

# Electronic Parts Ordering

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**Introduction**

This job aid describes the following tasks involved with electronic parts ordering:

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## Electronic Parts Ordering, Continued

### View Configured Vendors

This section discusses how to view your existing configured electronic vendors in the Action Center. Review the vendors you already have configured prior to adding additional vendors.

### Access Action Center

Follow the steps below to access Action Center in **CCC ONE** desktop and **cccone.com**.

To access the Action Center in **CCC ONE** desktop:

- Click the Action Center **banner** in the top right, the Action Center page opens in **cccone.com**.



To access the Action Center in <b>cccone.com</b> :		
<ul style="list-style-type: none"> <li>• Click the <b>menu (A)</b> icon, then <b>Home (B)</b>, the Action Center page opens.</li> </ul>	<b>-OR-</b>	<ul style="list-style-type: none"> <li>• Click the <b>Bell (C)</b> icon, the Action Center page opens.</li> </ul>

### View Configured Vendors

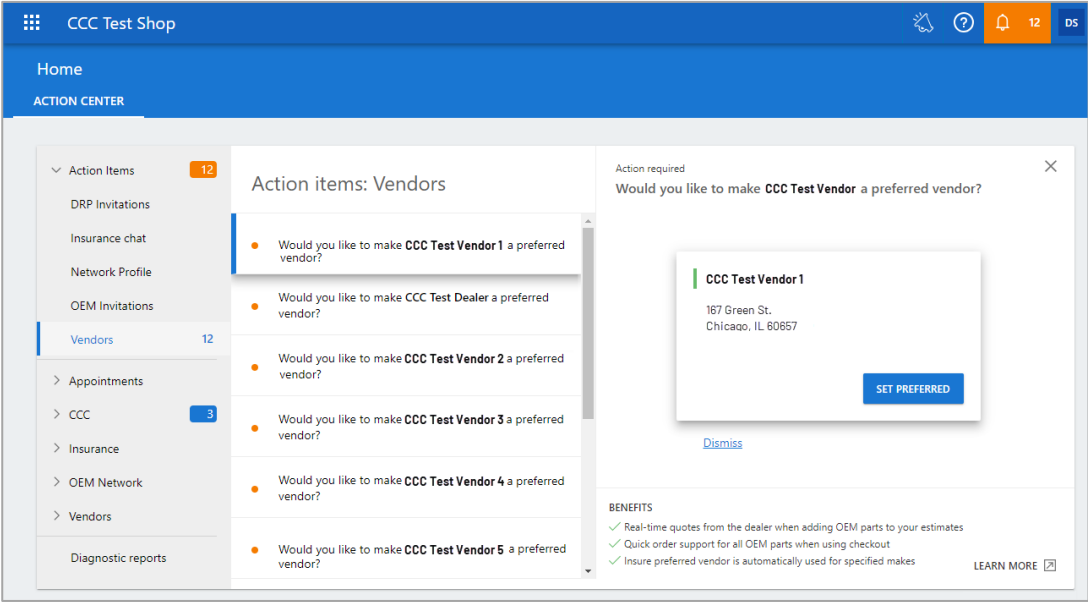

This table reviews how to configure new electronic vendors using the Action Center.

Step	Action
1	<p>From the <b>Vendors</b> section, select the vendor from the in <b>Action items: Vendors</b> section and click <b>Activate</b>. <b>Note:</b> Click <b>Dismiss</b> to decline vendor activation and clear from Action Items.</p>
2	<p>The <b>Vendor Activated</b> confirmation window will briefly appear prior to transitioning to the next <b>Action Item</b>.</p>

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# Electronic Parts Ordering, Continued

## View Configured Vendors, Continued

Step	Action
1	<p>Click <b>Set Preferred</b> to update vendor as preferred.</p>  <p>The screenshot shows the 'CCC Test Shop' interface. On the left is a navigation menu with 'Vendors' selected. The main area displays 'Action items: Vendors' with a list of five vendors, each with a question: 'Would you like to make CCC Test Vendor 1 a preferred vendor?'. A modal dialog is open for 'CCC Test Vendor 1', showing its address (167 Green St., Chicago, IL 60657) and a 'SET PREFERRED' button. Below the dialog, there are 'BENEFITS' listed with checkmarks: 'Real-time quotes from the dealer when adding OEM parts to your estimates', 'Quick order support for all OEM parts when using checkout', and 'Insure preferred vendor is automatically used for specified makes'. A 'Dismiss' link is also present.</p>
2	<p><b>Preferred Vendor</b> confirmation window will briefly appear prior to transition to the next Action item.</p>  <p>The confirmation window features a large green checkmark inside a circle, with the text 'Vendor set as preferred.' centered below it.</p>

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## Electronic Parts Ordering, Continued

### Adding Vendors

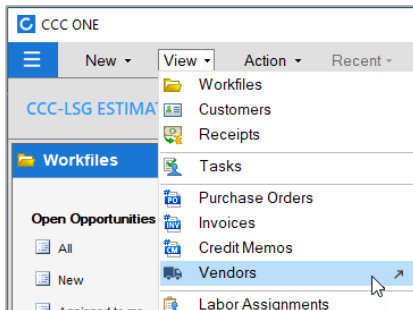
This section discusses how to add vendors to your repair facility. Additionally, you can mark vendors as preferred.

