Operational Months	6 mns	12 mns	18 mns	24 mns
MOS	4	3.0	2.5	2.0
First Fill Rate	90	92	95	98~99

### 8.3.4 DPOS Screens & Explanations

#### A) ABC & FMS PROCEDURE:

**Step 1:** For doing ABC & FMS Analysis

1. Dealer Code  
2. Date Range  
3. OEM Part  
4. ABC/ FMS Percentage

5. Process the schedule & Press OK Button  
6. After “Inquiry “ will get fetch the SOQ Analysis for the required Period

DATE	PART TYPE	FILE NAME	STATUS
03-11-2019	OEM Part	SOQAnalysis_S1100_ALL_20191004_20191103.xls	FINISHED
22-10-2019	OEM Part	SOQAnalysis_S1100_20191001_20191022.xls	FINISHED
22-10-2019	OEM Part	SOQAnalysis_S1100_ALL_20191001_20191022.xls	FINISHED
31-08-2019	OEM Part	SOQAnalysis_S1100_ALL_20190801_20190831.xls	FINISHED
31-07-2019	OEM Part	SOQAnalysis_S1100_ALL_20190701_20190731.xls	FINISHED
30-06-2019	OEM Part	SOQAnalysis_S1100_20190601_20190630.xls	FINISHED
30-06-2019	OEM Part	SOQAnalysis_S1100_ALL_20190601_20190630.xls	FINISHED

**Step 2:** Review in Excel Sheet (ABC/FMS Analysis)

Save the ABC/FMS Excel analysis sheet

DATE	PART TYPE	FILE NAME	STATUS
03-11-2019	OEM Part	SOQAnalysis_S1100_ALL_20191004_20191103.xls	FINISHED
22-10-2019	OEM Part	SOQAnalysis_S1100_20191001_20191022.xls	FINISHED
22-10-2019	OEM Part	SOQAnalysis_S1100_ALL_20191001_20191022.xls	FINISHED
31-08-2019	OEM Part	SOQAnalysis_S1100_ALL_20190801_20190831.xls	FINISHED
31-07-2019	OEM Part	SOQAnalysis_S1100_ALL_20190701_20190731.xls	FINISHED
30-06-2019	OEM Part	SOQAnalysis_S1100_20190601_20190630.xls	FINISHED
30-06-2019	OEM Part	SOQAnalysis_S1100_ALL_20190601_20190630.xls	FINISHED

## Step 3: Review

**AFS\_PNO\_TYP:** Part Category X  
**AFS\_PNO:** Part Number  
**AFS\_PNO\_DES:** Part Description  
**AFS\_MAV:** Moving Average  
**AFS\_SLE\_QTY:** Quantity Sold  
**AFS\_SLE\_AMT:** MAV x Qty Sold  
**AFS\_AVE\_SLE:** Ave Qty for 30 days  
**AFS\_RAT\_SLE:** % of Qty Sold  
**AFS\_ACC\_SLE:** Cum% of Qty Sold  
**AFS\_FMS\_CLS:** FMS  
**AFS\_ABC\_CLS:** ABC  
**AFS\_OHAND\_QTY:** On Hand Qty  
**AFS\_OHAND\_AMT:** MAV x OH Qty

## Step 4: Excel Pivot Table making for SOQ Qty Fixation: B

## Step 4: Excel Pivot Table making for SOQ Qty Fixation: A

## Step 4: Excel Pivot Table making for SOQ Qty Fixation: C



## Step 4: Excel Pivot Table making for SOQ Qty Fixation: D

Value Field Settings

Source Name: AFS\_MAV

Custom Name: Average of AFS\_MAV

Summarize by: Show values as:

Summarize value field by:

Choose the type of calculation that you want to use to summarize the data from selected field:

Sum  
Count  
Average  
Max  
Min  
Product

Number Format

OK Cancel

PivotTable Field List

Choose fields to add to report:

AFS\_PNO\_TYP  
AFS\_PNO  
AFS\_PNO\_DES  
AFS\_MAV  
AFS\_SLE\_QTY  
AFS\_SLE\_AMT  
AFS\_RAT\_SLE  
AFS\_ACC\_SLE  
AFS\_FMS\_CLS  
AFS\_ABC\_CLS  
AFS\_OHAD\_QTY

Drag fields between areas below:

Report Filter: AFS\_ABC\_CLS

Column Labels: AFS\_ABC\_CLS

Row Labels: AFS\_FMS\_CLS

Values: Average of AFS\_MAV

Defer Layout Update

Update

## Step 4: Excel Pivot Table making for SOQ Qty Fixation: E

Value Field Settings

Source Name: AFS\_MAV

Custom Name: Average of AFS\_MAV

Summarize by: Show values as:

Summarize value field by:

Choose the type of calculation that you want to use to summarize the data from selected field:

Sum  
Count  
Average  
Max  
Min  
Product

Number Format

OK Cancel

PivotTable Field List

Choose fields to add to report:

AFS\_PNO\_TYP  
AFS\_PNO  
AFS\_PNO\_DES  
AFS\_MAV  
AFS\_SLE\_QTY  
AFS\_SLE\_AMT  
AFS\_RAT\_SLE  
AFS\_ACC\_SLE  
AFS\_FMS\_CLS  
AFS\_ABC\_CLS  
AFS\_OHAD\_QTY

Drag fields between areas below:

Report Filter: AFS\_ABC\_CLS

Column Labels: AFS\_ABC\_CLS

Row Labels: AFS\_FMS\_CLS

Values: Average of AFS\_MAV

Defer Layout Update

Update

## Step 5: SRT Table Update (As per Guidelines from MOBIS)

[DP33] Supply Rule Table Entry

DEALER CODE: S1100 24-06-2009

	A1	A2	A3	B1	B2	B3	C1	C2	C3	D1	D2	E1
CLASS	Cumulation % of Sold Amount ≤ 70 % ≤ 90 %											
PRICE	≥ 515	≥ 53	≥ 1,681	≥ 368	≥ 8,949	≥ 5,854						
P.O PITCH (T)	0.25	0.25	0.25	0.5	0.5	0.5	1	1	1	0	0	0
P.O OPERATION LEVEL (OL)	0.95	0.95	0.95	0.95	0.95	0.95	0.65	0.65	0.65	0	0	0
ROP for SOQ	0	0	0	0	0	0	0	0	0	0	0	0
EOQ for SOQ	0	0	0	0	0	0	0	0	0	0	0	0
MOS for SAFETY STOCK	0.5	0.5	0.5	0.65	0.65	0.65	1	1	1	0	0	0
EMD REPRESENTATION MODEL	AMD 3	AMD 3	AMD 3	AMD 6	AMD 6	AMD 6	AMD 6	AMD 6	AMD 6	AMD 3	AMD 3	AMD 3

•MAMD (MM) : (Demand excluding Max, Min among 12 month Demand)/10

•AMD3 : 3 months Average Movement Data

•AMD6 : 6 months Average Movement Data

•AMD12 : 12 months Average Movement Data

•MED : 6 month MEDIAN value

After Update of SRT, You can generate SOQ file in DP-37 Screen

Message : Inquiry is okay

## Step 6: SOQ in Excel file for Review &amp; PO Placement

[DP37] SOQ Process

DEALER CODE: S1100 PART TYPE: CLASS: SALES TYPE: ALL SOQ Reservation: PO ENTRY

SEL	DATE	PART TYPE	FILE NAME	STATUS
	24-04-2019		SOQ_S1100_ALL_20190424_ALL ALL.xls	FINISHED
	22-02-2019	OEM Part	SOQ_S1100_X_20190222_ALL ALL.xls	FINISHED
	22-01-2019	OEM Part	SOQ_S1100_X_20190122_ALL ALL.xls	FINISHED
	09-01-2019	OEM Part		FINISHED
	26-12-2018	OEM Part		FINISHED
	07-12-2018	OEM Part		FINISHED
	06-12-2018	OEM Part		FINISHED
	06-12-2018	OEM Part		FINISHED
	11-06-2018	OEM Part		FINISHED
	21-05-2018	OEM Part		FINISHED
	05-05-2018	OEM Part		FINISHED
	02-05-2018	OEM Part		FINISHED
	02-05-2018	OEM Acc		FINISHED
	02-05-2018	OEM Part		FINISHED
	20-04-2018	OEM Part		FINISHED
	19-09-2016	OEM Part		FINISHED
	16-08-2016	OEM Part		FINISHED
	29-06-2016	OEM Part		FINISHED
	13-05-2016	OEM Part		FINISHED
	21-03-2014	OEM Part	SOQ_S1100_ALL_20190222_ALL ALL.xls	FINISHED
	25-02-2014	OEM Part	SOQ_S1100_X_20140225_ALL ALL.xls	FINISHED

Save As

Save in: Desktop

File name: SOQ\_S1100\_X\_20190222\_ALL ALL.xls

Save as type: Worksheet File (\*.xls)

Open the SOQ Excel file from this screen for reviewing and ordering

Message : Inquiry is okay

### B) SOQ Calculation Logic

The System generates Suggested Order Quantity on the basis of below formula:

$$SOQ = EMD \times (LT + T + OL) + S/S - (OH + DI) + BO$$

EMD : Estimated Monthly Demand

LT : Lead Time (0.25 Standard)

T : Pitch (Frequency : As per Part Class)

OL : Operating Level ( 0.95 ~ 0.85 )

OH : On Hand

DI : Due In

BO : Back Order

S/S : Safety Stock

#### Sample Case :

If EMD = 210, OH= 50 DI= 25, BO=0,

LT = 7 days (0.25 Months),

T = Weekly Order (7days=0.25),

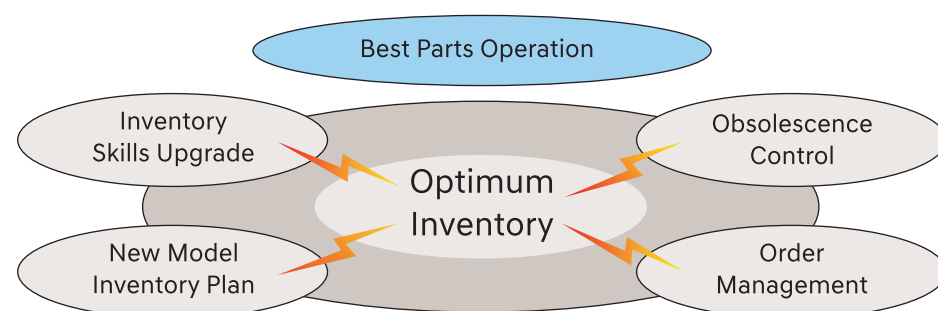
OL = 0.95,

S/S = 105,

$$SOQ = EMD \times (LT + T + OL) + S/S - (OH + DI) + BO$$

Then,  $SOQ = 210 \times (0.25 + 0.25 + 0.95) + 105 - (50 + 25) + 0 = 345$  Nos.

### 8.3.5 Ways to Achieve Greater Heights

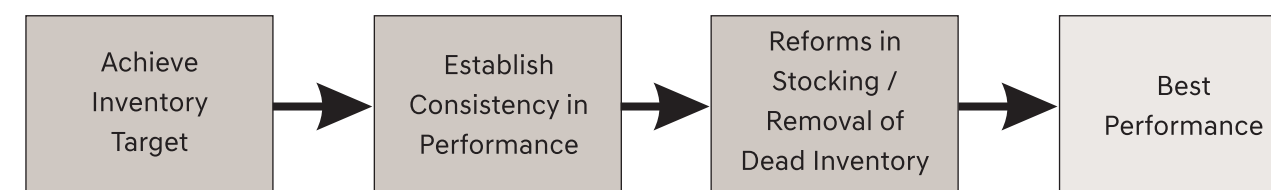


The Inventory Management at Dealership is very vital and it is directly linked to the performance of the whole Dealership both externally & internally.

The best Parts Operation could be seen in Dealership where the inventory is balanced or operates at Optimum Inventory Levels. This is possible with constant and continuous focus on 4 major parameters like:

1. Skills Upgrade of Inventory Personnel
2. Effective Order Management
3. Obsolescence Control
4. New Model Inventory Planning

The balancing act with due weightage for each element of Inventory Management results in good performance and best profitability ratios for the dealership.



As Parts Operation in any Dealership is basically “In & Out” concept with many transactions, the stock accuracy level is so important and it really supports for a smoother operation. The healthy practices established by the Dealership from the beginning of our operation support the Parts Operation to maintain a good stock.

### 8.4 Why Inventory Planning Is Required?

#### 8.4.1 Scope of New Model Inventory Planning

- Support customer at the time of new model launch
- Improve Parts availability for newly launched models
- Build overall confidence on supply of Parts

#### 8.4.2 How to Handle New Model Parts ?

The factors to be considered while planning New Model Inventory are given below:

- Usage of item in vehicle
- Base model demand
- Sale forecast
- Segment
- Cost of the item
- Accident prone parts
- Critical items



Stage	Activity	Time/ Frequency	Type of Parts	Check Points	Stocking
1	Initial Stocking	By Vehicle Launch	Accidental & Critical Parts Only	Support from MIN (IDK)	Minimum quantity to meet emergency requirement
2	First Review of Parts	4-6 weeks after Vehicle Launch	Review full Parts list given by MIN	<ul style="list-style-type: none"> <li>Consider the segment/nature of the vehicle</li> <li>Any Initial quality problems reported</li> <li>Initial workshop/ service feedback</li> </ul>	Identify parts for stocking based on the check points Decide the stocking quantity based on vehicle sales expected in your region
3	Replenishment Stocking	Fortnightly for the initial 6-8 months	Regular replacement parts & parts which have started moving	Demand for regular replacement parts like filters, brake pads etc starts increasing after initial 3-4 months of Model Launch	Increase stocking of periodic replacement parts
4	Ordering Based on SOQ only	After 8 months, when parts demand trend available	As suggested by system based on SOQ		

#### 8.4.3 The Initial Dealer Kit & Purpose

- The Initial Dealer Kit (IDK) offered by MOBIS are basically to support initial requirement expected from workshop due to various reasons starting from product performance, failures, running & mechanical repairs and accident repairs expected out of launch of any new model. This IDK List is prepared by a team of specialists who use past demand data and historical data on performance of various parts in the vehicle.
- The IDK is nothing but a initial stock order generated by MOBIS on behalf of dealers to ensure higher fill rate and parts availability at dealership just at the time of launch of car.
- This is one of the very important aspect in keeping up brand image in the field so that existing & new customers are assured of desired service level.
- The IDK parts are selected in such a way that this will get consumed quickly in the initial period of vehicle launch and for subsequent requirements, dealers need to place a stock order based on their experience on consumption pattern with the support of demand & data from Service Department on possible failure parts list.
- The IDK List is made in conjunction with Hyundai Motor India's Vehicle Launch Plan, Dealer Category and the potential UIO planned during initial 3 ~ 6 months.
- Since Parts availability at Dealership is mandatory clause in Dealership operation, the IDK parts to be accepted by all dealers as per MOBIS recommendation and no exclusions whatsoever be allowed. The entire purchase process becomes the responsibility of dealership & hence, the ownership of the Parts is with the dealers.

