

Updating JLR CRC on the status/details of an order

Requirements:

- a. Era Access (S08)
- b. RPOS Access
- c. Email notifications of orders of JLR
- d. Triage
- e. Car VIN

Optional but beneficial:

- a. Era Access (S200)
- b. RO Number

1. JLR Customer Relationship Centre (JLR CRC) may email you with the following prompt

can you please provide part details for CRC for SALCA2AN8LH846777

Generally speaking, they do not provide the RO number only the VIN.

If you have the open RO number Go to Step

If you have the closed RO number (Robo) go to Step

2. In ERA you can go into 2525 and type in idVinNumberHere (Replace with actual VIN)

11 JUN 2025 P551

Brisbane JLR - COUNTER SALES

STORE08 2525

Invoice# Cust # Name

Phone

Pay

Ctrmn Ot Pl

IDSALCA2AN8LH84677

Make RO Cust Po#

Tax EX#

ID#

Ln# Part# / Description.....

Qord Qshp List....

Sale....

Extended Tc Pl

AVAI

LIST

SCIT

ASSOC

BN1

TRADE

STS

SRC

COMPNT

BN2

ACOS

GRP

ALTER

Tot

New#

Old#

Tax

Remarks

Bal

#=Inv, /=Lookup, IDxxx

3. Inputting the last digit of the VIN will show a list of open RO's for the car, Press "V" to view
Once the correct RO has been found Press "X" to Exit view mode then Press "S" to Select the RO.

Invoice - Vehicle ID#

#	Invoice...	Ctrmn	Cust#..	Name.....	Date.	Vehicle ID#.....	Inv Total
1	ROL412794	933	3116300	Manohar Kanda	09/06	SALCA2AN8LH846777	0.00

