

Electronic Parts Ordering

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 **ccccone.com**.

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

- Select the Action Center **banner** in the top right, the Action Center page opens in ccccone.com.



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

View Configured Vendors

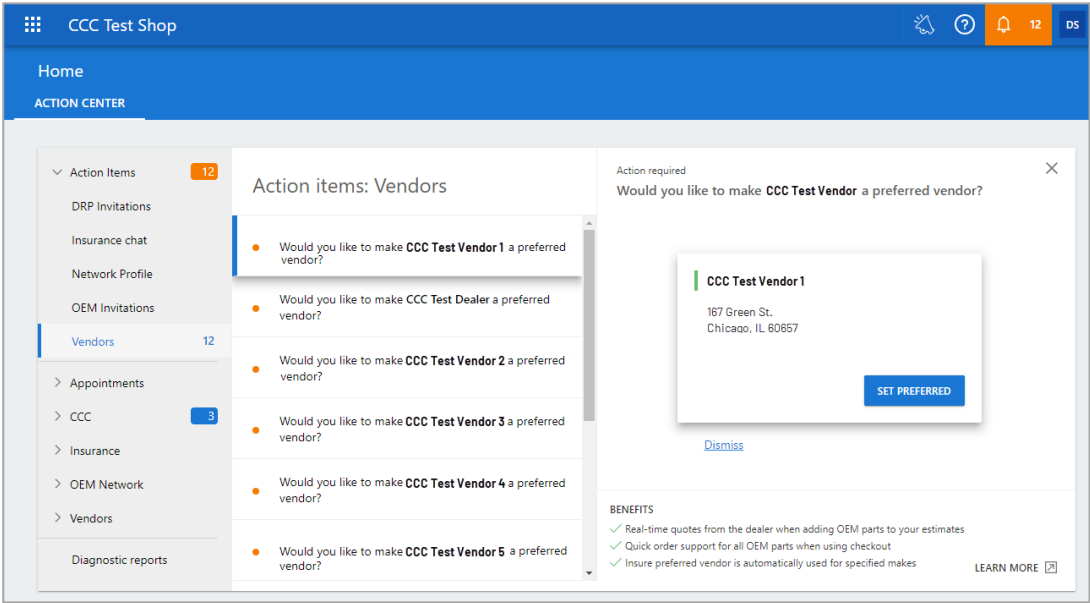
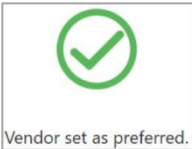
This table reviews how to configure new electronic vendors using the Action Center.

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

Continued on next page

Electronic Parts Ordering, Continued

View Configured Vendors, Continued

Step	Action
1	<div>Select Set Preferred to update vendor as preferred.</div> <div>The screenshot shows the 'CCC Test Shop' interface. On the left is a navigation menu with categories like 'Action Items', 'DRP Invitations', 'Insurance chat', 'Network Profile', 'OEM Invitations', 'Vendors' (highlighted with 12 items), 'Appointments', 'CCC' (3 items), 'Insurance', 'OEM Network', and 'Diagnostic reports'. The main content area is titled 'Action items: Vendors' and lists five vendors with the question 'Would you like to make [Vendor Name] a preferred vendor?'. A modal window for 'CCC Test Vendor 1' is open, showing its address (187 Green St., Chicago, IL 60657) and a 'SET PREFERRED' button. Below the modal, 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.</div>
2	<div>Preferred Vendor confirmation window will briefly appear prior to transition to the next Action item.</div> <div>The image shows a confirmation window with a large green checkmark inside a circle. Below the checkmark, the text reads 'Vendor set as preferred.'.</div>

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Electronic Parts Ordering, Continued

Adding Vendors

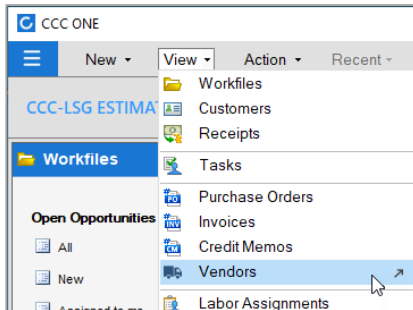
This section discusses how to add vendors to your repair facility. Additionally, you can mark vendors as preferred.

