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

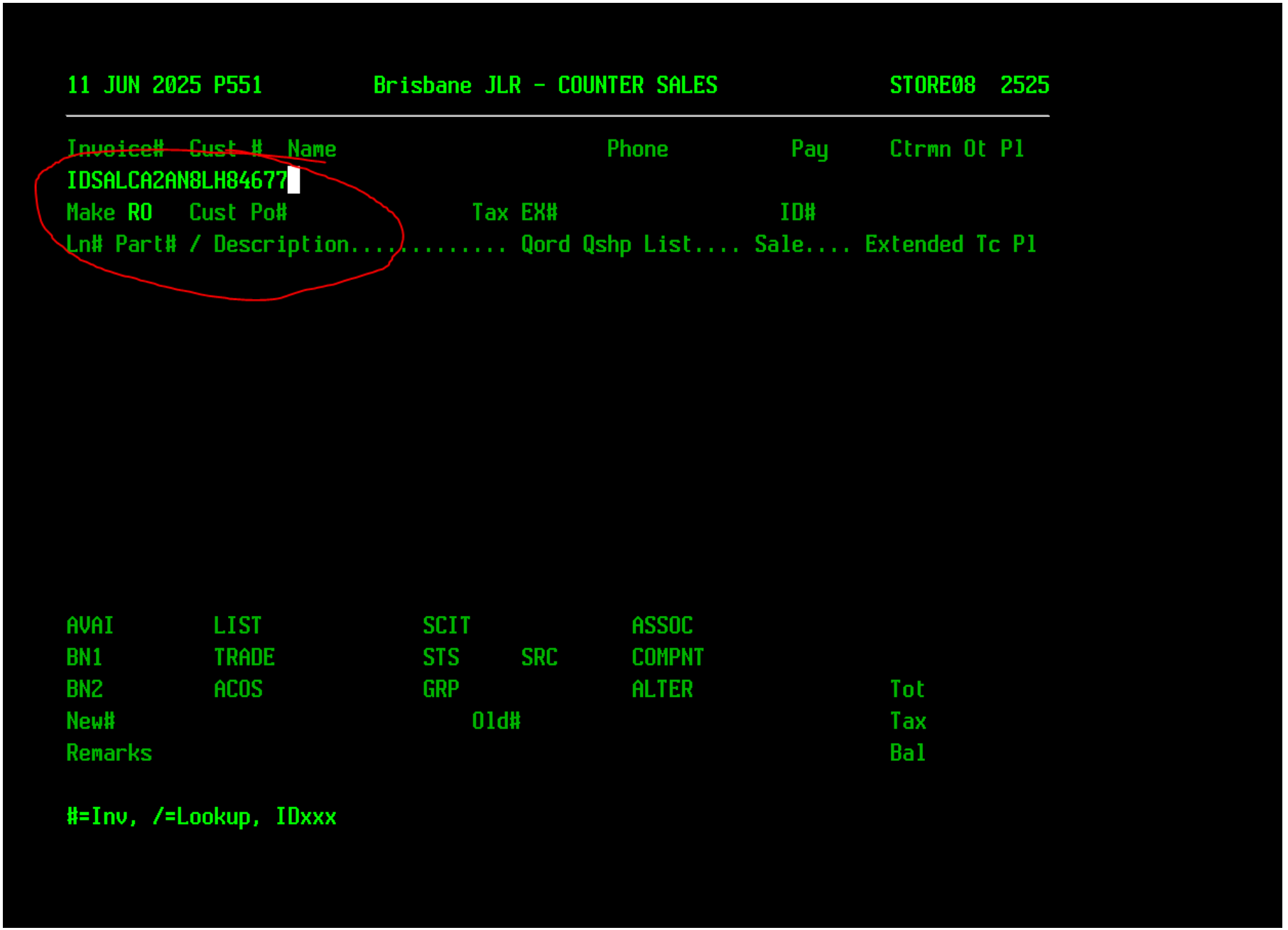
can you please provide part details for CRC for SALCA2AN8LH846777

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

If you have the open RO number Go to Step

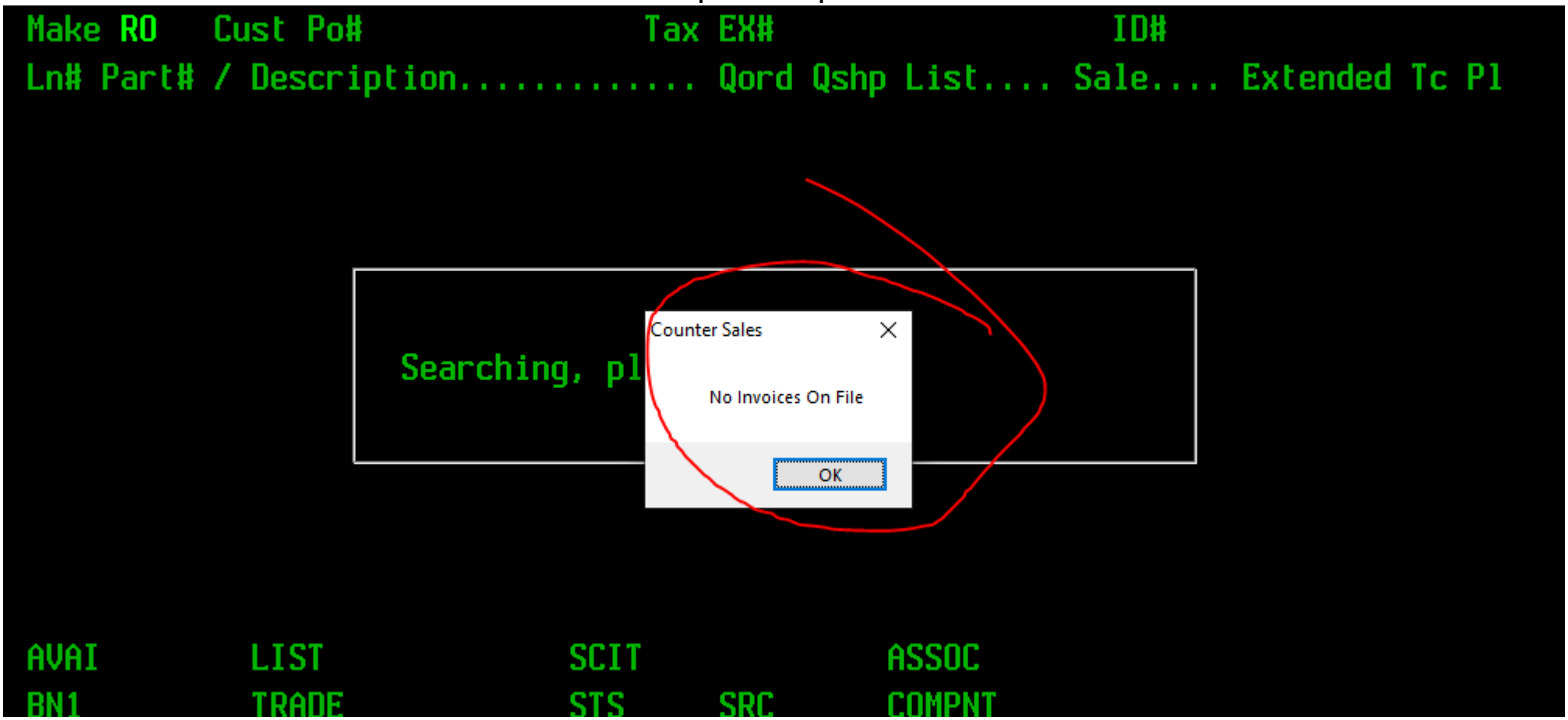
If you have the closed RO number (Robo) go to Step