1 / 1

Select

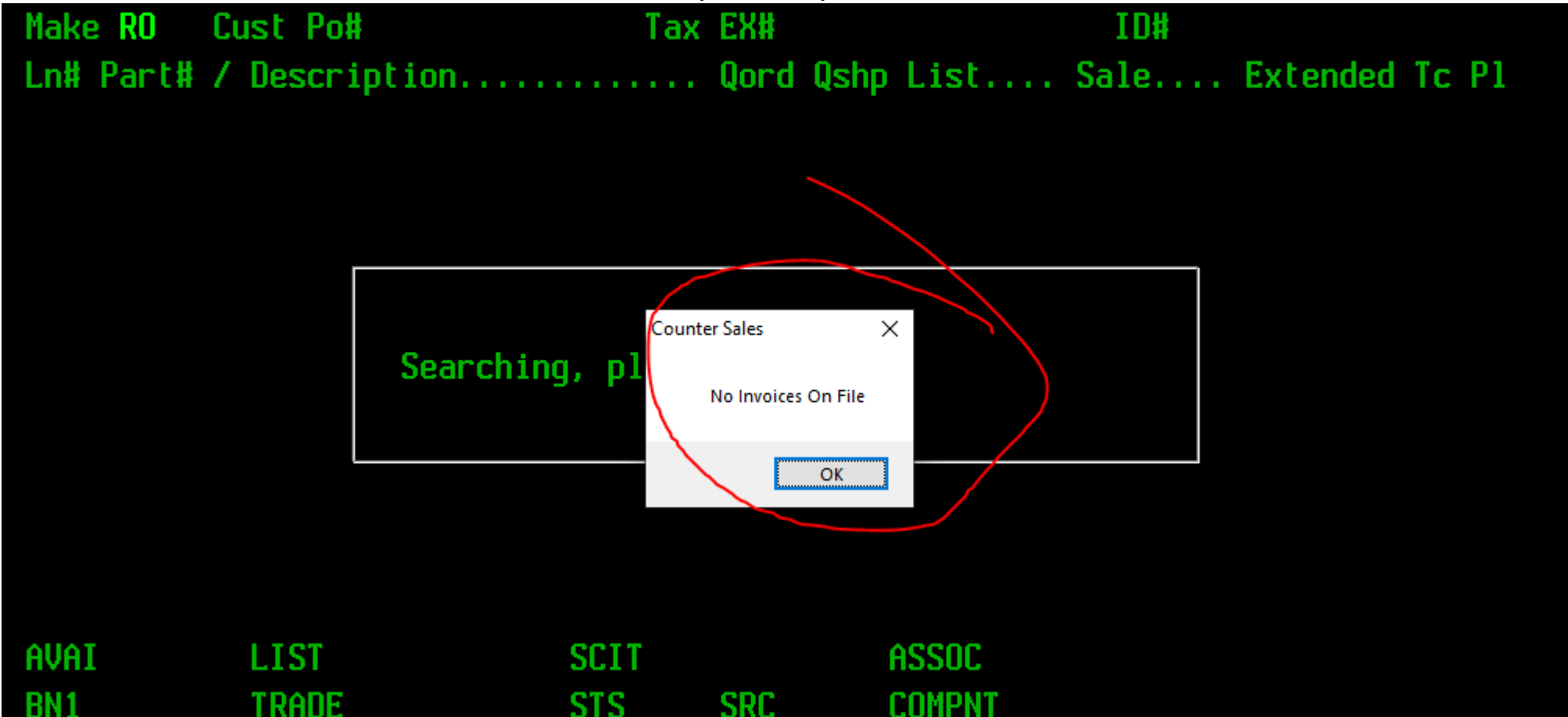
line#

View

exit

Help: Select invoice for processing

4. If you get the following error message, there are currently no open RO's for the car. Triage will need to be used to obtain the most recent RO. Jump to Step 6



5. Otherwise jump into the RO and grab one of the part numbers (If possible, copy one that is more unique). Once copied go to step 8.

File Edit Setup Run Help

12 JUN 2025 Copy Brisbane JLR - Counter Sales STORE08 2525

Invoice# Cust # Name Phone Pay Ctrmn Ot Pl
ROL412794 3116300 Manohar Kandasamy CASH 933 1
Make RO Cust Po# Tax EX# ID# SALCA2AN8LH846777

Ln#	Part# / Description.....	Qord	Qshp	List....	Sale....	Extended	Tc	Pl
1	LR126126 FILTER - EGR C	1	0	48.04	55.25	0.00	H2	1
2	LA083961 GASKET - EGR I	1	0	20.04	23.05	0.00	H2	1
3	LA095555 GASKET - EGR O	1	0	24.58	28.27	0.00	H2	1
4	LA081471 GASKET - EXHAU	1	0	26.16	30.08	0.00	H2	1
5	FX108046 NUT - LOCKING	3	0	0.99	1.14	0.00	H2	1
6	LR138592 KIT - INJECTO	1	0	55.03	63.28	0.00	H2	1
7	LR136501 FILTER - DIESE	1	0	4826.27	5550.21	0.00	H2	1
8	LA079315 CLAMP	1	0	61.07	70.23	0.00	H2	1
9	LA003178 CLAMP - EXHAUS	1	0	56.84	65.37	0.00	H2	1
10	LR118313 SENSOR - NOX T	1	0	1156.74	1330.25	0.00	H2	1

Web: 20 RO DISCOVERY SPORT 5000529872 Vin : SALCA2AN8LH846777 Eng#

AVAI	LIST	SCIT	ASSOC
BN1	TRADE	STS	SAC
BN2	ACOS	GRP	ALTER

New# Old# Tot 0.00
Tax 0.00
Bal 0.00

Remarks

(A=Add)(D=Del)(E=Ent)(M=Mod)(Pn=Pg#)(O=Cls)(R=Reprice)(Q=Inq)(CI=Custinq)

Enter a valid counter man number

6. Once in the Triage overview, type the VIN into the top to see previous RO's. Click on the Tab for "Job No." to sort by latest.

