

## **GM Parts Workbench Users Guide.**

### **GM Security.**

GM Parts workbench is a system set up by GM SPO to allow dealerships to place, access and modify parts orders with GM. The service is provided as a web service with security provided by https, user names and passwords. Each user name has a role. Some sample roles are Parts Counter person, Parts manager, and Parts non-parts person. You must use the dealerworld website to create and issue passwords for each role you want. Remember: The user will be asked to change their password on the first login and this procedure should be done from the GM Dealerworld website. The users will be asked to change their passwords every 60 days. This could also be changed using a web browser at GM Dealerworld.

### **Jarvis Security.**

Security in the Jarvis system is allocated depending on system user name. This user name is not usually the same as the GM Parts Workbench (GMPWB) user names. Sample user names maybe parts1, steve, or pman. If you wish to prevent users from accessing a certain function, you should contact Jarvis to set up the access. It may be especially important to secure sending or modifying orders and printing invoices.

The Parts Workbench Web Services will require the use of DealerWorld User IDs and passwords. You should attempt to login to the DealerWorld Portal and access the Parts Workbench User Interface. If you are unable to access this tool, you need to contact your PSC for either a userID issuance or a password reset. Following either a new userID being issued or a password reset, each user will need to logon to the DealerWorld Portal to change their temporary password prior to attempting access through the web services.

## GMPWB Menu.

GMPWB menu is accessed as menu item #60 on the System 1 parts menu. Just enter 60 at the menu. You will see this menu below as Screen 1:

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Screen 1: GMPWB MENU

```
GM PARTS WORKBENCH MASTER MENU (C) 2008 JARVIS COMPUTER SOFTWARE.

1.  SEND ORDER.
2.  ORDER INQUIRY.
3.  CHANGE ORDER.
4.  SHIPMENT INQUIRY.
5.  GET PARTS INVOICE.
6.  LOCATOR.
7.  PARTS INFORMATION.

PLEASE CHOOSE [ ]

F1=CLEAR CURRENT FIELD, F5=EXIT, F6=SETUP.
```

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If you did not provide your GMPWB credentials (user name and password), then you will be presented with the following screen as Screen #2:

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Screen 2: GMPWB LOGIN

```
GM PARTS WORKBENCH SESSION LOGIN INFORMATION (C) 2008 JARVIS COMPUTER SOFTWARE.

LOGIN: 
PASSWORD:

F1=CLEAR CURRENT FIELD, F5=EXIT, ESC=SAVE FOR THIS SESSION.
```

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If you do not enter credentials that appear valid you will not be allowed access to any programs in GMPWB.

Orders are sent from the following screen:

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Screen 3: Send Order.

```
GM PARTS WORK BENCH ORDER (C) 2008 JARVIS COMPUTER SOFTWARE.

CONTROL #: _____ ORDER TYPE:
ALTERNATE DEALER CODE:
SHIP PRIORITY CODE:
                        1=Best Surface.
                        2=Not Allowed.
                        3=Next Day Delivery.
                        4=Saturday Delivery.
                        5=Ship the Best Way.

ORDERED BY:
ALTERNATE SHIP ADDRESS:
COMPANY:
LINE 1:
LINE 2:
LINE 3:
CITY:                      STATE:                      ZIP:
COUNTRY:

F1=CLEAR CURRENT FIELD, F5=EXIT, F7=HELP, ESC=SEND ORDER.
```

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It is important to note that you cannot punch in an order in this screen. You must enter or generate the order using screen #3 in System 1. An important item to remember: Control numbers must be 4 or fewer characters, Order types must be "DRO", "CSO", or "QPO" and GM will not accept part numbers with any other type of characters but digits. Since screen #3 in System 1 is designed for various franchises including GM, it does not enforce these rules. Orders that do not follow these rules will not be transmitted to GM.

"DRO", and "QPO" orders can only be shipped "Best Surface", so must have a shipping type code of "1". If you are using an alternate dealer number then your GMPWB credentials must match that dealership.

"CSO" orders can be shipped by any method listed on the screen. "2" is not allowed. If you desire you can specify an

alternate shipping address. The period and comma are not allowed in the name or address and the order will not be processed by Jarvis or GM.

When you have entered all relevant information, press the Escape key. A message stating that the order is being sent will display.

### **The Answer Back.**

GMPWB will answer back in real time. Within a short time you will know the number of lines accepted and/or rejected. If your credentials are invalid you will receive a message stating so. Occasionally, the Internet is down or the the GM Server is very busy and you will not receive any answer within a certain time. You will be able to resend the order at a later time. If the answer back does not seem to fit one of the situations above, please call Jarvis Computer Software.

