RESOLUTIONS - GUIDE FOR NO1 INTERCHANGE RESOLUTIONS

UPDATED BRAD 25/09/2024

link/ loop to zoho

Link to video guide for starting with resolutions
Link to video guide for doing resolutions

WHAT IS THE TASK-

Pinnacle software database will often update our parts database and create new interchange lines and the existing items in stock need to be resolved and then put in the correct and current interchange choice
as well as the Interchange being updated to suit

THINGS TO ACTION
Move existing stock to the correct updated ic line
Update interchange notes (find parts from resolutions screen will show you the old interchange notes)
Update predata doc if required -

Update item pricing

STEPS -

Look at details of item in resolution
Look at old ic notes - from find parts option inside resolutions -YOU OFTEN HAVE TO COPY THAT TO NEW IC NOTES
Look at current updated ic options (from sales search screen)

understand what has been updated -THIS IS IMPORTANT !!!!

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1. IF W STATUS FIX IC

IF ITEM TO FIX IC NUMBER/ IC NOTES OR OTHER

This is when parts entry staff see that item in input incorrectly

STEP 2A

Click on part

Click vehicle open on another screen

Open FIND PARTS in pinnacle on another screen

Search for part

Check IC notes

STEP 2B

IF IC NOTES ARE CLEAR/ACCURATE AND YOU CAN FIX YOURSELF

Research to find OEM # (IF NOT ADDED)

Add OEM#

Match to IC notes

Choose correct IC line from drop down box

Click on get price

Click on the save button

DO NOT CLOSE SCREEN

Proceed to next step

STEP 2C

IF NO IC NOTES OR INCORRECT IC NOTES

We either make a ticket and get team to redo research TODAY as priority

OR we fix ourselves if less than 10 mins to update ic notes and jj stock

If we know the part is in the correct ic already and we are making ticket for team , then clear the reso for part so it's clean

Fix predata sheet if required

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2. ITEM IN CORRECT INTERCHANGE

put the current item in the current updated interchange

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3. UPDATE AND PREDATA -

If required

NOTE - at times depending on workload ,

we may correct the item in stock/clear the resolutions and then create a seperate ticket and fix the full interchange notes later
this depends on workflow and workload

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4. CHECK IF PRICING TO BE UPDATED (This is important !!!)

LINK TO VIDEO GUIDE

Remember as per video if you see pricing does not change when you update , then this shows pricing is still at old pricing price
So price as zero
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Make sure part is $0 and click save!!!

@08/07/24 WE NO LONGER SEND THIS TO PRICING@

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5. CLEAR OUT OF RESOLUTION

Once fixed the ic and can put into correct IC line
Re reso in pinnacle & add your notes to the resolution what you did & save it
examples :
"REF #(TICKET NUMBER) NAME & DATE"
"FIXED IC NOTES AND PUT INTO CORRECT IC NAME & DATE"
Then go back into the reso & clear part out of resolution

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FAQ

What if item put into resolutions with note that ic is wrong but actually its under correct ic ?

In this case the person who put item into resolution is mixed up
So as guide we
1. Double check our steps to make sure its the correct ic
2. Check if ic notes are clear and if required update them

If all ok we can just clear the resolution

At times we might also contact the person who put item into resolution and advise them in case they are aware of issue that we dont know about or to assist them with training

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WHAT IF PINNACLE HAS UPDATE IC AND PART IS NOT IN CORRECT PART DIRECTORY?
When we see pinnacle has updated interchange directories. We want to ensure it is the same directories as all our other part,
Ie. taillight - bumper reflector, should be under taillight not rear bumper like all our other stock,

The part should be in the same part directory as EVERY other make and models we have in pinnacle,
If we see pinnacle as updated incorrectly,

-We would ask ozic@ to fix properly and move it back to the correct part directory.
-Create a ticket if there isnt a ticket yet,

-Move parts to incomplete assy resolution and note ticket number in resolution notes.

We action ticket/notes when doing tickets not resolution for this part

Person doing incomplete assembly reso task will check ticket when complete and move parts to correct interchange & fix pricing.

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GUIDE FOR TRAINEE DOING THIS TASK - STAGE 1

It item is basic fix and trainee can do all themselves in 15 minutes then do the IC fix and resolve the item at the same time

If not sure how to resolve item or ic notes to be updated/created we will put item in incomplete assembly (managers bucket) for manager to fix
we dont create ticket for ic to be updated

to do this
Open item in resolutions
find parts
problem item - put back into resolutions
Select incomplete assembly
in extra details add note
YOUR NAME - DATE - ISSUE - PROBLEM
i.e
MATTHEW 21/5/21 - No IC notes