salca2an8lh846777

New Job

Search View

View and search for jobs, and track their progress

Show More

Status	Job No. ↓	Customer	L. Plate/VIN	Brand	Vehicle	Due Date	Service Adv...	Technician	Odometer	Identified	Authorized
Awaiting Parts	L412794	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	06/03/2025	Cooper An...	Stan Shim	0	AUD0.00	AUD0.00
Quality Chec...	L412333	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	05/21/2025	OSB ADVISOR	None	0	AUD0.00	AUD0.00
Quality Chec...	L408388	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	11/08/2024	Chad Lentoor	Stan Shim	29200	AUD2,000.65	AUD2,000.65
Quality Chec...	L406742	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	09/05/2024	Lauren Spear	Kent Sombilla	28117	AUD0.00	AUD0.00
Quality Chec...	L406545	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	08/27/2024	OSB ADVISOR	None	0	AUD0.00	AUD0.00
Quality Chec...	344819	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	09/22/2023	Samantha Deane	Matthew Head	23093	AUD0.00	AUD0.00
Appointments	212890	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	07/01/2025	OSB ADVI...	None	0	AUD0.00	AUD0.00

7. Back on ERA, go to 2124 (option 1) and enter the RO into the top right. Once done, copy one of the part numbers (unique ones preferred)

12 JUN 2021

Copy

RO Parts Backorder Management

STORE08 2124

RO#: L412794

RO Date: 03/06/25

Dept: R

Advisor: 106952 Cooper Angove

Customer: 3116300 Manohar Kandasamy

Rego#: 01622M

Stock#

VIN: SALCA2AN8LH846777

Desc: RO DISCOVERY SPORT Discovery Sport 20MY D180

Parts On Order

1. Part.....	Description.....	TC	Ord Date	Qty	Due Date	QAvl
ROFX108046	NUT - LOCKING	H2	09/06/25	3		0
ROLR003178	CLAMP - EXHAUST	H2	09/06/25	1		0
ROLR079315	CLAMP	H2	09/06/25	1		0
ROLR081471	GASKET - EXHAUST PIP	H2	09/06/25	1		0
ROLR083961	GASKET - EGR INLET	H2	09/06/25	1		0
ROLR095555	GASKET - EGR OUTLET	H2	09/06/25	1		0

Parts Received

1 / 2

2. Part.....	Description.....	Rcv Date	Qty	Hold	Location

1 / 1

Command: Enter

Modify

Field

Del

Print

MS

Detail

Contact

Exit

Help: Save the current entries

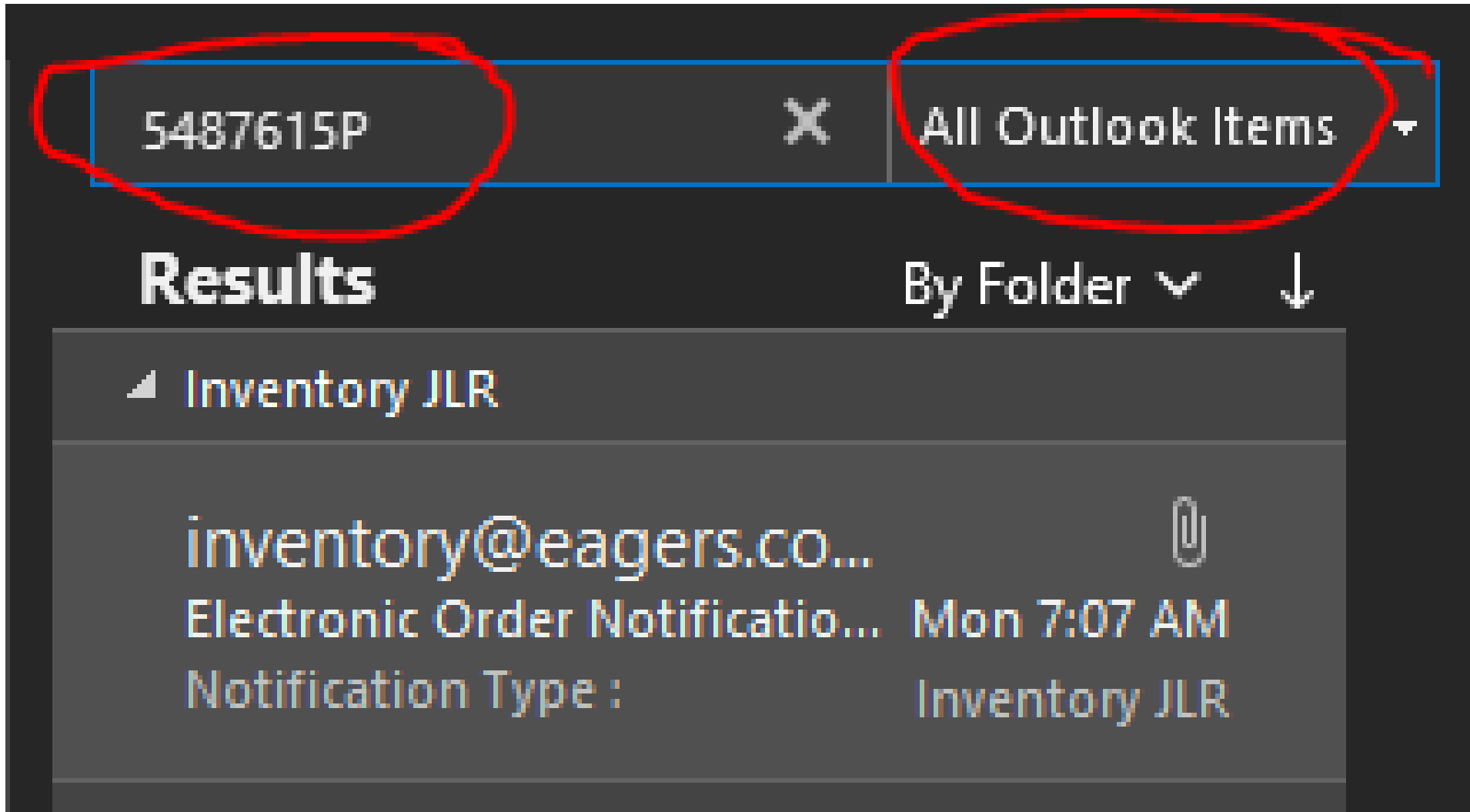
8. Once a part number is copied, head to 2022 and put it in and press Enter.