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:

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

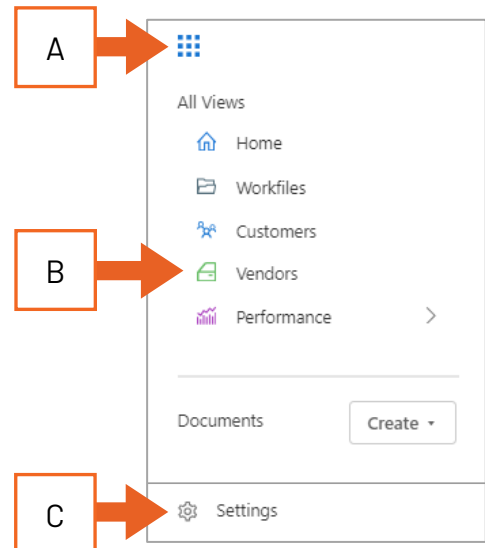
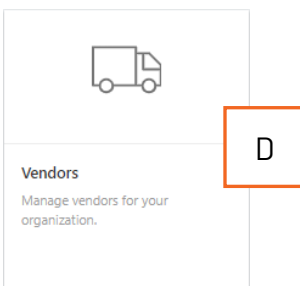


To view Vendors in **cccone.com**:

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

OR

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

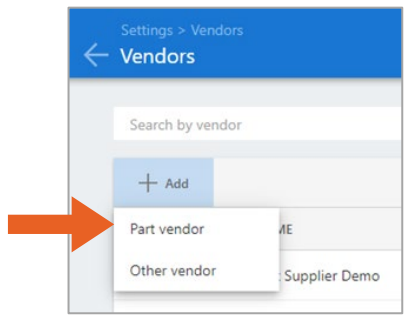


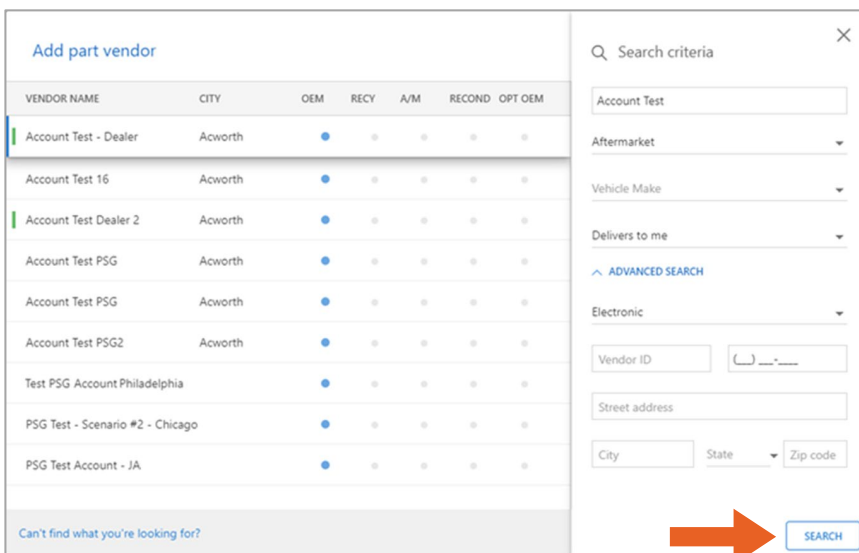
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Electronic Parts Ordering, Continued

Adding Vendors, Continued

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

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



Hint: In the **Add part vendor** popup select 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