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

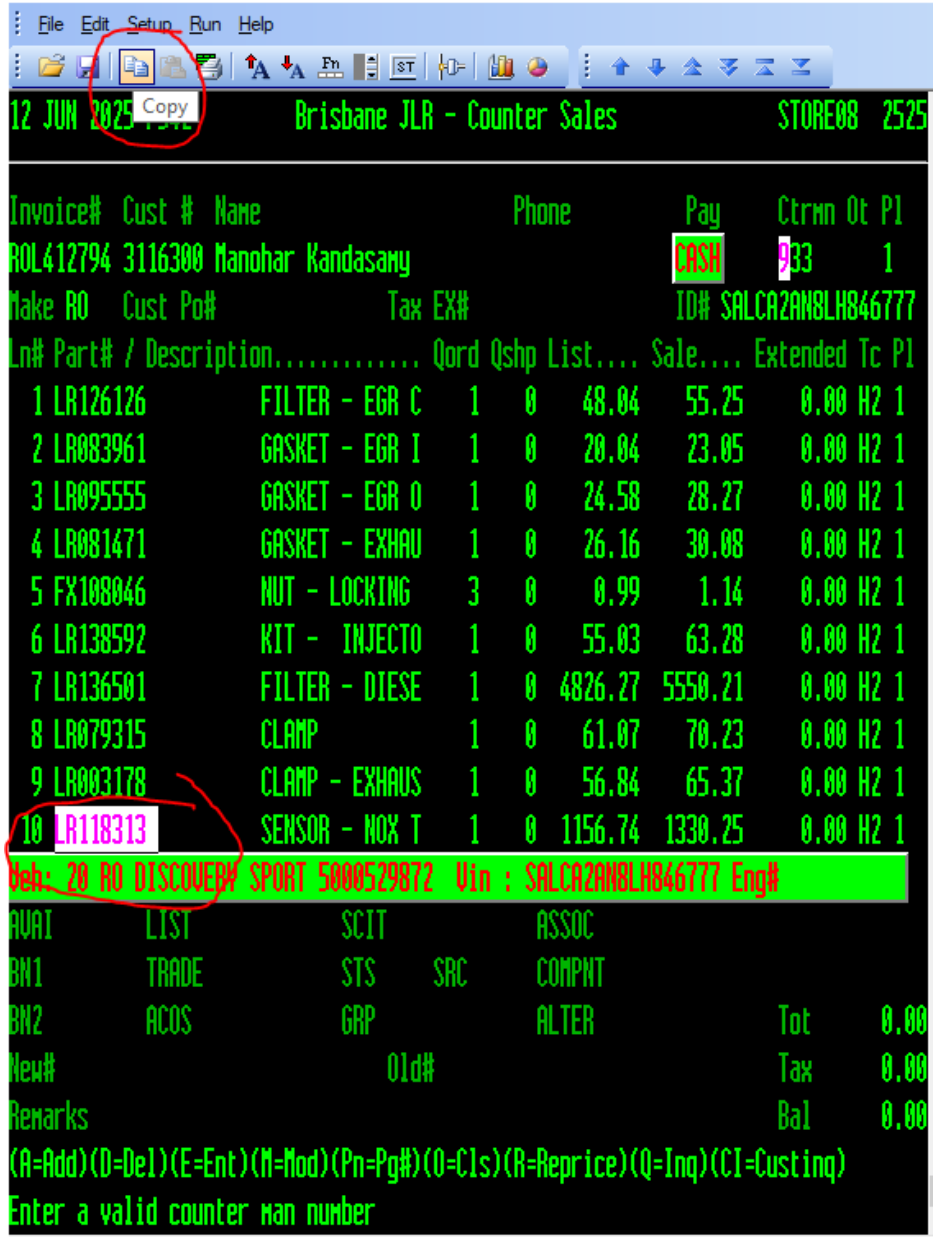


3. Inputting the last digit of the VIN will show a list of open RO's for the car, Press "V" to view
   Once the correct RO has been found Press "X" to Exit view mode then Press "S" to Select the RO.

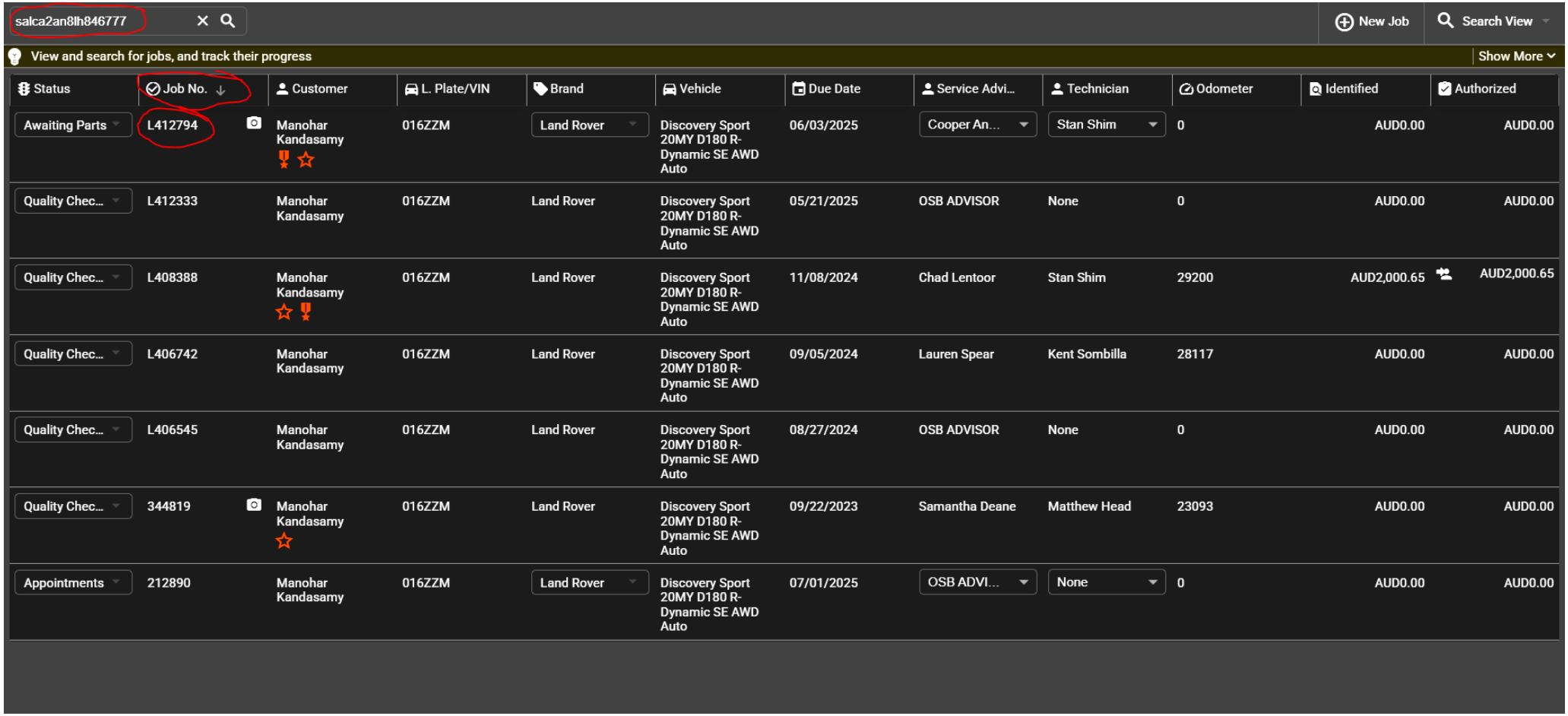
4. If you get the following error message, there are currently no open RO's for the car. Triage will need to be used to obtain the most recent RO. Jump to Step 6