#### 8.4.4 Sales Support Planning

In many occasions, the inventory to be planned in advance to take care of abnormal demand, seasonal demand, Customer Support Programmes during festive season by Hyundai Motor or MOBIS India sponsored programmes and also, dealership's own Parts or Accessory Sales Promotion Plans.

##### A) Abnormal Demand:

There are many reasons for abnormal demand and inventory can be planned for occasions like Field Failures & Warranty Campaign Parts where with the support of Service Department advance stock planning to be done with the mutual agreement with Service Head & with approval of Dealer Principal.

##### B) Seasonal Demand:

This planning is done at Parts Department level using past data & knowing the function of item wrt. the season or environment of the particular region. Items like Wiper Blades, Fog Lamps are classic examples of seasonal demand parts where during raining season & winter season these parts will have higher demand pattern and hence, inventory has to be planned in advance as per Supply Lead Time.

**For example:** For Wiper Blades,

- The Rainy season starts during June 1<sup>st</sup> week for entire Mumbai Region
- The Lead Time for supply from MOBIS (Normal Demand) is 10 Days
- If higher quantity placed (more than normal), then L/Time is 30 Days
- Then Dealer needs to place PO to MOBIS during April or May
- MOBIS information to vendor for arranging Raw Material & Production Planning by February/March
- Thus, MOBIS can arrange parts from vendors & supply within L/Time

Dealer needs to use the past demand data with additional weightage for UIO addition/changes.

Formula: Past Demand during the same season \*Avg. Growth Rate of UIO in their region

##### C) Dealer/Customer Support Programmes by HMIL or MIN:

The programmes like "FCCC" – Free Car Care Clinic is organised by HMIL periodically in certain months as per the yearly calendar released by them. On such occasions, the cars reporting at dealership would be very high as many customers would avail special discount or other benefits during this period.

In order to meet the higher demand pattern for essential parts, Dealer Parts Manager needs to be vigilant to build up his stock in advance to avoid Parts non availability situation atleast for Fast Moving & Critical Parts.

This Inventory Planning needs to be done with the support of Regular Demand Pattern, Fast Moving Parts Cost of Part and type of discount or offer planned by HMIL or MIN on the programme.

**Example:** If HMIL or MIN gives big discount on Parts > 3 %, then consumption of Fast Moving Parts would increase substantially some times > 20% compared to the normal demand.

**D) Dealership's Own Promotion Plans for Parts or Accessories:**

For some Dealers, the Parts Team would like to promote Parts & Accessory sales for reasons specific to the Dealership. In such cases, detailed plan to be made jointly with Dealer Service Team so that on type of promotion plan, period and the offer (the discount %) etc., so that Dealer Parts Team can gear up for build-up stock, if required which means the inventory to be planned in advance to meet the higher demand expected during the promotion period.

**Example:**

- During the festive season, Dealers promote more car sales for which special discount on accessories is planned which makes automatically more sales of specific accessories required by Sales Team.
- Sometimes, Dealer Sales Team promotes low variant to high variant for which many accessories would be offered under special discount. In such occasions, Parts Team needs to plan their inventory for required accessories to meet the expected level of conversion to higher variant cars.

**8.5 Set up Healthy Stock Practices**

As Parts Operation in any Dealership is basically “In & Out” concept with many transactions, the stock accuracy level is so important and it really supports for a smoother operation. The Healthy practices established by the dealership from the beginning of our operation supports the Parts Operation to maintain a good stock. Some of the major practices which are essential are listed below:

**8.5.1 Stock Correction Methods**

During Parts issue to workshop or local customer, there could be feedback regarding wrong part supply, wrong picking, damage of parts during handling etc. All these errors when reported, to be consolidated on a specific period and seek management approval.

Type	Approval	Stock Correction	Purpose	Results
Physical Inventory	Annual	Annual	Statutory / Audit Purpose	Correctness of Financial Accounting
Cycle Count or Perpetual Inventory	Monthly or Quarterly or Half Yearly	Monthly or Quarterly or Half Yearly	Improve Stock Accuracy / Support Parts availability	Perfect Inventory Management
Handling or Issue related	As & When Required			

Note: The Stock to be adjusted immediately as per above guidelines by using either tools in DPOS DP34, Stock Adjustment screen.

**8.5.2 DPOS DP 34 (Inventory Adjust & Physical Inspection)**

1. Go to DP34 screen “Inventory Adjust and Physical Inspection”

2. Click “Line (+)” option

3. Enter Part No, Adjust Code, L/O type and Adjust Quantity

4. Click “Save” button

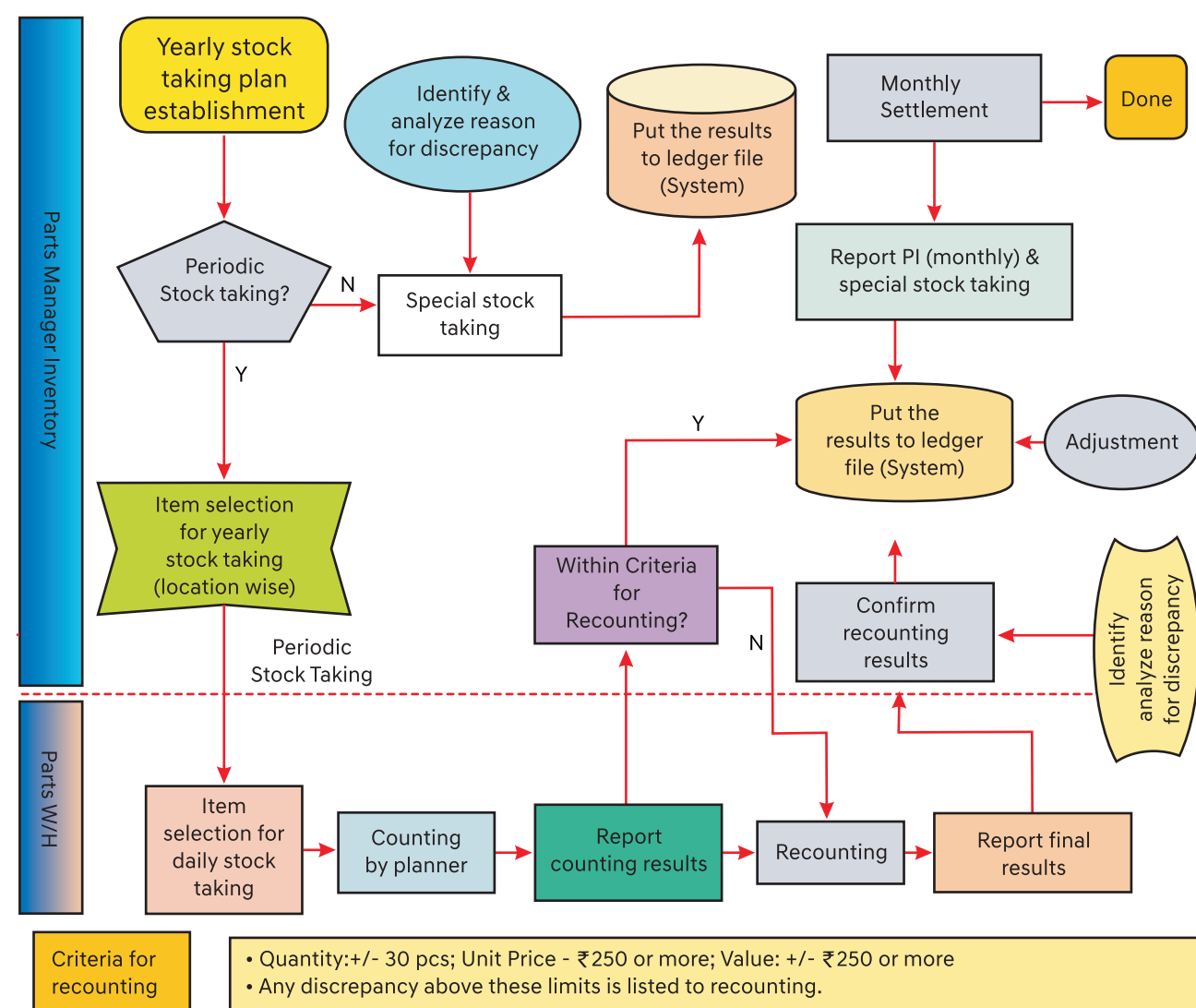
5. Click “Finish” button

**Example:**

- 1) Abnormal Issue (AI): Mainly for accounting for shortages/removal of item from stock.
- 2) Abnormal Receive (AR): For Accounting Excess receipt from MIN/other suppliers to stock.

In both cases, the dealership needs to comply with statutory regulations set by the State or Central Government Tax Laws before carrying out any stock correction in their books of accounts.

### 8.5.3 Physical Inspection Process



A typical work flow diagram is explained above to carry out Physical Inventory of stocks during annual or monthly stock verification process. It is generally declared that the following stock discrepancy levels give indication of Dealer Inventory Accuracy levels.

< 0.5% of the Total Inventory Value	: Excellent
0.5% ~ 1.0% of the Total Inventory Value	: Good
1.0% ~ 2.0% of the Total Inventory Value	: Must watch
> 2.0% of the Total Inventory Value	: Immediate attention required on Operation

### 8.5.4 Dead/Obsolete Inventory Control Measures

Inventory Management can never be accurate enough. Variability of the demand is high since parts that were bestsellers may suddenly stop selling etc. Even the best run Dealership may expect to accumulate between 2% and 4% dead/obsolete stock per year.

The following action lines may be taken when dead/excess stock is identified. The actions are listed in order of cost recovery:

#### Step 1: Marking

- Identify the dead/obsolete stock in the DPOS to make sure it isn't ordered again and that Service Advisors and Parts Sales People know that if they have an opportunity to sell it, they should attempt to sell it aggressively.
- Move dead/obsolete stock items to a separate, harder to reach, location in the warehouse to enable easy identification and make room for moving stock.

#### Step 2: Aggressive Price Reduction

There are two types of cost prices for a part: "Average Cost" and "Price List Cost": Average Cost is the cost the parts in stock actually cost the Dealership.

For Over-Stocked items that are still selling, consider reducing the price of the part to a price that is more competitive but above the "Price List Cost" in order to increase sales volume.

For Dead/Obsolete Stock, i.e. stock that isn't moving at all, consider reducing the price even below the Price List Cost but above the "Average Cost" in order to dispose of it but still make a profit.

These price reductions can take many forms – can be straight reductions or "Special Discounts" as part of an advertised sale and/or bundling of the parts with moving parts at a reduced price.

#### Step 3: Cost Recovery

Reaching this step means the prospect of profiting from these parts should be foregone and the focus should be on a more achievable goal – cost recovery. The aim should be to recover as much value as possible from these parts before having to throw them away to scrap.

- Check with MIN, if the parts can be returned at cost price. Sometimes your excess and obsolete parts are still moving in other places in the country or even neighboring countries.
- Approach your Wholesale Channel customers with these parts and offer them at a large discount. They may serve unauthorized workshops that can use these parts for their customers.

### 8.5.5 Parts Scrap Policy

Dead/obsolete stock is to be scrapped at the dealership from time to time. Although this step may be difficult to accept, it is an important one to take. Dead/obsolete stock that isn't scrapped is a burden on both warehouse storage space and financial balance sheets. Some dealerships find themselves renting additional storage space while at the same time holding dead/obsolete parts on the shelves. The bottom line is to get rid of it.

Metal items can usually be scrapped for a price per weight. Other items may require disposal by experts in toxic waste disposal. Take care to abide by local law and regulations regarding disposal of obsolete stock.

In most states, reporting stock scrapping is important for tax purposes and failure to do so may cause unnecessary tax payments. Consult your accountant for the appropriate measures to be taken regarding reporting of scrapped stock.

### Reports & Usage

- Inventory Stock & In Process File.....Daily/Weekly/Monthly  
Ref: DP16, Inventory Master Information
- Ageing Stock Analysis File.....Monthly/Quarterly  
Ref: DP20, Ageing Stock Report



c) SOQ file for Order Placement .....Daily /Weekly  
Ref: DP37,SOQ Process

d) Back Order file.....Daily  
Ref: DP25, Pending Order Status on MOBIS

### Key Inventory Terms:

- **Lead Time:** Interval between ordering and receiving the material.
- **AMD (Average Monthly Demand):** AMD is the average of the last three months parts sales. This factor is generally used for Order Management & stocking purpose.
- **MOQ (Minimum Order Quantity):** The Minimum Order Quantity which satisfies both Inventory & Supply Parameters.