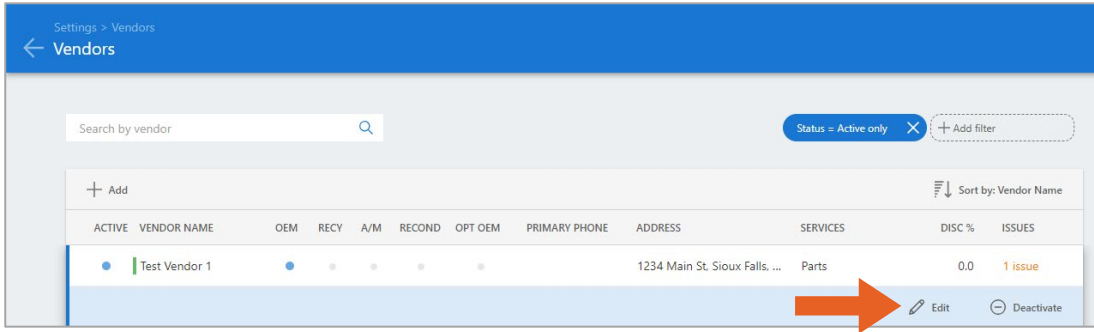
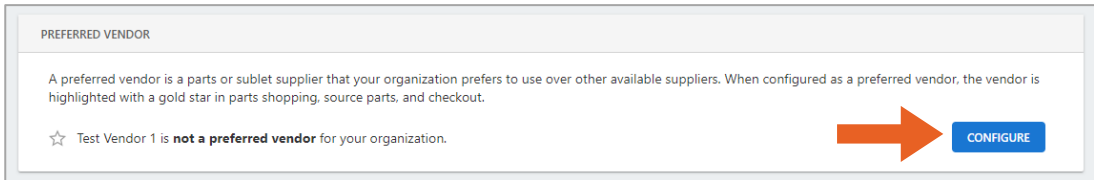
Step	Action																																			
4	<div><div>Select a vendor, then select OK to add. The Edit Vendors page opens.</div><div><div><div>Add part vendor</div><table><tr><th>VENDOR NAME</th><th>CITY</th><th>OEM</th><th>RECY</th><th>A/M</th><th>RECOND</th><th>OPT OEM</th></tr><tr><td>CCC Test Vendor</td><td>Chicago</td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>CCC Test Vendor 2</td><td>NAPERVILLE</td><td><input type="radio"/></td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>CCC Test Vendor 3</td><td>Evanston</td><td><input type="radio"/></td><td><input checked="" type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td><td><input type="radio"/></td></tr><tr><td>CCC Test Vendor 4</td><td>CHICAGO</td><td><input type="radio"/></td><td><input type="radio"/></td><td><input checked="" type="radio"/></td><td><input checked="" type="radio"/></td><td><input type="radio"/></td></tr></table><div><div>CCC Test Vendor</div><div>123456789 vendor ID</div><div>167 Green St. Chicago, IL 60607</div><div>(555) 555-5555 email https://www.example.com</div><div>Electronic ordering available.</div></div><div><div>Can't find what you're looking for?</div><div>OK</div><div>CANCEL</div></div></div></div></div>	VENDOR NAME	CITY	OEM	RECY	A/M	RECOND	OPT OEM	CCC Test Vendor	Chicago	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	CCC Test Vendor 2	NAPERVILLE	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	CCC Test Vendor 3	Evanston	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	CCC Test Vendor 4	CHICAGO	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
VENDOR NAME	CITY	OEM	RECY	A/M	RECOND	OPT OEM																														
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CCC Test Vendor 2	NAPERVILLE	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																														
CCC Test Vendor 3	Evanston	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																														
CCC Test Vendor 4	CHICAGO	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>																														
5	<div><div>Review the vendor details on the Edit Vendor page and make any necessary changes, then select Save. Repeat steps to add additional vendors.</div><div><div><div>Settings > Vendors > Edit Vendor</div><div>← CCC Test Vendor</div><div><div>VENDOR</div><div>LOCATIONS</div></div><div><div>GENERAL</div><div><div>Display Name</div><div>CCC Test Vendor</div><div>Vendor ID: 123456789</div></div><div><div>CCC Test Vendor</div><div>167 Green St. Chicago, IL 60607</div><div>Phone: Email: Website:</div></div><div><div>CCC Test Vendor is enabled for electronic ordering.</div><div>Congrats! You have electronic quoting, ordering, and invoicing. Click LOCATIONS above to see which shops are using electronic ordering.</div></div><div><div>SERVICES</div><div><div><input checked="" type="checkbox"/> Parts</div><div><input checked="" type="checkbox"/> Sublet</div><div><input type="checkbox"/> Towing</div><div><input type="checkbox"/> Rental</div><div><input type="checkbox"/> Other</div></div></div></div><div><div>SAVE</div><div>CANCEL</div></div></div></div></div>																																			
6	<div><div>You will be redirected to the Vendors page and the new vendor will now appear in your list of vendors.</div></div>																																			

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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 Vendor, then select Edit from the Vendors page, the Edit Vendors page opens. Note: You have the option to Deactivate the Vendor.</p> 
2	<p>Scroll to the Preferred Vendor section, then select Configure. 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"> Green Bar: Electronic Vendor that is enabled for electronic purchase orders. Yellow Bar: Electronic Vendor that is not enabled for electronic purchase orders. No Bar: Manual Vendor.

