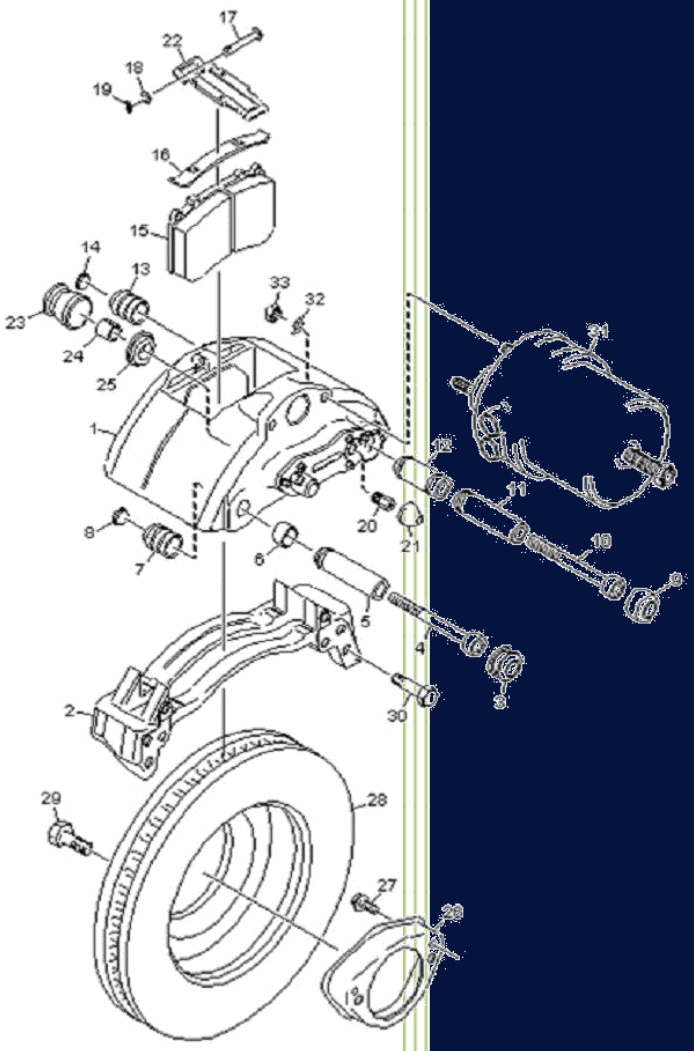
2011

Scania Parts Online – Customer Guide



Scania

2011-05-01

Table of contents

TABLE OF CONTENTS **3**

INTRODUCTION TO SCANIA PARTS ONLINE **4**

WELCOME 4

GUIDE TO SCANIA PARTS ONLINE **5**

HOW TO START THE APPLICATION 5
TAKE YOUR BEARINGS 6
Accepting the Terms and conditions *6*
First page *6*
"My dealer" *7*
The menu pane and the shopping cart summary bar *9*

MAKING AND PLACING AN ORDER **10**

THE SHOPPING CART 10
Overview *10*
THE ORDER FLOW 11
Step 1: Parts selection *11*
If you know the part number: 11
Finding your parts via catalogues 12
Sales promotion parts 13
File upload 14
Retrieve price 15
Step 2: Check out the order *16*
Step 3: Order receipt *17*
DELIVERY OR PICK-UP? 18
"THE DEALER SYSTEM IS NOT AVAILABLE" 19

SETTINGS AND FOLLOW-UP **20**

MY ACCOUNT 20
MY ORDERS 21
Available selection criteria for search *21*
Example of results *22*
Status and history *23*

Introduction to Scania Parts Online

Welcome

Dear customer,

Scania Parts Online is a free-of-charge online application intended to simplify your process of finding and ordering Scania parts and parts for equipment related to your vehicle (trailer axels, tail lifts and so on).

"Easy to find and to order"
At Scania we are dedicated to enable maximum up-time of your vehicle and the supply of parts is paramount to any successful and timely repair or maintenance. We are therefore very proud to present Scania Parts Online as a way to simplify your search for parts. Some of our most prominent features include:

- Access to all available Scania parts via our online parts catalogue – filtering out Scania parts based on chassis number
- You get a prompt answer on price and availability questions through a direct link to your dealers' computer system.
- Easy and reliant placements of orders – parts are reserved for your order at the push of a button.
- Access to an assortment of preferred suppliers offering you parts for your trailer, superstructure and equipment

As a user of Scania Parts Online you will also be the first to know of any special parts offers at your home dealer; all orderable by a simple click of a button.

"Track and trace your parts order"
"When will my parts arrive?" – From now on, all you have to do is log into Scania Parts Online and information about all your parts orders is at arms reach. Our "My Orders" page lets you search by order date, order number, tracking number, part number and even your own reference.

The application is built to be as intuitive as possible, but for your convenience – or if anything is unclear – the following pages describe the functionality and some tips and tricks in detail.

Do not forget: If you have any questions that are not answered by this guide, please do not hesitate to contact you Scania dealer.

This guide is divided in 5 chapters:

- How to you log-in
- How to place a parts order
- How to find parts
- How to change your preferences
- How to look for order history

Once again, welcome to Scania Parts Online!

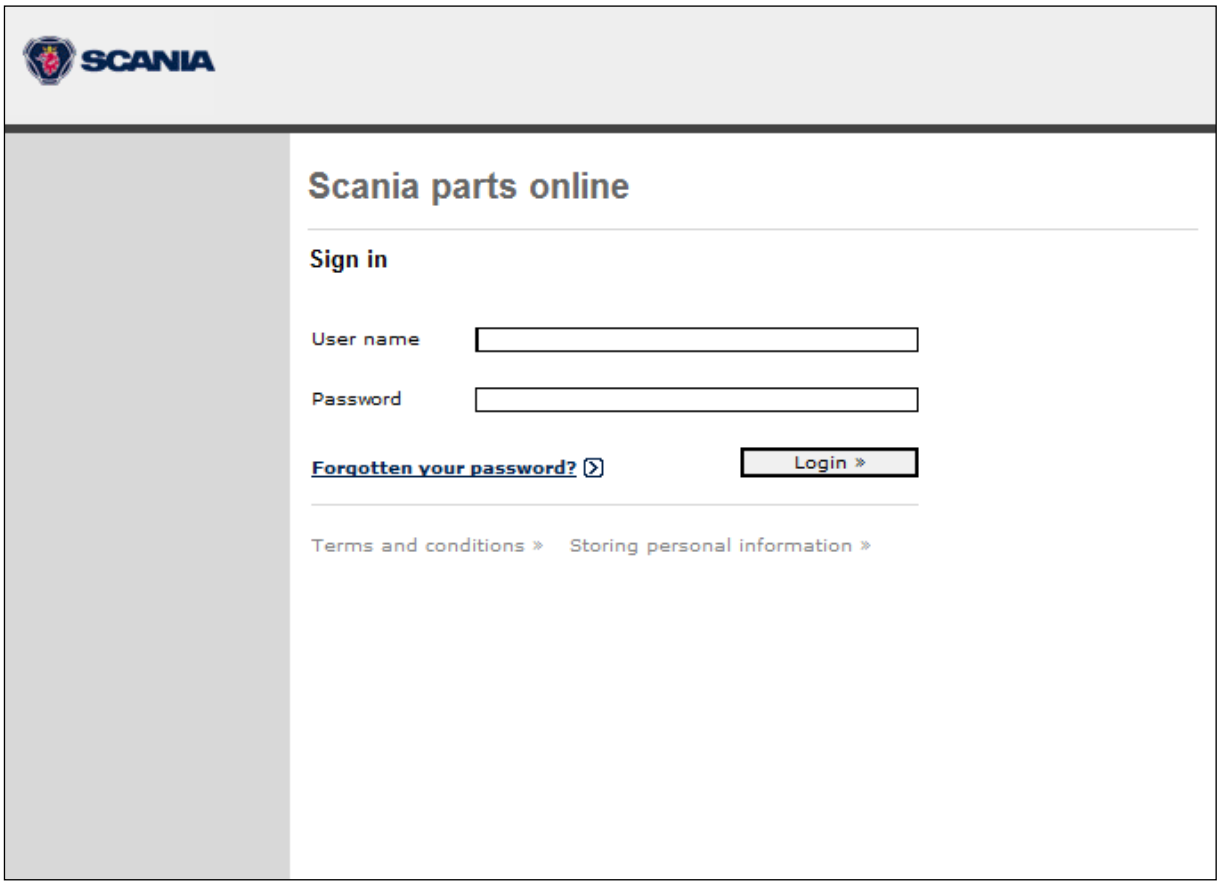
Guide to Scania Parts Online

How to start the application

To open Scania Parts Online simply type http://spo.scania.com in the address field of your internet browser (for optimal layout, use Internet Explorer 6.0 or later) and press enter or press 'Go'.

