

CCC® Parts – Order Management User Guide

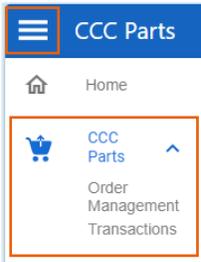
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CCC® Parts – Order Management User Guide

Introduction

This job aid describes how supplier users can use Order management in CCC® Parts to process orders for parts that are sent from their collision repairer customers (shop/RF/Repair Facility).

Accessing Order Management



1. Log into CCC® Parts using your login credentials.
<https://parts.cccis.com>
2. Expand the icon on the top left to select **Order Management**.

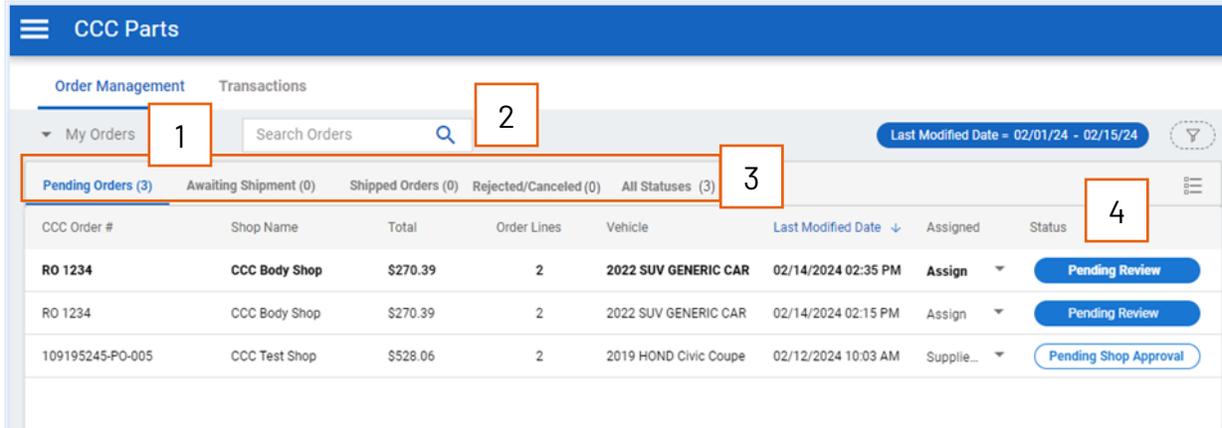
 If you cannot access CCC® Parts or to verify your Username, submit a support request here: [Parts Support Request](#).

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Order Management

The **Order Management** page displays when you log into CCC® Parts.



1. Note **My Orders** drop-down. Use this drop-down to view orders assigned to you, all orders sent by shops or orders that other users are reviewing.
2. You can also search for a specific order by using the search field.
3. Note there are five order status categories:

Pending Orders	Lists all orders that need to be reviewed and confirmed.
Awaiting Shipment	Lists all orders that have not been invoiced.
Shipped Orders	Lists orders that are invoiced.
Rejected/Cancelled	Lists orders that are rejected or cancelled.
All Statuses	List all orders.

4. In the Status column, you will see various order statuses:

Pending Review	Indicates orders that need to be reviewed and need shop approval and confirmation.
Pending Shop Approval	Indicates the shop needs to approve the order updates. Once the shop approves this, the Status will update to Pending Confirmation.
Pending Confirmation	Orders that have been reviewed but have not been sent to the Dealer Management System (DMS).

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CCC® Parts – Order Management User Guide, Continued

Confirming Orders **The Pending Orders** displays new orders that are in process. Orders that have not been opened will display in bold text.

The screenshot displays the 'CCC Order Management' interface for order RO 1234. At the top, the order number is 'RO 1234'. Below this, there are three main sections: 1. Vehicle Information: Includes a car icon, VIN '1CCC131S2MF111111', and details for a '2022 SUV GENERIC CAR' with '4D UTV' body style and '6-3.6L' engine. A 'VIEW PHOTOS' link is present. 2. Shop Information: 'CCC Body Shop' located at '17777 Center Court, Cerritos, CA, 90703'. Contact info: 'Phone: N/A | Email: N/A'. 3. Order Summary: 'Repair Order: RO 1234', 'Order Submitted By: Demo User', and a 'Next Delivery By:' field. Below these are buttons for 'VALIDATE ALL LINES', 'COPY ALL PART NUMBERS', 'APPLY ETA TO ALL', and 'ADD PART'. A 'Collapse All' link is also visible. The main part of the screen is a table of order lines. Line #2 is highlighted with a red box and a '2' in a white box. Line #3 is highlighted with a red box and a '3' in a white box. Line #4 is also visible. At the bottom, there are 'REJECT ORDER' and 'CONFIRM ORDER' buttons, and a status '0 Line(s) Scrubbed / 4 Total Lines'.

