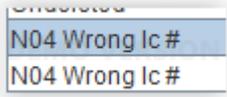


These resolutions are in no4 bucket and its situation where we need to update the interchange notes /predata notes as well as stock in system

BUCKET IS THIS BUCKET



REASON DETAILS EXAMPLE

=====

OUTCOME?

- **FIX IC**
- **IC notes Correct**
- **HAS OEM #**
- **PRICING CORRECT**
- **PART HAS IMAGES**
- **PRADATA SHEET CORRECT**

TIP MAKE SCREEN LIKE THIS TO SEE REASON DETAILS:

STEP 1 - Check if you have open ic fix up ticket for this item

Open Resolve parts

Sort reason UP or DOWN (so all in a row) **NO4 Wrong IC#**

Only look at "NO4 Wrong IC #)

Click on part

Click on images confirm part has images

IF NO IMAGES SEE FAQ DO NOT CONTINUE

Click vehicle open on another screen

Open FIND PARTS in pinnacle on another screen

Search for part, using old IC this the red IC line

Check IC notes

Research to find OEM #

Add OEM#

Match to IC notes

Choose correct IC line from drop down box

Click on the save button

DO NOT CLOSE SCREEN

STEP 2 - FIX PRICE

On the Find parts screen have the correct IC line chosen

Options - Manual Pricing - **Only adjust if not repriced in the last 90+ days**

How to do re pricing [RE PRICING INSTRUCTIONS](#)

Follow the [PRICING GUIDELINES](#)

Now return to SINGLE PART INPUT screen

Click on Edit

Price should AUTO update

Click CLEAR RESOLUTION

Screen will automatically close

Close all related screens

START FRESH ON NEXT CAR

EXAMPLE #2 WRONG IC WRONG PRICE

(BradleyS - JJ) Single Part Input: 117 - Pinnacle Professional

File Edit Options Sub-Assemblies Actions Help

New Edit Save Save And Print Ta... Cancel Print Tags Vehicle Manual Pricing Find Parts Master Part Sell on eBay

Single Part Details - X Sub-Assembly Part History Private Notes Images Part Stats Prescribed Parts

Stock No. C16226 Misc Stock

Use MVR Details

Year 02 Model CRV

Old IC 2001 - 2007, 4WD 2.4 K24A1 12/01-03/07, J247

Part ALTERNATOR IC Please choose a valid IC

Location JJ CREDITF Tag Please choose a valid IC

Comments UNRESOLVED

Odometer 1000 2001 - 2007, PETROL, 2.4, K24A1, RD7, 12/01-02/07, J247

Calc. Condition A Current Status Warehouse

User Condition A Final Status Warehouse Co

Weight kg g

Get Price Price 100.73 Cost 0.00

Reason Details:

FRANCIS 21/05/2021 - TO REPRICE

- This one is very straight forward
- Select correct IC line
- IC notes no need to match OEM
- Reprice
- Clear resolution
- DONE MOVE ONTO NEXT KPI 5mins

FAQ

REMEMBER DON'T GET STUCK ON A PART SEND TO MANAGERS BUCKET THIS IS OK AND MANAGER ENCOURAGES THIS TO HAPPEN IF YOU DO 100 PARTS WE ARE EXPECTING 50 TO COME THROUGH TO THE MANAGERS BUCKET
BUCKET NAME "problempartincompleteassembly"

- **WHEN DO I SEND TO IC TEAM OR DONT SEND TO IC TEAM?**

This example below is perfect. We wouldn't send this through to MANAGER as the IC LINE number is still the same. The only thing that changed they have removed the word "TYPE"

Old IC	2009 - 2011, INSTRUMENT CLUSTER, PETROL, 2.4, MANUAL T/M TYPE, CG, 10/09-02/11, J63285
IC	2009 - 2011, INSTRUMENT CLUSTER, PETROL, 2.4, MANUAL T/M, CG, 10/09-02/11, J63285

- **IF YOU DON'T THINK JJ'S SHOULD STOCK THIS PART?**

If you see the part is damaged not upto JJ Quality or missing something or you just know it shouldn't be stocked please put into the Managers bucket "**problempartincompleteassembly**"

THIS IS TOTALLY OK TO DO THIS - MANAGER ENCOURAGES THIS!!

- **IF PART HAS NO IMAGES**

If no images on part add to reso notes and put back into reso same bucket with updated notes "Jack 24/05 No images" wait 2 days for images to be added

If after 2 days still no images follow the steps in link below

[PROCESS FOR PARTS WITH NO IMAGES after 2 days](#)

- **IF NO IC NOTES OR INCORRECT IC NOTES**

If you cannot determine the IC line by the IC Notes means there is an error with the IC notes and we need to fix.

Move the part to the Managers bucket

[PROCESS FOR REFERRING TO MANAGERS BUCKET](#)