The application is on a secure website and you might be asked to approve a certain set of certificates by clicking ok on the pop-up dialogue windows. Once this is done the log in screen is displayed. Enter your log-in details and click the "Login" button (or press enter).

It is your local Scania dealer who supplies your login information.

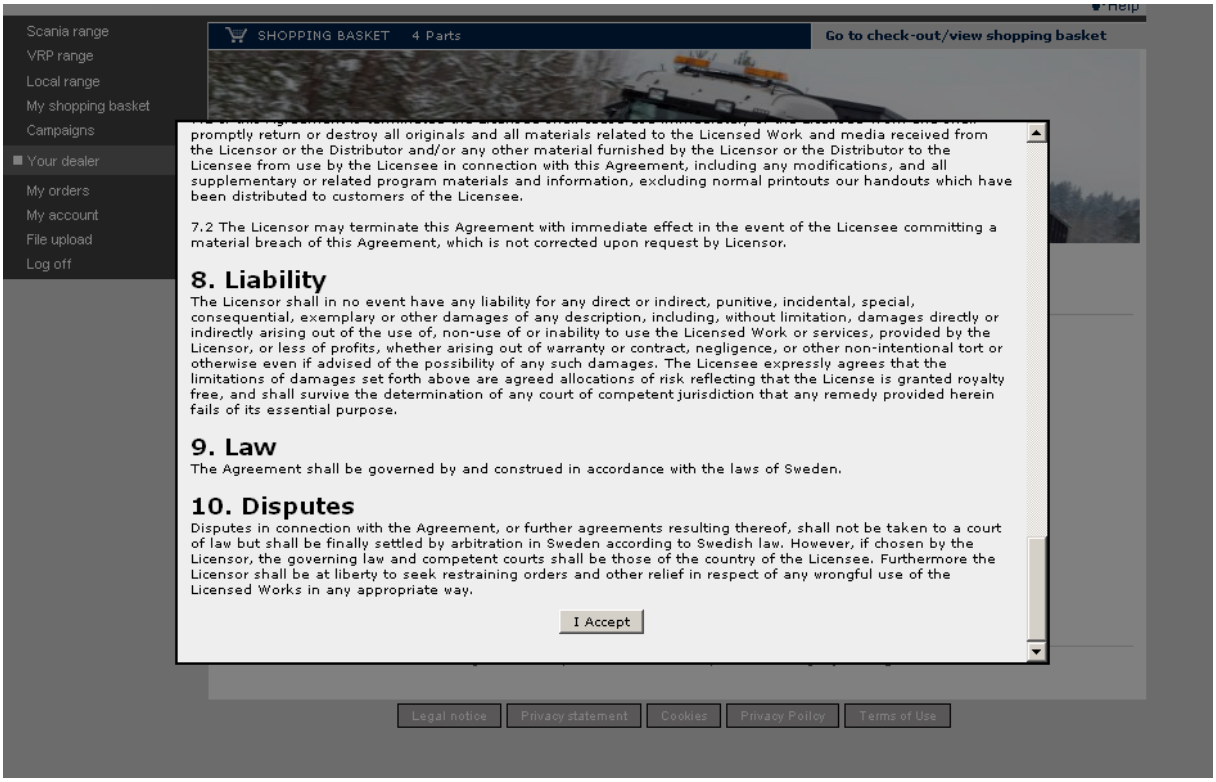


– ***Tip! Save the Scania Parts Online start-up page as a favourite for easy access next time.***

Accepting the Terms and conditions

Before you can start using Scania Parts Online you need to accept the Terms and conditions. Read thru the document and click the I Accept button at the bottom of the document.

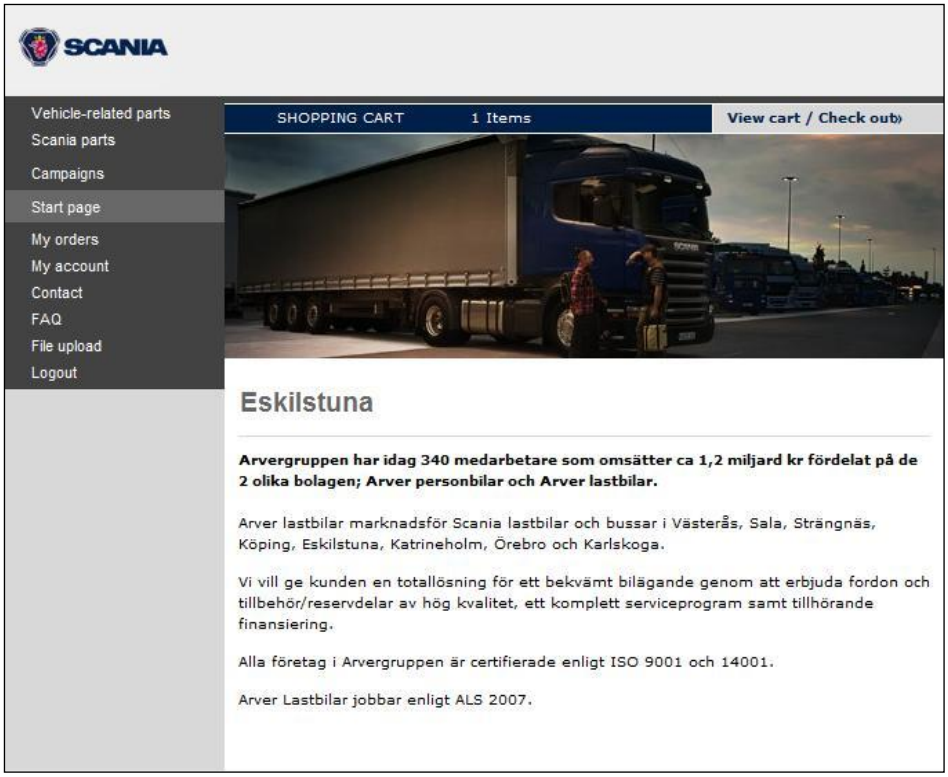
We have also added links to Scanias general internet policies at the bottom of every page.



First page

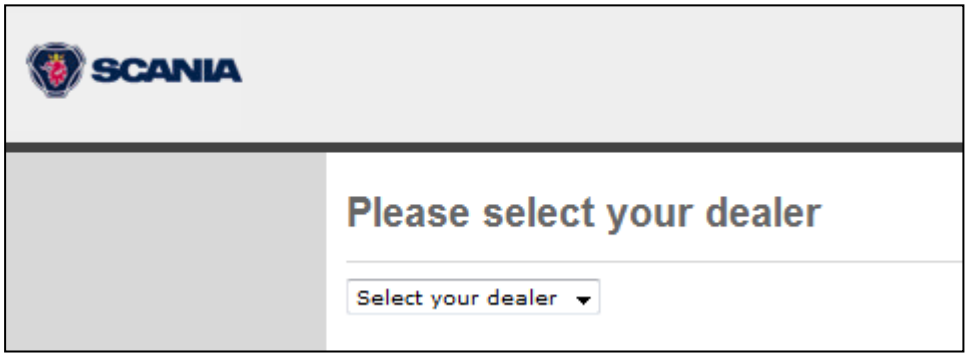
Following the instructions above, you will now be logged in to Scania Parts Online. You will be able to see one of two screens:

- If you are connected to just the one dealer, the “My dealer” page will be displayed



- The “My dealer” page

If you are connected to several dealers (for example if you have centralised your ordering administration for several of your sites) you will be prompted to select which dealers’ Scania Parts Online page you want to view. This done, the corresponding “My dealer” page will be displayed.