Line #	Part Description	QTY	LIST \$	NET \$	SHOP DISC %	ETA
Line #2	LT Deflector	1	11.60	8.24	28.97	
Line #3	LT Fog lamp bezel w/f	1	68.60	48.71	28.99	
Line #4	Lower grille w/o ft prk	1	217.00	154.07	29.00	

1. Select the order line to open the order.
You will be prompted to take ownership of the order. For integrated suppliers, once owner is established, the order will send to the DMS and user will be presented with the applicable Quote number to begin working the order.
NOTE: Any changes made to the order in the DMS will need to be updated in CCC Parts prior to confirming the order with the shop.
NOTE: If you are opening the order to review and add details, you will need to take ownership for the order to be assigned to you.
The **Order** view displays a list of all parts that the order contains.
2. The vehicle information section includes the damage location, VIN, photos, and unordered estimate lines. Verify each part that the shop has ordered (Scrub) to make sure parts you are shipping to the shop are correct. It minimizes returns of those parts.
 - I. Verify the part against the vehicle year/make/model or VIN.
 - II. Review the damage indicator in the vehicle surrounding points. Red indicates primary damage location and orange indicates secondary damage location. You can also select **View Photos** to view pictures the shop has shared to further validate the ordered parts.

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Confirming Orders, Continued

- Specify details such as List\$, Net\$, and Shop discount amounts for each part.

The screenshot displays the order management interface for a repair order. At the top, it shows the vehicle details (1CCC131S2MF111111, 2022 SUV GENERIC CAR) and shop information (CCC Body Shop, 17777 Center Court, Cerritos, CA, 90703). The repair order number is RO 1234, submitted by Demo User, with a next delivery date of 05/27/2024.

Below the header, there are buttons for 'VALIDATE ALL LINES', 'COPY ALL PART NUMBERS', 'APPLY ETA TO ALL', and 'ADD PART'. A summary bar shows 'Dealer Net \$: 609 | Est. Rebate \$: 74.43 | Es. Dealer Profit \$: 48.72'. The main table lists parts with columns for OEM #, Part Description, Qty, List \$, Net \$, Shop Disc %, and ETA (edited). A green bar on the left of the table indicates parts with estimated pricing. Red boxes and numbers 4 and 5 highlight the 'APPLY ETA TO ALL' button, the 'ADD PART' button, the 'LIST \$' field for the Hood (ALU) part, and the 'ETA (edited)' field for the Upper tie bar part.

OEM # *	PART DESCRIPTION *	QTY *	LIST \$ *	NET \$ *	SHOP DISC % *	ETA (edited) *
123123ABC123	Hood (ALU)	1	\$ 821.54	583.29	29.00	05/27/2024
123123ABC123	Upper tie bar	1	395.00	280.45	29.00	05/27/2024
123123ABC123	Fog Lamp Assembly	1	105.17	73.62	30.00	05/27/2024

- Verify and communicate the ETA for the customer.
 - Check the availability within your DMS for in stock vs out of stock parts. Specify the ETA date for the selected part.
 - Select **Backorder** if the part is in backorder. If you have selected Backorder, the part will show it as backorder. You will be able to update the ETA once it becomes available.

If there are multiple parts in the order, you can populate ETA for all parts at once by selecting the Apply ETA button and selecting the date. Additional parts can be added to the order by using [Add Part](#).

Select the link to learn how to Add Part manually.

- The part line that has been reviewed and specified as ETA displays a green bar on the left.
- Parts with promotional pricing are identified with a green dollar next to it.
- It will also show the estimated rebate and dealer profit amounts at the top of the part line.

