

VIN VERIFY GUIDE FOR TEXT BASED SALES (Emails, Partscheck ETC)

updated 13/08/2024 BRAD

[LINK TO VIN VERIFY GUIDES-For Verify team Doing vin verify](#)

[LINK TO VIN VERIFY OVERVIEW DOC - For sales and verify team](#)

[VIN VERIFY TRAINING TABLE](#)

[Link to verify master doc](#)

We have slightly different process for online text based inquiries and orders

SET UP

EPC SHORTCUT FOLDER - GUIDE

<https://docs.google.com/document/d/1YteoJG9ltzeyOkr91dFrBlzBG4z6aONCr4rJkcXniqM/edit>

OVERVIEW

We VIN verify items before SALE so we can be 100% sure that we are selling the correct item ,

Each time we do a vin verify on average it takes 15 minutes

For many online based inquiries our ratio of quotes to sales is lower so its uneconomic to do vin verify for all QUOTES , WE WILL DO IT FOR ALL SALES

If we can tell part required from the IC line without looking at IC notes, we do not need to verify with a EPC when we are quoting if we can tell in the initial quote by sighting with the information we have

le. 2016 Corolla Rear reinforcement

The screenshot shows a parts catalog interface with the following details:

- Start Year: 16, End Year: 16, Model: COROLLA
- Left sidebar categories: engine, transmission, front End Parts, doors, electrical, Fuel System, Glass, Seat / AC
- Right sidebar categories: A REAR BUMPER, B BOOTLID/TAILGATE, C REAR GARNISH, D TAILGATE HANDLE, E TAILGATE REGULATOR, F REAR BAR BRKT/REINFORCEMENT, G LEFT TAILLIGHT, H RIGHT TAILLIGHT
- Table columns: X, IC Number, IC Description
- Table rows:
 - J98825 2013-2019 LEFT BRACKET, ZRE172R, SEDAN, 12/13-06/19
 - J98828 2012-2018 LEFT BRACKET, ZRE182R, HATCH, 10/12-06/18
 - J98823 2013-2019 MAIN REINFORCEMENT, ZRE172R, SEDAN, 12/13-06/19
 - J98826 2012-2018 REINFORCEMENT, ZRE182R/ZWE186R, HATCH, 10/12-06/18
 - J98824 2012-2018 RIGHT BRACKET, ZRE172R, SEDAN, 12/13-06/19

We would check images if its a sedan or a hatch then chose the correct ic

NOTE - WE DO NOT NEED TO NOTE CUSTOMER VIN/REGO IN PRIVATE NOTES AT ALL AS WE DID NOT USE A EPC

WE ONLY NOTE VIN/REGO IF WE NEED TO GO IN A EPC TO CHECK

Link to video guide

<https://www.youtube.com/watch?v=kJqZvlgKKXQ>

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FOR QUOTES

YOU DO NOT VIN VERIFY ON ALL QUOTES

We dont vin verify for all QUOTES unless there is no way at all to accurately quote the correct item

i.e

for some VW GOLF mirrors we have to verify as we can't possibly understand correct item to quote

But if we are confident (its ok to be wrong 5% of the time)then it's encouraged to quote without verifying

This is more sustainable , REMEMBER WHEN WE GET THE SALE WE WILL DO VIN VERIFY THEN so its ok to estimate which part is the correct item at the quoting stage

IF WE DID VIN VERIFY - THIS IS HOW IT SHOULD BE SHOWN ON THE QUOTE

See link to guide

<https://desk.zoho.com/portal/jjautoparts/en/kb/articles/how-to-log-a-quote-that-s-been-verified>

Add customers registration number/vin number to the quote as a PUBLIC COMMENT that way you won't have to do it again when you get order

Vin Verify KPI - Updated 03/02/2020

The default time for getting items verified is 90 minutes (if you email it to ic team you should get answer in 60 minutes)

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Sometimes you will need it done more urgently , that's ok

For this situation

Send email as normal

Then follow up and directly contact ic team by chat or phone call

I.e i need that ic done now thanks or need it done by ...)

