

JJ SYDNEY STOREMAN REPLYING TO T18 EMAILS

OVER VIEW -

At times, we may forget to see the comments on a part or have actioned whats required with the part , but forget to remove the comments from pinnacle.

Remote team will do a cross check of this and reply to jj sydney storeman MC65 email with issue to action

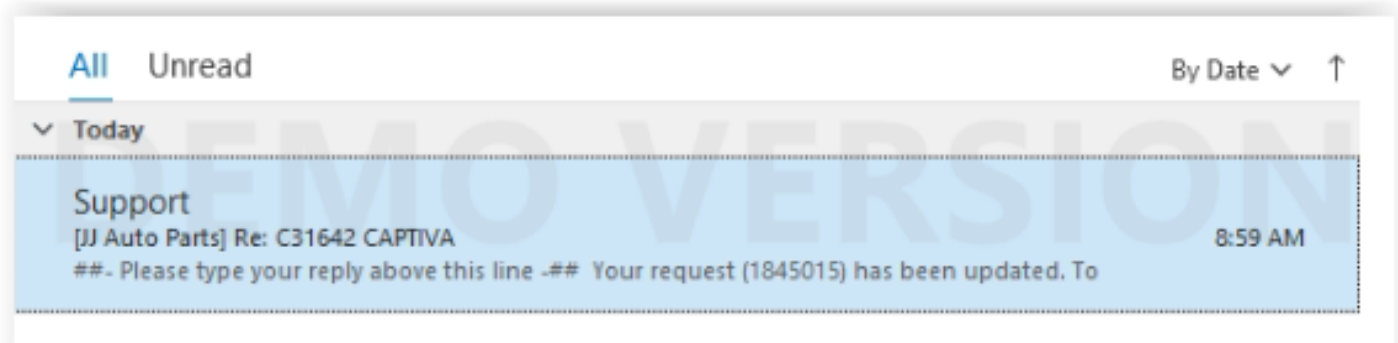
When we receive these emails,
Check what's required and action.

SETUP -

- Storeman workstation outlook

STEPS -

When we get back a email from support,
This means there's action to be done by jj sydney storeman



-Action of what needs to be done, and ensure you update pinnacle comments accordingly.

SCENARIO 1 - “ TO CONFIRM IC AFTER DISMANTLED” ?

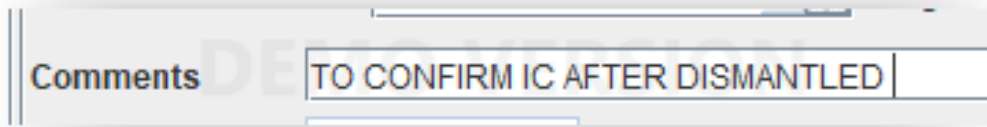
If we need to confirm interchange,

We take images of part numbers/stampings of part

IE . This is a example of a rear differential on a 2016 commodore,

Interchange team cannot get a part number prior to car be dismantled,

Pinnacle comments would show



We take images for the interchange team to confirm interchange and add to correct interchange & fix pricing.

We need to take images of things that may assist the REMOTE team

ie. part numbers or ratios



Ideally want as many photos as possible for REMOTE interchange team to look and pick the correct interchange

NOTE - we do not need to put part into resolution

-Once images are done ,

DO NOT CLEAR THE COMMENTS

-Reply back to SUPPORT EMAIL

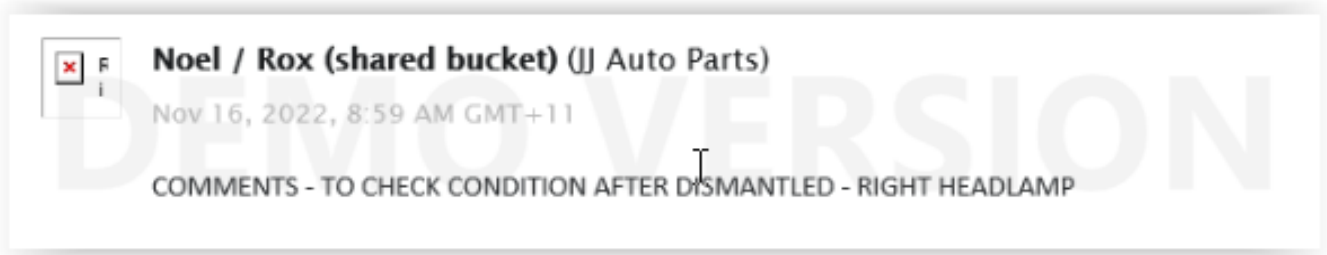
in body note

“IMAGES UPDATED”

SCENARIO 2 - “ TO CHECK CONDITION AFTER DISMANTLED” ?

If we need to check the condition of the part
le.

We receive this email below



-Type stock number into pinnacle and find the part

Part Description	Status	Comments
RIGHT HEADLAMP CG, MAXX/CAPTIVA 5 (4TH VIN = D), 07/08-09/15, J4000	W	TO CHECK CONDITION AFTER DISMANTLED

-We need to check the condition of the headlight as per mc65 parts quality table

[LINK TO PARTS QUALITY TABLE](#)

IF PART IS OK -

-Take images if required

-Remove comments from pinnacle

-Reply back to SUPPORT EMAIL

in body note

“COMMENTS - ALL FIXED”

-delete email

IF PART IS NOT OK -

-Delete the part from pinnacle

-Reply back to SUPPORT EMAIL

in body note

“COMMENTS - ALL FIXED”

-delete email

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