### 8.6 Dealer Support

1. **Global Diagnostic System- Mobile**
  - Any defect or failure in GDS/G-Scan during purchase or usage can be reported to the below mentioned concerned person
  - For complaint registration, the following details are required
    - SI. No. of the unit
    - Date of purchase with invoice details
    - Nature of failure with photographs & other details
- **Service Center:** (Contact for Spares/Components & Service email to Automax and cc to Regional PBDM):  
Mr. Aman Singh  
AUTOMAX TOOLS  
5C/1, 3rd Floor, New Rohtak Road, Opp - Liberty Cinema, Karol Bagh, New Delhi - 110005  
E-mail ID: info@automaxtools.in  
Mobile – 09958057547

For your Dealership Stock Health Status, check Dead Stock upto 1 year time period

SEQ	PART NO	PART NAME	NON RECEIPT DATE	SALES DATE	TEST SED DATE	RECEIVE DATE	D/C%	TYPE
1	MB09260408	NUT-SPRING	11-07-2017	10-07-2017	20160423	20160425	0	X
2	MB30116525	BOLT-REAMER	28-08-2019	06-09-2019	20161013	20161130	0	X
3	MF40117154	BUSHING	14-02-2019	09-06-2019	20160616	20161130	0	X
4	MF40117155	SEAL-OIL	14-02-2019	09-06-2019	20160616	20170120	0	X
5	0JF0313465	NUT	07-02-2019	30-07-2019			0	X
6	0K21117121	MAGNET	07-12-2018	15-07-2019	20170816		0	X
7	0K55215909	BELT-V	14-08-2019	13-08-2019	20170408	20170408	0	X
8	0K95A0306A	GASKET-EXHAUST PIPE	18-09-2019	23-09-2019	20190503	20170107	0	X
9	0081017121	PLUG-MAGNET	22-05-2019	21-05-2019	20170413		0	X
10	088897701	AC COMPRESSOR OIL	01-09-2017	31-05-2019	20181130	20170801	0	X
11	08M9058100	25 g-GREASE-CALIPER GUIDE ROD	19-09-2019	24-09-2019	20190928	20180303	0	X
12	0808186303	EXECUTIVE STICKER	12-07-2017	02-03-2016	20160910		0	X
13	09110A0000	JACK ASSY	25-07-2019	22-05-2019	20161202	20161203	0	X
14	091101J050	JACK ASSY	26-08-2019	23-08-2019	20170408	20160225	0	X
15	0913136010	WRENCH-WHEEL NUT	01-08-2019	30-07-2019	20180222	20170330	0	X
16	0913205000	BAR	10-06-2019	08-06-2019	20170329	20170330	0	X

Step 1: Open DP 20 Non Moving Part (Ageing Report), click Data Request to check Stock Status by Sale Date/Receive Date.  
Step 2: Inquiry to check last Data Request done. Excel file can be used to analyze Stock Quantity & Stock Value.

Sheet1 - Microsoft Excel																		
Home Insert Page Layout Formulas Data Review View																		
Clipboard Font Paragraph Styles Cells																		
Conditional Formatting Styles Cells																		
Sort & Find & Filter																		
Editing																		
A1 SEQ																		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	SEQ	PART NO	PART NAME	NON	RECEIPT DATE	SALES DATE	ST SED DATE	ST RECEIVE DATE	D/C%	TYPE	PCC	MOOCL	SUPPLIER	SOURCE	VALUE	TOT VALUE	IN-NO QTY	IN-VAL
2	1	DHF2100030	WATER SENSOR-DESEL FILTER	1	24-12-2012	21-12-2012			0	X	B	DPD	WHL / NBL	IP	1,498.81	1,498.81	0	
3	2	DS1402T110	JOINT ASSY-UNIVERSAL	8	17-03-2012				0	X	C		WHL / NBL	IP	6,379.71	6,379.71	0	
4	3	HB107040	STOPPER-OIL	1	27-04-2012	17-04-2009			0	X	C	H10	WHL / NBL	IP	64.06	64.06	0	
5	4	HR200009	OIL SEAL HOUSING	1	03-05-2010	25-02-2009			0	X	C	H10	WHL / NBL	IP	150.85	301.7	0	
6	5	HR200014	BEARING-FR WHEEL HUB	1	19-09-2006	21-05-2010		20150312	0	X	B	H10	WHL / NBL	IP	2,237.88	4,475.76	0	
7	6	HR200016	RING-RETAINER ABS	1				20150312	0	X	C	H10	WHL / NBL	IP	740.5	740.5	0	
8	7	HR200017	OIL SEAL OUTER	1	03-05-2010	22-05-2015			0	X	C	H10	WHL / NBL	IP	127.99	127.99	0	
9	8	HR200024	BEARING-FR WHEEL HUB	1	04-08-2012	22-05-2015			0	X	B	H10	WHL / NBL	IP	2,737.45	2,737.45	0	
10	9	HR130115	BOLT WASHHER	1	19-07-2008	27-03-2010			0	X	C	H10	WHL / NBL	IP	43.22	43.22	0	
11	10	X0BL126382	SHOE SET-REAR	1		19-03-2007			0	X	A		WHL / NBL	IP	3,276.08	3,276.08	0	
12	11	K399621400	PACKING	1	23-03-2006	18-02-2011			0	X	C	H10	WHL / NBL	IP	22.19	98.75	0	
13	12	MB09260408	NUT-SPRING	8	23-04-2016	20-06-2015	20160423	20160425	0	X	C	SHK	WHL / NBL	IP	8.88	17.72	2	
14	13	MB13051919	FASTENER	1	03-03-2012	20-11-2010			0	X	C	L20	WHL / NBL	IP	84.88	169.75	0	
15	14	MB160772A	SHRM	1	21-10-2005				0	X	C	H10	WHL / NBL	IP	14.8	14.8	0	
16	15	MB160773A	SHRM	1	21-10-2005				0	X	C	H10	WHL / NBL	IP	27.74	27.74	0	
17	16	MB160850	SEAL-OIL	1	16-02-2009				0	X	C	H10	WHL / NBL	IP	338.17	338.17	0	
18	17	MB176288A	SHRM-ADJUSTER	1	08-10-2009	24-09-2014			0	X	C	H10	WHL / NBL	IP	15.17	257.88	0	
19	18	MB297073	SCREW-ADJUSTER	1		17-09-2011			0	X	C	H10	WHL / NBL	IP	8.02	40.1	0	
20	19	MB30116525	BOLT-REAMER	1	01-10-2015	04-11-2015	20161013		0	X	C	SHK	WHL / NBL	IP	57.62	576.2	0	
21	20	MB505095	BOLT	1	15-04-2011	11-04-2011			0	X	C	H10	WHL / NBL	IP	18.55	185.5	0	
22	21	MB526385	SEAL-OIL	1	02-08-2013				0	X	C	H10	WHL / NBL	IP	236.89	236.89	0	
23	22	MB63012114	SPRING-VALVE OTR	1		15-07-2005			0	X	C	H10	WHL / NBL	IP	10.18	50.9	0	
24	23	MF40117154	BUSHING	1	26-09-2015	04-11-2015	20160923		0	X	C	SHK	WHL / NBL	IP	102.49	409.96	0	

Ageing Slab: <=90, <= 180, <=270, <=360, >=361  
Ageing Slab wise stock examination can be done.



## 8.7 CAO (Computer Assisted Ordering) Steps

### 8.7.1 Computer Assisted Ordering: Key Features

The current MIN A/S Parts Operation is continuously expanding with many new models & new part numbers added every year leading to a complex situation at your end.

Currently, CAO has been introduced for few selected Dealers and it shall be gradually introduced to all dealers too.

In order to ease your workload and at the same time 100% error free ordering/stocking at your end, we have formulated a new concept “Computer Assisted Ordering – CAO” especially for Fast Moving Items with the following features:

- Daily order to MIN Based on Daily consumption/DMD
- Stock Level Optimized (No excess/shortage in Stock)
- Order will be generated in night batch and sent to MIN for processing
- Payment to be released as per CAO order everyday (or) as required
- Item selection based on Dealer Class:

Dir Class	S	A	B	C
No of items	400	350	300	250
No of Orders/Month	30	30	30	30
Desired Stock Level (DSL)	MOS will be fixed for each category			

### Computer Assisted Ordering: Main Purpose

CAO selected items can be seen by Dealers in DP97 – Monthly System Parameter screen with desired stock quantity.

Based on the daily consumption, daily orders will be created in DPOS DP78 – part wise CAO order lines screen.

This results in ideal stock at dealerships to serve customers better.

This ensures no sale back order for the CAO selected item which results in quick service to customers.

#### For example:

Case 1. If a dealer has to place 10 qty. as per required MOS level of that class of the part and if he places order for 5 qty., then his system will automatically place order for 5 qty.

Case 2. If a dealer has 10 qty. as per required MOS level of that class of the part and if he does ABC & FMS analysis and places 8 qty as order qty., then 2 qty. will placed automatically by the system.

## Computer Assisted Ordering: DPOS Screen

**DP 97: Monthly System Parameters**

**TEST OPERATION**

User Name : prabha

[DP11] Notice [DP08] Custom [DP02] Dealer [DP56] Counter [DP16] Invent [DP77] Dealer [DP97] Monthly [DP78] Partw [DP09] Rate M [DP05] Code M

[DP97] Monthly system Parameters

1: CODE 58202 2: MNY 05-2015 3: Part No Part SRC

SEQ	Part No	Part Name	Supplier	Permissible Range Lower Upper	Items Desired	Purchase Rate Factor	Last month Purchase cost	Total Desired	EMD Factor	CAO MOS Factor	System SSL
1	08M9886100	SEALANT KIT-W/S GLA	A10AA	39 61	1,126.6	4	1,783,322	71,332.88	2	1	113
2	1125406203	BOLT(W/WASHER)	A10AA	37 59	1,000	4	1,783,322	71,332.88	2	1	100
3	1327106003	NUT(W/WASHER)	A10AA	37.33 57.33	450	4	1,783,322	71,332.88	2	1	100
4	2630002750	FILTER ASSY-ENGINE	A10AA	57.66 75.66	4,123	3	1,783,322	53,489.66	3	1.5	279

Record 1 of 4

1: New Screen for CAO (Computer Assisted ordering ) for Dealers to check monthly selected parts for CAO.  
2: Month filter given to check Monthly selected parts  
3: System SSL is the Suggested Stock level for the CAO selected part

Message : INQUIRY IS OKAY~

**DP 78: Part wise CAO Order Lines**

**TEST OPERATION**

User Name : prabha

[DP11] Notice [DP78] Partw

[DP78] Part wise CAO Order Lines

1: CODE 58202 2: DATE 30-05-2015 ~ 30-05-2015 3: Part No

SEQ	Date	Part No	Part Name	MAV	On-hand	B/O	On-Ord	CAO Qty	PO Ln No	PO Order No	PO QTY
1	20150530	08M9886100	SEALANT KIT-W/S GLA	20	0	0	0	1,017	0001	5820215FJD	1,017
2	20150530	1125406203	BOLT(W/WASHER)	20	0	0	0	900	0002	5820215FJD	900
3	20150530	1327106003	NUT(W/WASHER)	9	0	0	0	900	0003	5820215FJD	900
4	20150530	2630002750	FILTER ASSY-ENGINE	66.5	0	0	0	1,060	0004	5820215FJD	1,060

Record 4 of 4

1: Based on the Dealer consumption, CAO order lines will be generated every day.  
2: Purchase Order Number and Quantity can be seen here.  
3: Purchase Order date filter is given

Message : INQUIRY IS OKAY~

Computer Assisted Ordering: Benefits for Dealerships

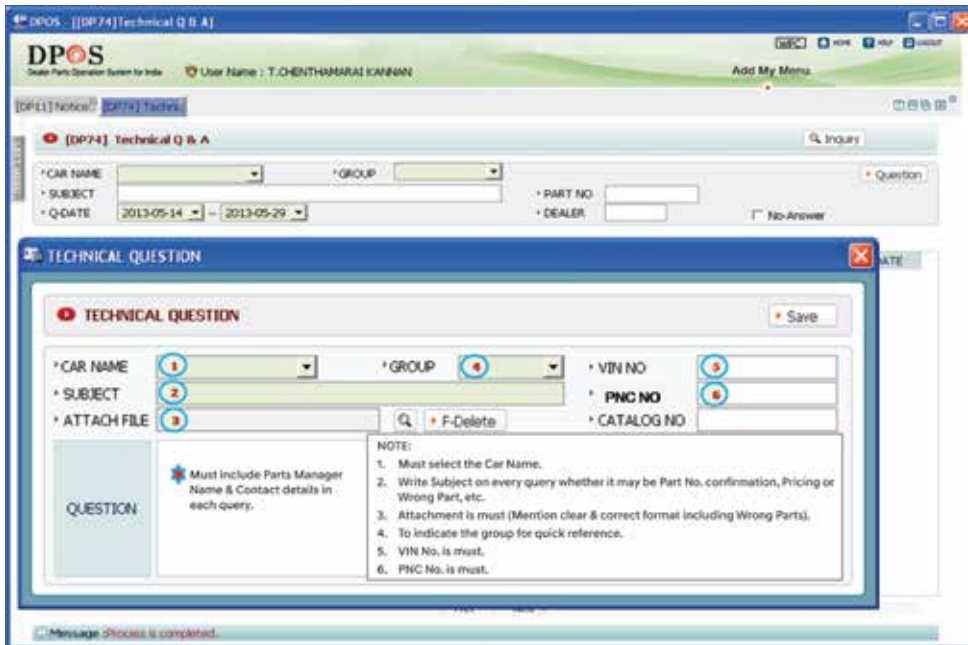
CAO focus on high Fill Rate and good Service Rate at the Dealerships. Benefits of Computer Assisted Order is explained below:

Current	CAO
Poor PO Accuracy	No error in PO Frequency & Qty
Manual (High Time Consuming)	Automated (for Fast Movers)
Order Frequency is Less	Daily Order as per DMD
Abnormal Order Pattern	Regular Order Pattern
Sometimes Stock Out situation	All Time Uniform Stock
Fill Rate is Below Target	No Drop in FFR possible
Manual Inventory Mgmt Controls	Automated Ordering results in Good Inventory Mgmt Practices

For queries, please contact Mr. Balaji/Mr. Hariprasath at 044-67101405/1451

8.8 What to post on DP74 (Technical Query)?

Part No. confirmation.