### Adding Vendors

Follow the steps below to access the Vendors settings in **CCC ONE** desktop and **cccone.com**:

To view Vendors in **CCC ONE** desktop:

- Click **View**, then **Vendors**, the Vendors page opens in **cccone.com**.

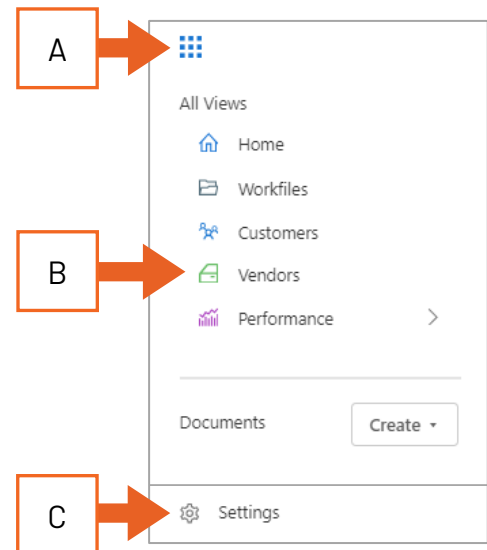
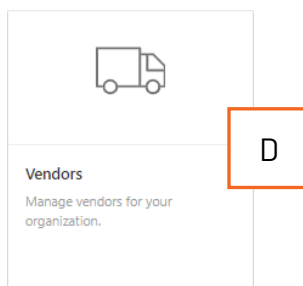


To view Vendors in **cccone.com**:

- Click the **menu** (A) icon, then **Vendors** (B), the Vendors page opens.

OR

- Click the **menu** icon, then **Settings** (C), then select the **Vendors** (D) tile on the Settings screen to open the Vendors page.

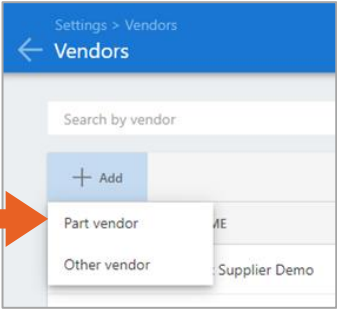


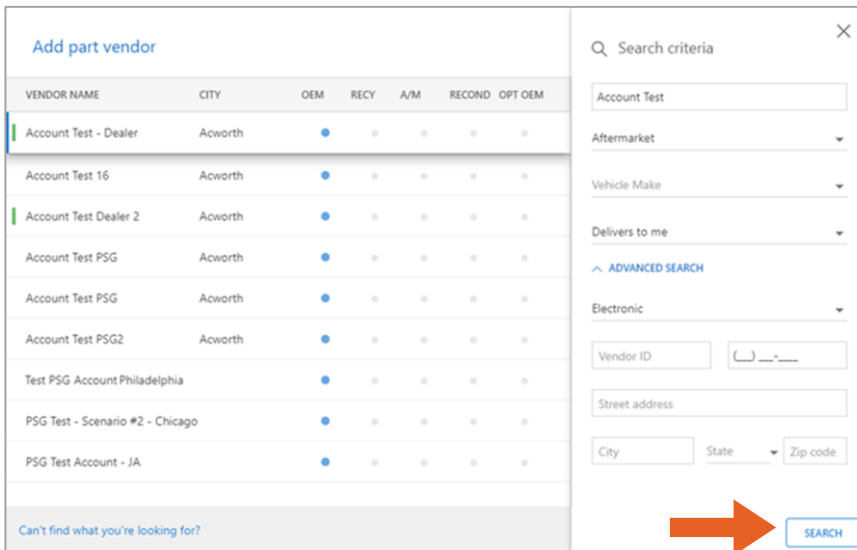
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# Electronic Parts Ordering, Continued

## Adding Vendors, Continued

Follow the steps below to add a new vendor in **cccone.com**:

Step	Action
1	Click the <b>+Add</b> button, then select <b>Parts Vendor</b> , the <b>Add part vendor</b> popup opens. 
2	To locate a vendor, choose from the following <b>Search criteria</b> fields: <ul style="list-style-type: none"> <li>• <b>Vendor Name:</b> Enter a Vendor's <b>Name</b>.</li> <li>• <b>Part Type:</b> Select the types of <b>Parts</b> a vendor provides.</li> <li>• <b>Vehicle Make:</b> Select the types of <b>Makes</b> a vendor provides parts for.</li> <li>• <b>Delivers to Me:</b> Select to include vendors that <b>Delivers to me</b> or <b>All vendors nationally</b>. <b>Note:</b> It is recommended to search by <b>Delivers to me</b>.</li> <li>• Additional <b>Advanced Search</b> options allow you to specify your search results by:               <ul style="list-style-type: none"> <li>○ <b>Ordering:</b> Select an option for the Ordering method <b>Electronic</b> or <b>Manual</b>.</li> <li>○ <b>Vendor ID:</b> Enter the Vendor ID.</li> <li>○ <b>Vendor Phone:</b> Enter the Vendors phone number.</li> <li>○ <b>Street Address/City/State/Zip:</b> Enter the Vendors address details.</li> </ul> </li> </ul>
3	Click <b>Search</b> .



