**ERA Screens**

6913 – Reporting

3022 – Parts Pre-Picking list

2905 – Stock NoLoc check

2541 – Cash edit listing (Banking)

2532 – Invoice Acknowledgement

2529 – Access Closed RO’s and Invoices

2527 – Access Open RO’s and Invoices

2525 – Order parts and Quoting

2511 – Parts Sales

2245 – Negative On Hand Report

2119 – Location Editing (Multiple)

2102 – Location editing (Single)

2181 – CLERA Receipting

2124 – ROBO backorder parts management

2112 – Order Enquiry

2062 – Manual Invoicing

2043 – Creating Stock order

2041 – Create Purchase orders

2031- Parts info

2024 – Part Sales History

2022 – Stock inquiry

2010 – Process Credit (TC code DR, Example = Repco)

**Codes**

Parts – Access closed RO’s

321 – Change Price Level

0906 – Force Parts on invoices and RO’s

2103 – Remove Supersession

**Stores**  
S02:

1. Nissan Newstead

S03:

1. Honda Newstead
2. Volkswagen Newstead
3. Ford Newstead

S07:   
 1. Indooroopilly Automall (all there)

S10:  
 1. JLR Newstead

S46:  
 1. Honda 17 Mile Rocks

1. Subaru 17 Mile Rocks

S47:

1. Volkswagen Taringa

**Brands**

1. TO - Toyota
2. MZ - Mazda
3. VO - Volvo
4. NI - Nissan
5. MI - Mitsubishi
6. RP/ - Repco
7. LR – Land Rover
8. AU – Audi
9. GM – Holden
10. SU - Subaru
11. VW – Volkswagen
12. NG – Non Genuine

**Phone  
  
Transfers:**To transfer a phone call press TALK, then the number you are transferring to the finish with the # Key. Hang up when it starts to ring.

***Jaguar Land Rover Newstead Specific***

**JLR Order Codes:**

HO:

1. JLR Hold Order to send all at once

1D:

1. JLR Melbourne Road Freight (5 business days, 1pm cutoff)

4D:

1. JLR Emergency orders

BO:

1. JLR UK ordering

ER:

1. Land Rover Eagle Farm

EJ:

1. Jaguar Eagle Farm

EC:

1. Workshop is picking up from Eagle farm

**JLR Common part numbers:**

1. STC4687 – Screen Wash bottle Land Rover
2. C2A102010 – Screen wash bottle Jaguar
3. /ywk – CR2032 Battery for Keys always done in pairs.
4. Ancillary driving belt = Accessory Drive Belt

**Quantities of fluids and parts:**

1. 2L of Brake fluid in each JLR vehicle.
2. “Renew Dynamic Response Fluid Reservoir” = 2 x STC50519 + 1x LR072550. (Filter inside reservoir and is not separated.)
3. “Renew transfer box oil” = 1L Per Speed in Tran Case. + 2x LR048842 (Always 2 for both 1 and 2 speed)
4. “Renew locking differential oil” = 2L of rear axle oil/ Diff rear
5. “Renew automatic transmission oil” = 9L of Transmission oil (Techs can give back up to 2L of it)
6. “Renew power transfer unit oil” = 2L of Power transfer unit oil (Rear drive unit)
7. “renew rear locking diff oil (Jaguar sedan)” = 2L of limited slip diff oil found in differential assembly.
8. Towbar can require:

* Towbar mounting bracket
* Unpainted tow hook opening cover
* Electronic module (Next page in EPC LR)
* Wiring Trailer coupling
* Type of tow ball (Always Non European style)

**JLR Price Levels:**

* **1 – List/Retail**
* **2 – Trade**
* **3 – Warranty**
* **4 – Trade**
* **5 – Volvo Dealer (Daily)**
* **6 – Capricorn**
* **10 - Internal Accessories**
* **11 – Standard List**
* **13 – Retail less 15%**
* **15 – Internal spec accessories**
* **17 – Staff price**
* **18 – Trade less 15% L/R**
* **21 – Spec Trade**
* **22 – Shipstone Discount**
* **44 – Retail less 10%**
* **51 – Cost Price**
* **56 – Landrover Trade 12.5%**
* **88 – Cost price + 10 %**
* **99 – Average Cost**

**JLR Codes:**

1010 – Delete Lines/Void Invoices (JLR)

**JLR Websites:**

1. [Triage](http://triage-apac.superservice.com/)
2. [EPC](https://login.sso.jaguarlandrover.com/login.do)
3. [Land Rover Accessories](https://accessories.landrover.com/gl/en/land-rover-defender/)
4. [Jaguar Accessories](https://accessories.jaguar.com/au/en/xe/)

**JLR Printer Name: AUJPINV**

***Volkswagen Newstead Specific***

**Order codes:**

EO:

1. Volkswagen Eagle Farm
2. Volkswagen Sydney
3. Volkswagen Melbourne

BV:

1. Volkswagen Germany

DO:

1. Direct Order Via Mocha (DC202)

EM:

1. Air Freight from Volkswagen Melbourne

ER:

1. Road Freight from Volkswagen Melbourne

**Volkswagen Common Part Numbers:**

TEA135 – A/C Sanitiser

/5G27 – Trim Recall

**Small Stock Order**

Add items to Stock Order Invoice number: 50292 (via 2525 screen) then delete lines when they arrive so it becomes unreserved for that RO and back into stock.