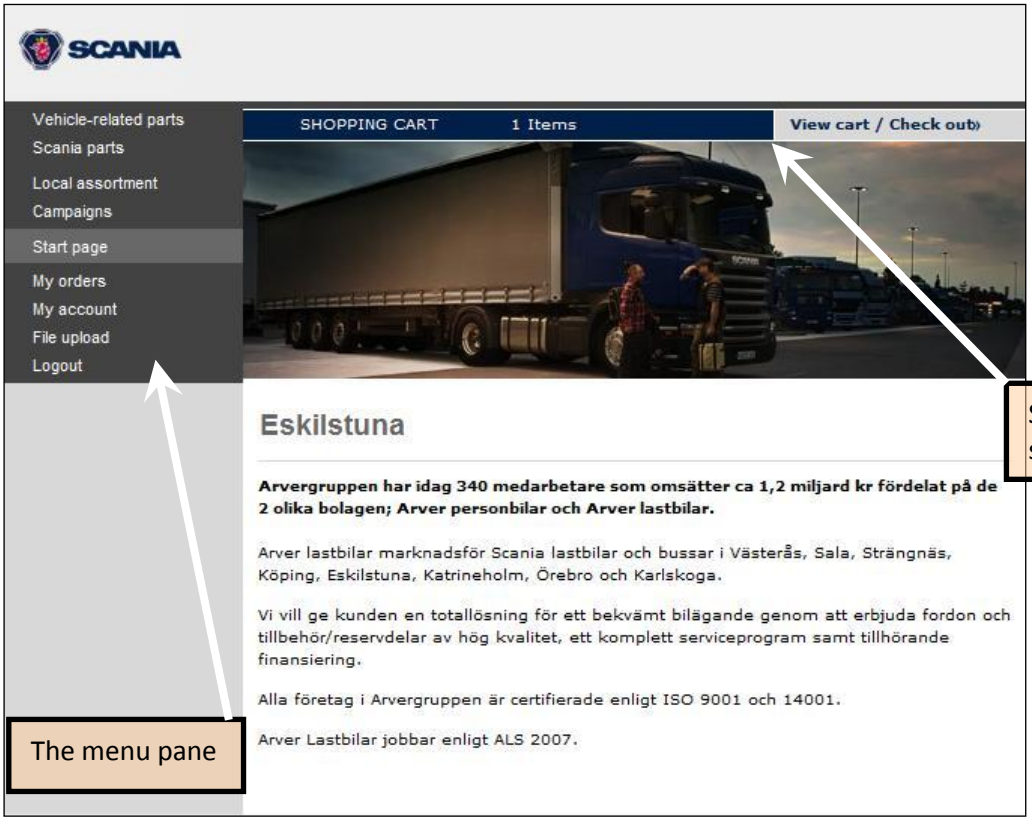
- If you are connected to several sites, choose one using the drop-down list

- ***Tip: If there are any special offers available, you will automatically be directed to the ”Special offers” page***

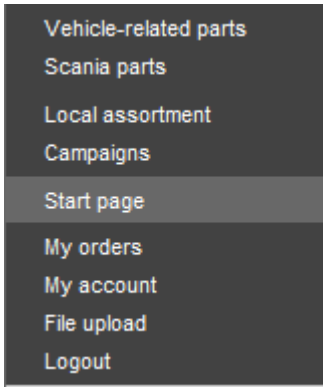
“My dealer”

The “My dealer” page gives you specific information about your dealer. You will also get contact details and other important information. In a separate frame to the left, you will find the menu pane. This frame will always be displayed with the current page highlighted in a lighter shade of grey. In a separate bar on top, you will see a summary of your shopping cart content. This bar can also be used to reach the “Shopping cart” page.

Overview of functions available


SCANIA
Vehicle-related parts
Scania parts
Local assortment
Campaigns
Start page
My orders
My account
File upload
Logout
SHOPPING CART
1 Items
View cart / Check out
Eskilstuna
Arvergruppen har idag 340 medarbetare som omsätter ca 1,2 miljard kr fördelat på de 2 olika bolagen; Arver personbilar och Arver lastbilar.
Arver lastbilar marknadsför Scania lastbilar och bussar i Västerås, Sala, Strängnäs, Köping, Eskilstuna, Katrineholm, Örebro och Karlskoga.
Vi vill ge kunden en totallösning för ett bekvämt bilägande genom att erbjuda fordon och tillbehör/reservdelar av hög kvalitet, ett komplett serviceprogram samt tillhörande finansiering.
Alla företag i Arvergruppen är certifierade enligt ISO 9001 och 14001.
Arver Lastbilar jobbar enligt ALS 2007.
Shopping cart summary bar
The menu pane

The menu pane and the shopping cart summary bar



The menu pane displayes all the pages available and can be used to navigate through the application. Click the desired page and it will be displayed.

When viewing a page, the link to this page will be highlighted in a lighter grey colour than the rest of the links in the menu pane.

- **Vehicle-related parts:** here you can find an assortment of preferred suppliers offering you parts for your trailer, equipment and superstructure, distributed by Scania
- **Scania parts:** access to all Scania parts
- **Local assortment**: here you can find an assortment of selected suppliers, distributed by your local dealer or distributor
- **Campaigns:** here you can find all promotions
- **Start page:** here you can find some information about your dealer
- **My orders:** to view your parts orders
- **My account:** if you want to see or change your preferences
- **File upload:** you have the possibility to up-load an order ‘electronically’
- **Logout:** if you want to leave the application



This menu bar gives you access to your shopping chart. It is also a summary of the items in it. In this example you have one item in your cart.

Click “View cart/check out” to get detailed information or for the possibility to add and/or change your order.

Making and placing an order

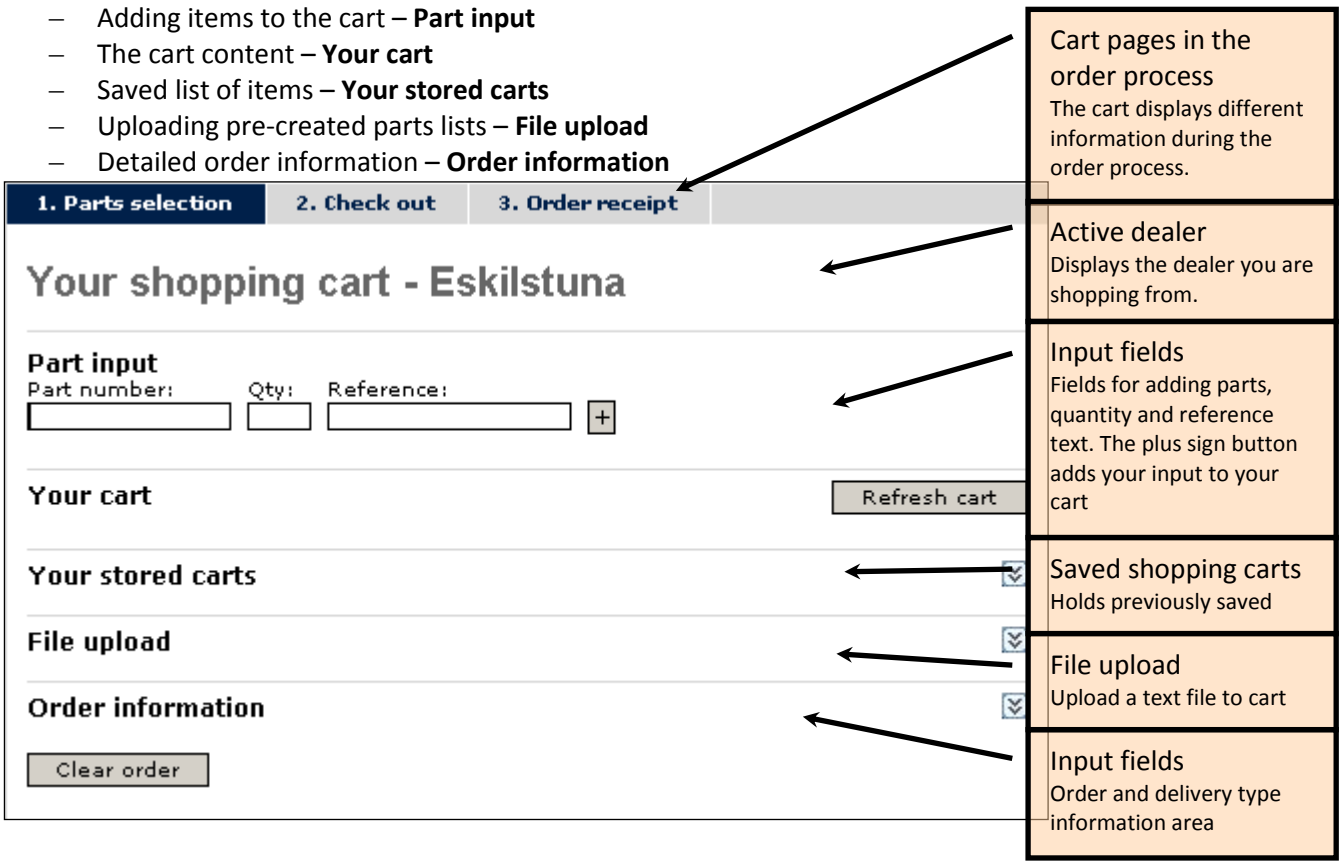
The shopping cart is central in Scania Parts Online. This is a place to see your selected parts, retrieve prices and availability information, go to the check out and place the orders. This page can also be used to directly add parts if you already know the part number you need. If you do not know the part number it is easily found using the Scania parts catalogue or the vehicle-related parts catalogue. Both these catalogues are integrated to Scania Parts Online and parts are added to your shopping cart by simply clicking the "Add" buttons in the respective catalogue. For more information about how the parts catalogues work, please see pages 11-12. Parts can also be added to the cart by clicking "Add" in any special offer.