8.8.1 Hyundai KIA Parts Assistance Cell:

MIN established Hyundai KIA Parts Assistance Cell (HKPAC) in the year 2019 to provide solution to Dealership Parts Managers for their Technical queries related to Parts. HKPAC handles the following types of queries:

- 1) Part number clarifications
- 4) Wrong part supply
- 5) Price updation
- 6) Wrong Part Identification

The Contact Details are as below:

Person	S.Rajiv
E-mail	rajiv@gmobis.com
Landline	044-67101446
Mobile	+91-9940335057

For the below given queries, kindly contact with Mr. T. C. Kannan;

Phone: 044-67101446

E-mail ID: rajiv@gmobis.com

- 1) SNAP ON usage & error correction
- 2) WPC & SNAP ON V6 Queries & For User Name/Password
- 3) Body Shell Part No.

8.8.2 Wrong Parts Identification Format

For all wrong parts related issues, Parts Managers are suggested to use the format and send it to MPSC department. This will help MIN for stock correction at all depots as well as ensuring correct parts supply from the vendor.

	<b>WRONG PART IDENTIFICATION FORMAT</b>		Dealer Code	N1100
			Dealer Name	HMP, Delhi
			Model	i10
			Number	WP I/0912/001
			Date	1/Jun/10
Subject				
i10 A/C Discharge hose mismatch				
Part Number		97762-OX 101		
Part Name		Hose Discharge		
Quantity		1 number		
Photo				
Vin No. details		MALAM51C R 9M463572, i10 Kappa		
Batch No., Pkd date on MRP (Wrong part)		J F A E, 06-2009		
Difference in received part		Any additional information, such as Wrong Part Number/Model		
1) Dimension		Different length & profile in the received part		
2) Colour		Different length & profile in the received part		
Parts Manager name & contact no.				
Remark		Wrong part is applicable for Verna		
<p>Note:-</p> <ol style="list-style-type: none"><li>1) The Wrong Part &amp; Correct Part should be clearly marked in the photo.</li><li>2) This format to be used for Wrong Part and Claims related issues.</li></ol>				

### 8.8.3 DPOS NON Technical & General Q/A

General enquiries: ETA/Wrong part / Claim/ Part Ordering issues/ Unavailability of price/ Order payment/ Order confirmation/ Dlr credit debit detail/ SUC or ITC Errors/ System errors/ Incentives

The screenshot displays the DPOS web application interface. At the top, there's a header with the DPOS logo and navigation links like DPOS, MOBIS, COMPLAINT, WPC, HOME, HELP, and LOGOUT. The user is logged in as DHRUV RATTI. Below the header, there's a sidebar with a 'LEFT MENU' and a main content area. The main content area shows a list of queries under the heading '[DP10] Q & A'. The queries are listed in a table with columns: SEQ, SUBJECT, DLR CODE, DEALER NAME, WRITER, DATE, and HIT. Below the list, there's a detailed view of a specific query (SEQ: 1) with fields for DATE, TYPE, SUBJECT, DEALER NAME, WRITER, and a 'QUESTION' field. A dropdown menu is open for the 'SUBJECT' field, showing options like 1: ETA - LOCAL, 2: ETA - IMPORT, 3: SYSTEMS, 4: LOGISTICS, 5: CLAIMS, 6: SALES, 7: ACCESSORY, 8: MARKETING, 9: PRICING, 10: OTHERS, and 11: MRC. The 'QUESTION' field is currently empty.

SEQ	SUBJECT	DLR CODE	DEALER NAME	WRITER	DATE	HIT
1	REGARDING ETA...[0]	W5219	SURJEET AUTO PRIVA FAZAL		28-05-2019	0
2	Regarding Quotation Show ON DP-15...[0]	W5219	SURJEET AUTO PRIVA FAZAL		28-05-2019	1
3	PART ETA CONFIRMATION...[0]	N8210	DEV BHOOMI WHEELS Navjeet Singh		28-05-2019	2
4	ORDER CANCELLATION...[0]	S1211	FPL AUTOMOBILES PVJEYAKUMAR P		28-05-2019	7
5	ETA: 977630X100...[0]	S7300	MGF MOTORS LIMITE(COCHIN HPSC M		28-05-2019	3
6	PRICE UPDATION IN DPOS...[0]	55201	TALWAR MOBILES (P) ANAND JOSHI		28-05-2019	6
7	Regarding Quotation show dp-15...[0]	W5219	SURJEET AUTO PRIVA FAZAL		28-05-2019	7
8	ETA Request...[0]	S1100	HYUNDAI MOTOR INDU/PONRAJ M		28-05-2019	3

SEQ	DATE	TYPE	SUBJECT	DEALER NAME	WRITER
1	28-05-2019	1: ETA - L			DHRUV RATTI

QUESTION

FILE ATTACH

Remove Attachment Save Delete Reset

F-Delete

## Chapter 9 Marketing Initiatives for Dealers



In any organization, Marketing plays a vital role in promoting the business and accomplishing mission of the organization. It serves as a face of a company and is essential for spreading out the right message in the market for the awareness and promotion of the product.

### Marketing in Mobis

Mobis marketing team keeps on developing new promotional means/materials & improving the existing ones to ensure that brand awareness and visibility keeps growing. It is a combination of right place and right time that makes a big difference.

### Why Marketing is important ?

1. **Defining & Managing a Brand:** Relevant information about Brand is necessary for customers to associate.
2. **Product Management:** Adequate awareness about the products attracts the potential & interested buyers.
3. **Consumer Management:** Awareness about the right approach on the usage , availability, offers keep the consumer engaged.
4. **Brand Positioning:** To position the brand in the mind's of the customer so that they can relate the brand in daily life and hence, the brand becomes the talk of homes.
5. **Brand Equity & Goodwill :** The value that determines the customer's perception and experience about brand.

### Key Initiatives:

1. **Marketing Collaterals:** Posters, Leaflets, Banners, Standees, Backdrops are shared as physical copies & e-copies with the dealers to display at workshop area/ customer lounge/ reception for maximum visibility.

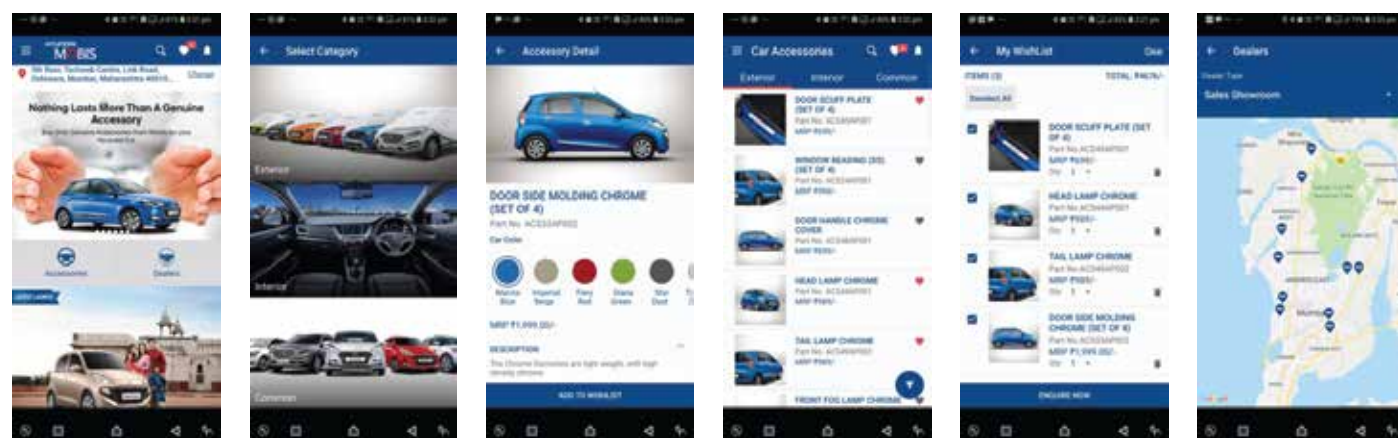




2. **Website:** A well informative website (www.HyundaiMobisIN.com) with detailed product catalogue, dealer / distributor locator & media center is developed for connecting with direct customers and providing relevant information about the company.



3. **Mobile Application:** Industry wide first mobile app for Accessories in India has been developed to give the users virtual experience of selecting the accessories for Hyundai Car. The user has an option to select & inquire about a specific accessory and download the car brochures/ accessory leaflet on email id. This app is supportive on Android & iOS platform.



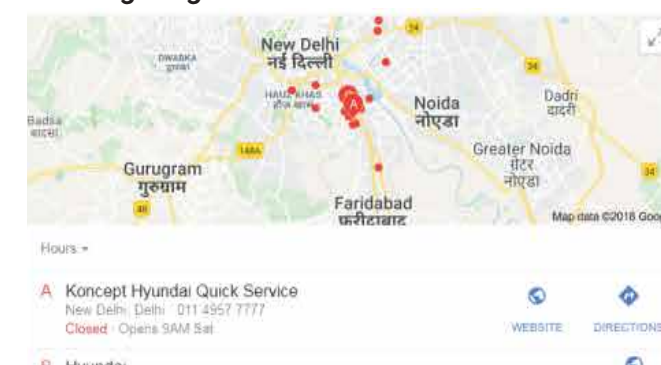
Home Page      Select Type      Detail Page      Select Accessories      Wish List      Dealer Locator

4. **Social Media:** Presence on social media platforms to connect with customers directly and engage them with good user content, contest alerts and informative posts.

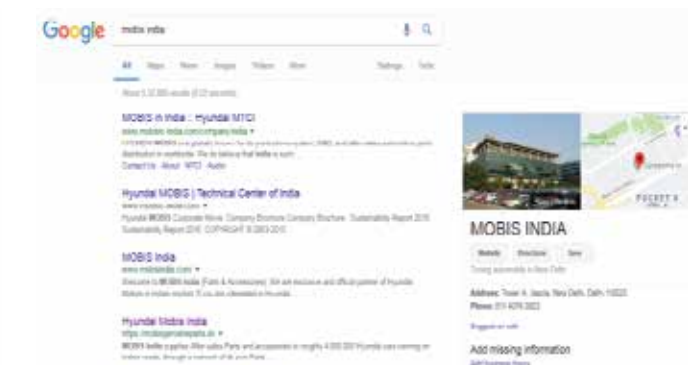


5. **Digital Media:** Digitally strong presence gives competitive edge to the company by staying on top of all the relevant searches. Through blogs, articles and geo-targeting, Mobis India grabs the attention of all relevant/ potential customers.

#### Geo targeting



#### SEO



6. **Video Advertisement:** Videos related to New Accessories launch, brand awareness help the audience to connect in a better way. With better usability about product, the customer can link the importance of brand in their life.



7. **Events:** Every year MOBIS India conducts events and conferences to connect, support and encourage our dealers. This helps us to keep a healthy interaction with all the individuals connected to HYUNDAI MOBIS though dealers, we get to interact with them, hear them out, resolve their queries and to felicitate them for their hard work and achievements.

Through these platforms, we get a chance to share our business strategies and company directions with dealers. We convey our business performances, new business updates and also provide trainings from time to time. We felicitate the top performers and hence encourage them to exceed their limits.

We have designed 2 conferences and 2 incentive trips for dealers :

1. National Parts Conference
2. Parts & Accessory Manager's Conference
3. Dealer Incentive Trip
4. Parts & Accessory Manager incentive trip





#### a) National Parts Conference:

Every alternate year MOBIS India plans and conduct National Parts Conference for Dealer Principal in an international exotic location wherein MOBIS India shares the business strategies and company's Directions to the distributors. This conference gives everyone a chance to have a common platform and share the business progress and future scopes.



#### b) Parts & Accessory Manager's Conference :

Every year MOBIS INDIA conducts Parts and Accessory Manager's conference, in the month of June-July. The main objective of this conference is to share the business updates, achievements, new policies and also to train the Parts & Accessory managers for various skills ,DPOM, System ordering, claims etc. Each year P&A Managers participate with full enthusiasm.



#### c) Dealer Incentive Trip:

Each year MOBIS India conducts a dealer incentive trip in the month of November, In an effort to recognize the top performing Dealers by taking them to some international exotic location. The main motive behind this trip is to build better relationship with the dealer fraternity & hence, mutual growth of business relations.



#### d) Parts & Accessory Manager Incentive Trip:

In an effort to recognize the top performing Parts & Accessory Managers and motivate them to perform better. The purpose of the trip was to build better relationship with Sales Network & hence, mutual growth of business relations



#### e) Incentive Trips :

Every year, reward trips are organized for all achievers to congratulate and recognize the efforts of the sales network, further motivating them to perform better.

#### 8. Sales Promotion

In almost every market around the globe, price still means the point at which buyer and sellers are finally in agreement. Automobile dealers believe that sales promotion is one of the most effective promotional tools.

"Sales promotion activities by MOBIS help dealers in stimulating the demand for the Hyundai genuine products in the market. MIN Sales promotion activities are designed to increase demand of the products "

#### Dealer Incentive Policy

Monthly incentive policy for dealers aims at driving the continuous balance between Parts and Accessory sale by dealer; focusing on maximizing the presence of Hyundai genuine parts in market.

#### For Parts Incentive:

Only workshop sale from dealers to customers will be considered for incentive calculation and payout.

#### For Accessory Incentive:

Dealers are required to complete their accessory purchase target as per the incentive policy.

#### 9. Discount Schemes

MIN works for the benefit of its channel partners and in achieving common goal of promoting Hyundai genuine parts and accessories to Hyundai customers. MIN comes up with various sales promotion discounts schemes from time to time based on the business requirement.

**a) Free Car Care Clinic (FCCC)**

To Support our dealer network during FCCC scheme, MIN gives discount to its channel partners, so that they can utilize the discount amount in passing on the amount to customer and also maintain their parts inventory before the HMIL FCCC starts.