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Electronic Parts Ordering, Continued

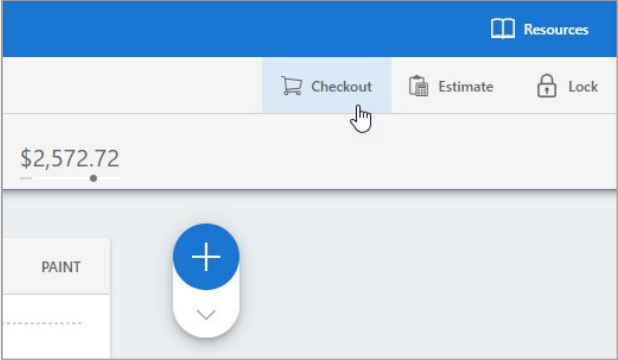
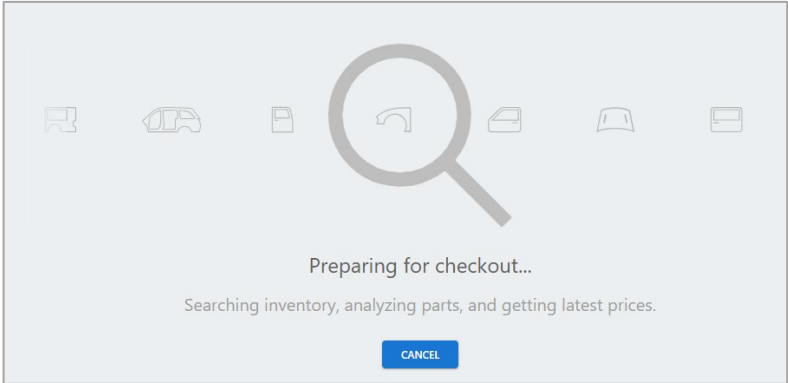
Setting Vendor as Preferred, Continued

Step	Action
3	Move the slider to Enabled . Additional Part Account and Vehicle Makes sections will appear.
4	Select the desired options in the Part Account and Vehicle Makes section. A minimum of one part type and one vehicle type is required for each section.
5	Select Save to apply your changes. <div data-bbox="321 678 1377 1535"> </div>
6	The vendor will now show as Preferred in your list of vendors indicated by an outlined orange star. <div data-bbox="321 1640 1398 1808"> </div>

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

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Electronic Parts Ordering, Continued

Submitting an Order, Continued

DESCRIPTION	EXT. PRICE \$	VENDOR	UNIT COST \$	STOCK	DELIVERY	QTY	ORDER \$	MARGIN
FRONT BUMPER & GRILLE								
<input checked="" type="checkbox"/> OEM Bumper cover w/o prk sensor 521190X936	250.59	OE Dealership De...	187.94		1 day	1	187.94	62.65
<input checked="" type="checkbox"/> A/M CAPA Grille assy w/o surround view 5310106A70	381.00	Aftermarket Suppl...	285.75	1	1 day	1	285.75	95.25
<input checked="" type="checkbox"/> OEM RT Side retainer 523506210	53.70	OE Dealership De...	40.28		1 day	1	40.28	13.42
FRONT LAMPS								
<input checked="" type="checkbox"/> RECY RT Headlamp assy w/o smoke tint RT... 8111006D71	1,547.50	Recycled Supplier...	1,238.00	1	2 days	1	1,238.00	696.38
OTHER ITEMS								
<input type="checkbox"/> Paint Materials	126.00	Select vendor...	126.00			1	126.00	
<input type="checkbox"/> Shop Materials	2.00	Select vendor...	2.00			1	2.00	

Purchase Order Summary
4 parts, 3 vendors
ORDER PARTS \$1,751.97
Margin: \$867.70