The shopping cart

Overview

The page is divided into different sections for

- Adding items to the cart – **Part input**
- The cart content – **Your cart**
- Saved list of items – **Your stored carts**
- Uploading pre-created parts lists – **File upload**
- Detailed order information – **Order information**



Refresh cart – The button is used for updating the cart area to see added parts from the Scania parts or vehicle-related parts application

Clear order – The button clear the cart from all contents added (parts) and also clears the input fields for order information

Open and closing the different sections – To see the hidden area below "Your stored carts" or "Order information" click on the heading with the mouse. You can also click on the icon ( ), displayed to the right of the page.

The order flow

Regardless of the method used to add parts to the shopping cart the process to place an order remains the same. Simply put there are 3 steps to it – Add, Check and Place. The information bar at the top will display the current progress in the order process:

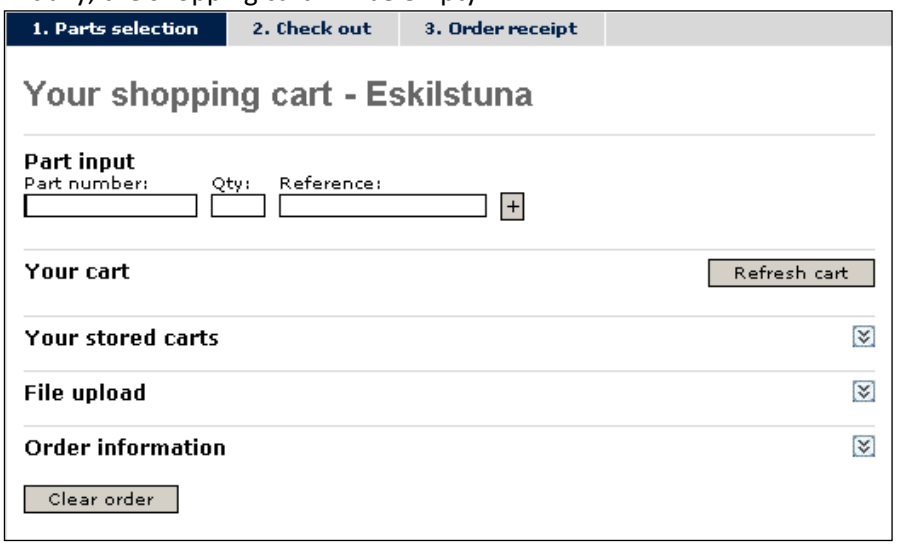


- Step 1: Parts selection
  - If you know the part number: page 10
  - Finding parts via catalogues page 11
  - Purchase of a sales promotion page 12
  - Upload file page 13
  - Retrieve price page 14
- Step 2: Check out the order page 15
- Step 3: Order receipt page 16

Step 1: Parts selection

If you know the part number:

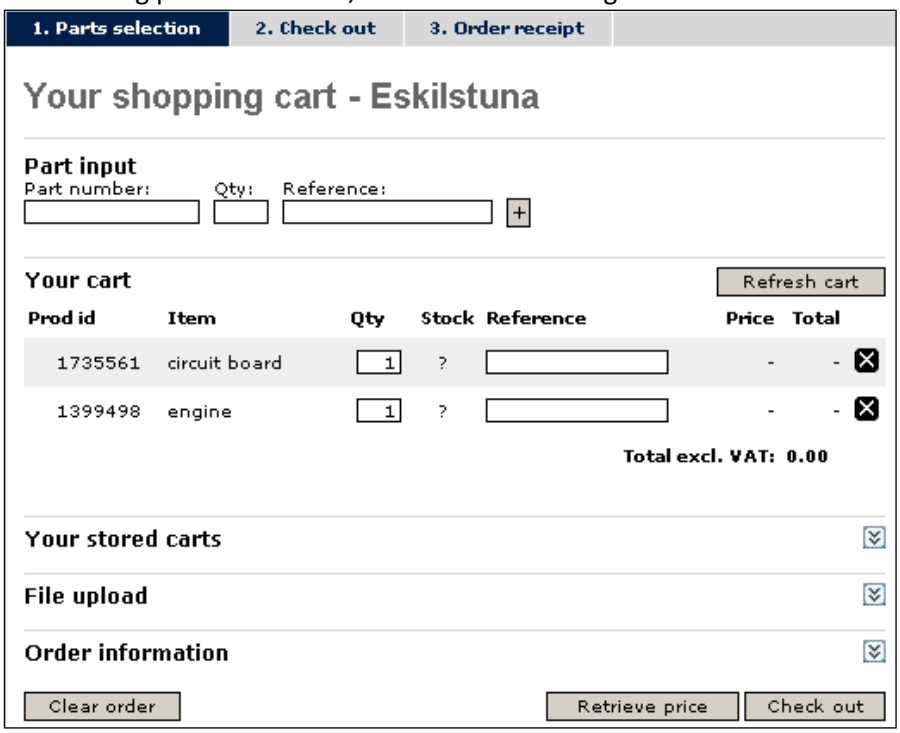
Initially, the shopping cart will be empty



Write the part number quantity, any reference text, and click the plus button (+).

- ***Tip: You can press enter instead of using the mouse to click the (+)-symbol.***

After adding parts to the cart, it will look something like this:



Finding your parts via catalogues

If you already know the part numbers of the parts you need, they are simply entered in the "Shopping cart" page as described above. If, however, you do not know the part number there are two main catalogues that can be used. These are both integrated with the main application and by a simple click of the mouse button parts are added directly from the catalogues to your shopping cart in Scania Parts Online. The catalogues are divided by assortment: one for Scania parts fitted on your vehicle and one for vehicle-related parts, i.e. parts for equipment used on or with your vehicle (for example trailer axle parts, tail lift parts and extra lighting).

Scania Parts

If you need parts for your Scania vehicle the Scania parts catalogue *Scania Multi Parts Web* is your best choice for finding the correct part numbers. All the parts applicable to your specific chassis are automatically filtered out and structured according to component by searching with the chassis number search. There is also a possibility to search by vehicle type and/or series and by using the engine number. The catalogue is opened by clicking "Scania parts" in the Menu pane.

- ***Tip: the chassis number mentioned in this case consists of 7 digits, f.ex. 4934567***
- ***Tip: You can filter out all parts not applicable to your chassis by using the chassis search functionality in Scania Multi Parts Web.***

If you know the denomination of the part you are after, but are unsure as to where it will be found in the component structure, this can be searched on as well. The filtering criteria used above will apply also to parts searches and from the answers you can click your way to the descriptive images and text. When the part is found, simply click the "Add" button next to it to automatically add it to your Scania Parts Online shopping cart.

- ***Tip: You can press the "Refresh" button in the shopping cart view to see parts added to the cart from Scania Multi Parts Web.***

Also see the instruction file for Scania Multi parts Web by clicking the question mark symbol in the application.

Vehicle-related parts

Sometimes you will need to repair parts of your vehicle that are not explicitly Scania components. This might be parts of your trailer, your cooling box, your tail lift or your extra lights. For these instances, Scania have extended the assortment by what we call vehicle-related parts – parts that are not Scania, but that are used in conjunction with your Scania product. Clicking the *vehicle-related parts* link in the menu will open a new browser window for the vehicle-related parts catalogue.