**Hint:** In the **Add part vendor** popup click the **search** icon in the top right to reopen the closed **Search criteria** panel.



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# Electronic Parts Ordering, Continued

## Adding Vendors, Continued

Step	Action
4	Select a <b>vendor</b> , then click <b>OK</b> to add. You will be redirected to the Vendors page and the new vendor will now appear in your list of vendors.

**Add part vendor**

VENDOR NAME	CITY	OEM	RECY	A/M	RECOND	OPT OEM
CCC Test Vendor	Chicago	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CCC Test Vendor 2	NAPERVILLE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CCC Test Vendor 3	Evanston	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CCC Test Vendor 4	CHICAGO	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**CCC Test Vendor**

123456789 vendor ID

167 Green St.  
Chicago, IL 60607

(555) 555-5555  
email  
<https://www.example.com>

Electronic ordering available.

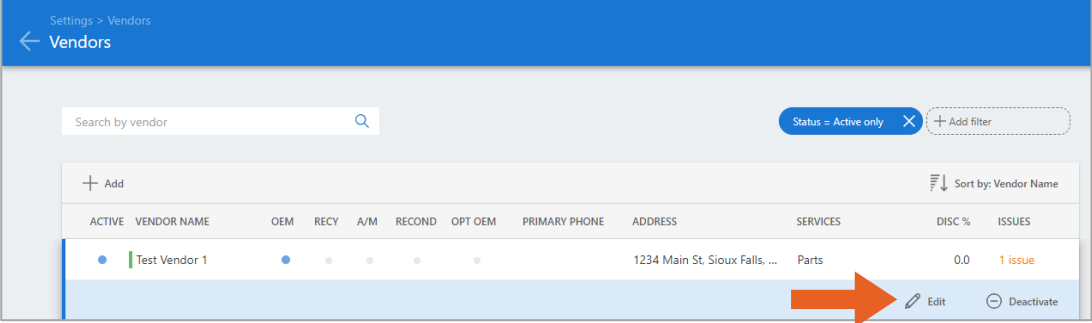
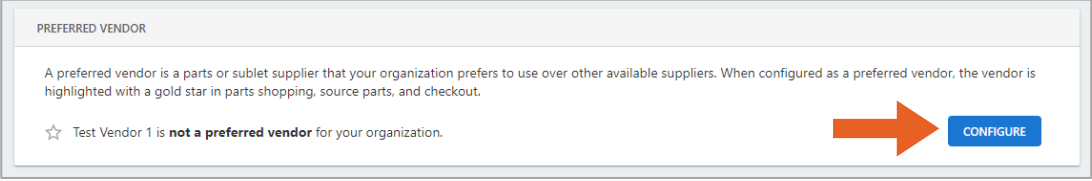
Can't find what you're looking for?

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## Electronic Parts Ordering, Continued

**Setting Vendor as Preferred** This section discusses how to set a vendor as preferred for your repair facility in **ccccone.com**.

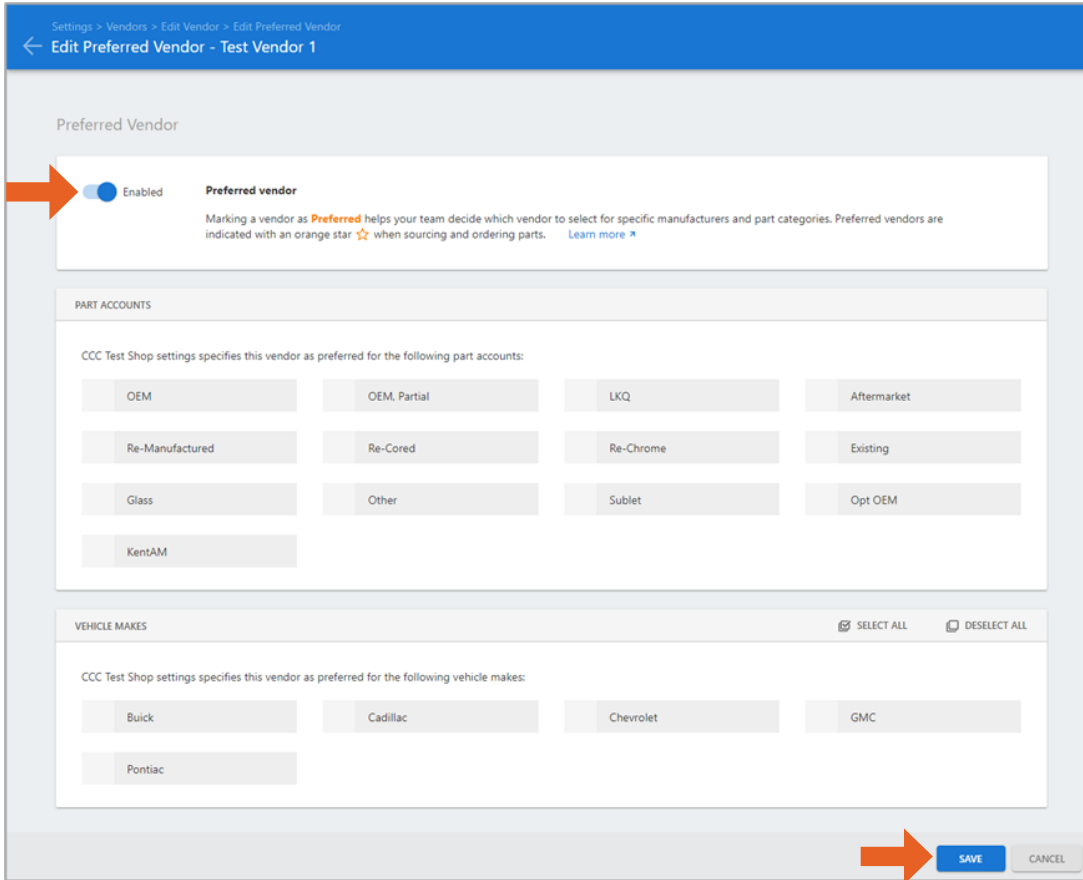
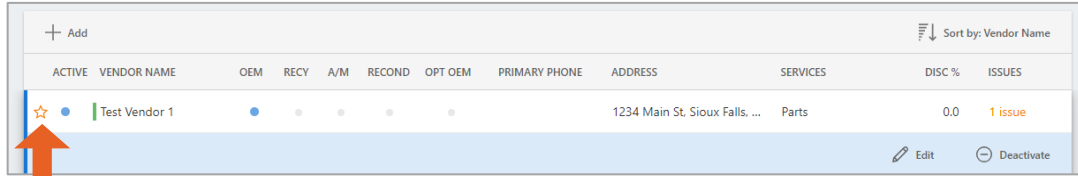
Follow the steps below to set a vendor as preferred in **ccccone.com**:

Step	Action
1	<p>Select a <b>Vendor</b>, then click <b>Edit</b> from the Vendors page, the Edit Vendors page opens.  <b>Note:</b> You have the option to <b>Deactivate</b> the Vendor.</p> 
2	<p>Scroll to the Preferred Vendor section, then click <b>Configure</b>. The Edit Preferred Vendor page opens.</p>  <p>The Edit Vendors screen will show the following to let you know if the vendor is enabled for electronic ordering:</p> <ul style="list-style-type: none"> <li><b>Green Bar:</b> Electronic Vendor that is <b>enabled</b> for electronic purchase orders.</li> <li><b>Yellow Bar:</b> Electronic Vendor that is <b>not enabled</b> for electronic purchase orders.</li> <li><b>No Bar:</b> Manual Vendor.</li> </ul>

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## Electronic Parts Ordering, Continued

### Setting Vendor as Preferred, Continued

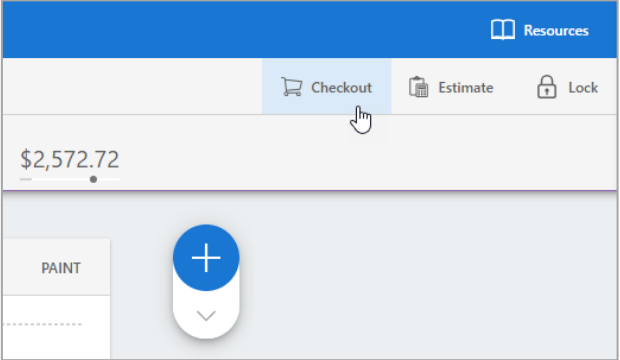
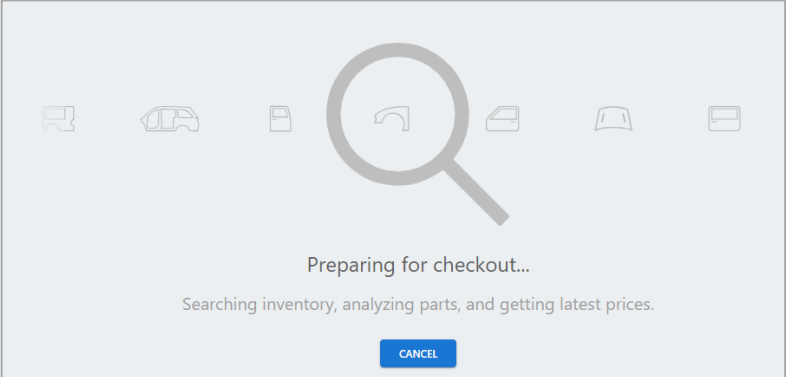
Step	Action
3	Move the slider to <b>Enabled</b> . Additional <b>Part Account</b> and <b>Vehicle Makes</b> sections will appear.
4	Select the desired options in the <b>Part Account</b> and <b>Vehicle Makes</b> section. A minimum of one part type and one vehicle type is required for each section.
5	<p>Click <b>Save</b> to apply your changes.</p> 
6	<p>The vendor will now show as <b>Preferred</b> in your list of vendors indicated by an outlined orange star.</p> 

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## Electronic Parts Ordering, Continued

**Submitting an Order** Follow the steps below to submit an order to a supplier:

Step	Action
1	Open a <b>Repair Order (RO)</b> that is ready with parts added.
2	<p>Select the <b>Checkout</b> button.</p> <p><b>Note:</b> This quotes the supplier part availability and cost to shop.</p>  <p>The Preparing for Checkout screen will appear briefly before the <b>Parts Checkout</b> screen opens.</p> 

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# Electronic Parts Ordering, Continued