These exceptions are ok but can only be exceptions

that is , it only happens 5% of the time

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STEPS for when item is being vin verified i.e for all sales and some quotes

1. Note customers vin on the work order - ADD REGISTRATION NUMBER DETAILS ON WORKORDER AS A **PUBLIC COMMENT**

2. Look up item in pinnacle

If JJ part has OEM number and JJ Pinnacle interchange notes show how to find the oem number for customers car then JJ staff try to run vin verification themselves

HOW TO DO A VIN VERIFICATION i.e check details on epc to confirm if correct item

https://docs.google.com/document/d/1BO0Y5fheEoyGUfcMKiiwUGf_SkiMPc1eeVwUhFvcUfs/edit#heading=h.xqyze88h9dcz

If salesperson CAN work oem number/vin in 1-2 minutes ,then

salesperson add notes to work order /quote

In order/quote

note the customers part number (the customers vin is already on work order from previous steps)

Thats it - verification is done

Finish work order as usual

--If JJ stock item we are selling doesn't have OEM Number or

Pinnacle interchange notes don't show how to find OEM Number,

Then salesperson

--don't at all try to vin verify unless needed at that time urgently ,

--send details to ic verify teams who will verify this item but also update other stock and pinnacle notes for this model part type so its better for future

If salesperson **CAN'T** work out correct part number in 1-2 minutes then ic verify team will check for them,

Then salesperson

IF ORDER

- 1.DO ORDER WITH DELIVERY ROUTE AS NORMAL DELIVERY ROUTE (**NO NEED TO PUT AS TBA**)
- 2.PUT ORDER IN PROBLEM SALES TO SORT - that way dispatch staff wont start on the order
- 3. OPEN UP W/O AND ADD TO PUBLIC NOTES “ CUSTOMER VIN XXXXXXXXXXXXXXXX “
- 4. ADD NOTES TO ORDER NOTES “AWAITING IC VERIFY”

2020-01-30	15:36:47	Counter1	Workorder Printed 10: HP LaserJet P2035n Class Driver
2020-02-03	11:42:51	CharlesD	AWAITING IC VERIFY

NO NEED TO ADD IN DELIVERY NOTES & WE JUST ADD IN ORDER NOTES TO REMEMBER WHY ORDER IS IN PROBLEM SALES TO SORT

- 5.send email to **VERIFY@**
- SUBJECT LINE - VIN VERIFY W/O NUMBER/TICKET NUMBER OR QUOTE NUMBER -
- CARRIER TIME - CARRIER NAME IS DUE

I.e
VIN VERIFY SOLD W/O 123456, 345 PM TNT TODAY

5.If in training put order in training table under your highlight color with note awaiting vin verification so you have trigger to action

Thats it - await the advice for ic verify team - kpi is 90 minutes (if needed urgently see guide below)

NOTE - If items to match from sight and unsure , then send all the information i.e screen shot to verify team so they can assist and match for you

NOTE :

SHIPPING STAFF WILL NOT PICK THE ITEM IF IT IS IN PROBLEM SALES TO SORT, ONCE IC VERIFY IS OK, SWITCH BACK TO PICK PARTS/DESP THEN THEY WILL SEE ON W/O MANAGER AND YOUR PART WILL BE PICKED .

Ic verify team will check and add notes to work order to say checked
IC TEAM will only notify you if any issues within KPI

If item is to be Dismantled

-get vin checked before putting in dismantling department on work order , put in problem sales to sort first

Same as above - if you can do yourself in 1 minute do it

If you can't , that's ok , sales staff keep selling , send to ic team and they will check it and advise you back

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Once you get message back from ic team---if all ok

1.open up work order manager

Take out of problem sales to sort IN WORK ORDER MANAGER in pinnacle

If part is W status - move to pick parts GROUP

If to be dismantled -

2.partscheck training table update

add note on new line to say "ok -your name "

training table -back to white ,

3. Clear internal status off parts check invoice list in partscheck

Add eta in parts check and delivery details message

Make sure order changed status to flag ok status (go from envelope to green flag)

4. Delete the email from your inbox ,No need to reply back to IC team

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Once you get message back - IF THEY ARE ANY ISSUES

Ic team will message you to advise salesperson of issue details

Sales person put into problem sales to sort and action as required

If the work order already has an assigned user then message the assigned user (if a work order has an assigned user, the item is currently getting picked)

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If item to be Brokered (THIS IS ADVANCED)

-we get Vin verified from buyer and seller before we order parts and arrange pick ups

Same as above - if you can do yourself in 1 minute do it

If you can't , that's ok , sales staff keep selling , send to ic team and they will check it and advise you back

- 1. Add to private notes in work order suppliers name - contact name - vin number - supplier stock number
- 2. Chat them all for a price
- 3. Start verifying their vins and update in w/o (while your waiting for them)