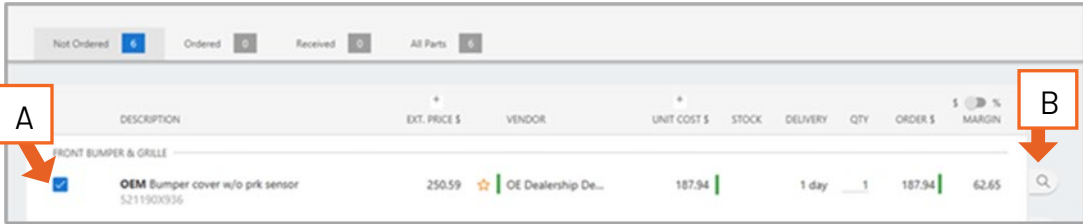
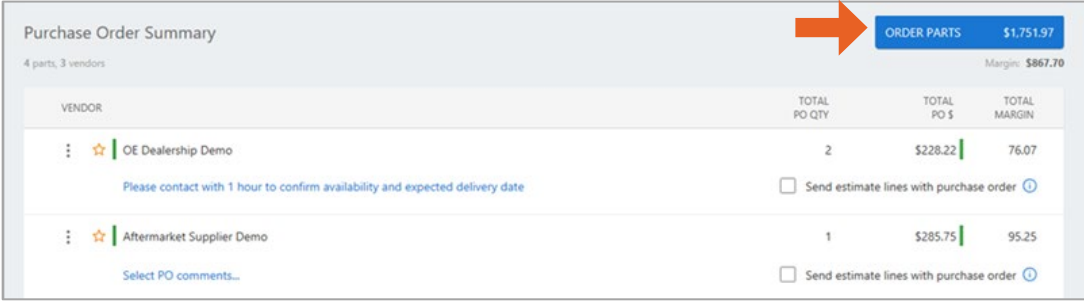
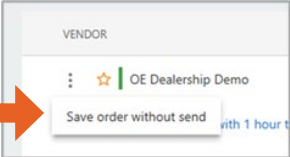
VENDOR	TOTAL PO QTY	TOTAL PO \$	TOTAL MARGIN
OE Dealership Demo	2	\$228.22	76.07
Aftermarket Supplier Demo	1	\$285.75	95.25

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

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Electronic Parts Ordering, Continued

Submitting an Order, Continued

Step	Action
4	<p>Use the checkboxes (A) to select the parts you would like to order, while deselecting the parts you're not ready to order.</p> <p>Note: To find an alternative vendor select the search icon (B) then in the popup that appears select Search all active vendors, then search and select the desired vendor.</p> 
5	<p>Once all the desired parts have been selected proceed to the Purchase Order Summary section at the bottom of the screen. This section shows the Vendor(s) selected, Total PO Quantity, Total PO \$, and Total Margin. Use the checkboxes in this section to:</p> <ul style="list-style-type: none"> • Send vehicle photos: This will send the appropriate vehicle photos to the vendor. • Send estimate lines with purchase order: This will send to estimate lines for non-ordered parts to the vendor. <p>Note: Select the information icons to learn more.</p>
6	<p>Select Order Parts once you're ready to order your parts. A screen will appear to indicate that the Parts have been successfully ordered.</p>  <p>To manually create a PO, select the ellipsis icon, then select Save order without send.</p> 

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Electronic Parts Ordering, Continued

Order Confirmation Follow the steps below to navigate to your inbox in **cccone.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 **cccone.com**:

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

The screenshot displays the CCC ONE desktop interface. On the left sidebar, the 'Vendors' menu item is highlighted with a red box labeled '2'. The main content area shows a list of 'Purchase order updated' entries under the heading 'Vendors: Electronic orders'. One entry is highlighted with a red box labeled '3'. The right pane shows the details of the selected purchase order, including the order number, date, and a list of parts and their delivery dates.

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Electronic Parts Ordering, Continued