Make :	RO	Part# :	LR079315	PL	Desc	Price	Prc+Tax
1. Description :	CLAMP		1	Retail	70.23	77.25	
Long Description:			2	Trade	52.21	57.43	
Old Part Number :			3	Warranty	45.80	50.38	
New Part Number :			9	INTERNAL	55.57	61.13	
2. Other Details							
ACOS	38.42	Avail	0	Remarks			
LIST	61.07	QOH	0	Components	No		
TRADE	54.96	QROBO	0	Alternates	No		
ECOS	45.80	Bin 1	NOLOC	Minimum			
SCOS	45.80	Bin 2		Maximum			
Tax Code	1	Upd Flag		Low Days	15		
Detail	UM	Status		High Days	15		
Source	R1	Entry Date	08 JUN 2023	Pack	1		
ROP	0	Last Rect	23 APR 2025	Notes	No		
BSL	0	Purch Cost	38.42	Mvmt Code	D1		
				1 / 2			

9. Press "P" for purchase orders. Here we are looking for the warehouse invoice number that matches the RO, Once found copy it, In this case it is "5487615P".

PO#.....	PO Date..	QPR..	OT..	QArr	PO Due..	Rcv Dets..	Cust Name...	Inv#/SO#...
USC8231	09/06/25	1	NO	0		P:5487615P	Manohar Kand	ROL412794

10. Open up your emails and search the invoice number into your emails with all outlook items checked just in case. It should show up with an order notification from the inventory team.



11. Open up the attachment and make note of the part numbers that have Transaction Code (TC)
These are parts that cannot be supplied by Eagers Warehouse and are on back order with JLR themselves.

09/06/25
07:07

CLERA/partsales.com.au Order Notification
Branch: Eagers Parts-PDC (STORE200)

2356
Page 1

Notification Type : Order Received

Customer : 103 / (S08) Brisbane City L/rover-Jag
Ship To : Austral P A G
: 41 Breakfast Creek Road
: Newstead QLD 4006
: **Daily**
Order # : VSC8231
Invoice # : 5487615P
Date/Time : 09/06/25 07:07