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CCC® Parts – Order Management User Guide, Continued

REJECT ORDER

CONFIRM ORDER \$857.44

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5. Once you have reviewed added/edited additional parts, you are ready to confirm the order.

Select **Confirm Order**.

1 Review Order — 2 Send Updates to Shop — 3 Provide Sales Order # — 4 Confirmed

Some order updates require confirmation by the shop.

Line #	OEM #	Description	Qty	List \$	Net \$	Rebate \$	ETA
2	123123ABC123	Radiator	1	\$298.35	\$208.84	N/A	02/16/2024
4	123123ABC123	Headlamp	1	\$628.30	\$439.81	N/A	02/16/2024
5	123123ABC123	Fog lamp assy	1	\$105.17	\$73.62	N/A	02/16/2024
6	123123ABC123	Radiator support upper tie bar	1	\$87.93	\$61.55	N/A	02/16/2024

Order Comments
Enter Comments

Total Part Cost \$857.44
Grand Total: \$857.44

CANCEL CONFIRM

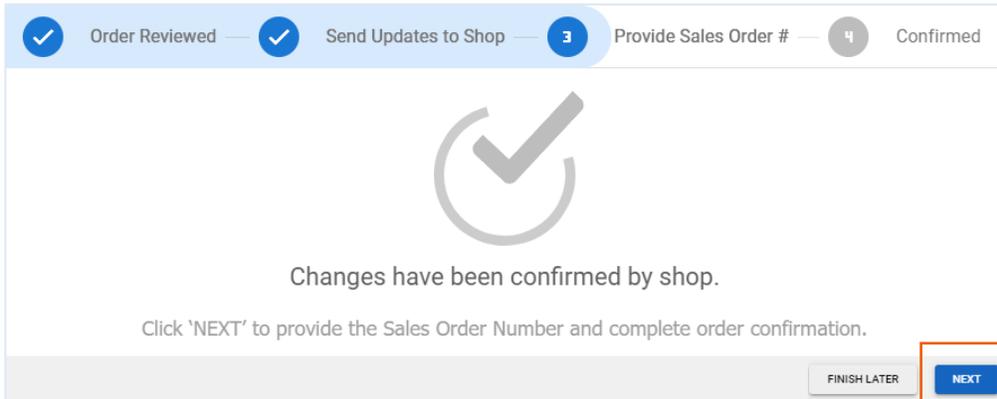
6. **Review Order** page opens. Select **Confirm** to send order updates to the CCC shop.

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CCC® Parts – Order Management User Guide, Continued

Confirming Orders, Continued

- The **Review Order** page opens. Select **Confirm** to send order updates to the CCC shop.