Order

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

Confirmation,

Continued

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

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

RO 109195198
4T1BF1FK8DU237707

1

2

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	5330106150	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		
--	5330106150	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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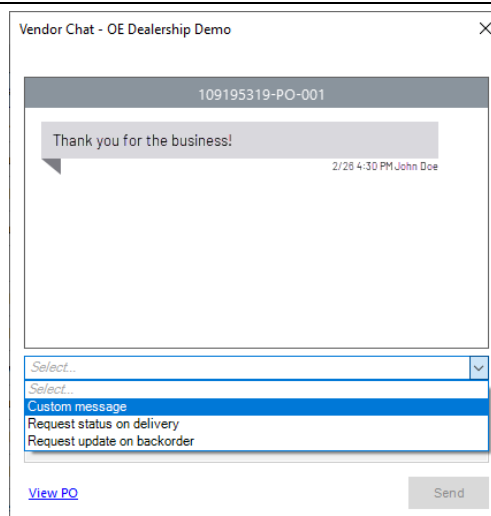
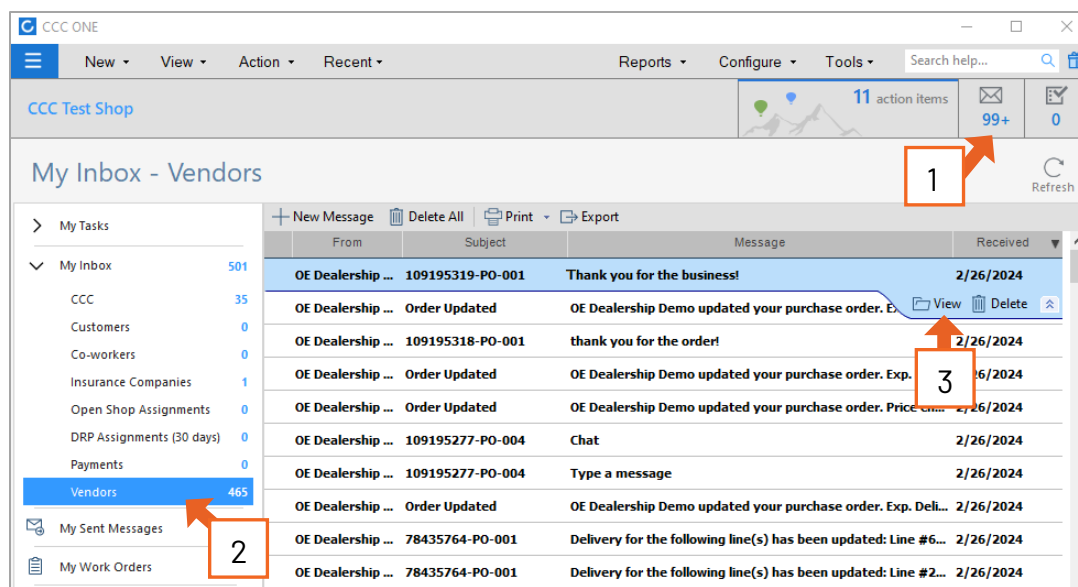
Electronic Parts Ordering, Continued

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

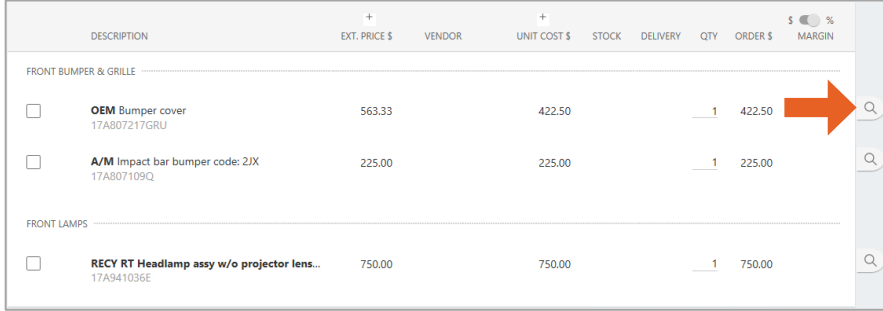
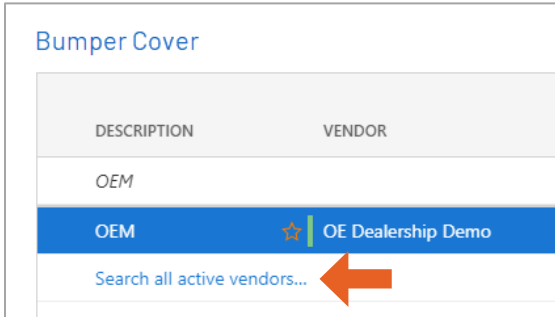
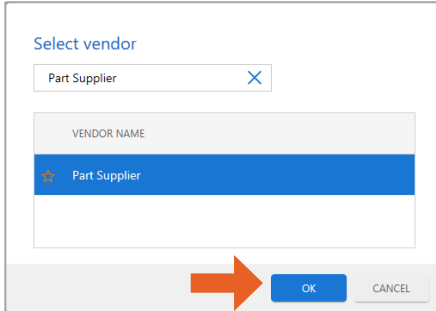
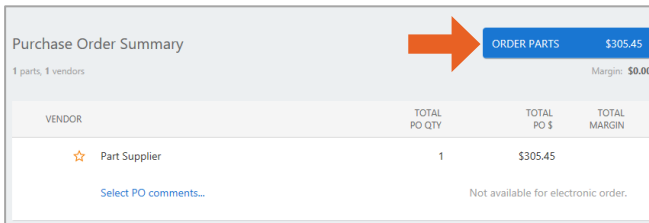
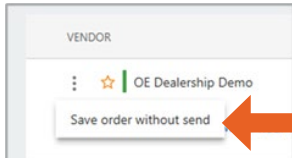