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.

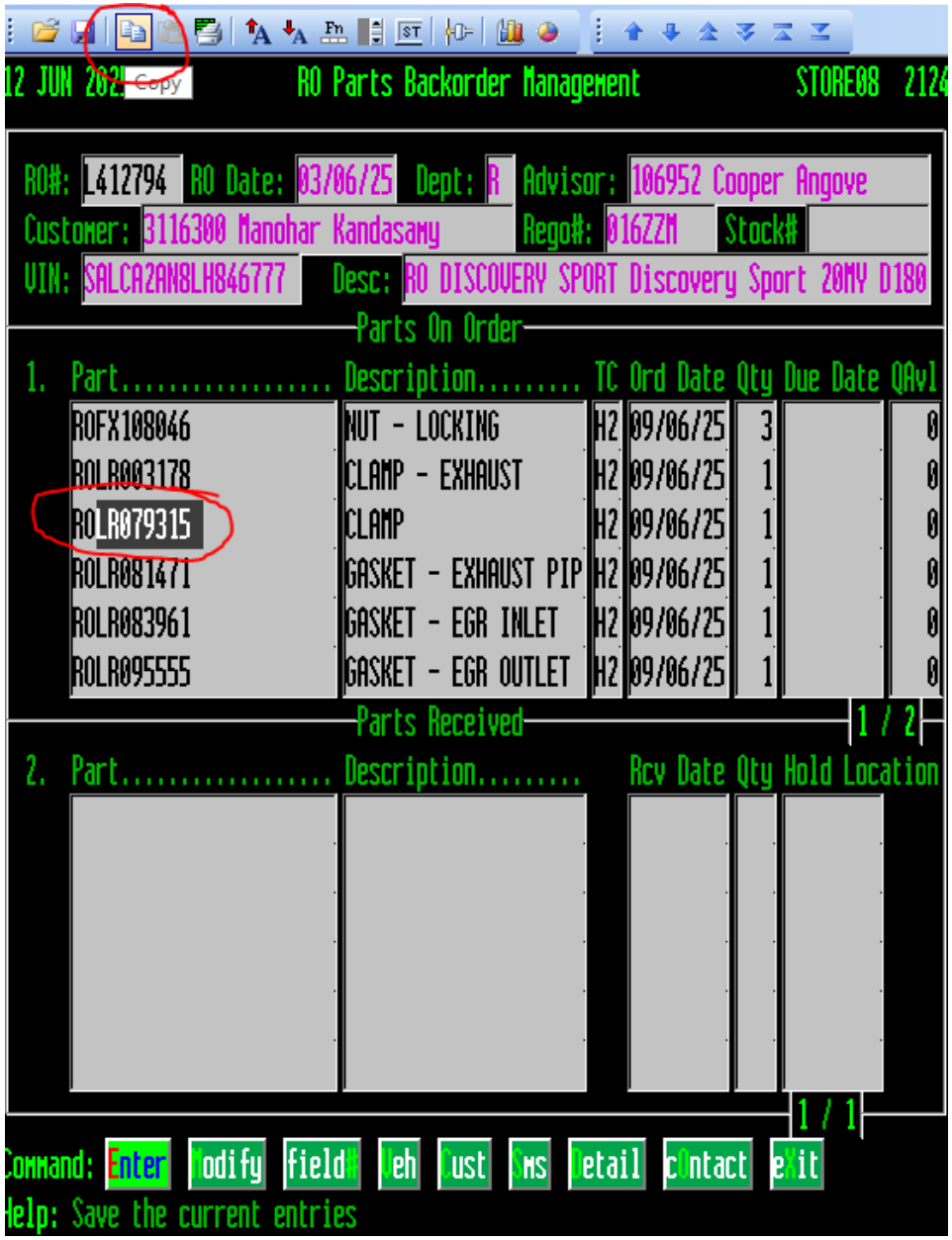


6. Once in the Triage overview, type the VIN into the top to see previous RO's. Click on the Tab for "Job No." to sort by latest.