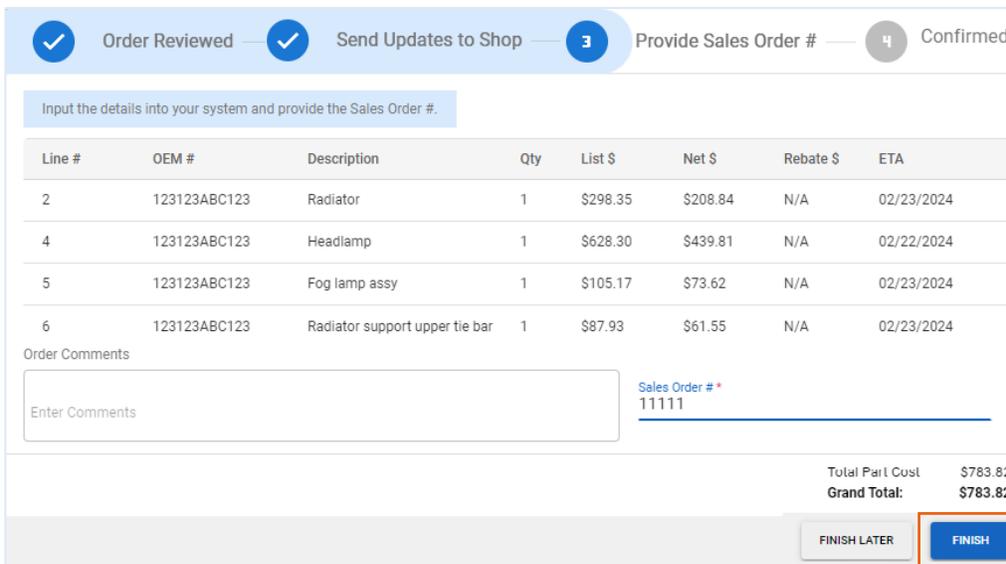


The screenshot shows a progress bar at the top with four steps: 1. Order Reviewed (checked), 2. Send Updates to Shop (checked), 3. Provide Sales Order # (active), and 4. Confirmed. Below the progress bar is a large checkmark icon and the text: "Changes have been confirmed by shop." Below that is the instruction: "Click 'NEXT' to provide the Sales Order Number and complete order confirmation." At the bottom right, there are two buttons: "FINISH LATER" and "NEXT", with "NEXT" highlighted by a red box.

- It will request confirmation from the shop.

 Some changes may require confirmation by the shop. You can select **Finish Later** if needed.

Once you get the confirmation from the shop, select **Next**.



The screenshot shows the same progress bar as the previous screenshot. Below the progress bar is a text box: "Input the details into your system and provide the Sales Order #." Below that is a table with the following data:

Line #	OEM #	Description	Qty	List \$	Net \$	Rebate \$	ETA
2	123123ABC123	Radiator	1	\$298.35	\$208.84	N/A	02/23/2024
4	123123ABC123	Headlamp	1	\$628.30	\$439.81	N/A	02/22/2024
5	123123ABC123	Fog lamp assy	1	\$105.17	\$73.62	N/A	02/23/2024
6	123123ABC123	Radiator support upper tie bar	1	\$87.93	\$61.55	N/A	02/23/2024

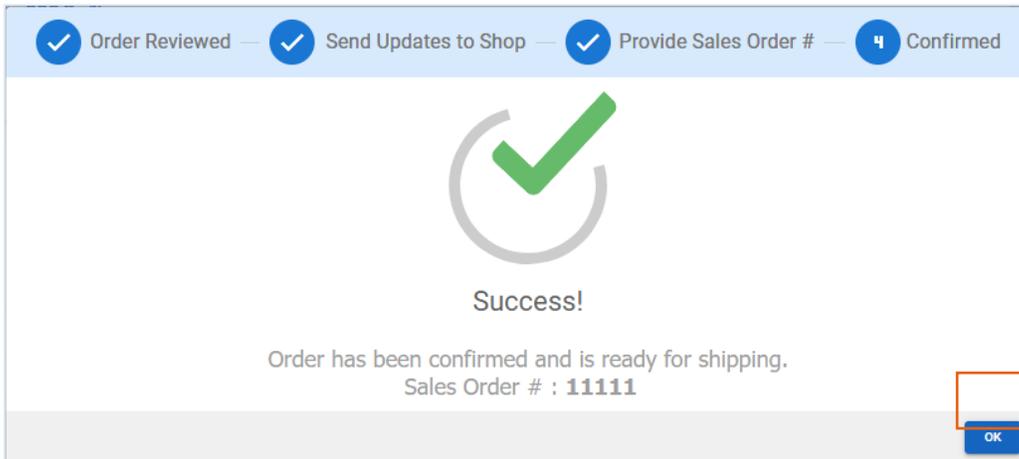
Below the table is a text box for "Order Comments" with the placeholder "Enter Comments". To the right of the text box is a label "Sales Order # *" with the value "11111" entered. At the bottom right, there are two buttons: "FINISH LATER" and "FINISH", with "FINISH" highlighted by a red box. Above the buttons, the following totals are displayed:

Total Part Cust \$783.82
Grand Total: \$783.82

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CCC® Parts – Order Management User Guide, Continued

- If the supplier is integrated with a Dealer Management System (DMS), selecting **Finish** will move the order from the Pending Orders status to the Awaiting Shipment status.
For suppliers that are not integrated to the DMS, enter the **Sales Order #** created in the DMS.



- The confirmation for the order displays. You have now provided the Sales Order number to the shop. Select **OK**.

The shop will automatically be able to see the order confirmation details.

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CCC® Parts – Order Management User Guide, Continued

Adding Parts Manually

Add Part allows you to manually add parts in the order from the shop before confirming the order.