- ***Tip: Scania are dedicated to simplify your business. With this in mind, we offer not only spare parts for you Scania, but also spare parts for equipment used with your Scania (i.e. trailer parts, tail lift parts and extra lights).***

To find the parts you need in the vehicle-related parts catalogue, browse by supplier and use the suppliers own original spare parts catalogue. This is done in an effort to always supply you with updated and correct information. Once the original supplier part number is found, “copy-paste” it into the search box to find the number orderable through Scania Parts Online. Then press “Add” to send it to your shopping cart.

Just like Scania Multi Parts Web, the vehicle-related parts catalogue is integrated with Scania Parts Online. Just press “Add” to automatically add the parts of your choice to your shopping cart.

- ***Tip: Watch the instructional movie to learn how to use the vehicle-related parts catalogue efficiently. You will find it by pressing “Help” on the top menu bar in the application.***

Local assortment

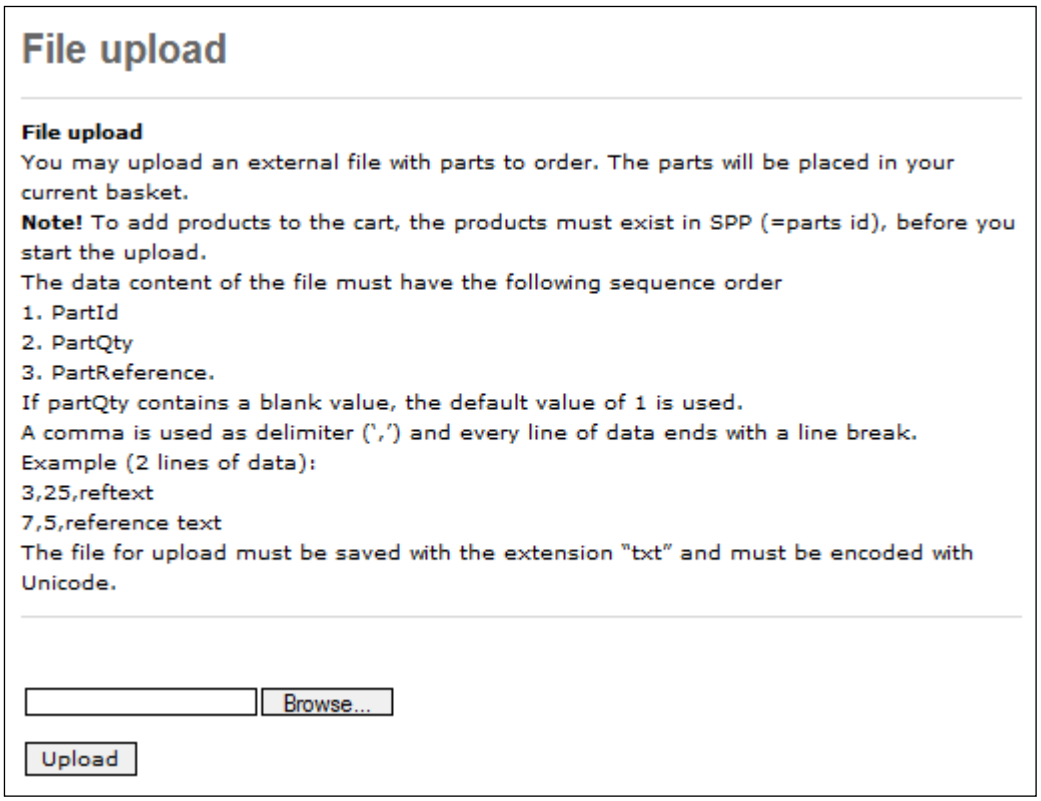
Your specific dealer might offer parts available neither in the Scania parts assortment not the vehicle-related parts assortment. In this case the catalogues will be found by clicking “Local assortment” in the menu pane

Sales promotion parts

We will continually place information about special offers on Scania Parts Online. For you as an online customer to Scania nothing could be easier than taking advantage of these offers. When parts are part of an offer, these will have an “Add” button next to them in the offer. Clicking it will add the products to your shopping cart.

File upload

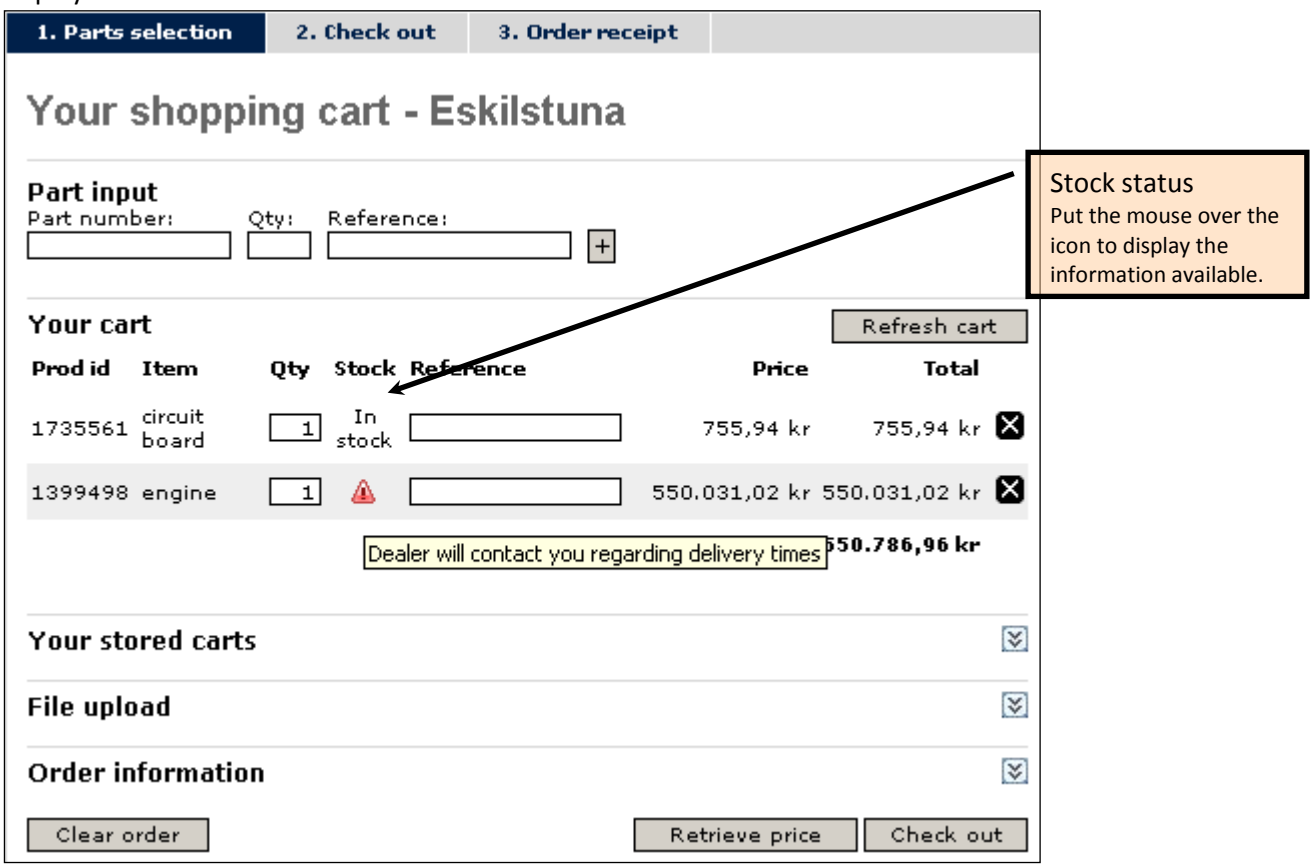
In some cases the list of parts you need to order will be long – and you might even have the list in digital format – be it in your workshop management system or in a simple spread sheet. For these instances we offer the option of uploading the file directly into your shopping cart in Scania Parts Online. The feature is found separately in the menu pane but files can also be uploaded from the shopping cart view. Simply follow the data format specified below to use this option.