## Submitting an Order, Continued

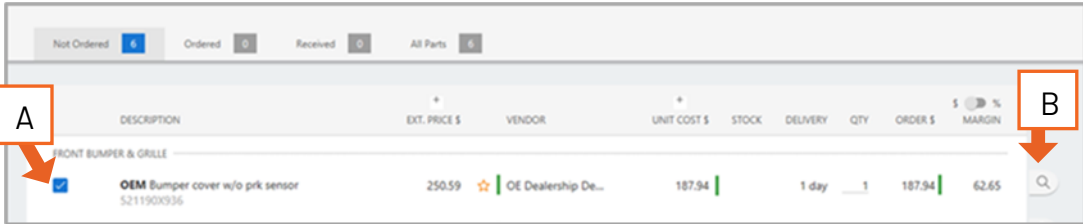
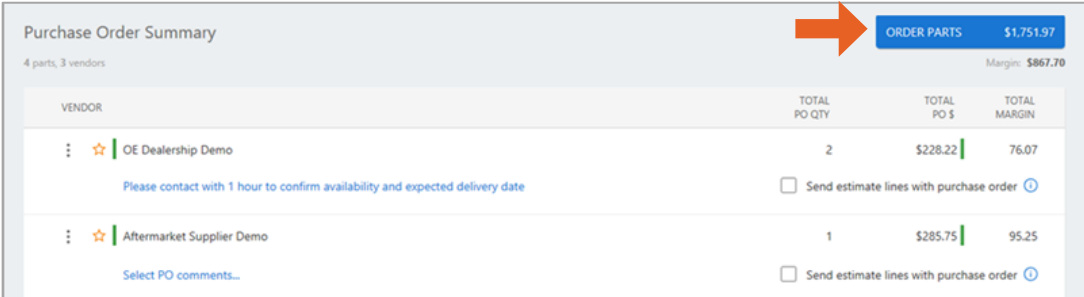
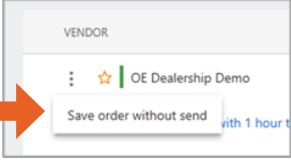
The screenshot displays the 'Parts Checkout' interface. At the top, there are tabs for 'Not Ordered' (6), 'Ordered' (0), 'Received' (0), and 'All Parts' (6). Below this is a table of parts with the following columns: DESCRIPTION, EXT. PRICE \$, VENDOR, UNIT COST \$, STOCK, DELIVERY, QTY, ORDER \$, and MARGIN. The table is divided into sections: 'FRONT BUMPER & GRILLE', 'FRONT LAMPS', and 'OTHER ITEMS'. A 'Purchase Order Summary' section is located at the bottom, showing a total of 4 parts from 3 vendors, with a total order value of \$1,751.97 and a margin of \$867.70. A 'review parts' button is visible on the right side of the table.

Step	Action
3	<p>The <b>Parts Checkout</b> screen displays the parts on the estimate and the status of the part in the Part Checkout process segmented by <b>Tabs</b> and <b>Columns</b>:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>Tabs (A):</b></p> <ul style="list-style-type: none"> <li>• <b>Not Ordered:</b> Number of parts that have not been ordered.</li> <li>• <b>Ordered:</b> Number of parts that have been ordered.</li> <li>• <b>Received:</b> Number of parts that have been received.</li> <li>• <b>All Parts:</b> Number of all the parts added to the estimate.</li> </ul> </div> <div style="width: 45%;"> <p><b>Columns (B):</b></p> <ul style="list-style-type: none"> <li>• <b>Description:</b> Part name and number.</li> <li>• <b>Extended Price:</b> Total part cost to customer.                             <ul style="list-style-type: none"> <li>○ Click + to expand and view more details.</li> </ul> </li> <li>• <b>Vendor:</b> Preferred Vendor.</li> <li>• <b>Unit Cost:</b> Part cost to shop.                             <ul style="list-style-type: none"> <li>○ Click + to expand and view more details.</li> </ul> </li> <li>• <b>Stock:</b> Supplier Quantity Available. <i>(if shared by supplier)</i></li> <li>• <b>Delivery:</b> Anticipated deliver timeframe in Days.</li> <li>• <b>Quantity:</b> Number of parts being ordered.</li> <li>• <b>Order \$:</b> Based on quantity cost to shop.</li> <li>• <b>Margin (\$/%):</b> Shops margin in percentage or dollars, can be toggled to show \$ or %.</li> </ul> </div> </div>

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## Electronic Parts Ordering, Continued