**b) Summer/ Monsoon / Winter Camp**

Various seasonal parts discount schemes are organized by MIN in which the discount is provided on specific parts with high demand during the respective season.

**c) Calamity Support Program**

MIN has always supported its channel partners in the form of discount or credit period if in case any natural calamity affects any region or dealership.

MIN believes the loss due to any natural calamity is a loss for the whole company rather than a specific dealership and always takes proactive steps in minimizing those losses to dealerships.

**Support from Dealers:**

Dealers support is utmost important for any activity conducted by marketing. It is necessary that support shared by marketing shall be fully utilized by sales team in order to increase brand awareness and reach maximum targeted audience.

**1. Social Media:** Dealers are requested to follow Mobis official social media channels and ensure that they share the updates with friends & family to get more visibility. Active participation on contests/ polls and engaging posts shall help in increasing the views of the posts and direct connectivity with online consumers.

**2. Website:** To ensure that queries received from customers through website be resolved in 48 hours so that the customer has better aftersales experience. Queries shall be taken offline by connecting with the customers through phone.

**3. Mobile Application:** Mobile Application inquiries are accessories specific and hence, dedicated accessory manager shall be responsive enough to answer the queries through emails & phone calls.

**4. Events:** Dealers are requested to participate in conference and encourage their parts & accessories managers to participate as these events are conducted to share business overview and plans for upcoming year. Each department shares its vision and objective which are relevant for dealers.

# Chapter 10

# Pricing

## 10. Pricing

### 10.1 MIN Pricing Policy (Parts & Accessories)

Hyundai Genuine Parts & Accessories are priced most competitively by MIN for the following distinct advantages

- a) Low cost of ownership
- b) Low dealer inventory
- c) High customer patronage & satisfaction.

Prices of Hyundai Genuine Parts & Accessories are finalized considering the market price of:

- a) Similar parts of other competitive automakers
- b) Typical replacement parts in the after market

Terminology	Description
List Price	End Customer Price including ED & excluding taxes per piece
NDP (Net Dealer Price)	Purchase price for dealer including ED & excluding taxes (List Price – Basic Discount)
MRP (Maximum Retail Price)	End Customer Price inclusive of all taxes End Customer Price should not exceed MRP

### 10.2 How to read ‘MRP LABEL’

- As per Packaging & Commodities Act, it is compulsory to have a “MRP LABEL” on every packed spare part. As soon as parts are received at the dealership, kindly ensure that each part has a "MRP LABEL" and if there is any discrepancy related to MRP, kindly contact the concerned PDC Manager immediately. No Genuine Spare Part can be sold from the dealership counter without “MRP LABEL”.
- Kindly note, that if any Genuine Spare Part is sold from the dealership counter without “MRP LABEL”, and is seized by government authorities, the dealership has to bear the compounding fees and other applicable charges for settlement of legal cases.
- The MRP mentioned on the package is the highest MRP and may not be applicable to your state. Kindly note that dealership is allowed to charge MRP determined by MIN as mentioned in the dealer circular.

#### Notes:

- i) Dealer to customer billing should not exceed the MRP printed on the ‘MRP LABEL’ pasted on the Genuine parts packaging.
- ii) MIN reserves the right to change prices, discounts and all other terms of sales without prior notice.



### 10.3 New MRP LABEL

#### A) Why New MRP Label?

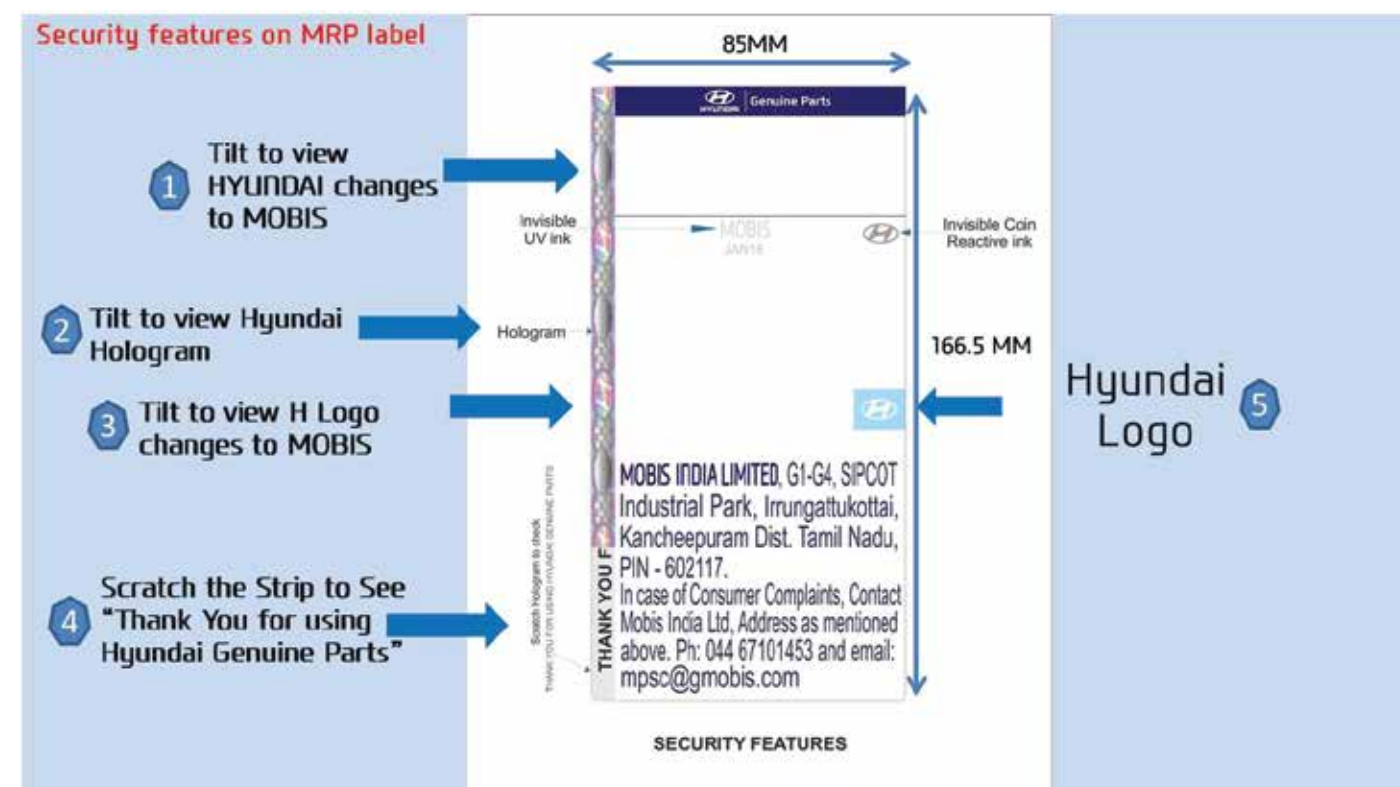
During After Market Surveillance activities, MIN conducted raids with the help of Law Enforcement Agencies & nabbed printers, who were printing MRP label similar to the MOBIS MRP Label. These labels were so deceptive that it was very difficult to figure out which one is Genuine.

In order to curb the menace of fake MRP label, MIN has introduced New MRP Label with security features for various reasons mentioned below:

- To help customers to differentiate between Genuine & Non-Genuine Parts
- To ensure customer will have access to Genuine Parts and will not be deceived
- To increase the sales of Genuine spare Parts with the help of customer education
- To make it difficult and almost impossible for the Non-Genuine parts traders to copy
- To fulfill the legal requirement to easily identify Hyundai Genuine Part in the court of law

### 10.4 Features of New MRP Label.

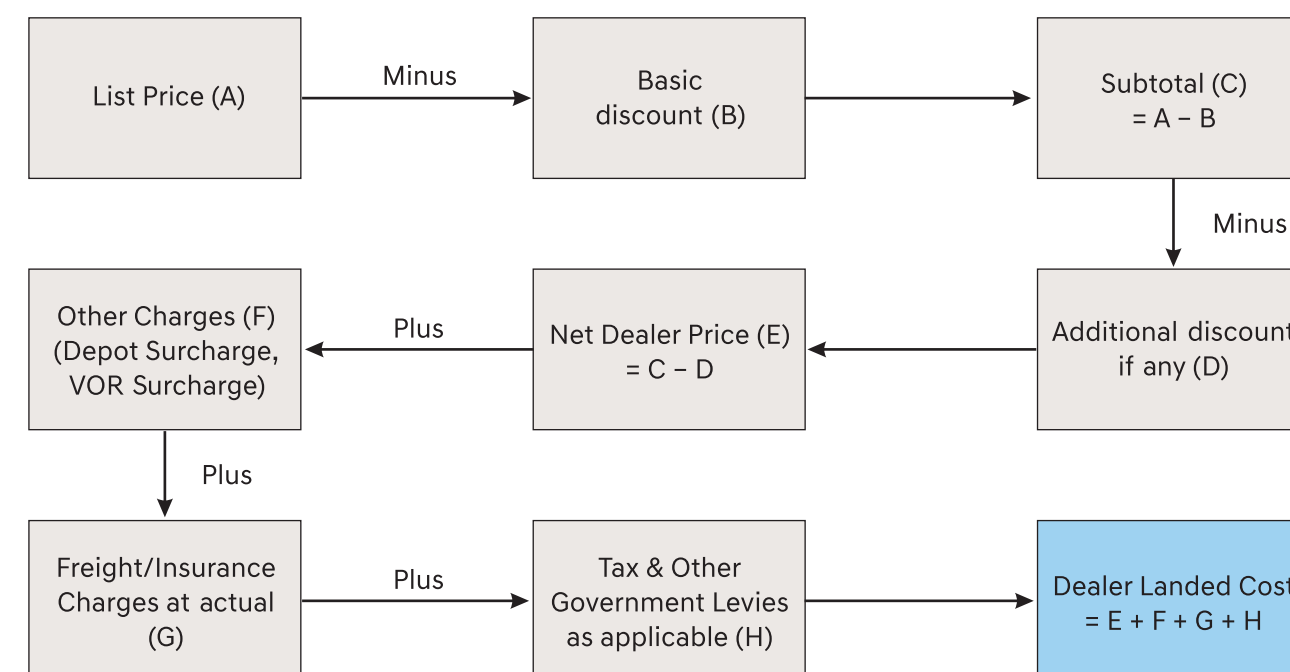
#### Security Features & Dimensions



### 10.5 Price Structure

#### A) How to calculate Dealer Landed Cost for Urgent Orders:

VOR Orders

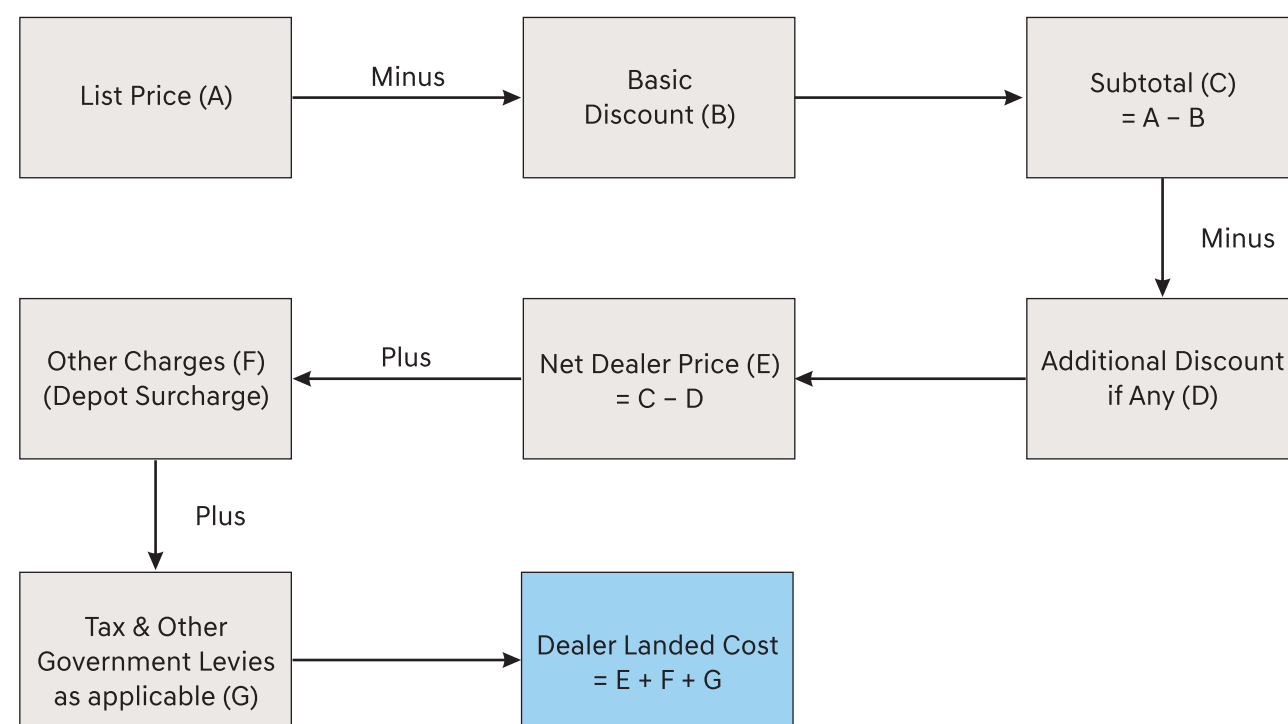


#### Notes:

- For VOR Orders, Freight is borne by the dealers.
- If VOR Order invoicing is done after 48 hours from the order confirmation time by MIN, then VOR Order surcharge will be waived off. Freight is still to be borne by the dealer.