- ***Tip: If a part is not recognised by Scania Parts Online, uploading it will not work, and a message will be displayed to you.***

Retrieve price

When the “Retrieve price” button is clicked, Scania Parts Online sends a question to your home dealer’s parts system, asking for stock availability and parts prices. Any discounts and/or special offers will be deducted in the displayed price. When the dealer system has answered, the information will be displayed like below:

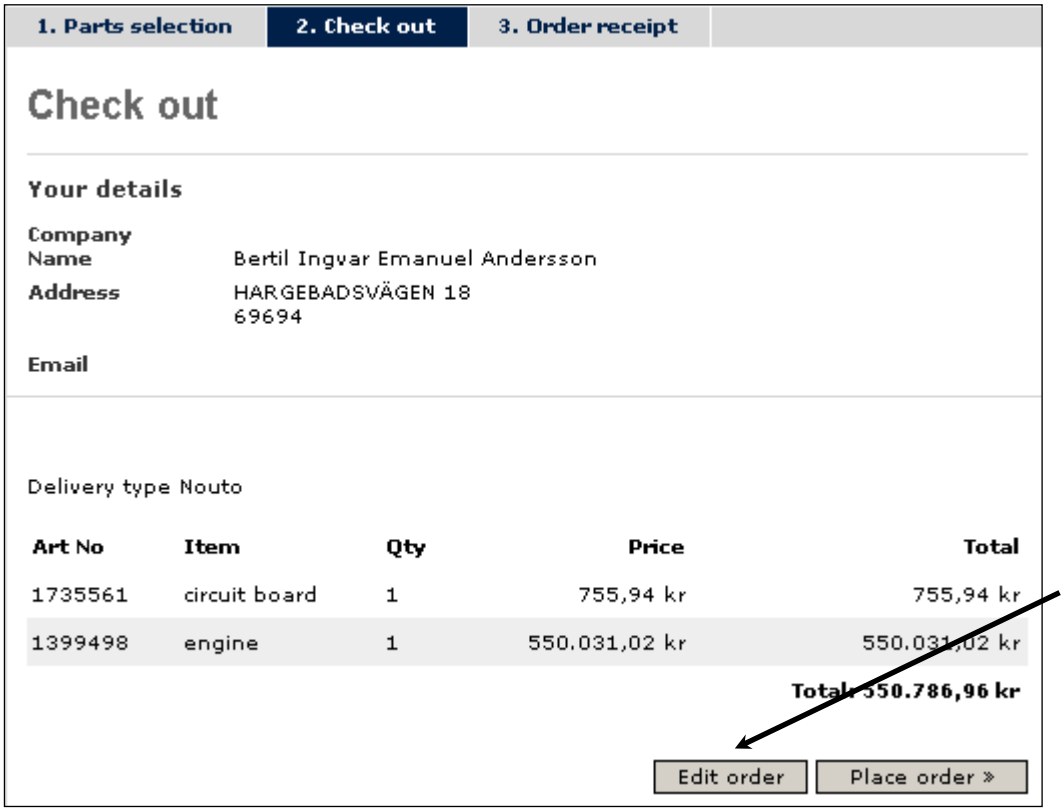


- ***Tip: For your confidence, the prices have to be retrieved before it is possible to check out the order. This measure is taken as an additional control point – a second chance to check that the correct parts have been entered.***

To proceed to the next step, the Check out button is clicked.

Step 2: Check out the order

The check out screen is a summary of what is ordered and displays the information to let you easily check that it is correct before the order is finalised by clicking “Place order”.

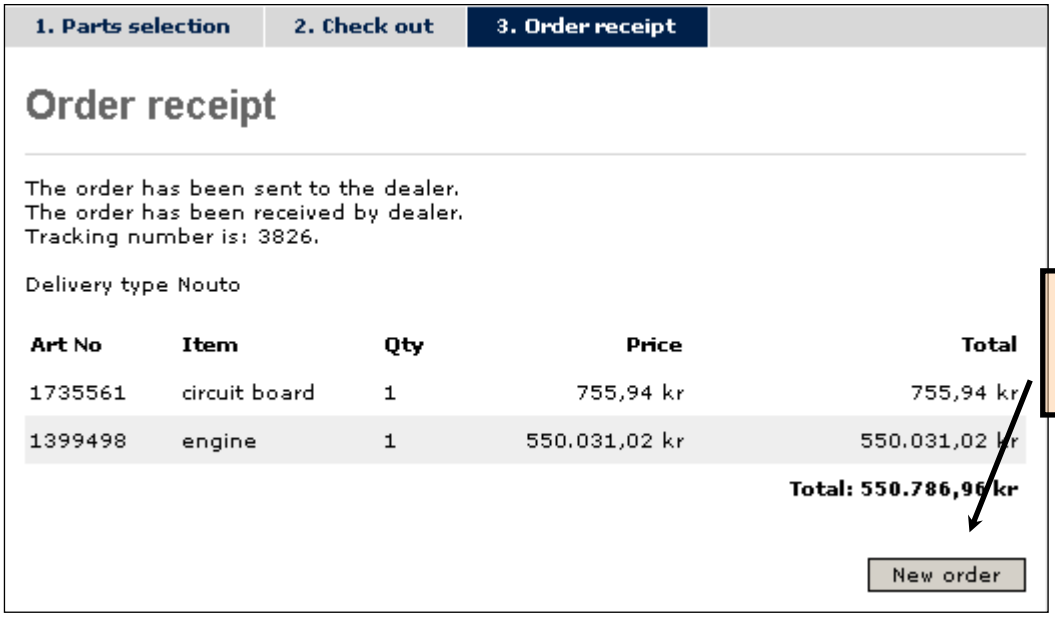


Edit order
Takes you back to the Parts selection and lets you edit the order.

To proceed, the “Place order” button is clicked. This action is final and sends the order to your home dealer’s parts system – automatically reserving the parts for you.

Step 3: Order receipt

When receiving the order, your dealer's system will reserve the parts for you and reply with an order receipt. It will show order information and total amounts. Any order reference given during the ordering procedure will also show in the order receipt.



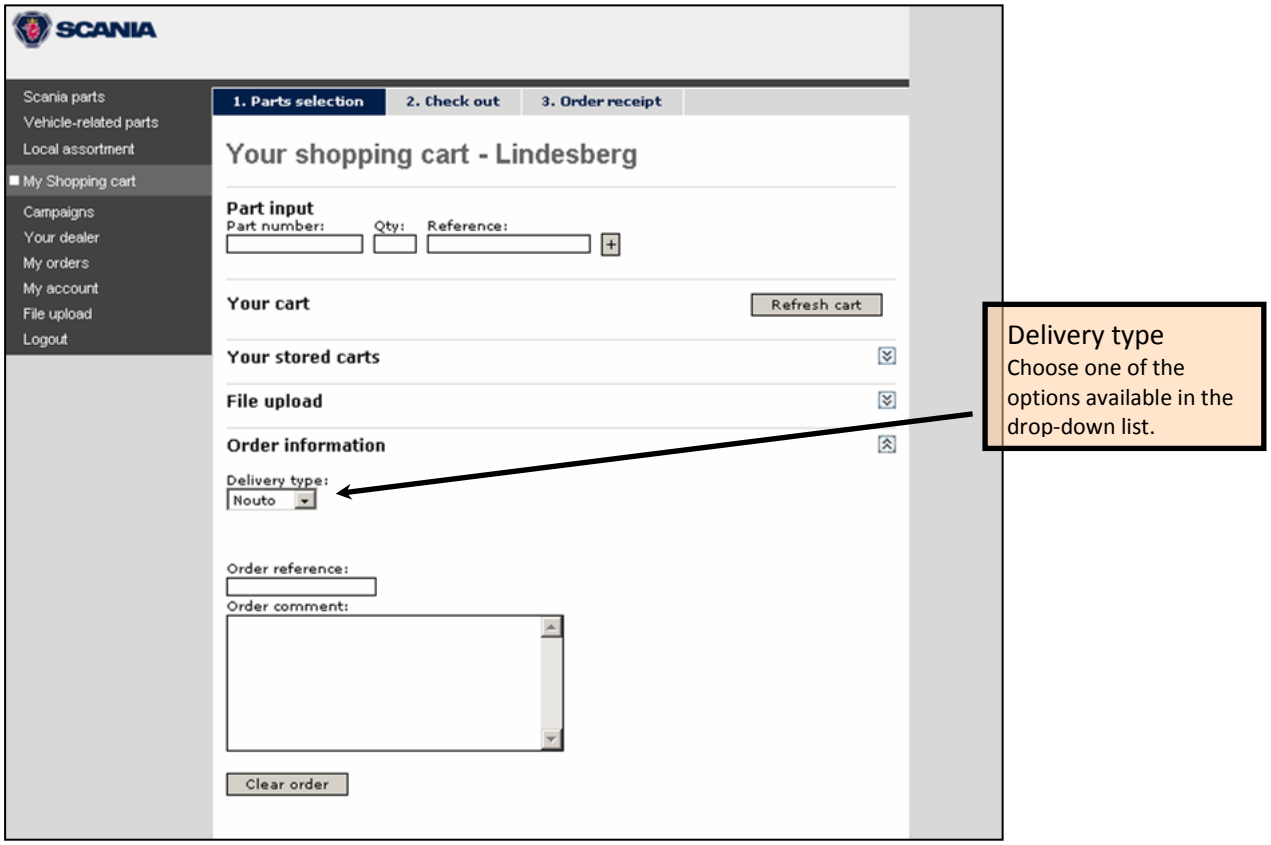
New order
Go to an empty new order page by clicking this button.