### Submitting an Order, Continued

Step	Action
4	<p>Use the <b>checkboxes</b> (A) to select the parts you would like to order, while deselecting the parts you're not ready to order.</p> <p><b>Note:</b> To find an alternative vendor click the <b>search</b> icon (B) then in the popup that appears select <b>Search all active vendors</b>, then search and select the desired vendor.</p>  <p>The screenshot shows a table with columns: DESCRIPTION, EXT. PRICE \$, VENDOR, UNIT COST \$, STOCK, DELIVERY, QTY, ORDER \$, and MARGIN. A row for 'OEM Bumper cover w/o prk sensor' is highlighted. A checkbox labeled 'A' is next to the part name. A search icon labeled 'B' is in the bottom right corner of the table.</p>
5	<p>Once all the desired parts have been selected proceed to the <b>Purchase Order Summary</b> section at the bottom of the screen. This section shows the <b>Vendor(s)</b> selected, <b>Total PO Quantity</b>, <b>Total PO \$</b>, and <b>Total Margin</b>. Use the checkboxes in this section to:</p> <ul style="list-style-type: none"> <li>• <b>Send vehicle photos:</b> This will send the appropriate vehicle photos to the vendor.</li> <li>• <b>Send estimate lines with purchase order:</b> This will send to estimate lines for non-ordered parts to the vendor.</li> </ul> <p><b>Note:</b> Click the <b>information</b> icons to learn more.</p>
6	<p>Click <b>Order Parts</b> once you're ready to order your parts. A screen will appear to indicate that the Parts have been successfully ordered.</p>  <p>The screenshot shows the 'Purchase Order Summary' section with a table of vendors and their respective quantities, total prices, and margins. A blue button labeled 'ORDER PARTS' with a price of '\$1,751.97' is highlighted with an orange arrow.</p> <p>To manually create a PO, select the <b>ellipsis</b> icon, then select <b>Save order without send</b>.</p>  <p>The screenshot shows a dropdown menu for a vendor with the option 'Save order without send' highlighted by an orange arrow.</p>

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## Electronic Parts Ordering, Continued

**Order Confirmation** Follow the steps below to navigate to your inbox in **ccccone.com** or **CCC ONE desktop** to review the message from the supplier once they have confirmed your order or view changes that may have been made:

View messages in **ccccone.com**:

Step	Action
1	Click the <b>Bell</b> icon.  <b>Note:</b> If open close the Repair Order.
2	Click expand <b>Vendors</b> and open <b>Electronic Orders</b> .
3	Select a <b>Purchase Order</b> from the list, here you will see the details of the order including: <b>Expected Delivery, Part Availability, and Pricing</b> .



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# Electronic Parts Ordering, Continued

**Order Confirmation,**  
Continued

**Note:** This section is for **Repair Workflow** user only.

From the workfile view follow the steps below to view messages in **CCC ONE®** desktop:

Step	Action
1	Click the <b>Parts</b> tab.
2	Then under Views select <b>By RO Lines</b> . Here you will see the details of the order such as <b>Backorder, Expected Delivery, Added Parts, Expected Delivery</b> changes.

The screenshot shows the CCC ONE desktop interface. At the top, there is a navigation bar with tabs for 'FILE', 'WORKFILE', and 'VIEW'. Below this is a toolbar with various icons for file operations (Save, Print, Send, New, Close, Cancel), export options (Link Workfile, EMS Export, Workfile Copy), and actions (Tasks, Checkout). The main area displays a 'Parts' tab, which is highlighted with a red box and an arrow labeled '1'. Below the 'Parts' tab, there is a 'Views' section with a tree view containing 'Summary', 'By Document Type', 'By Vendor', and 'By RO Lines'. The 'By RO Lines' view is selected and highlighted with a red box and an arrow labeled '2'. The main content area shows a table of parts with columns for Line, Part Number, Description, Type, List Price \$, Cost \$, RO Qty, Order Qty, Rec'd Qty, Return Qty, Expected Delivery, and Backordered. Below the table is a 'Related Documents' section with a table of documents including Purchase Order and Invoice.

Line	Part Number	Description	Type	List Price \$	Cost \$	RO Qty	Order Qty	Rec'd Qty	Return Qty	Expected Delivery	Backordered
3	5211906974	Bumper cover	OEM	313.12	0.00	1	1	0	0	1/30/2024	
6	5311206200	Lower grille	OEM	75.83	0.00	1	1	0	0	1/30/2024	
7	5310106560	Grille assy	OEM	308.03	0.00	1	1	0	0	1/30/2024	
9	8111006470	RT Headlamp assy L,...	OEM	414.15	0.00	1	1	0	0	1/30/2024	
11	8121006071	RT Fog lamp assy	OEM	188.40	0.00	1	0	0	0		
14	5330106190	Hood	OEM	562.29	0.00	1	0	0	0		
19	5381106140	RT Fender	OEM	265.08	0.00	1	0	0	0		
24	5387506120	RT Fender liner L, LE...	OEM	96.22	0.00	1	0	0	0		
--	5311206200	Lower grille	OEM	0.00	0.00	0	1	0	0		
--	5330106190	Hood	OEM	0.00	0.00	0	1	0	0		
--	5211906974	Bumper cover	OEM	0.00	0.00	0	1	0	0		
--		Shop Materials	Shop Materials	19.50	0.00	1	0	0	0		
--	5387506120	RT Fender liner L, LE...	OEM	0.00	0.00	0	1	0	0		
--		Paint Materials	Paint Materials	585.00	0.00	1	0	0	0		
--	5310106560	Grille assy	OEM	0.00	0.00	0	1	0	0		

Critical	Document	Number	Created	Status	Vendor Name	Required	Expected	Pickup	Total Parts	Total \$
!	Purchase Order	109195198-PO-002	1/25/2024	Completed	OE Dealership Demo	1/25/2024	1/30/2024	--	3	449.22
	Purchase Order	109195198-PO-003	1/26/2024	Completed	OE Dealership Demo	1/26/2024	1/30/2024	--		
	Invoice	6584351	1/26/2024	Draft	OE Dealership Demo	--	--	--	2	509.08