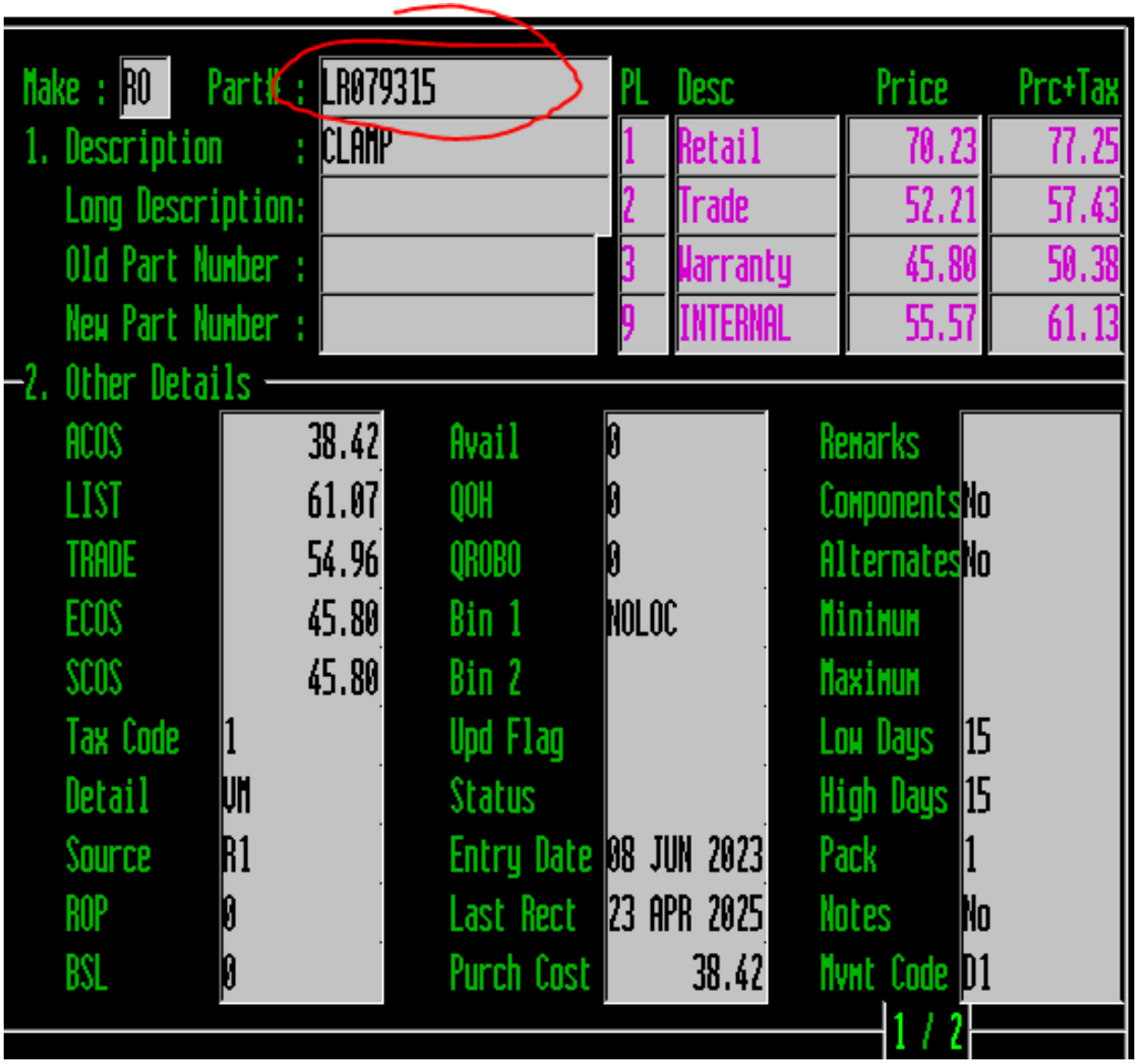


Status	Job No.	Customer	L. Plate/VIN	Brand	Vehicle	Due Date	Service Advi...	Technician	Odometer	Identified	Authorized
Awaiting Parts	L412794	Manohar Kandasamy	016ZZM	Land Rover	Discovery Sport 20MY D180 R-Dynamic SE AWD Auto	06/03/2025	Cooper An...	Stan Shim	0	AUD0.00	AUD0.00
Quality Chec...	L412333	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

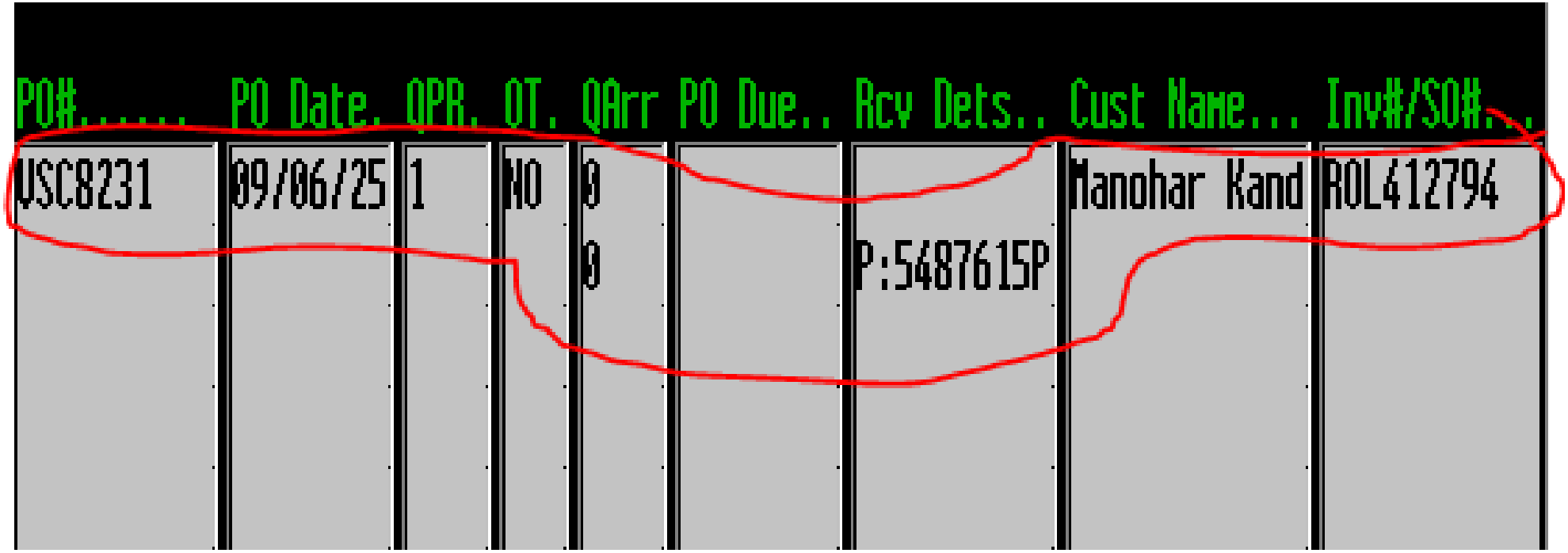
7. Back on ERA, go to 2124 (option 1) and enter the RO into the top right. Once done, copy one of the part numbers (unique ones preferred)