Line	Part#	Qord	Qshp	TC	Sale
1	ROLR126126	1	1		30.87
2	ROLR083961	1	0	BR	14.07
3	ROLR095555	1	0	BR	18.64
4	ROLR081471	1	1		19.36
5	ROFX108046	3	3		0.69
6	ROLR138592	1	1		37.93
7	ROLR136501	1	0	BR	3106.02
8	ROLR079315	1	1		38.42
9	ROLR003178	1	1		35.76
10	ROLR118313	1	0	BR	982.03
11	ROLR119641	1	0	BR	1389.37

12. Login to RPOS and load the Open Orders Summary.

The screenshot displays the Jaguar Land Rover RPOS interface. At the top, the Jaguar and Land Rover logos are visible. A green sidebar on the left contains a menu with options: Home, Ordering, Receipts, Returns, RIM Replenishment, Financial & Shipping Documents, Utilities, Change Password, and Logout. A red arrow points from the 'Ordering' menu item to the 'Open Orders Summary' link in the main navigation area. The 'Open Orders Summary' link is circled in red. Below the navigation area, there is a 'NOTIFICATION' section with four items, each with a dropdown arrow. Below the notifications is a section titled 'RIM REPLENISHMENT REVIEW - 4P403235' with a right arrow. Below this is a table with seven columns: Part No, Description, Variation, Current Min, Current Max, Proposed Min, and Proposed Max. The table contains four rows of data. At the bottom, there is a 'SALES' section.

HOME

Ordering

Receipts

Returns

RIM Replenishment

Financial & Shipping Documents

Utilities

Change Password

Logout

Orders

Open Orders Summary

New Order

NOTIFICATION

12/06/2025 - 4P403235 - RIM Review Details

12/06/2025 - Please Review Download Files

12/06/2025 - Please Review General Items

12/06/2025 - Please Review Shipping Notes

RIM REPLENISHMENT REVIEW - 4P403235

Part No	Description	Variation	Current Min	Current Max	Proposed Min	Proposed Max
28LR112137	CLIP	-14.24	205	395	189	379
28LR099824	RIVET	-3.24	2	12	0	0
28LR141992	WASHER - SEALING	21.9	0	0	0	10
28FB108076	BOLT	10.8	0	0	0	10

SALES

13. Once on the page, Press CTRL+F and type the part numbers one by one into the search bar to check if it is on Back order (UK) with JLR

Q LR083961 < > No matches.

Home OPEN ORDERS SUMMARY

Open Orders Summary

Print Open Orders Report

Material Code	Back Ord.	Order Type	Escalation	Escalation Type	Escalation Status	MTO	Blocked Status
126123495	Y	ZVOR	N			N	▼
202123497	Y	ZSTK	N			N	▼
429123484	Y	ZSTK	N			N	▼
433123464	Y	ZVOR	N			N	▼
433123464	Y	ZVOR	Y	E	09	N	▼
453123559	Y	ZVOR	N			N	▼
524123600	Y	ZSTK	N			N	▼
535123499	N	ZVOR	N			Y	▼
538123484	Y	ZSTK	N			N	▼
704123536	Y	ZSTK	N			N	▼
BAC000571	N	ZVOR	N			Y	▼
BAC000872	N	ZSTK	N			Y	▼
DHH000120LML	Y	ZSTK	N			N	▼
ERK500610PUY	Y	ZSTK	N			N	✓



Material Code **ERK500610PUY**
Back Ord. Y

Escalation Type
Escalation Status

14. If you get a match, click the arrow to find it. Open the down arrow to see details

Q 433123464

< > 1 of 3



Home

OPEN ORDERS SUMMARY

Open Orders Summary

Print Open Orders Report

Material Code	Back Ord.	Order Type	Escalation	Escalation Type	Escalation Status	MTO	Blocked Status
126123495	Y	ZVOR	N			N	▼
202123497	Y	ZSTK	N			N	▼
429123484	Y	ZSTK	N			N	▼
433123464	Y	ZVOR	N			N	▼

Material Code **433123464**

Back Ord. Y

Order Type **ZVOR**

Escalation N

Escalation Type

Escalation Status



MTO N

Blocked Status

Order Number	Item No.	Order Type	Order Ref.	Total Order Qty	Back Ord. Qty	Unit of Sale	Order Date	Plant	Vin Number	ETA Date
0224776223	000200	ZVOR	D4D198631	1	1	EA	09/06/2025	AU00		04/07/2025