Add Part

OEM Number *	Part Description *	Part Group
123123ABC123	Fog Lamp Assembly	
List Price \$ *	Promo List Price \$	Shop Discount % *
105.17		30.00
Net Price \$ *	Promo Net Price \$	Expected Delivery Date
73.62		05/27/2024
Quantity *		
1		

1. In the **Order** view, select **Add Part**.
2. Add **OEM number**.
3. If the part description and price do not automatically populate, enter those as applicable.
4. Specify the **Expected Delivery Date**.
5. Select **Save**.

The manually added part line displays in the order list. Manually added parts will display **Line # starting from 10000**.

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Rejecting Part Lines

You can also reject a part that is in the order if it is unavailable or as requested by the customer.

The screenshot displays the CCC Parts Order Management interface for a pending review order (RO 1234). The interface shows vehicle details, shop information, and a table of part lines. The table has columns for OEM #, Part Description, Qty, List S, Net S, Shop Disc %, and ETA. Three lines are visible, each with a three-dot menu icon. A 'REJECT ORDER' button is highlighted with a red box, and a '4' is shown in a red box next to it. A '1' is shown in a red box next to the three-dot menu of the third line. The right sidebar shows an 'Order Summary' with a status of 'Pending Review' and an 'Order Total' of 1,777. The bottom of the screen shows a 'CONFIRM ORDER \$1080.77' button.

1. Select the three dots on the part line.
2. In the **Reject Part** page, select reason for rejection and select **Save**.
3. You will return to the **Order Number** page. The part line will display **Rejected** in red and the reason for rejection.
4. You can also reject an entire order by selecting the **Reject Order** from this view.

Updating Orders

You can also go back to the confirmed order and change ETA dates. You will need to select **Submit and Close**. The shop will be notified about the updates you made.

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CCC® Parts – Order Management User Guide, Continued

Canceling Confirmed Orders You can cancel an order that has been confirmed.

1. In the **Awaiting Shipment** tab, select the order awaiting shipment.

The screenshot shows the 'CCC Parts' Order Management interface. The 'Awaiting Shipment' tab is highlighted with a red box. Below the navigation bar, there are tabs for 'Dealer Summary Report', 'OEM Promo Lookup', 'Order Management', and 'Rebate Management'. A search bar and a date filter 'Last Modified Date = 07/16/24 - 07/30/24' are visible. The main content area shows a table of orders with columns for 'CCC Order #', 'Sales Order #', 'Shop Name', 'Total', 'Order Lines', and 'Status'. Three orders are listed, each with a status of 'Awaiting Shipment' and a corresponding button labeled 'Awaiting Shipment'.

2. Select the  icon next to the part that displays either **Not Invoiced** or **Backordered**.

The screenshot shows the 'CCC Parts' Order Management interface for a specific order. The 'Order Assigned to Me' section is visible, along with the 'CCC Order Number: RO 1234'. Below this, there are details for the vehicle and the shop. The main content area shows a table of parts with columns for 'Line #', 'OEM #', 'Description', 'List \$', 'Net \$', 'Rebate \$', 'ETA', 'Ordered Qty', 'Invoiced Qty', 'BO Qty', and 'Status'. Three parts are listed, with the first part having a status of 'Not Invoiced' and a grid icon next to it, which is highlighted with a red box.

3. Select the reason for cancellation and select **Save**.

The screenshot shows the 'Cancel Part' dialog box. It contains fields for 'OEM Number', 'Part Description', and 'Part Group'. Below these fields, there are fields for 'List Price \$', 'Net Price \$', and 'Quantity'. A dropdown menu labeled 'Reason for Cancellation *' is highlighted with a red box, and the selected option is 'Customer canceled'. At the bottom of the dialog, there are 'CANCEL' and 'SAVE' buttons.

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4. The **Submit Delivery Option** window displays the canceled part. Select the Submit option as needed.

Submit Delivery Updates

Line #	OEM #	Description	Qty	Net \$	Delivery Update
2	123123ABC123	LT Door shell w/sunshade (HSS)	1	\$946.93	Canceled

 If you have selected the **Submit & Create New Invoice** button, it will display the new invoice summary. Select **Submit**. ETA or canceled line updates will not be saved until updates have been submitted to the shop.

An automated chat message will be sent to the shop with cancellation update.