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

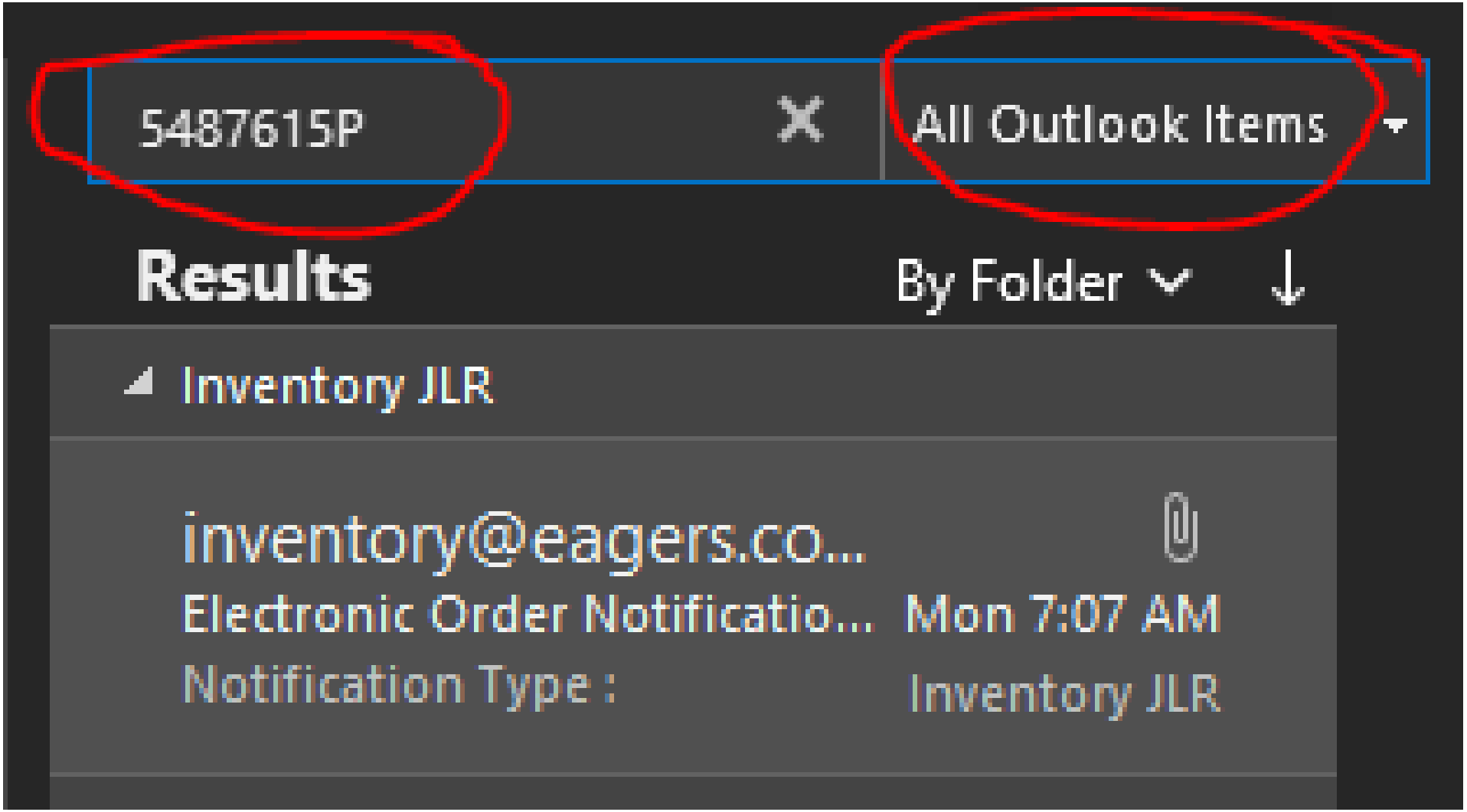


9. Press “P” for purchase orders. Here we are looking for the warehouse invoice number that matches the RO, Once found copy it, In this case it is “5487615P”.



PO#.....	PO Date.	QPR.	OT.	QArr	PO Due..	Rcv Dets..	Cust Name...	Inv#/SO#...
VSC8231	09/06/25	1	NO	0			Manohar Kand	ROL412794
				0		P:5487615P		

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.

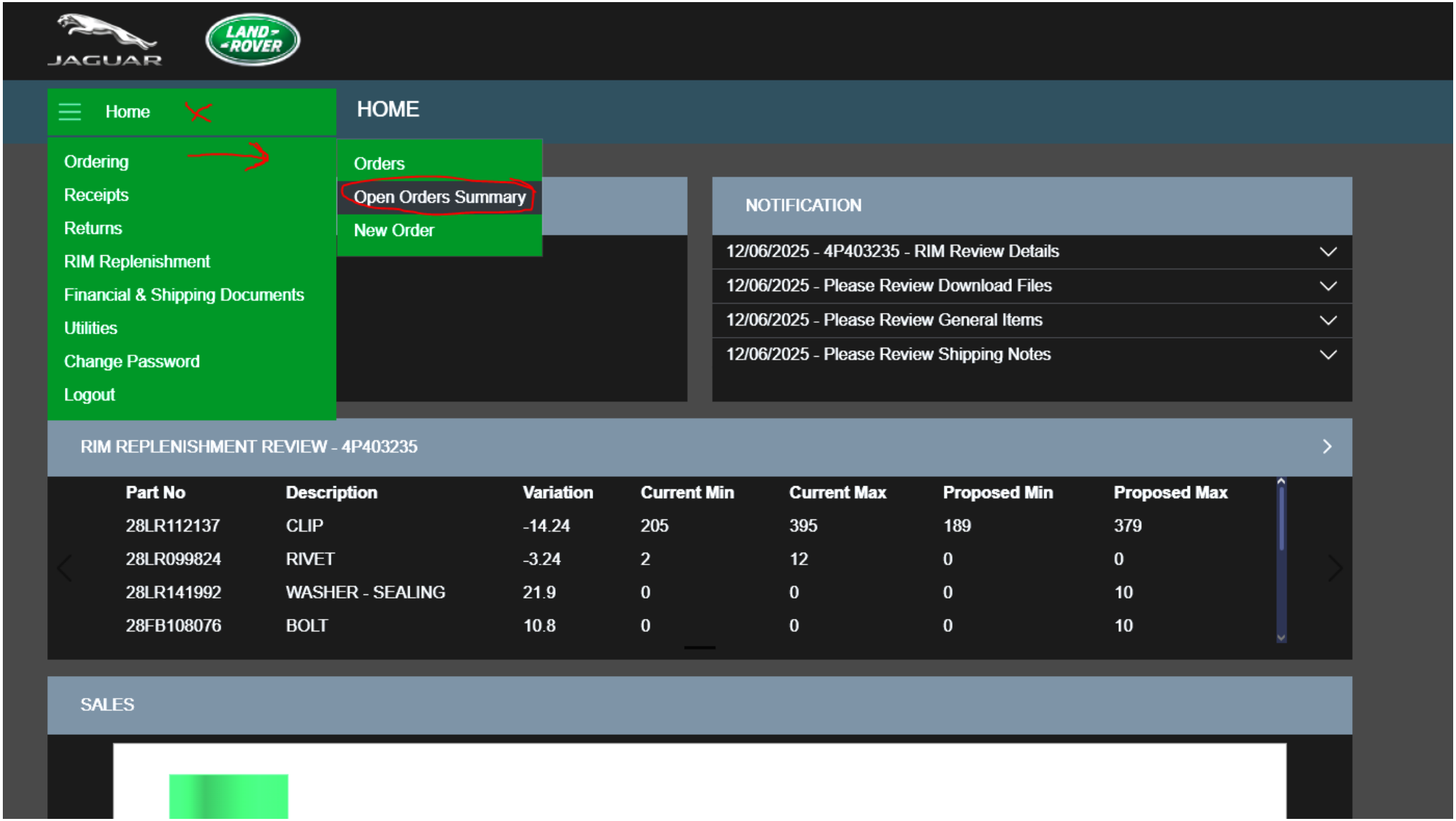
09/06/25 CLERA/partsales.com.au Order Notification 2356
07:07 Branch: Eagers Parts-PDC (STORE200) Page 1