Available	StockCode	Location	Description	
<input checked="" type="checkbox"/>	C25707 (0000521461)	YBTE1	(JJ) 2012 A3 ENGINE B11307	2,318.18
<input checked="" type="checkbox"/>	Public Note		EBAY / GUMTREE:: This xxxx is sold with a 12 month warranty. Our EBAY warrant...	
<input checked="" type="checkbox"/>	Private Note		SGS JOSH - WWWZZZ3CZCE059482 - 00006869	
<input checked="" type="checkbox"/>	Private Note		ACM PARTS ARUNDEL ADAMS - WAUZZZ8PXBA031172 - 00060416	
<input checked="" type="checkbox"/>	Private Note		GRANT WALKER PARTS MAX - TMBBK61Z4B2024506 - 00190655	

FAQ FOR SALES

What if Vin not working on epc

Try the vin with current rego/vin look up site website - this will tell you if epc problem or vin problem

IF STILL CAN'T WORK OUT , JUST SEND THE INFORMATION THAT YOU HAVE TO IC VERIFY TEAM

WHAT IF THE CUSTOMER CANT/WONT PROVIDE VIN???

REMEMBER WE CAN CHECK FROM REGO NUMBER

BUT We can't force customer to provide vin but we can say

“Ok no problem but there will be a freight charged and MIGHT BE A restocking fee if it is the wrong one, or say something like that to encourage buyer to give us vin number”
BE A SALESMAN AND USE YOUR OWN SCRIPT

If customer **CANT/WON'T PROVIDE VIN** - insert to workorder as a **PUBLIC COMMENT** - NO REGO OR VIN SUPPLIED FOR VERIFY PROCESS

Comment

NO REGO OR VIN SUPPLIED FOR VERIFY PROCESS
 JJ Auto Parts has asked all our customers for the rego or vin at time of ordering so verify process can be completed to ensure the correct part is supplied,
 If the customer does not supply this they are made aware that if the wrong part is ordered, it is at JJ Auto Parts discretion to NOT refund freight charges and/or charge a restocking fee of 25%.

Add to Selected Add to Order

Free Text Inserts:

	Description
PARTS ONLY WARRANTY: This part is sold with a 3 month parts only warranty. No labour costs will be covered at all. In lieu of parts being discounted it has been agreed by the customer that normal warranty condition	
ENGINE: This engine is sold with xx months PARTS & LABOUR OR PARTS ONLY WARRANTY. This Engine must be installed by a licensed mechanic and filled with manufacturers correct or equivalent oil. Any access	
TRANSMISSION/GEARBOX: This Transmission/Gearbox is sold with ** months PARTS & LABOUR OR PARTS ONLY WARRANTY. The warranty on the gearbox covers normal use only. This Transmission/Gearbox mus	
NO REGO OR VIN SUPPLIED FOR VERIFY PROCESS JJ Auto Parts has asked all our customers for the rego or vin at time of ordering so verify process can be completed to ensure the correct part is supplied, If the c	
BANK DETAILS: BANK: ANZ - USE REFERENCE WHEN DEPOSITING WO # *****BSB: 012 224ACCT: 8333 90752ACCOUNT NAME: JJ AUTO PARTS COMPANY - JJ AUTO PARTSTOTAL: \$*****	

[LINK TO GUIDE ON HOW TO INSERT PUBLIC COMMENT TO WORKORDER FOR NO REGO OR VIN SUPPLIED FOR VERIFY PROCESS](#)

If customer ask how do you check

We just say its site that its JJ own company site that we use

(don't tell competitor or customer how it works or tell them , hey yours is a xxx type we dont have that , just tell them we have the correct one for you or not

Don't tell anyone which software we use

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What if the item says “can't tell from EPC must sight “

We still get vin to make sure model is correct , we also may ask customer to sight/check things to make sure its correct item

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What if customer says that they already have the part number

Ideally we want to do own search in case customer all mixed up so often its quicker and more accurate to get customers vin and do search in the normal processed way

Note if ic needs to be fixed but its not for a specific sale, then this is different process as it's not urgent

In this situation

Then just send screenshot to ic@ with details of the issue

If item is in stock and wrong due to interchange then put that item in resolution with resolution reason to be #4 - wrong interchange

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When doing Vin verification can ic verify team check for damage also ?

NO

Vin verify team does verification for IC/OEM Only not for damage

Follow normal check and process to get damage checked and extra images added to pinnacle

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Who is Vin Verify team currently ?

Im asking as i need to call/chat them as regards vin verify

This is shown in JJ Sydney team tasks doc

https://docs.google.com/spreadsheets/d/1VpNeHfiZlipf-8y_e_WXVEJblqMWx248WkDEbcM40LY/edit#gid=1238088381

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What if i haven't received reply from IC team after KPI Time

This might happen rarely ,

if it does then contact (chat/call (ic team for update ,

be aware of order status

Is work order assigned (i.e someone working on it now)

Is it invoiced ? done ?