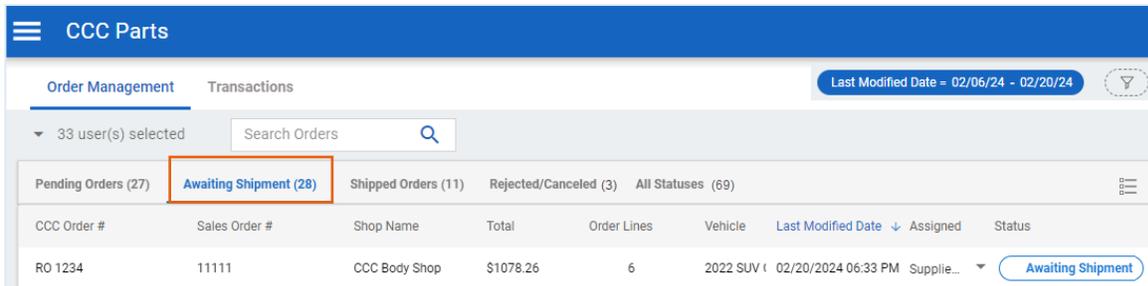
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Sending electronic Invoice to the Shop

For suppliers that are integrated with their Dealer Management System (DMS), the invoice gets automatically generated and sent to the shop.

Suppliers not integrated with their Dealer Management System (DMS) will need to manually send the invoice to the shop as follows:



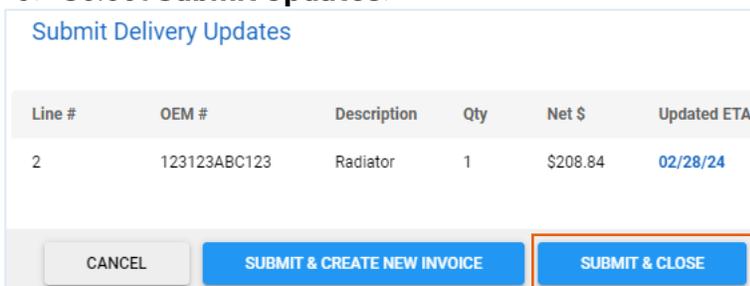
1. Access the **Order Management** and select the **Awaiting Shipment** order status. All orders awaiting shipment display.
2. Select the order.
The **Order** view displays.
The **Awaiting Shipment** section is also where ETA can be updated to send to the collision repairer.



You can apply ETA to all parts at once or to a specific part.

SUBMIT UPDATES

3. Select **Submit Updates**.



4. Select **Submit and Close**.
It will again send the ETA for parts in the order to the shop similar to the original ETA.

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1 Create Invoice

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6/6 Total Lines Selected + ADD MANUAL PART

<input checked="" type="checkbox"/>	Line #	OEM #	Description	Qty	List \$	Net \$	Shop Discount %	Rebate \$
<input checked="" type="checkbox"/>	2	123123ABC123	Radiator	1	\$ 298.35	\$ 208.84	30.00 %	N/A
<input checked="" type="checkbox"/>	4	123123ABC123	Headlamp	1	\$ 628.30	\$ 439.81	30.00 %	N/A
<input checked="" type="checkbox"/>	5	123123ABC123	Fog lamp assy	1	\$ 105.17	\$ 73.62	30.00 %	N/A
<input checked="" type="checkbox"/>	6	123123ABC123	Radiator support upper tie bar	1	\$ 87.93	\$ 61.55	30.00 %	N/A
<input checked="" type="checkbox"/>	8	123123abc123	Bumper cover upper	1	\$ 365.65	\$ 255.95	30.00 %	N/A
<input checked="" type="checkbox"/>	10	123123abc123	RT Outer bracket	1	\$ 54.98	\$ 38.49	29.99 %	N/A

Invoice Comments
Thank you for the [order](#).

2 Submitted

New Invoice Summary

Invoice # *
44444

Invoice Date *
02/20/2024

Delivery Method *
Delivery Truck

Tracking #
54545454

Additional Charges

Freight \$ 0.00

Tax \$ 0.00

Handling \$ 0.00

Miscellaneous \$ 0.00

Additional Charge Total \$0.00

Invoice Totals

Total Part Cost \$1078.26

Additional Charge Total \$0.00

Invoice Total \$1078.26

CANCEL
SUBMIT

Once any or all parts are invoiced in the DMS, you are ready to send an electronic invoice.