## B) How to calculate Dealer Landed Cost for General Orders:

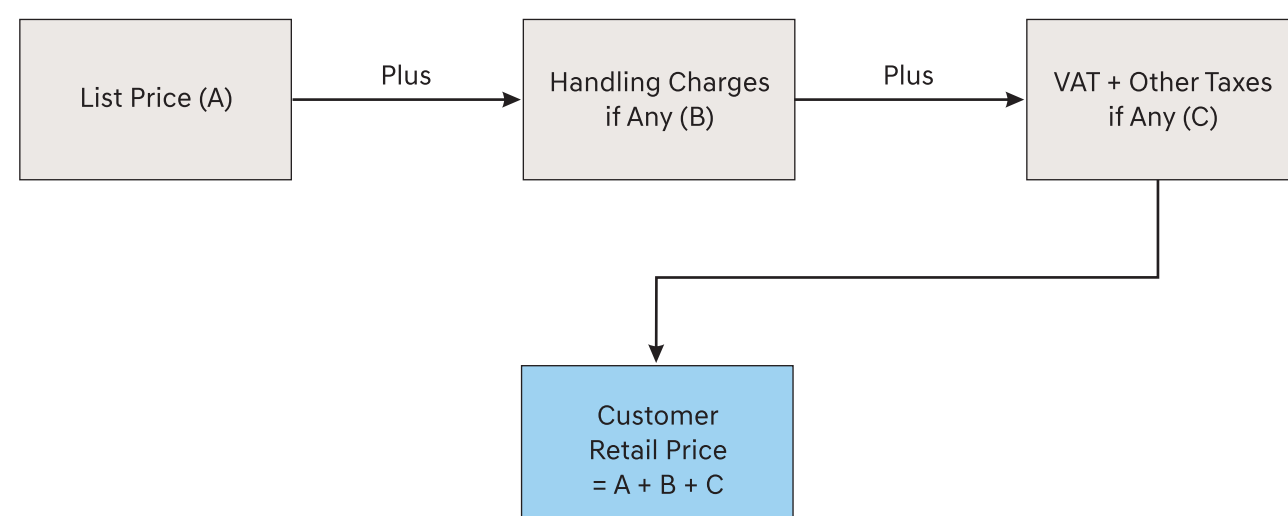
Stock Order, Accessory Order etc.



### Notes:

- i) Basic discount depends upon the category of parts and is subject to change without prior notice.
- ii) For General Orders, Freight & Insurance Cost is borne by MIN.

## C) How to calculate Customer Price



### Notes:

- i) Customer retail price is always less than or equal to MRP depending upon the Tax Structure applicable to your State.
- ii) The List Prices are inclusive of Excise Duty paid by MIN and are not separately recoverable from the customers.

# Chapter 11 IT & Systems

## 11. IT & Systems

### 11.1 Introduction of DPOS (Dealer Parts Operation System)

This is a specialized system designed for Hyundai Dealers and Dealer branches to ensure:

- Operation efficiency
- Real time Inventory Information Sharing among Dealers & Dealer branches
- Standardized Process Flow

As the amount of Sales, Service & Parts Operations data is huge, it is impossible to manage it manually. DPOS is internally connected with GDMS.

Whenever a vehicle will report to dealership for service/repair, dealer will open Repair Order (RO) in GDMS (Global Dealer Management System). Parts will be issued through DPOS and will reflect in GDMS as they are internally connected.

### 11.2 How to install DPOS (Dealer Parts Operation System)

To install DPOS in your system, type URL <http://dpos.mobisindia.com> in Internet Explorer & installation will start automatically. Wait for some time until the installation is over. After installation is complete, a login window of DPOS will appear on the computer screen.

Master ID & Password for New Dealer is: Dealer Code + 001. Immediately after login with your Master ID, dealer has to change password for security purpose. From this Master ID, dealer can create user ID's for other dealer staff and can grant access authorities to relevant screens for users as per requirement.

For detailed understanding of DPOS operation, kindly refer to DPOS training manual. If you are using GDMS network then first go to C:\WINDOWS\system32\drivers\etc and then make Host Entry 202.100.100.5 [dpos.mobisindia.com](http://dpos.mobisindia.com) and then type <http://dpos.mobisindia.com>

### 11.3 DPOS equipment requirement at the dealership

- In order to run various system tools (DPOS/GDMS/Microcat/WPC) which are necessary for Dealer Parts operation desired computer hardware & software needs to be installed.
- The below mentioned hardware requirements are indicative:

Hardware	Configuration	Quantity
Computer System Configuration	Intel Pentium P4 and above/Minimum 1 GB RAM/ HDD 80 GB and above/DVD ROM /15" Color Monitor/ Windows - XP Pro	2
U. P. S	500 VA AVR separate for each computer	2 (One each with every computer)
Printer	Laser jet (> 12 page per minute)	1

## VSAT Connectivity

Dealer Category	S & A	B	C, D & E
Number of Users	9 to 12 Users	5 to 8 Users	1 to 4 Users
Band connectivity Req.	24	18	12

## No of Network Connection Required

Dealer Category	Recommended Minimum Quantity	Minimum Network Connection (Considering Future requirement)
S & A	4	10
B & C	3	6
D & E	2	4

### 11.4 Frequently Asked Questions of DPOS are as below:

- Q) Information in Dealer Master (DP01) needs to be updated/corrected, so who should I contact?
- A) You can send request to srikanth@gmobis.com and mark 'cc' to your Regional PBDM so that the same can be updated in system.
- Q) If New Supplier is created in DPOS will it be shown in GDMS?
- A) No, Supplier created in DPOS will not be shared with GDMS. Only customers created in GDMS will be shared with DPOS and the same information will be shown in DP08 Customer Master Information Screen.
- Note:** Customers created in DPOS will also not be shared with GDMS.
- Q) Can I purchase HMIL part through Local PO order type?
- A) No, HMIL part cannot be placed in Local PO.
- Q) Can I store one part in two locations?
- A) Yes, for one part you can have Primary and Reserve Location. For details please refer Circular DC 0206 Procedure, for creating new location posted in DPOS on 15-12-2008 in DP11 Notice management.
- Q) DP16 Inventory Master Information B/O quantity column is PO B/O (MOBIS)?
- A) No, B/O qty. shown in DP16 is Sales B/O. For MOBIS, PO B/O Dealer should check in DP25 B/O status screen.
- Q) I issued one part in Workshop Sales, it went to B/O so after receipt. Can I issue B/O part for the same issue no.?
- A) Yes, if any part goes to B/O quantity in DP53 Workshop Sales, after receipt of the part click on "Confirm" button (DP53) again against the same issue no. After you click "Confirm" again, the part which is in B/O will change to issue quantity.

- Q) What is the difference between "Direct Sending" and "Request" button in DP31 Stock Transfer Screen?
- A) If you want to send the stock without any request from facing Dealer (Main/Branch Dealer), you need to use "ST Send". If you want to request part to facing Dealer (Main/Branch Dealer), you need to use only "Request".
- Q) Where can Spare Parts Prices be seen in DPOS?
- A) Spare Parts Prices can be seen in DP16 screen under Inventory Master Information. Spare Parts Price History can be seen in DP55 screen under Price Category.
- Q) How can I reset my Master ID Password?
- A) You need to check DPOS DC0403 circular posted on 03/07/2012 in DP 11 Notice Management.
- Q) Does Master ID User have the authority to change the Password for Dealer Staff User ID (in case it is forgotten)?
- A) Yes, Master ID User has the authority to change the Password for Dealer Staff.
- Q) Can I place VOR Order for urgency requirements?
- A) VOR Order can be placed only against Workshop Sales Back order Information available in DP 82 Screen. For urgency requirements, "E" Type Order can be placed.
- Q) What is the use of Screen DP 76 – DPEP Audit DATA?
- A) DP – 76 is used to update following data during Audits:
1. Warehouse Area in Square Feet
  2. Parts Storage Area in Square Feet
  3. Inbound Area
  4. Outbound Area
  5. Rack Photos (Size: 1 MB )
  6. Dealership Layout (Size: 1 MB)

**Note:** For DPOS related queries you can contact with the Systems Team:

Name	E-Mail Id	Contact No.
Mr. Praveen Kumar SP	praveenkumar@gmobis.com	044-67101458



# Annexures

### I) DFS Route Supplier Entry Procedure in DPOS

DFS code is generated by MIN and Dealer can select the DFS as per the list provided by MIN. First go to Customer Masters Information (DP08 screen) to update the supplier details.

### 1. DPOS : Audio Supplier Master Updation

DPOS - [[DP08] Customer Master Information]

User Name : Prashant Singh

DP08 Customer Master Information

DEALER CODE: N1100

CUSTOMER/SUPPLIER CODE: [Empty]

CUSTOMER/SUPPLIER TYPE: Audio DFS Supplier

CUSTOMER/SUPPLIER NAME: [Empty]

VIN NO: [Empty]

CODE #	NAME #	PHONE	TYPE
SONY005			Audio DFS Su
SONY004			Audio DFS Su
SONY003			Audio DFS Su
SONY002			Audio DFS Su
SONY001			Audio DFS Su
PIONEER005			Audio DFS Su
PIONEER004			Audio DFS Su
PIONEER003			Audio DFS Su
PIONEER002			Audio DFS Su
PIONEER001			Audio DFS Su
NIPPON005			Audio DFS Su
NIPPON004			Audio DFS Su
NIPPON003			Audio DFS Su
NIPPON002			Audio DFS Su
NIPPON001			Audio DFS Su
JVC005			Audio DFS Su
JVC004			Audio DFS Su
JVC003			Audio DFS Su
JVC002			Audio DFS Su
JVC001			Audio DFS Su

CUSTOMER/SUPPLIER INFORMATION

Cust/Supp. CODE: PIONEER005

Cust/Supp. NAME: [Empty]

Group: SUPPLIER

Type: Audio DFS Supplier

State: [Empty]

City: [Empty]

Pin: [Empty]

e-mail: [Empty]

Phone No1: [Empty]

Address: [Empty]

Bit.Regist.No: [Empty]

Dealer to update the detail of the Supplier or Distributor from whom the material to be sourced.

CUSTOMER

BASIC DIC Rate: [Empty] %

SUPPLIER

Ceo Name: [Empty]

Business Type: [Empty]

Bank Name: [Empty]

Account No: [Empty]

Start Date: [Empty]

End Date: [Empty]

### 2. DPOS : PO Entry

DPOS - [[DP21] Purchase Order Entry]

User Name : Prashant Singh

DP21 Purchase Order Entry

DEALER CODE: N1100

DATE: [Empty]

ORDER NO: [Empty]

ORDER TYPE: LOCAL PO

VEHICLE TYPE: Passenger

TRANSPORTATION: [Empty]

POC: [Empty]

SUPPLIER: JVC001

PO VALUE: [Empty]

Net VALUE: [Empty]

NON-MOVING: [Empty]

SEND Print Proforma Line Line File Upload Part search Copy from Excel IRL SOQ

NO	PART NO	PART NAME	MS	QTY	ORDER Q	QTY	LIST PRICE	BIC	MATERIAL V	LINE AMOUNT	CANCEL Q
----	---------	-----------	----	-----	---------	-----	------------	-----	------------	-------------	----------

Dealer to select :

1. Order type as "Local PO"
2. Supplier for e.g. JVC001 whom the material to be sourced.

Message: Process is completed.

### 3. DPOS : PO List

DPOS - [[DP22]Purchase Order List]

User Name : Prashant Singh

DP22 PO List

DEALER CODE: N1100  
ORDER TYPE: LOCAL PO  
DATE: 01-04-2009  
SUPPLIER: JVC001  
TRANSPORTATION TYPE:   
INVOICE NO:   
INVOICE DATE:   
STATUS:   
TRANSPORTER:   
CLAM QTY:   
CLAM AMT:   
INVENTORY TYPE:   
Supplier:   
Invoice Cover:   
Packing Cover:   
Weight:   
Invoice Details:   
Packing Details:   
TRANSC MODE:   
OTHER CHARGE:   
INVOICE AMT:   
TAX AMOUNT:   
No of Cases:   
SEQ CASE NO P ORDER NO P LINE NO SUPPLY ORDER PART NAME SUPPLY QTY ORDER QTY ACCEPT QTY CLAIM QTY CLAIM CODE L

Record 00 of 00

Dealer to select :

1. Order type as "Local PO"
2. Supplier for e.g. JVC001 whom the material to be sourced.

Message : Process is completed.

### 5. DPOS : Enter Material Value

DPOS - [[DP27]Receiving Entry]

User Name : Prashant Singh

DP27 Receiving Entry

DEALER CODE: N1100  
GR NO:   
INVOICE DATE:   
STATUS:   
TRANSPORTER:   
CLAM QTY:   
CLAM AMT:   
INVENTORY TYPE:   
Supplier:   
Invoice Cover:   
Packing Cover:   
Weight:   
Invoice Details:   
Packing Details:   
TRANSC MODE:   
OTHER CHARGE:   
INVOICE AMT:   
TAX AMOUNT:   
No of Cases:   
SEQ CASE NO P ORDER NO P LINE NO SUPPLY ORDER PART NAME SUPPLY QTY ORDER QTY ACCEPT QTY CLAIM QTY CLAIM CODE L

Record 00 of 00

Dealer to enter the Material (Total Value Minus Discount & Minus Taxes value) of the purchase made from the Supplier or Distributor from whom the material to be sourced.

Message : Process is completed.

### 4. DPOS : Receiving List

DPOS - [[DP26]Receiving List]

User Name : Prashant Singh

DP26 Receiving List

DEALER CODE: N1100  
GR NO:   
INVOICE DATE:   
STATUS:   
TRANSPORTER:   
CLAM QTY:   
CLAM AMT:   
INVENTORY TYPE:   
Supplier:   
Invoice Cover:   
Packing Cover:   
Weight:   
Invoice Details:   
Packing Details:   
TRANSC MODE:   
OTHER CHARGE:   
INVOICE AMT:   
TAX AMOUNT:   
No of Cases:   
SEQ CASE NO P ORDER NO P LINE NO SUPPLY ORDER PART NAME SUPPLY QTY ORDER QTY ACCEPT QTY CLAIM QTY CLAIM CODE L

Record 00 of 00

Message : Process is completed.