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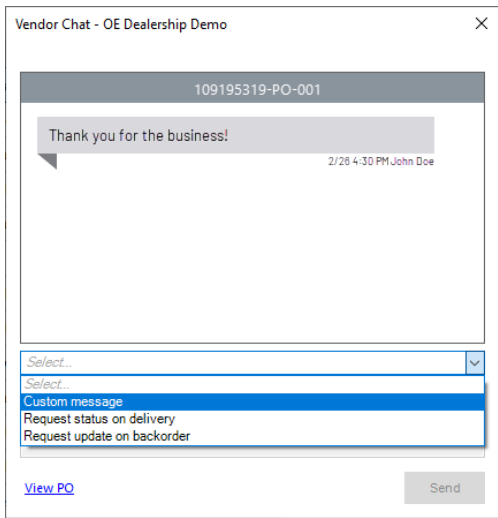
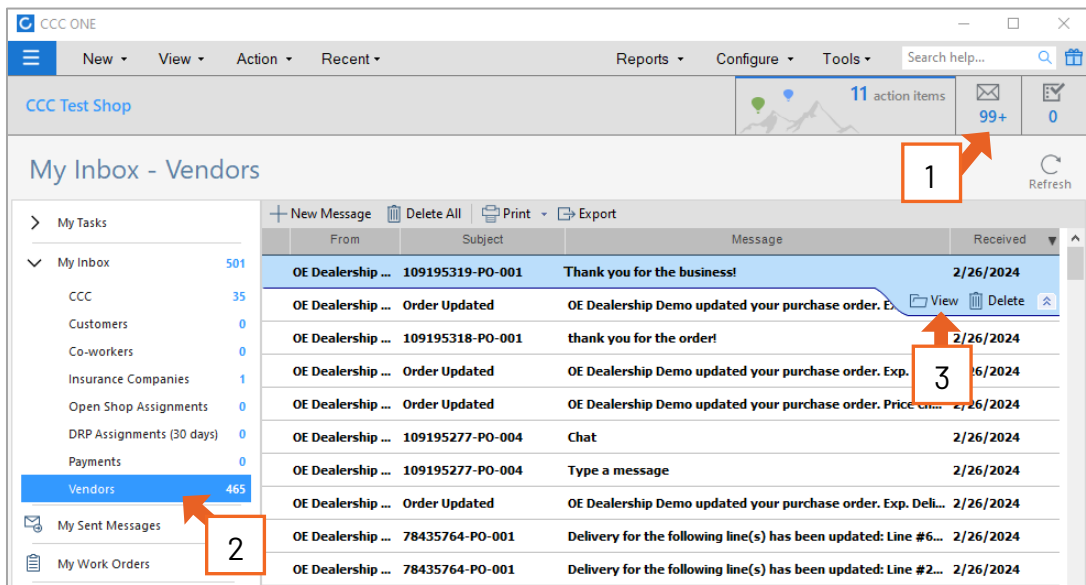
# Electronic Parts Ordering, Continued

## Supplier Messages

**Note:** This section is for **Repair Workflow** user only. You must have a confirmed order to begin sending messages to a vendor.

Follow the steps below to view/ respond to messages received from the supplier in **CCC ONE** desktop:

Step	Action
1	Click the <b>Envelope</b> icon to open your inbox.
2	Then click <b>Vendors</b> , to view messages sent by your Vendors.
3	Select the message you want to view, then click <b>View</b> . The Vendor Chat window opens.
4	To respond select an option from the dropdown: <ul style="list-style-type: none"> <li>• If you select <b>Custom message</b>, enter the message in the field, then click <b>Send</b>.</li> <li>• If you select <b>Request status on delivery</b>, it will prompt a status message, edit if needed then click <b>Send</b>.</li> <li>• If you select <b>Request update on backorder</b>, it will prompt a status message, edit if needed then click <b>Send</b>.</li> </ul>

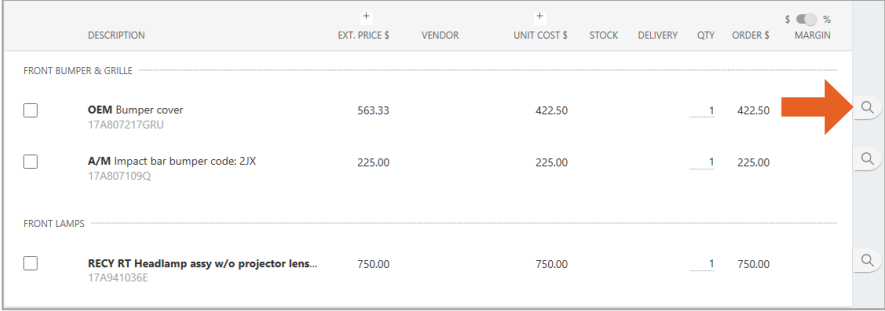
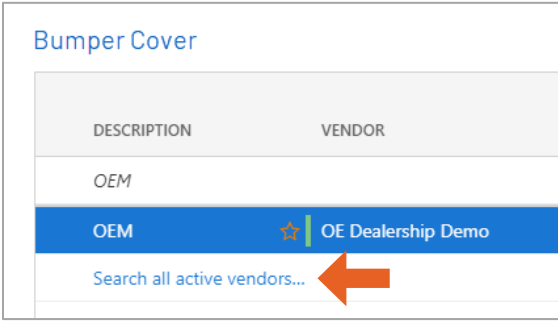
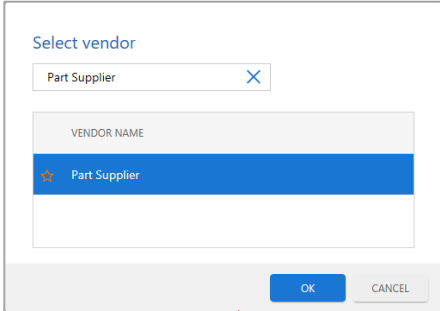
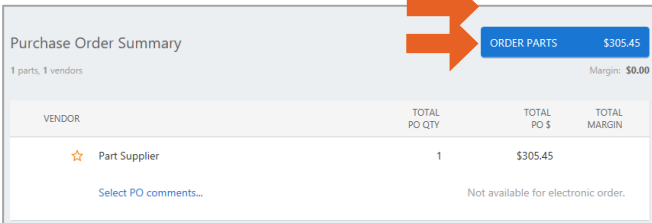