433123464	Y	ZVOR	Y	E	09	N	▼
453123559	Y	ZVOR	N			N	▼
524123600	Y	ZSTK	N			N	▼
535123499	N	ZVOR	N			Y	▼

15. In this case no matches for the part numbers have shown, head to orders.



Home

Ordering

Receipts

Returns

RIM Replenishment

Financial & Shipping Documents

Utilities

Change Password

Logout

HOME

Orders

Open Orders Summary

New Order

NOTIFICATION

12/06/2025 - 4P403235 - RIM Review Details

12/06/2025 - Please Review Download Files

12/06/2025 - Please Review General Items

12/06/2025 - Please Review Shipping Notes

RIM REPLENISHMENT REVIEW - 4P403235

Part No	Description	Variation	Current Min	Current Max	Proposed Min	Proposed Max
28LR112137	CLIP	-14.24	205	395	189	379
28LR099824	RIVET	-3.24	2	12	0	0
28LR141992	WASHER - SEALING	21.9	0	0	0	10
28FB108076	BOLT	10.8	0	0	0	10

SALES

16. Change the start date to two months prior (Or whenever the order date was)
Enter a unique part number then Hit Submit.

Order Enquiry

Search Options

Z4P403235

Z4P403235

Order Type...

Purchase type...

Shipping Condition...

1 May, 2025

12 June, 2025

Order Reference

Order Status...

Sales Order No.

LR118313

Max Count (100)

Submit

Order Enquiry

May 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today

Clear

Close

17. Open up one of the Sales orders with the down arrow and check for the part numbers once again. If they are present, the customer data should be checked for the warehouse invoice number for a match. In this case it is a match with "5487615P". Status Melbourne Despatched on 9/6 gives a rough ETA of 11/6. SAP number in this case would be "0224776213"

Order Enquiry

Search Options

Z4P403235

Z4P403235

Order Type...

Purchase type...

Shipping Condition...

1 May, 2025

12 June, 2025

Order Reference

Order Status...

Sales Order No.

LR118313

Max Count (100)

Submit

Order Enquiry

Print Order Enquiry Report

Sales Order No.	Order Ref.	Status	Order Date	Back Ord.	Order Type			
0224776213	LEC198629	Completed	09/06/2025		ZVOR	▼		
Sales Order No. 0224776213								
Ship to Z4P403235			Shipping Condition VOR Air					
Net Value 8,734.68			Purchase Type Live					
			Currency Code AUD					
Part Number	Qty	Div	O/S	Cust. Data	MTD Data	Plant	Status	Reject Reason
LR002853	3	3		(5487257P)		Melbourne	Despatched	
LR019984	1	1		B4B12F4C (5487257P)		Melbourne	Despatched	
LR019985	2	2		(5487257P)		Melbourne	Despatched	
LR021746	1	1		(5487257P)		Melbourne	Despatched	
LR025919	1	1		(5487257P)		Melbourne	Despatched	
LR025920	1	1		(5487257P)		Melbourne	Despatched	
LR140730	2	2		(5487257P)		Melbourne	Despatched	
LR083961	1	1		B7C02E4A (5487615P)		Melbourne	Despatched	
LR095555	1	1		B3B18F1A (5487615P)		Melbourne	Despatched	
LR118313	1	1		B3G13E1A (5487615P)		Melbourne	Despatched	
LR119641	1	1		(5487615P)		Melbourne	Despatched	
LR136501	1	1		D2A23J01 (5487615P)		Melbourne	Despatched	
LR000272	2	2		(5485613P)		Melbourne	Despatched	
LR074003	1	1		(5485613P)		Melbourne	Despatched	
LR064429	1	1		(5486449P)		Melbourne	Despatched	
LR144345	1	1		(5487198P)		Melbourne	Despatched	
LR012844	1	1		B2H16F1B (5488033P)		Melbourne	Despatched	
LR098865	1	1		(5488497P)		Melbourne	Despatched	
0224737267	LSR198109	Being processed	04/06/2025	true	ZSTK	▼		