- ***Tip: the tracking number (above) can be used to search for order handling progress in the "My orders" page***

With this receipt, the ordering process is complete. Check back into Scania parts Online and the "My orders" page for updates on the processing of your order – or to view your complete order history.

Delivery or pick-up?

There is an option to choose type of delivery of your order during the parts selection process. In your shopping cart, the heading “Order Information” contains three fields: One for your order reference, one for additional comments and one for delivery type.

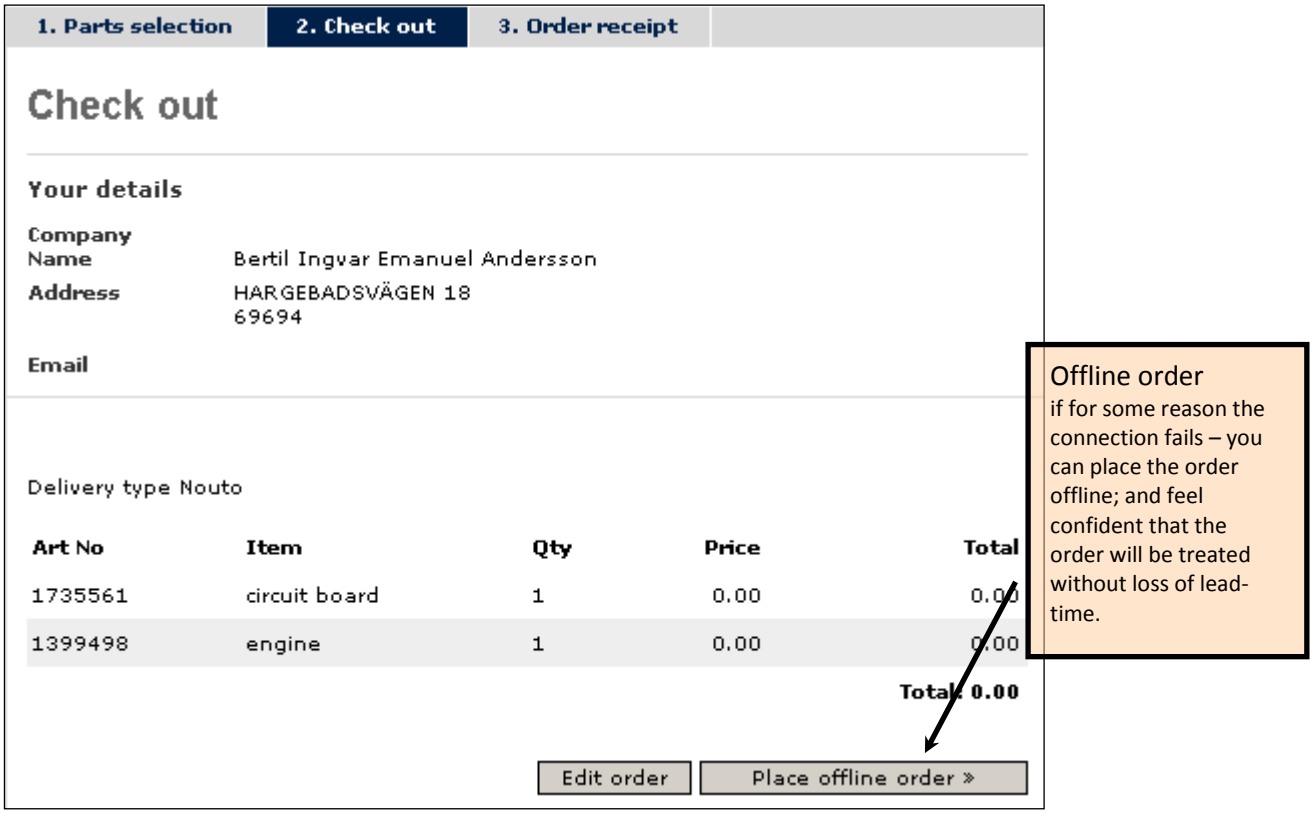


- ***Tip: The delivery types available to you will be dependant on the agreement with your Scania dealer.***

"The dealer system is not available"

Scania Parts Online is in frequent communication with your home dealer's system. If at any time during your use of the application you receive the notice telling you that the communication between Scania Parts Online and the dealer system has failed. This can occur during the "Retrieve price" operation. Feel free to try again if it happens, the error might have been temporary – if however the error persists; there are options available to you.

If the failure occurs during "Retrieve price", the notice will say "Unable to connect to the dealer system – please place offline order". This will then mean that after checking out, the order will be placed, but you will not have been able to check prices or availability before hand. The order WILL arrive at your dealer (via e-mail if the connection is not up within a certain set of minutes) and when an order is placed offline; standard procedure is for your dealer to contact you as soon as the order is received – so that you can feel confident that even when technology might fail you, Scania will not.



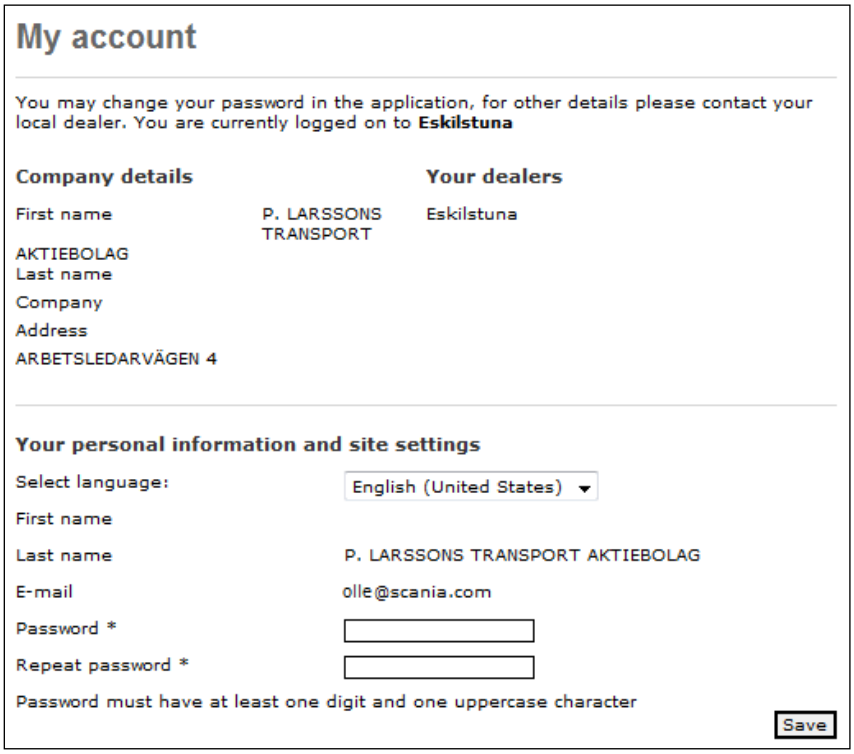
- ***Tip: If Scania Parts Online cannot connect to your dealer's system, you can still place the order and your dealer will contact you once the connection has been established and the order received.***

Settings and follow-up

The administrative parts of Scania Parts Online are set to a minimum for your convenience. All your information (address, e-mail and so on) are copied from your dealer's system in an effort to reduce the risk of inconsistency in the data. In the "My account" page you can change your password and in the "My orders" page you can follow up on your entire parts order history and follow the status of ongoing order.

My account

The menu link *My account* opens information you as a user of Scania Parts Online. On this page you are able to change your password.