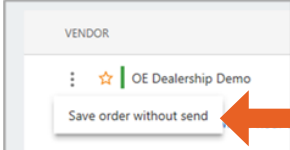
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# Electronic Parts Ordering, Continued

## Manual PO

Follow the steps below to create a Manual PO via the Checkout Cart.

Step	Action																																																						
1	<p>Click the <b>magnifying glass icon</b>.</p>  <table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>EXT. PRICE \$</th> <th>VENDOR</th> <th>UNIT COST \$</th> <th>STOCK</th> <th>DELIVERY</th> <th>QTY</th> <th>ORDER \$</th> <th>MARGIN</th> </tr> </thead> <tbody> <tr> <td>FRONT BUMPER &amp; GRILLE</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> OEM Bumper cover 17A807217GRU</td> <td>563.33</td> <td></td> <td>422.50</td> <td></td> <td></td> <td>1</td> <td>422.50</td> <td></td> </tr> <tr> <td><input type="checkbox"/> A/M Impact bar bumper code: ZJX 17A807109Q</td> <td>225.00</td> <td></td> <td>225.00</td> <td></td> <td></td> <td>1</td> <td>225.00</td> <td></td> </tr> <tr> <td>FRONT LAMPS</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> RECY RT Headlamp assy w/o projector lens... 17A941036E</td> <td>750.00</td> <td></td> <td>750.00</td> <td></td> <td></td> <td>1</td> <td>750.00</td> <td></td> </tr> </tbody> </table>	DESCRIPTION	EXT. PRICE \$	VENDOR	UNIT COST \$	STOCK	DELIVERY	QTY	ORDER \$	MARGIN	FRONT BUMPER & GRILLE									<input type="checkbox"/> OEM Bumper cover 17A807217GRU	563.33		422.50			1	422.50		<input type="checkbox"/> A/M Impact bar bumper code: ZJX 17A807109Q	225.00		225.00			1	225.00		FRONT LAMPS									<input type="checkbox"/> RECY RT Headlamp assy w/o projector lens... 17A941036E	750.00		750.00			1	750.00	
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3	<p>Search for, then select preferred supplier for your purchase order, then click <b>OK</b>.</p> <p><b>Hint:</b> To mark you vendor as Preferred, follow the steps in the <b>Set Preferred Vendor</b> section.</p>  <p>Select vendor</p> <p>Part Supplier</p> <p>VENDOR NAME</p> <p>☆ Part Supplier</p> <p>OK CANCEL</p>																																																						
4	<p>Click <b>Order Parts</b>.</p>  <p>Purchase Order Summary</p> <p>1 parts, 1 vendors Margin: \$0.00</p> <table border="1"> <thead> <tr> <th>VENDOR</th> <th>TOTAL PO QTY</th> <th>TOTAL PO \$</th> <th>TOTAL MARGIN</th> </tr> </thead> <tbody> <tr> <td>☆ Part Supplier</td> <td>1</td> <td>\$305.45</td> <td></td> </tr> </tbody> </table> <p>Select PO comments... Not available for electronic order.</p> <p>ORDER PARTS \$305.45</p>	VENDOR	TOTAL PO QTY	TOTAL PO \$	TOTAL MARGIN	☆ Part Supplier	1	\$305.45																																															
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VENDOR

☆ OE Dealership Demo

Save order without send

If vendor is electronically enabled, to manually create a PO, select the **ellipsis icon**, then select **Save order without send**.

Continued on next page

## Electronic Parts Ordering, Continued

**Re-order Part** This section describes how to **Re-order parts** from a supplier.

Follow the steps below to submit an order to a supplier:

Step	Action
1	Select the <b>Ordered</b> tab.
2	Locate part to re-order then click the <b>ellipsis</b> icon.
3	Then select <b>Re-order part</b> . <div style="text-align: center;"> </div>
4	Select the desired vendor, then click <b>OK</b> . <div style="text-align: center;"> </div>
5	Select the <b>All Parts</b> tab, the part reordered will be selected. <div style="text-align: center;"> </div>
6	Select <b>ORDER PARTS</b> . The part is now ordered. <div style="text-align: center;"> </div>