### **Order Inquiry.**

Order inquiries can be made in two ways:

- 1 Using the dealership control number.
- 2 Using the SPO reference number and PDC number.

Both types of inquiries can be made on all part numbers or on a single part number. Below find screen #4 as an example.

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#### Screen 4: Order Inquiry

```
GM PARTS WORK BENCH ORDER INQUIRY (C) 2008 JARVIS COMPUTER SOFTWARE.
ALTERNATE DEALER CODE: 502145
CONTROL: INTA ORDER TYPE: DRO DRO REFERENCE #: PDC:
INQUIRY (Y/N) PART NUMBER DESCRIPTION INQUIRE ALL (Y/N): _
- 9595178 BOLT
- 9597472 WHEEL
- 10240170 MOLDING A
- 10313535 WEATHERST
- 10321353 MOLDING
- 10376526 PEDAL
- 10384458 PANEL
- 10402844 SW-SI/WDO
- 11588915 BOLT
- 19168267 FILTER
F1=CLEAR CURRENT FIELD, F2=NEXT, F4=PREVIOUS, F5=EXIT, ESC=INQUIRY.
```

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#### Modifying Orders.

Orders that have been placed with GM SPO can be modified. The orders do not have to be sent through System 1. If the order was sent through System 1 then the part numbers making up the order will be displayed. If System 1 does not know about the

order then you will be responsible for supplying the correct information. Screen #5 is an image of the screen used to modify orders. Four types of processing are allowed: 1. COR is the cancellation of a specific backorder. 2. CPT is the cancellation of all backorders for a specific part. 3. UPG is an upgrade of a DRO type order into a CSO order. 4. SPC is upgrade of a CSO part order in a special case.

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## Screen 5: Order Maintenance

```
GM PARTS WORK BENCH ORDER MAINTENANCE (C) 2008 JARVIS COMPUTER SOFTWARE.

MODE: ____ (COR, CPT, UPG, SPC)
ALTERNATE DEALER CODE:
CONTROL NUMBER:
ORDER TYPE:
PART NUMBER: LINE NUMBER:
ORDER REFERENCE NUMBER:
VIN:

CONTACT PERSON:
CONTACT PHONE: ( ) -

TRANSPORT METHOD:
ORIGINATION WAREHOUSE:

F1=CLEAR CURRENT FIELD, F5=EXIT, ESC=SEND.
```

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COR order changes require part number, line number, PDC number and order reference number. All of this information is available from program #2, order inquiry.

CPT order change requires only the part number. Optionally you can supply the control number and then all orders for a particular part number using this control number will be cancelled.

UPG order change requires part number, line number, reference number and PDC number.

SPC order change requires partnumber, VIN, person name, 10 digit telephone number and dealership control number.

### **Shipment Inquiry.**

Shipments information may be obtained if you know shipment date, control number, SPO reference number or shipment number. Optionally you can include a part number and then you only get the information about the shipment of that one part.

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### Screen 6: Shipment Inquiry

```
GM PARTS WORKBENCH SHIPMENT INQUIRY (C) 2008 JARVIS COMPUTER SOFTWARE.  
  
ALTERNATE DEALER #: 502145  
  
(OPTIONAL) PART NUMBER:  
  
ENTER ONE OF THE FOLLOWING:  
  
SHIP DATE:   /   /  
CONTROL NUMBER:  
SPO ORDER NUMBER:  
SHIPMENT NUMBER:  
  
F1=CLEAR CURRENT FIELD, F5=EXIT, ESC=SEND INQUIRY.
```

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### Invoice Inquiry.

You can view or print invoices if you know the invoice date or the control number. Each invoice will be brought to the screen separately. If you want a printed copy of the invoice then press the F3 key.

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### Screen 7: Invoice Inquiry

```
GM PARTS WORKBENCH PARTS INVOICE (C) 2008 JARVIS COMPUTER SOFTWARE.  
  
ALTERNATE DEALER #: 502145  
  
ENTER ONE OF THE FOLLOWING:  
  
INVOICE DATE:   /   /  
CONTROL NUMBER:  
  
F1=CLEAR CURRENT FIELD, F5=EXIT, ESC=GET INVOICE.
```

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### Locator.

You can locate a part by simply knowing the part number. Enter the part number and press the Escape key. You can also locate from the the System 1 inquiry program. After you have entered a GM part number in inquiry, you can type in contact GMPWB and perform a locate.

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### Screen 8: LOCATOR

GM PARTS WORKBENCH LOCATOR (C) 2008 JARVIS COMPUTER SOFTWARE.

PARTNUMBER:

F1=CLEAR CURRENT FIELD, F5= EXIT, ESC=MAKE INQUIRY.