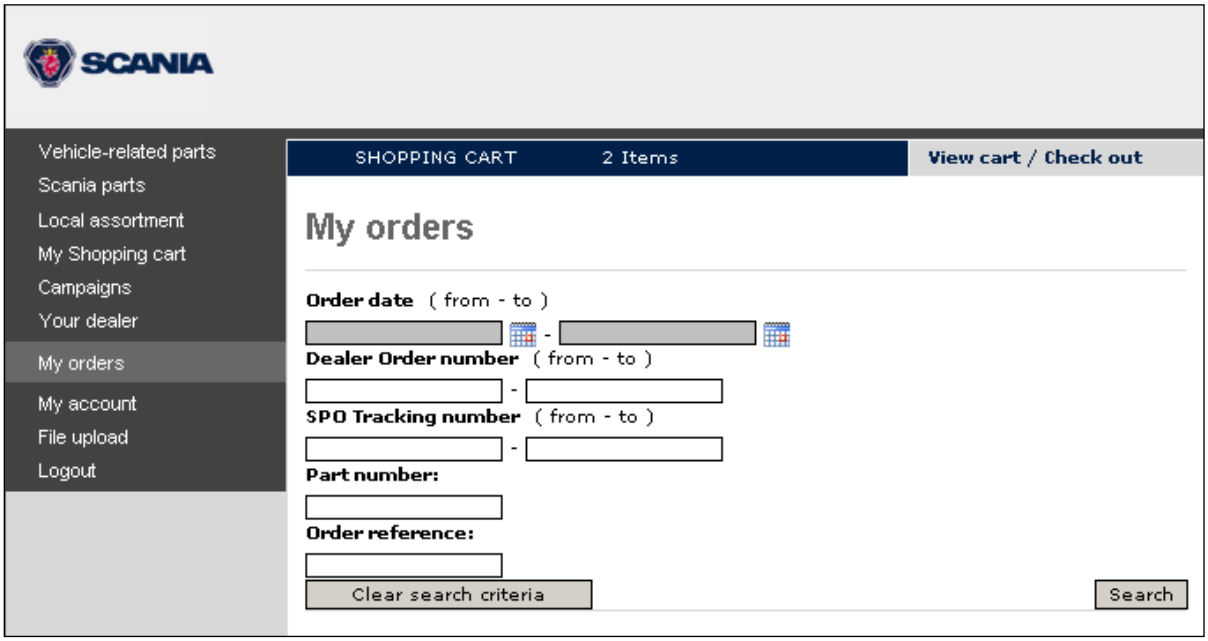


- ***Tip: Change your password the first time you log in. Choose something you can remember but no one else can figure out. The application requires that you use at least one character from each of the three groups: lower case letters, upper case leeters and digits. The password must also be atleast ?? characters long.***

My orders

Clicking “My orders” in the menu pane will take you to the order search functionality. In this window you can delimit your search by any or all of the following criteria:

- Order date
- Order number (used by your dealer’s system)
- Tracking number (supplied at order receipt by Scania Parts Online)
- Part number (all orders containing the specified number)
- Order reference (your own reference given on order level)



- ***Tip: You can search for orders by your own reference if this has been supplied during the ordering procedure.***

The results given by this functionality will include all orders placed with Scania Parts Online aswell as all orders you have placed “over the counter” at your dealer. Information about invoices and credits will also be displayed.

Available selection criteria for search

To search you can fill in one or several search criteria

Order date: A from-date and to-date – can be used with only from or only to.

Dealer order number: A from number and to number – can be used with only from or to.

SPO Tracking number: A from number and to number – can be used with only from or to.

Part number: Specific search on a known part number

Order reference: A text input field, known to be on the order (Exact match is done, not possible to search on part of the text).

Example of results

Click the search button to start the search. When this is done Scania Parts Online asks your dealer's system about your part orders. After a while the screen will be filled with the orders matching the criteria input as per above.

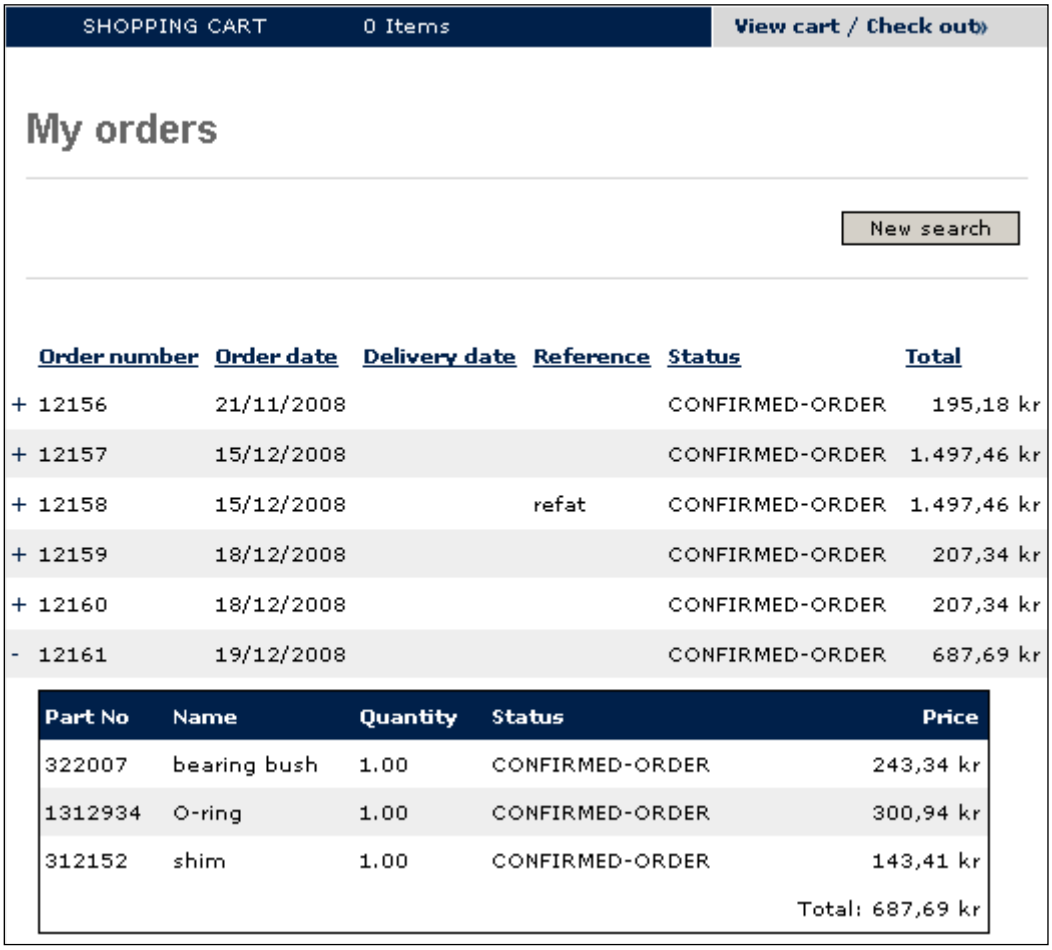


	Order number	Order date	Delivery date	Reference	Status	Total
+	12156	21/11/2008			CONFIRMED-ORDER	195,18 kr
+	12157	15/12/2008			CONFIRMED-ORDER	1.497,46 kr
+	12158	15/12/2008		refat	CONFIRMED-ORDER	1.497,46 kr
+	12159	18/12/2008			CONFIRMED-ORDER	207,34 kr
+	12160	18/12/2008			CONFIRMED-ORDER	207,34 kr
+	12161	19/12/2008			CONFIRMED-ORDER	687,69 kr

- ***Tip: If the Tracking number is "0" this means that the order was not placed using Scania Parts Online – but rather during a dealer visit or phone call.***

Status and history

The lines in the above result view can be clicked to expand the information about that specific order.



	Order number	Order date	Delivery date	Reference	Status	Total
+	12156	21/11/2008			CONFIRMED-ORDER	195,18 kr
+	12157	15/12/2008			CONFIRMED-ORDER	1.497,46 kr
+	12158	15/12/2008		refat	CONFIRMED-ORDER	1.497,46 kr
+	12159	18/12/2008			CONFIRMED-ORDER	207,34 kr
+	12160	18/12/2008			CONFIRMED-ORDER	207,34 kr
-	12161	19/12/2008			CONFIRMED-ORDER	687,69 kr

Part No	Name	Quantity	Status	Price
322007	bearing bush	1.00	CONFIRMED-ORDER	243,34 kr
1312934	O-ring	1.00	CONFIRMED-ORDER	300,94 kr
312152	shim	1.00	CONFIRMED-ORDER	143,41 kr
				Total: 687,69 kr

- ***Tip: Some orders might also be credits to cover for example returned core units in the service exchange program. These will show status "Credited".***