Notification Type : Order Received

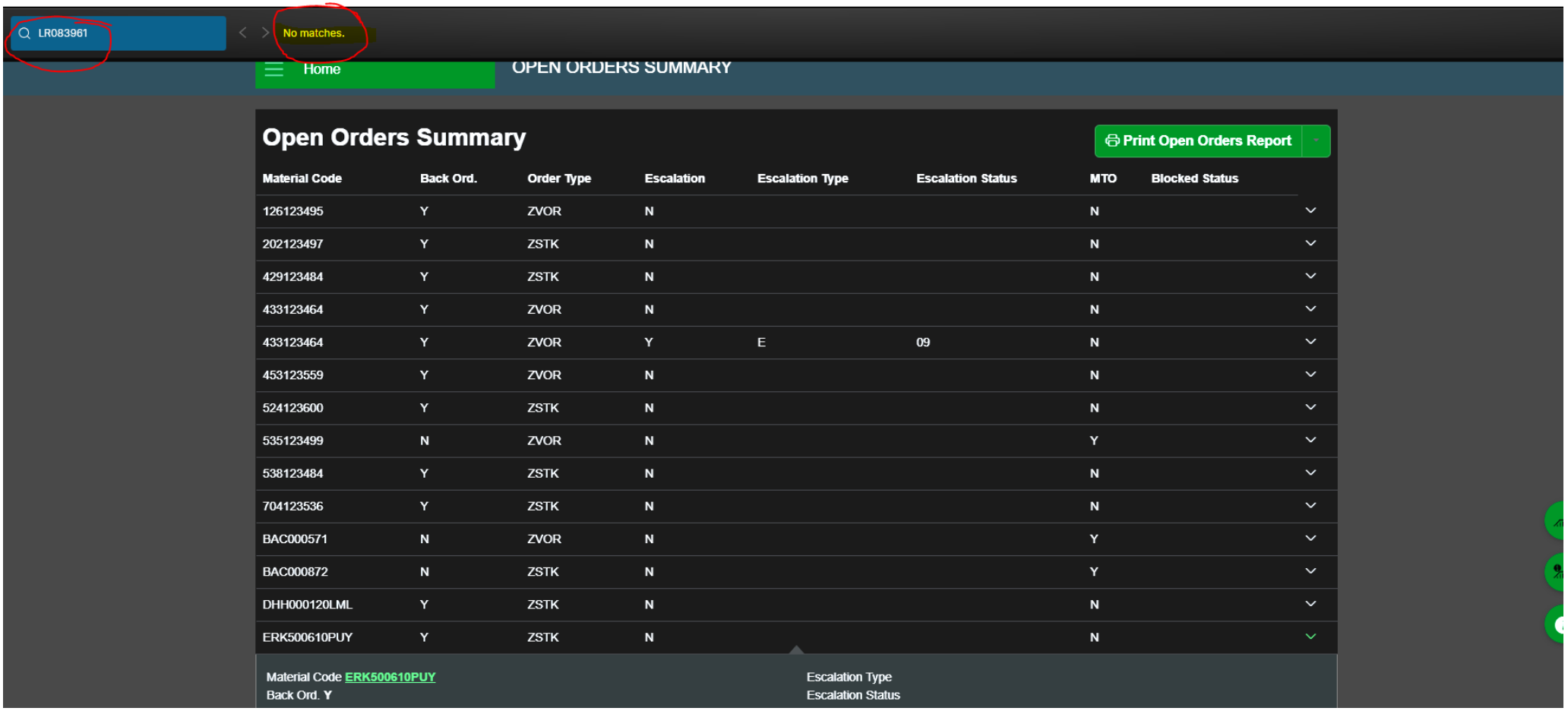
Customer : 103 / (S08) Brisbane City L/rover-Jag
Ship To : Austral P A G
: 41 Breakfast Creek Road
: Newstead QLD 4006
: **Daily**
Order # : VSC8231
Invoice # : 5487615P
Date/Time : 09/06/25 07:07

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

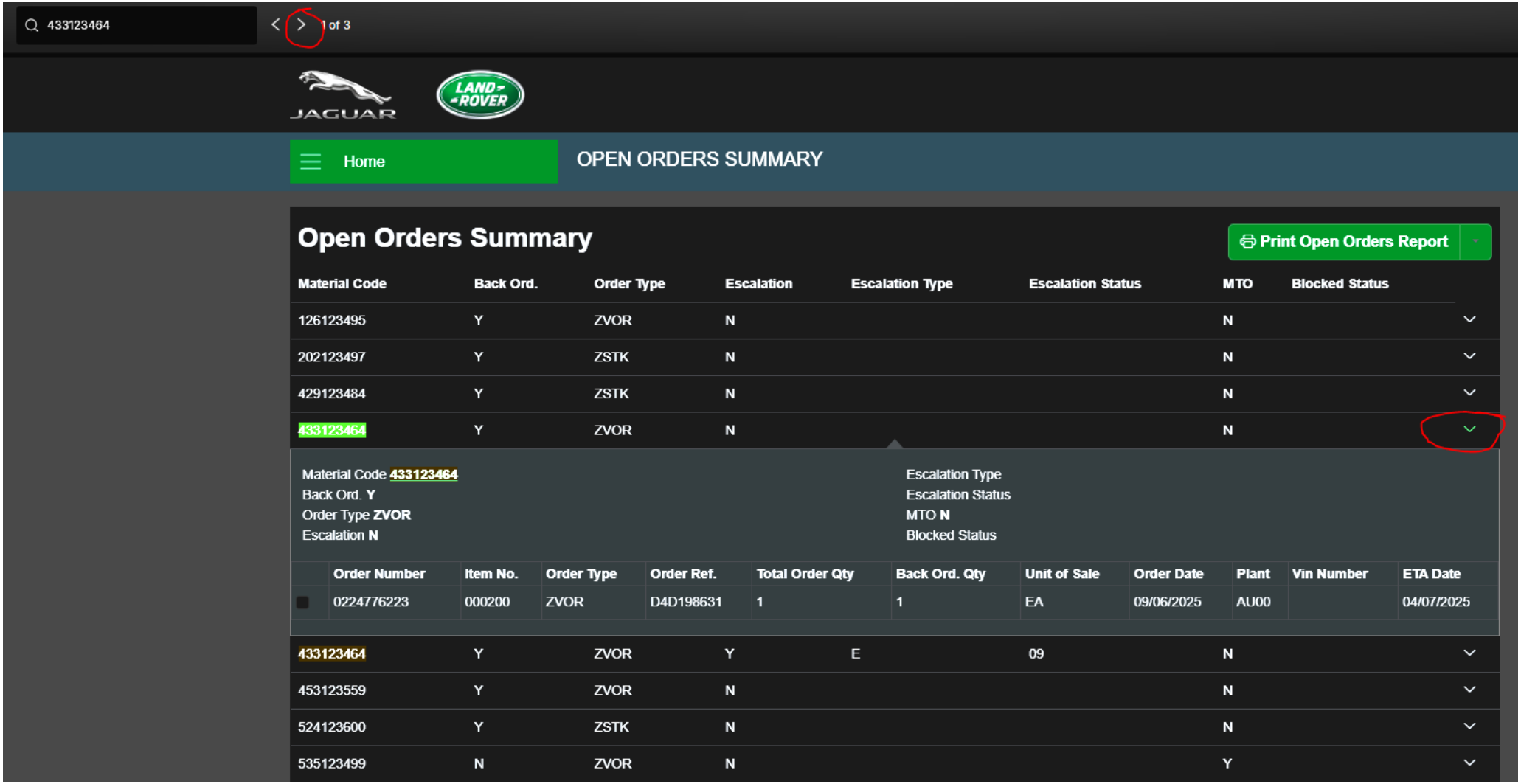
12. Login to RPOS and load the Open Orders Summary.