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### Master.

You can get master parts information for a part by simply knowing the part number. Enter the part number and press the Escape key. You can also get master parts information from the the System 1 inquiry program. After you have entered a GM part number in inquiry, you can type in contact GMPWB and get the master part information.

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### Screen 9: Master

GM PARTS WORKBENCH GET PARTS MASTER (C) 2008 JARVIS COMPUTER SOFTWARE.

PART NUMBER:

F1=CLEAR CURRENT FIELD, F5=EXIT, ESC=RETRIEVE INFORMATION.

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### Entering an Order.

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### Screen 10: Entering an Order

ORDER ENTRY BY JARVIS COMPUTER SOFTWARE. (C) COPYRIGHT 1988,1992,1995,2008  
CONTROL NUMBER: 0519 ORDER TYPE: DRO SOURCE: 00 NON-STOCK (Y/N): N  
PART NUMBER BIN CODE ON ON UPAC ORD DLR WKS SALES  
/GROUP /DESCRIPTION /ADD /CST HAND ORD /NOTE QTY NET LST 13 26  
10.777 10402844 5.46 THIS IS NOTE SECTION AND UP  
12341234 0 1 1 0 1 0 0  
TESTING 0.00  
F1=CLEAR CURRENT FIELD, F5=EXIT, F3=GENERATE SUGGESTED ORDER / FKEYS.  
F2=NEXT, F4=PREVIOUS, F6=PRINT IT, F7=HELP. GM

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## Order Scratch Pad.

## Screen 11: Inquiry

```

-----
                25010792      38 01.836      0.00      0.00      3.52      0.00 00 S03
R Y   N 02   SP      1   5      FILTER      123598      0.00      0      7      Q47
PITS 1966 - 2009

                on order      1 cntrl #      5555 DRO      05/16/2008

PART NUMBER      QTY      GROUP      LIST      TRADE      COST      CORE S LOC
RTN  CODES      WH U/PAC WKS/LS DESCRIPTION LINES SPECIAL %      ALT
-----
                                F1=CLEAR CURRENT FIELD, F2=WITHDRAW, F7=HELP
Clr Numbr Lkup  Orpad Fkys Quit

```

### Screen 12: Scratch Pad Entry.

```

ORDER SCRATCH PAD (C) 2004 JARVIS COMPUTER SOFTWARE.

LOGIN      PART #          QTY      RO#      NAME          NOTES
clare      12467958        1        121
clare      4105409.AA      2
clare      25010792        3  _12345 JOHN_SMITH_  THIS_NOTE_IS_SENT_TO_GMSP
clare      █

-----
F1=CLEAR CURRENT FIELD, F3=OPTIONS, F5=EXIT, ESC=SAVE, F7=HELP.

```

The part number entered will appear in the scratch pad window. You may add quantity, repair order number, name and notes. Only the notes will be sent to GM.

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### Screen 13: Order Screen

```
ORDER ENTRY BY JARVIS COMPUTER SOFTWARE. (C) COPYRIGHT 1988,1992,1995,2008
CONTROL NUMBER: __6669 ORDER TYPE: CSO SOURCE: 00 NON-STOCK (Y/N): N
PART NUMBER      BIN      CODE      ON      ON UPAC  ORD  DLR WKS  SALES
  /GROUP        /DESCRIPTION /ADD /CST HAND  ORD /NOTE QTY NET LST   13  26
F1=CLEAR CURRENT FIELD, F5=EXIT, F3=GENERATE SUGGESTED ORDER / FKEYS.
View Order Fkeys Pad Quit
```

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Now when the parts manager puts together the order, he will go into screen #3, enter the control number, order type and source number. Then he will press F3-P to transfer selected parts on the scratch pad to this order.

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### Screen 14: Pad Transfer

```
ORDER FROM ORDER PAD (C) 2004 JARVIS COMPUTER SOFTWARE.
PAGE 1 of 1
CONTROLL #: 6669__ ORDER TYPE: CSO SOURCE: 00
ORDER PART NUMBER  QTY  DATE  HOUR RO.#  NAME  LOGIN
Y/N -----
N 12467958         __1 02-22-2006 0869 121      clare
N 4105409.AA       __2 06-11-2007 1314      clare
STOCK
Y 25010792         __3 05-19-2008 1392 12345  JOHN SMITH clare
THIS NOTE IS SENT TO GMSPO
PART INFO: NON-INVENTORY PART: NO INFO AVAILABLE
F1=CLEAR CURRENT FIELD, F5=EXIT, ESC=SAVE. F2=NEXT, F4=PREV.
```

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