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Electronic Parts Ordering, Continued

Manual PO

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

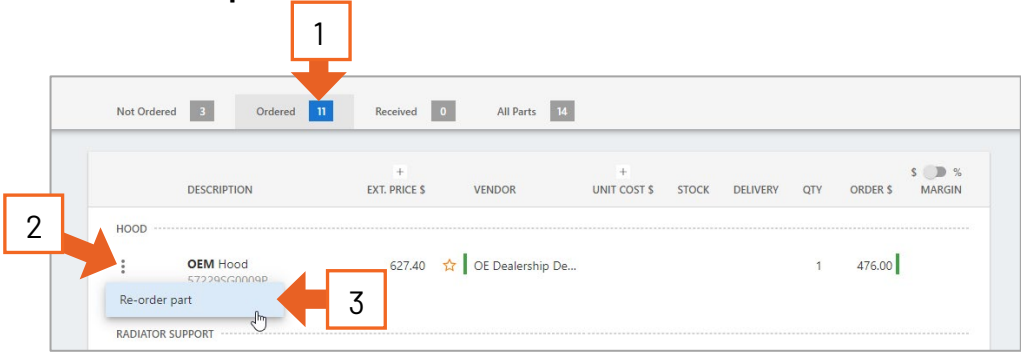
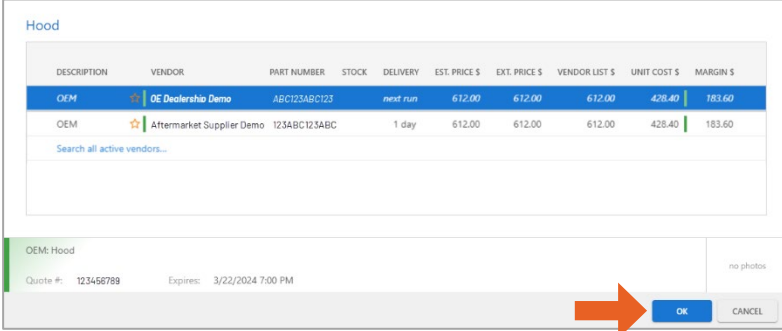
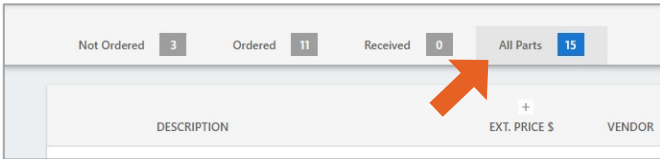
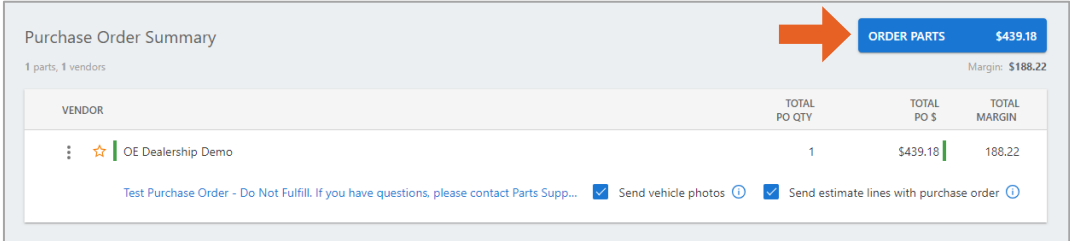
Step	Action
1	<p>Select the magnifying glass icon.</p> 
2	<p>Select Search all active vendors.</p> 
3	<p>Search for, then select preferred supplier for your purchase order, then select OK.</p> <p>Hint: To mark you vendor as Preferred, follow the steps in the Set Preferred Vendor section.</p> 
4	<p>Select Order Parts.</p>   <p>If vendor is electronically enabled, to manually create a PO, select the ellipsis icon, then select Save order without send.</p>

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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 Ordered tab.
2	Locate part to re-order then select the ellipsis icon.
3	Then select Re-order part . <div>  </div>
4	Select the desired vendor, then select OK . <div>  </div>
5	Select the All Parts tab, the part reordered will be selected. <div>  </div>
6	Select ORDER PARTS . The part is now ordered. <div>  </div>