## II) Procedure for creating new location in DPOS

### 1) How to create new location in DPOS?

New location is required for following reasons:

- To store newly received part
- For newly purchased Racks/Bins
- To move old part to new location

First go to DP17 Location Maintenance Screen, then click 'Line (+)' option.

### DPOS : Location Maintenance

DPOS - [[DP17]Location Maintenance]

User Name : K. RAMACHANDRAN

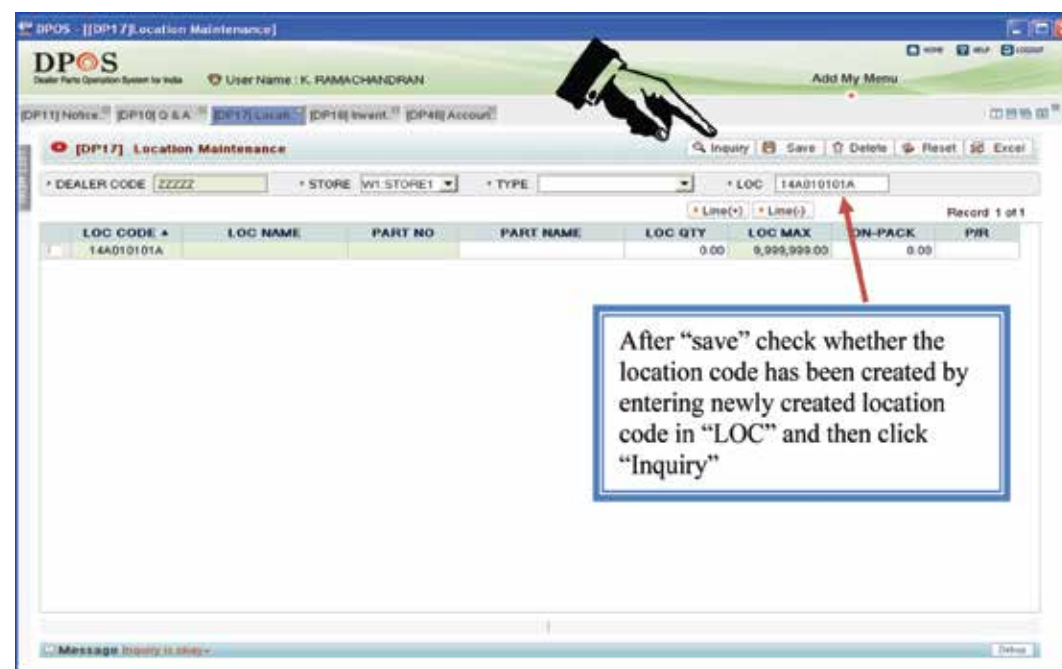
DP17 Location Maintenance

DEALER CODE: ZZZZ  
STORE: W1 STORE1  
TYPE:   
LOC:   
Line(+):   
Line(-):   
LOC CODE:   
LOC NAME:   
PART NO:   
PART NAME:   
LOC QTY: 0.00  
LOC MAX: 0.00  
ON-PACK: 0.00  
P/R:   
Record 00 of 00

Message : Process is completed.



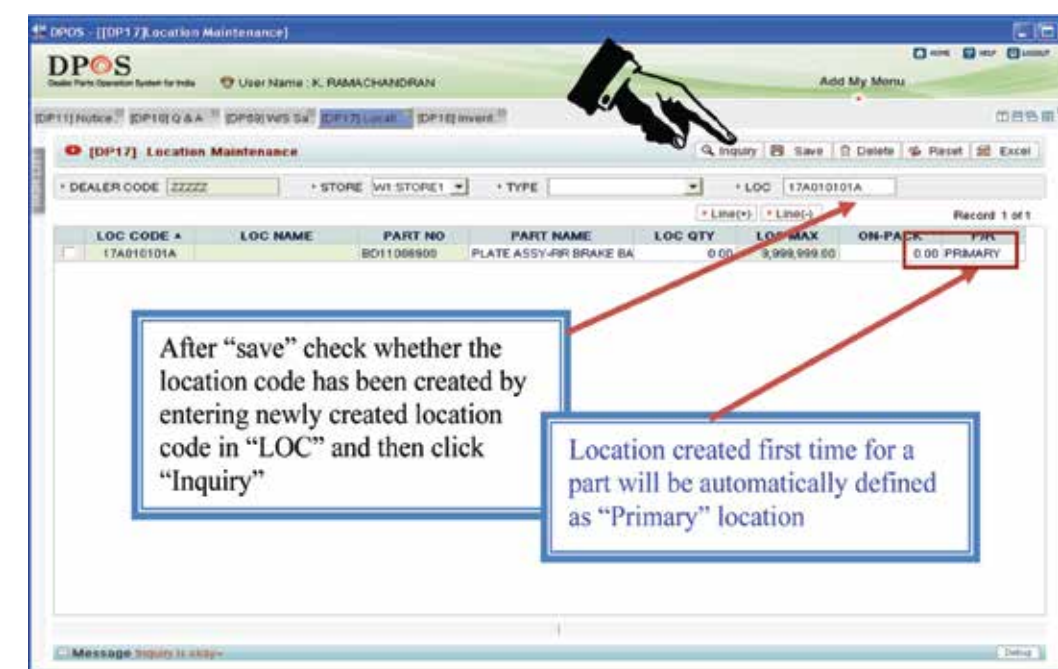
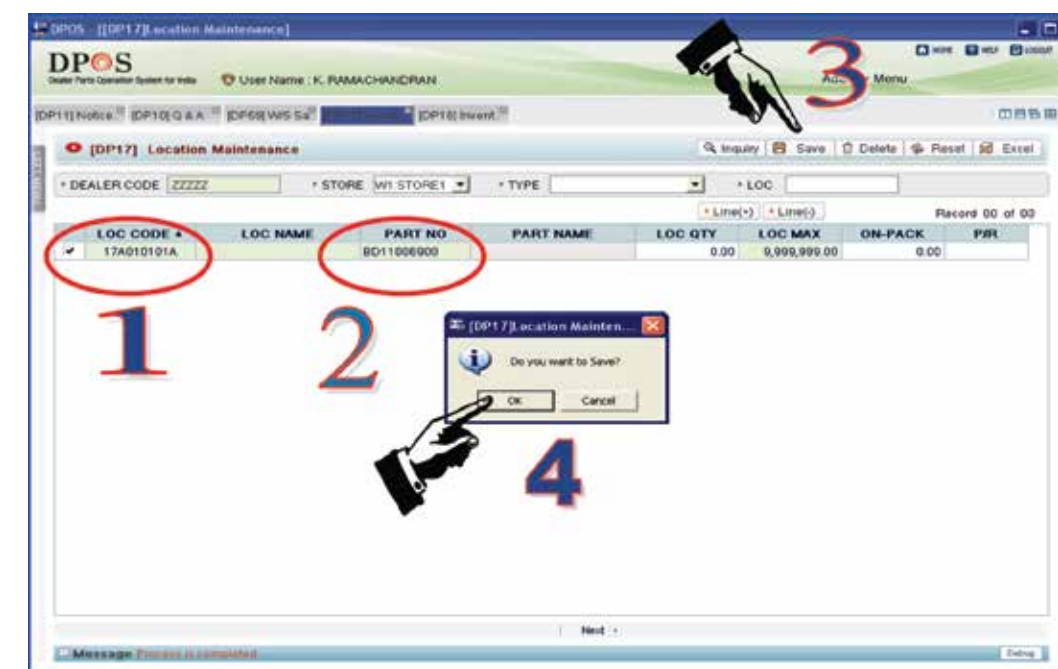
Then enter Location Code (10 bytes) and then click on “Save” button.



## 2) How to create New Location for Newly Received Part?

Newly received part requires a new location to store.

To create new location for newly received part, first go to DP17 Location Maintenance Screen, then click ‘Line (+)’ option.

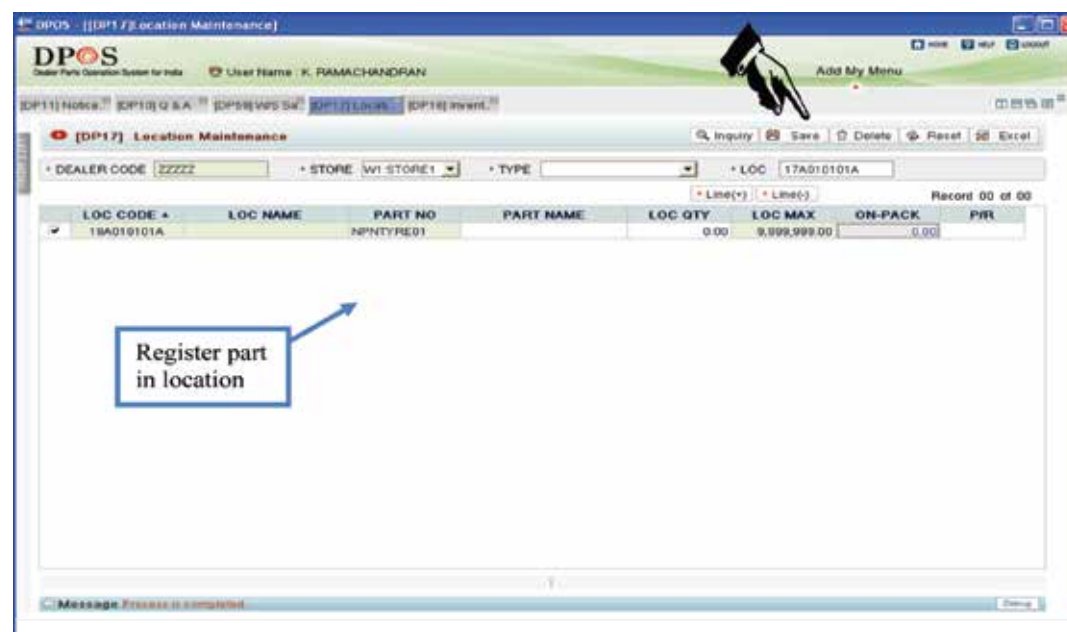




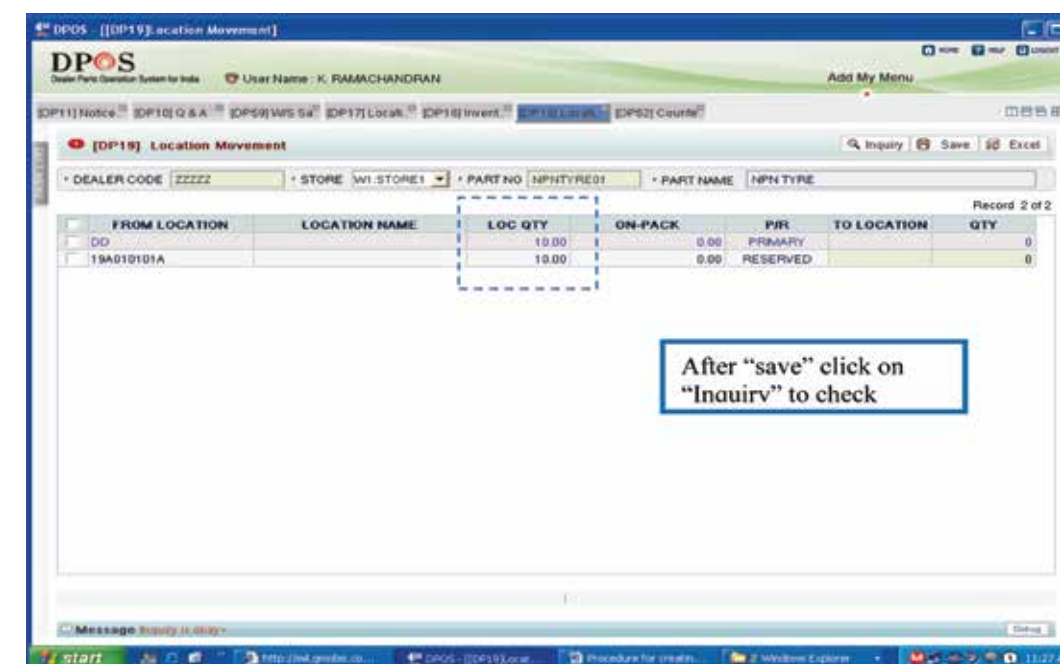
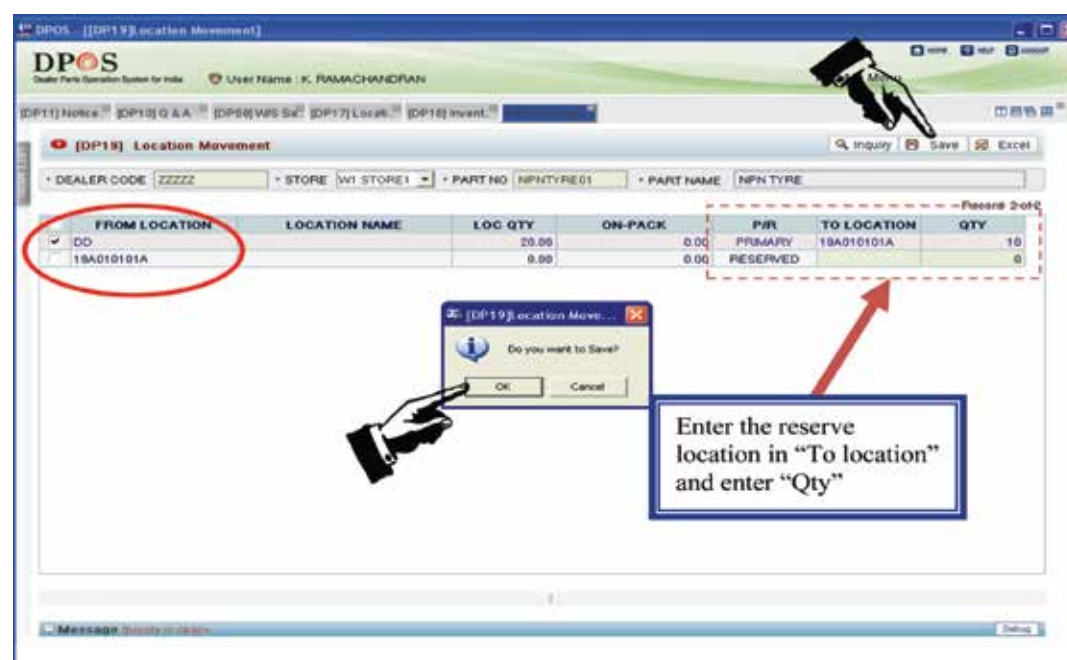
If existing location is filled up, where to keep the Parts?