6. Access the **Awaiting Shipment** order status.
7. In the **Order** view, select **Create Invoice**.

CREATE INVOICE

8. The **Create Invoice** window opens. Identify the parts being invoiced by selecting the box to the left. All parts will be selected by default. Uncheck any line not included in the invoice that is being sent. If you have added additional parts manually during the processing of the order as per the shop's request, you need to add that here as well using the **Add Manual Part**.

 This is to ensure the electronic invoice matches the paper copy the shop receives with shipped parts.

9. In the **New Invoice Summary** pane,
 - I. Enter the invoice number. For Non-integrated suppliers, this field will automatically prefill with the Sales Order Number for manual invoices. You can edit the field when needed.
 - II. Enter the invoice date.
 - III. Enter additional charges if applicable.
 - IV. Verify Invoice Total matches with printed invoice that will be sent out with shipping from the DMS. Select **Submit**.

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Order Assigned to Me
CCC Order Number: RO 1234

1CCC131S2MF111111
Vehicle Details: 2022 SUV GENERIC CAR
Body Style: 4D UTV | Engine: 6-3.6L
[VIEW PHOTOS](#)

CCC Body Shop
17777 Center Court, Cerritos, CA, 90703
Phone: N/A | Email: N/A

Repair Order: **RO 1234**
Order Submitted By: **Demo User**
Next Delivery By: **08/30/2024**

All Lines (6)
Invoiced (6)
Partially Invoiced (0)
Not Invoiced (0)
Backordered (0)
Rejected (0)

Line #	OEM #	Description	List \$	Net \$	Rebate \$	ETA	Ordered Qty	Invoiced Qty	BO Qty	Status
2	123123ABC123	Radiator	\$298.35	\$208.84	N/A	02/28/2024	1	1	0	Invoiced
4	123123ABC123	Headlamp	\$628.30	\$439.81	N/A	02/28/2024	1	1	0	Invoiced
5	123123ABC123	Fog lamp assy	\$105.17	\$73.62	N/A	02/29/2024	1	1	0	Invoiced
6	123123ABC123	Radiator support upper tie bs	\$87.93	\$61.55	N/A	02/29/2024	1	1	0	Invoiced
8	123123abc123	Bumper cover upper	\$365.65	\$255.95	N/A	02/29/2024	1	1	0	Invoiced
10	123123abc123	RT Outer bracket	\$54.98	\$38.49	N/A	02/29/2024	1	1	0	Invoiced

10. The confirmation message displays. Once all parts included in the order are invoiced, the order will display **Invoiced**. This invoice will now be available for the shop to view in CCC ONE.

This order will no longer list under **Awaiting Shipment** and will display in the **Shipped Orders** order status.

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Sending and Receiving Messages to Shops

You can send messages to the shop from the Order view while processing the order.

1. In the Order Summary pane, scroll down to **Messages**.
2. Enter your message for the customer and select the **Send** icon.
The message you receive from the shop will also display here.

Order Summary

Status ⓘ Pending Review

Sales Order #	N/A
Total Parts Ordered	4
Backordered Parts	0
Rejected Parts	0

Order Totals

Total Part Cost	\$783.82
Additional Charge	\$0.00
Grand Total	\$783.82

▼ **Order Comments**

No Comments Available

[+ ADD COMMENT](#)