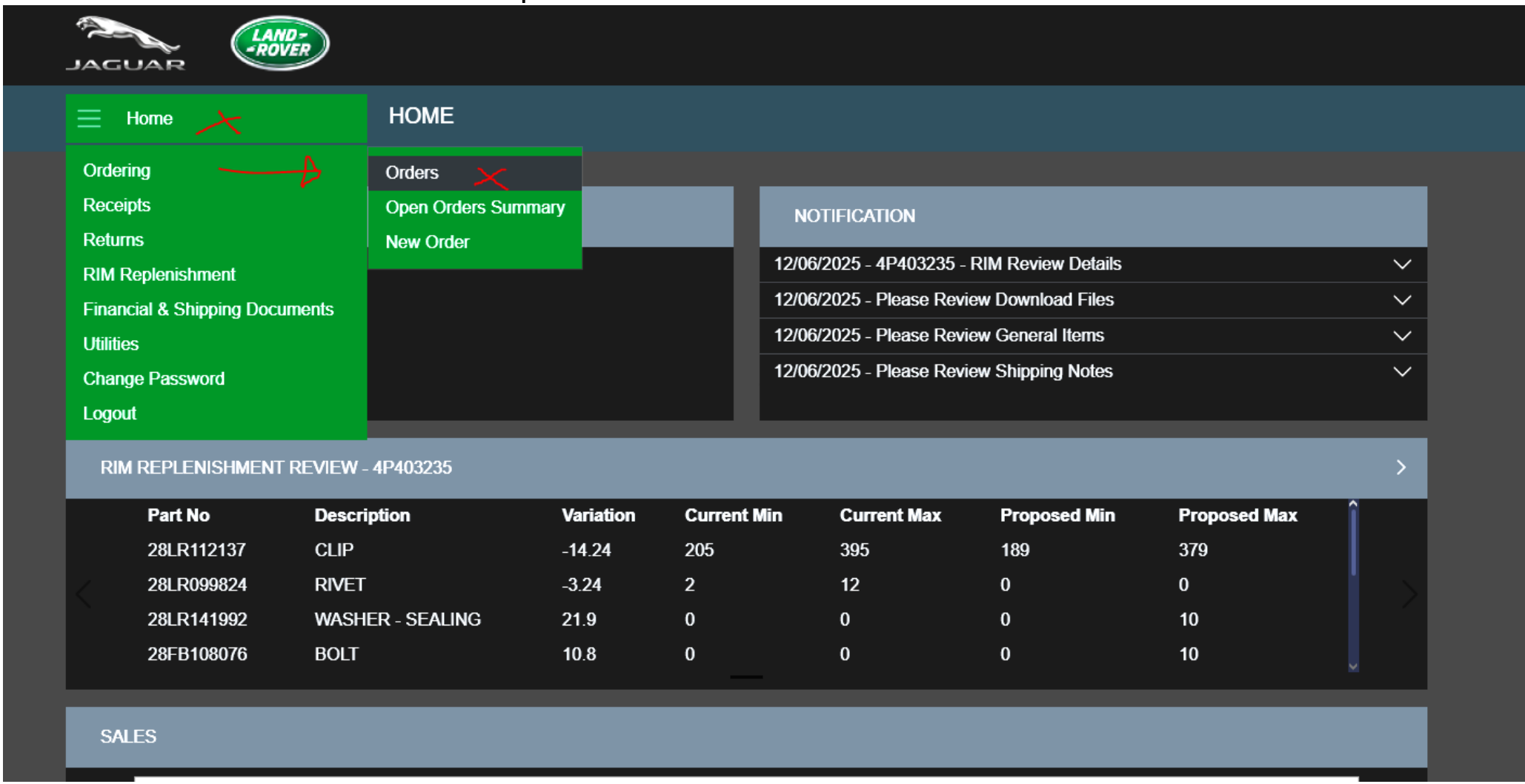
13. Once on the page, Press CTRL+F and type the part numbers one by one into the search bar to check if it is on Back order (UK) with JLR