**Note:** Also when stock is available in both “Primary” and “Reserve”, during “Receipt” stock will be added to “Primary location”

If existing location is filled up, you can create reserve location to keep the parts. Eg: if part no NPNTYRE01, as per above note, the material will be received Primary Location always, so you have to go to Primary Location & move it to Reserve Location as given below:



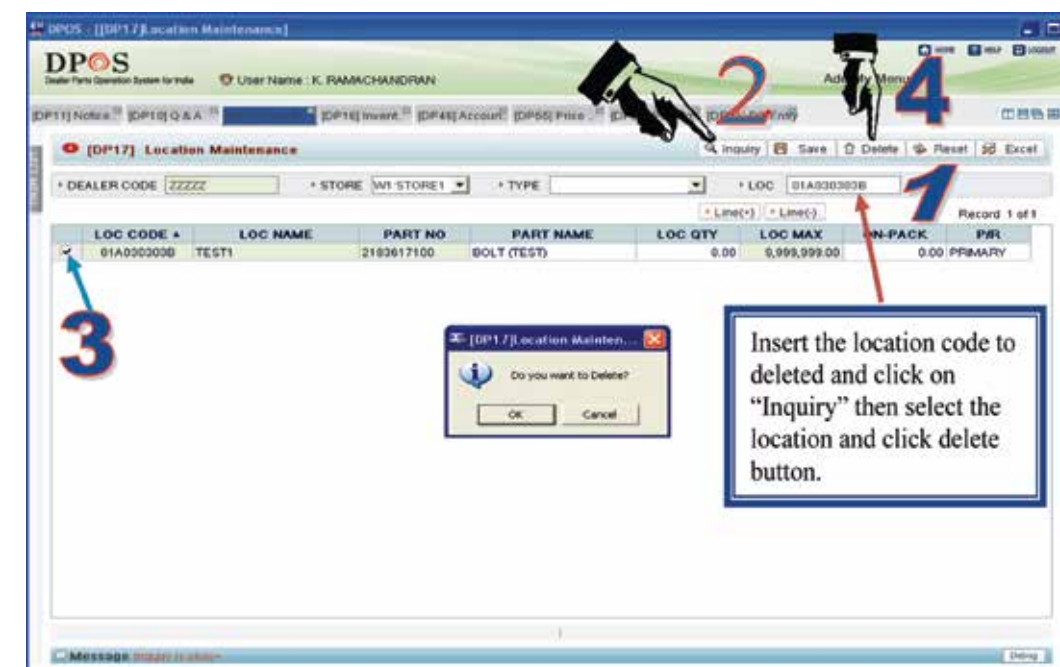
Then go to DP19 Screen and enter Part No (Eg: Part No: NPNTYRE01).

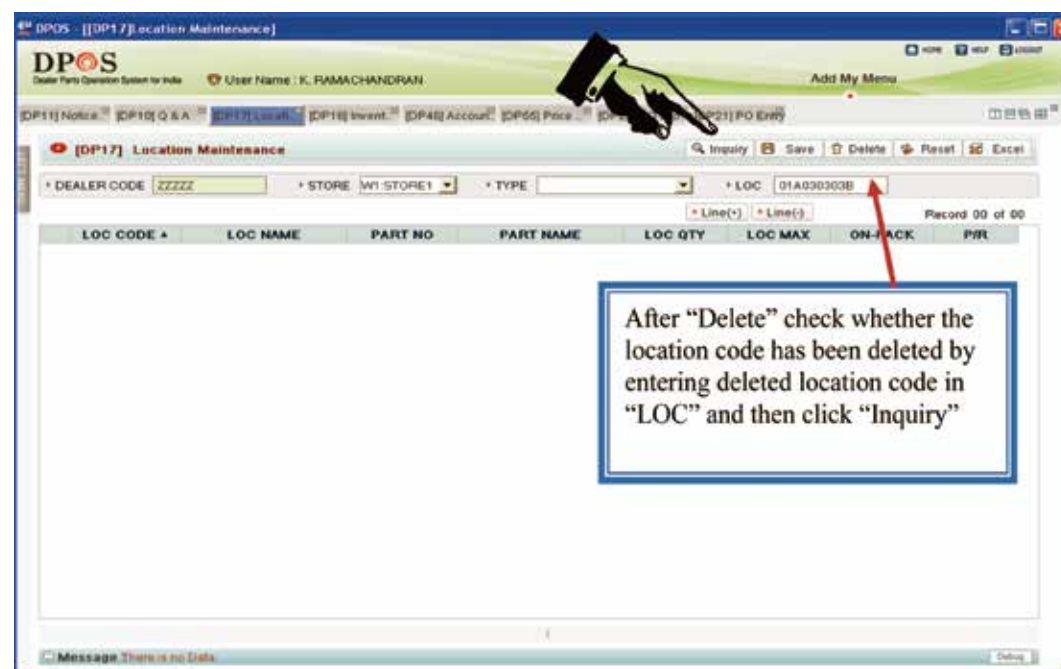


**Note:** When stock is available in both “Primary” and “Reserve”, stock will reduce from “Reserve” first when parts are issued.

### 3) How to delete Location Code in DPOS?

Enter the Location Code to be deleted in “LOC” and then click “Inquiry”.

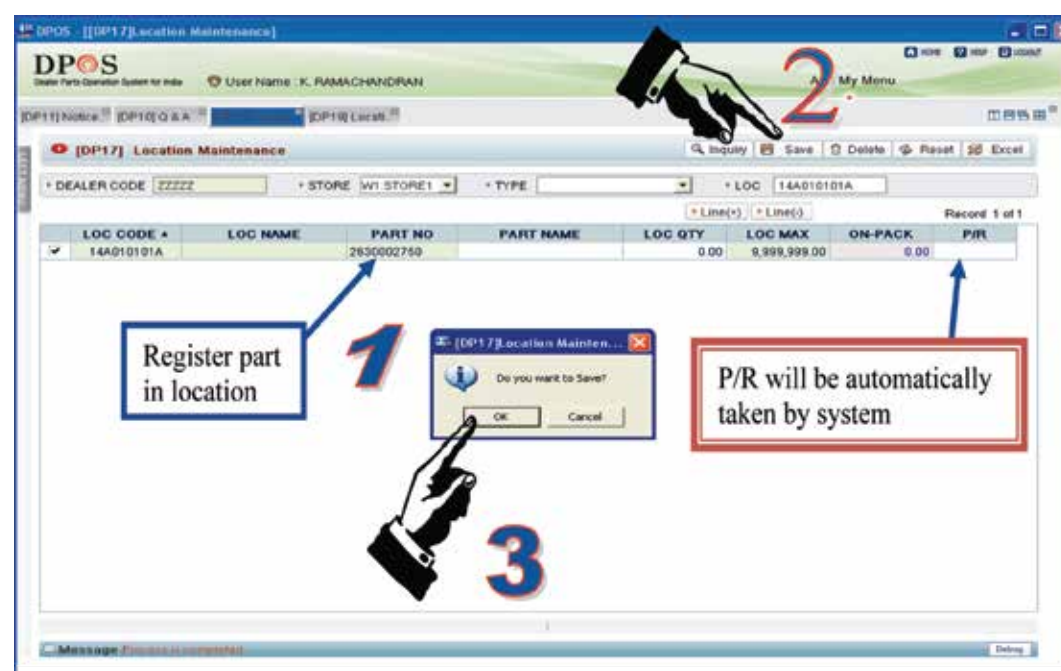




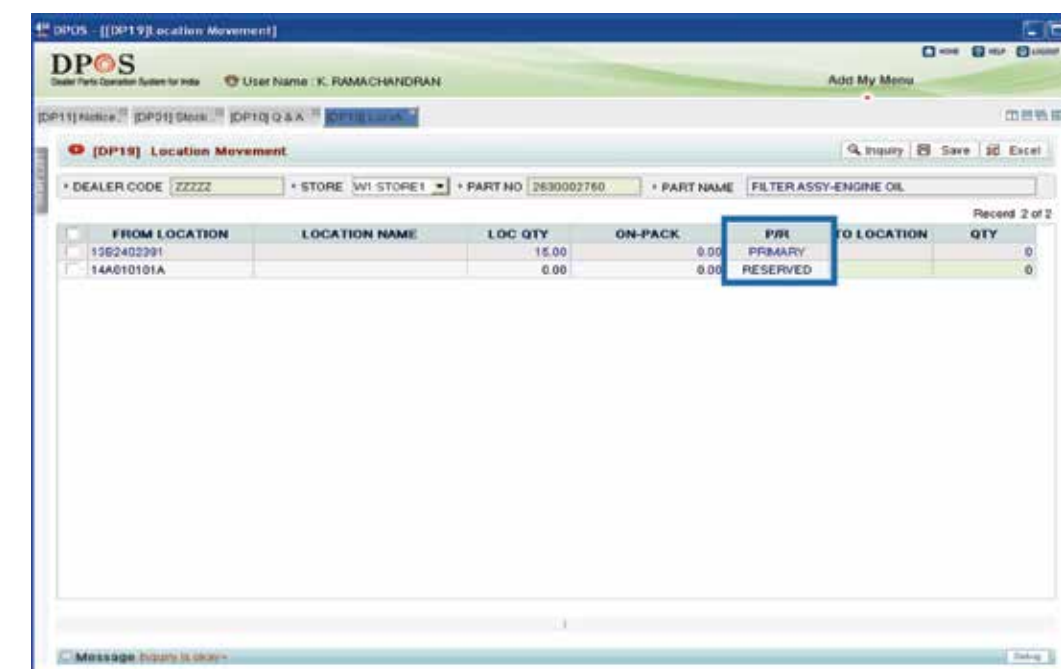
#### 4) How to move part from one location to another location in DPOS?

First register the part in location code to be moved in DP17, Eg: if Part No. 2630002750 is to be moved to location 14A010101A, register this part no. in this location and click "Save".

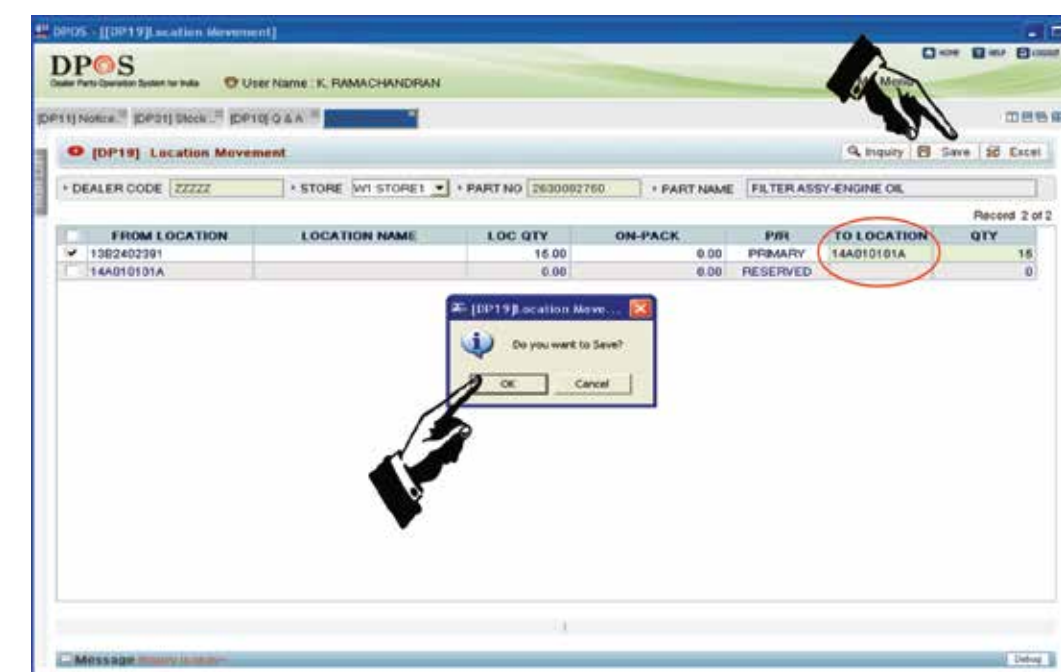
**Note:** Primary/Reserve will be automatically selected by system so the user doesn't need to select.



After Registering Part, go to DP19 Screen and enter Part No. (Eg: 2630002750) and "Inquire".



Now, enter the location to be moved in "To Location" column and click "Save".



DPQS - [[DP19]] Location Movement

User Name : K. RAMACHANDRAN

DP19 Location Movement

DEALER CODE: ZZZZZ STORE: W1 STORE1 PART NO: 2630002750 PART NAME: FILTER ASSY-ENGINE OIL

FROM LOCATION	LOCATION NAME	LOC QTY	ON-PACK	P/R	TO LOCATION	QTY
14A010101A		15.00	0.00	PRIMARY		0

Record 1 of 1

After "Save" Location code 14A010101A will become Primary automatically

Message Inquiry is ok.

Now, old location (13B2402391) for Part No. 2630002750 will become blank.

DPQS - [[DP17]] Location Maintenance

User Name : K. RAMACHANDRAN

DP17 Location Maintenance

DEALER CODE: ZZZZZ STORE: W1 STORE1 TYPE: LOC: 13B2402391

LOC CODE *	LOC NAME	PART NO	PART NAME	LOC QTY	LOC MAX	ON-PACK	P/R
13B2402391				0.00	0.00	0.00	

Record 1 of 1

Message Inquiry is ok.