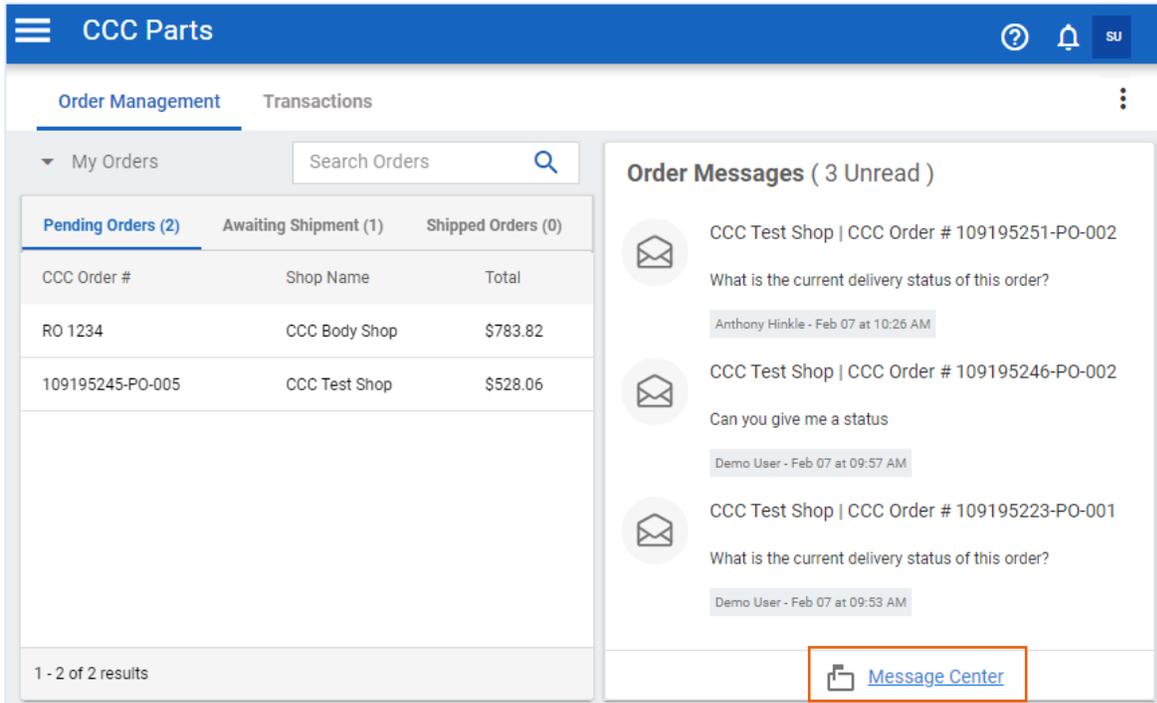
[> Messages](#)

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Message Center

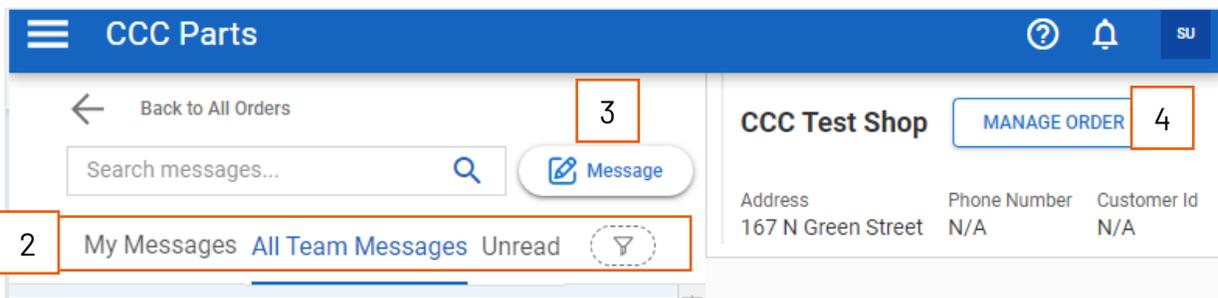
You can also use the Message Center to send and receive messages to/from shops.



The screenshot shows the 'Order Management' page in the CCC Parts system. The 'My Orders' section is active, displaying a table of orders. The 'Order Messages (3 Unread)' section is visible on the right, showing three messages from 'CCC Test Shop'. A red box highlights the 'Message Center' link at the bottom right of the messages section.

Pending Orders (2)	Awaiting Shipment (1)	Shipped Orders (0)
CCC Order #	Shop Name	Total
RO 1234	CCC Body Shop	\$783.82
109195245-PO-005	CCC Test Shop	\$528.06

1. In the Order Management page, select the **Message Center**.



The screenshot shows the 'Message Center' page in the CCC Parts system. The page displays a search bar for messages, a 'Message' button, and a list of message buckets. A red box highlights the 'My Messages' bucket (labeled '2'). Another red box highlights the 'Message' button (labeled '3'). A third red box highlights the 'MANAGE ORDER' button for 'CCC Test Shop' (labeled '4').

2. All messages display.
 - I. Select the message bucket to view messages as needed.
 - II. You can also filter messages.
3. Select **Message** to enter message to send.
4. Select **Manage Order** to open the order to view details of the order if needed.