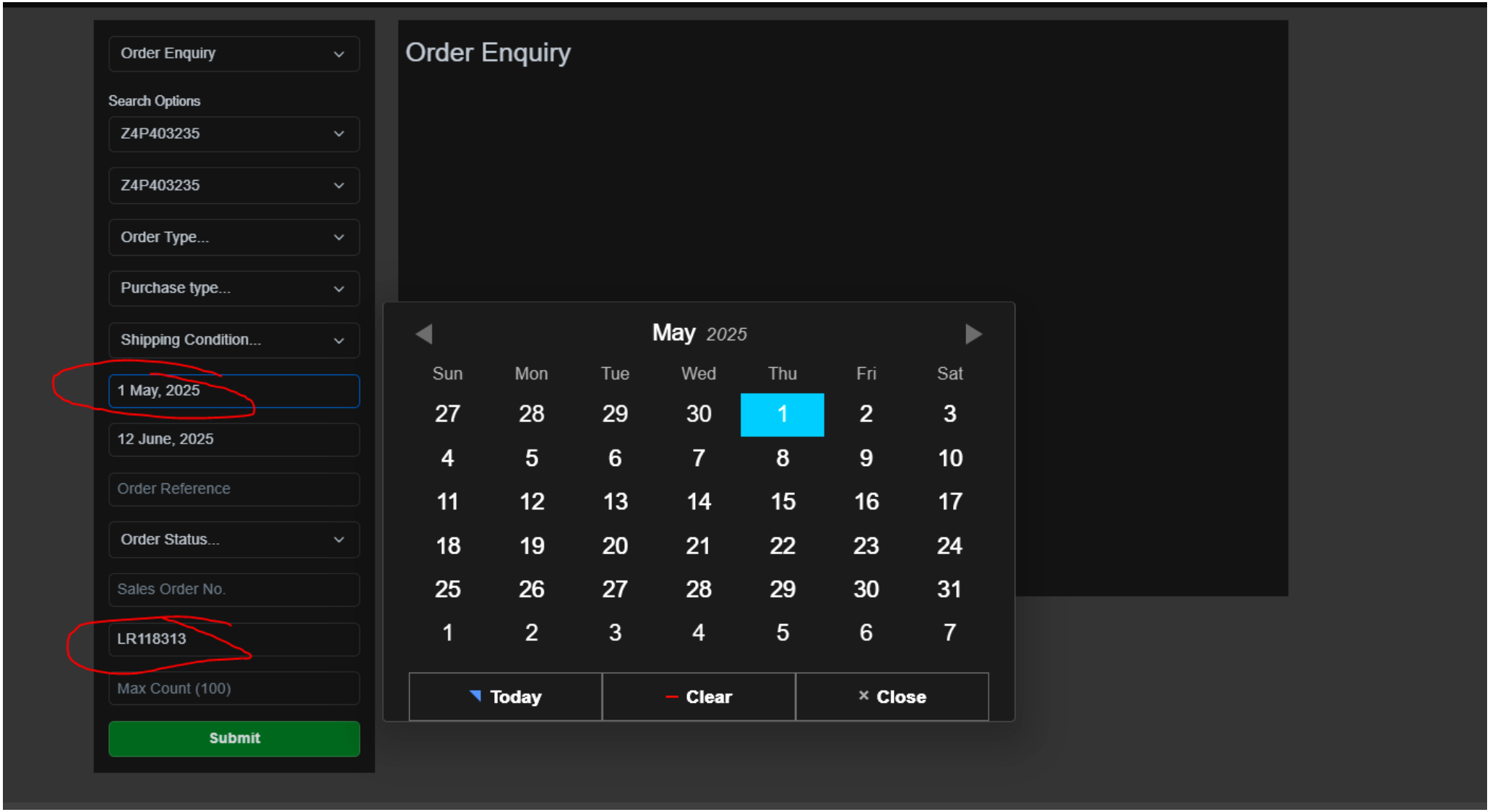
14. If you get a match, click the arrow to find it. Open the down arrow to see details



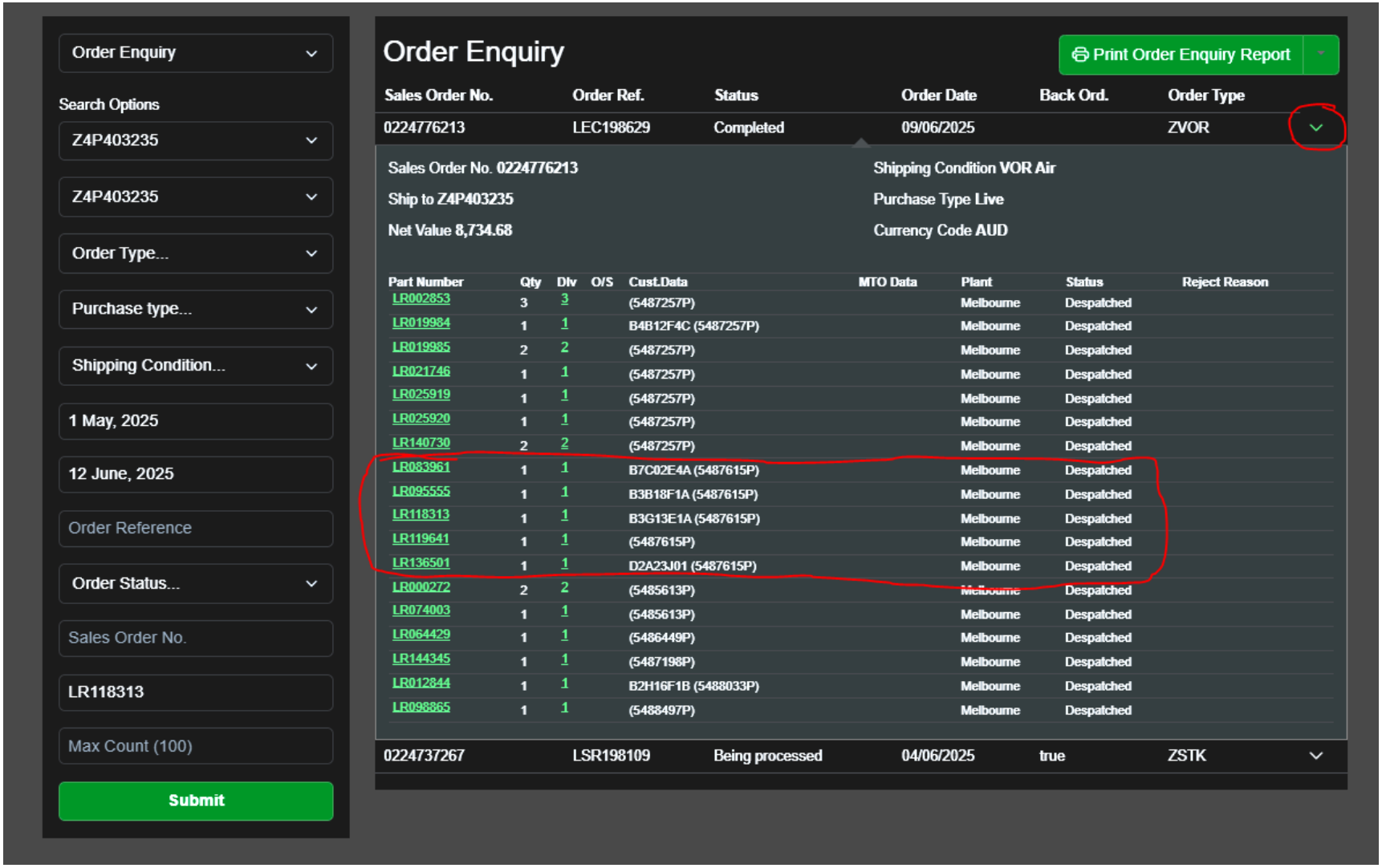
15. In this case no matches for the part numbers have shown, head to orders.



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



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”



IT'S OVER
IT'S DONE
quickmeme.com