**Price Levels Volkswagen**

1 – Retail

2 – Trade

3 – Warranty

8 – Dealer

9 – Fleet/Internal

800 - Staff

**Volkswagen Codes:**

1094 – Delete/Void Invoices (VW)

**Volkswagen Links:**

1. ETKA
2. [Backup Pre 2016 Online Catalogue](https://volkswagen.7zap.com/en/rdw/)

***Ford Newstead Specific***

**Ford Newstead Order Codes:**

27:

1. Ford Eagle Farm

FR:

1. Ford Road Freight

FA:

1. Ford Air Freight

VA:

1. Overnight Melbourne (Email Peter Scufield with part number, vin and ro)

EC:

1. Pinkenba Pickup

**Ford Common Part Numbers:**

* VC13G (Coolant)
* R139500ml (Normal Dot4 Brake Fluid)
* WSSM6C65A2MC (Super Dot 4, Higher boiling point for utes)
* /xt12 or xt12qulv Common oil for transmission.

**Ford Workshop Supplies:**

* Charging parts to workshop supplies: Use customer number 21354.
* Cash sale customer number: 1310

**Ford Price levels:**

* 1 - Retail
* 2 – Trade
* 3 - Dealer
* 4 – Wholesale
* 5/40 – Warranty
* 6 – List
* 7 - Metro Trade
* 8 - Metro Dealer (Internal) and Used Cars
* 44 – Average Cost
* 31 - Staff

**Ford codes:**PS17: Negative allowance password (Ford, Force on RO)

PG: Negative Qord Password/Credit Password (Ford)

S25: Force on Robo (Ford)

gaz: Frozen Part password (Ford)

PETER: Delete/Void Invoices (Ford)

7410: Delete Line Password

**Ford Links:**

[Panda](extension://npjkkakdacjaihjaoeliacmecofghagh/nhc.htm#url=https://www-pandap.app.ford.com/forms/frmservlet?config=pandaaudlr) (Use Microsoft Edge and click the Black “E” at the top right if screen is blank

Login: P1129PAS

Password: FORD54

Dealer Code: 11290

Code for stock inquiry: K04

Catalogue/[Microcat](https://login.superservice.com/landingpage/en-us/homescreen.html" \l "/):

Login: [sroebuck@eagersautomotive.com.au](mailto:sroebuck@eagersautomotive.com.au)

Password: Ranger37

Email: [workshopparts@metroparts.com.au](mailto:workshopparts@metroparts.com.au)

Password: parts123

**Ford Printer: MFVPPIK**

**Ford Contacts:**

Phoebe (Service Adviser): 77218

Cole (Service Adviser): 77253

Peter Scufield: 0419 735 009, 3426 2810

***Nissan Newstead Specific Items***

**Nissan Order Codes:**

MS – Stock Orders

KC – Eagers Nissan Kedron

KS – Eagers Nissan to Pre-Delivery

K1 – Eagers Nissan to Pre-Delivery Back Order

VR – VOR Back Orders

RE – Nissan Recall Order

KI – Nissan Kit orders

K2 – Nissan Kit orders to Pre-Delivery

MD – Daily Road Order (Melbourne/Pinkenba/ Eagle Farm)

MA - Daily Air Order

MC – Factory Back Order

**Nissan Common Part Numbers:**

TFIC – Injector Cleaner

TOSC – Oil Flush

Tea135 – A/C Sanitise

SA459 – Throttle Body Cleaner/ Upper Engine Cleaner

**Small Stock Order**

Add items to Stock Order Invoice number: 4435N (via 2525 screen) then delete lines when they arrive so it becomes unreserved for that RO and back into stock.

**Nissan Price Levels:**

**Nissan Codes:**

**Nissan Links:**

**Nissan Printer:**

***Honda Newstead Specific***

**Honda Order Codes:**

EO:

1. Honda Eagle Farm
2. Honda Melbourne

BH:

1. Honda Japan

EJ:

1. Honda Melbourne

**Honda Common Part Numbers:**

/15400RA – Honda Petrol Oil Filter

/941091 – 14 mm Washer

/90471 – 18mm washer

/941092 – 20 mm washer

/08203 or 082030004L – 500ml Brake Fluid Dot 4

B1761 – Windscreen Bottle Fluid

/17711S8 – Retainer (Must be changed and added with every fuel filter)

**Honda Price Levels:**

1 – Retail

2 – Trade

3 – Warranty

8 – Dealer

9 – Fleet/Internal

800 - Staff

**Honda Codes:**

**Honda Links:**

1. [Honda Dealer Login](https://hondaweb.honda.com.au/Salesforce)

**Honda Printer: AUHSPFM**

***Subaru Specific Items***

**Subaru Order Codes:**

EO:

1. Subaru Sydney

**Subaru Common Part Numbers:**

**Subaru Price Levels:**

**Subaru Codes:**

**Subaru Links:**

1. [SnaponeEPC](https://snaponepc.com/epc/#/)
2. [Subaru Unlisted Parts](file:///\\hsp-fs1\parts.data\Subaru%20Parts%20Files\Unlisted_Parts.html)
3. [Subaru Inchcape](https://pleiades.subaru.com.au/)

**Subaru Printer:**

**Robo process:**

**Check if ROBO:**

1. 2525 go to old RO
2. Says its fully closed off
3. Receipt invoice
4. Go to 2124
5. Bottom lines indicate ROBO
6. “S” to SMS customer that part has arrived (When all items are instock)
7. Use 2525 and go to new ro
8. Add line “robo”
9. Parts should automatically come across to new RO from old one

**Subaru Pre-Delivery Sequence (S46)**

1. Check emails for S46
2. Counterman number: 962(Nick), 779(Mike).
3. Find part numbers for appropriate year and model
4. Add part numbers to ROS # (Always order accessories, never use stock)

***Order Codes:***

EO: Subaru Japan + Honda Japan

D1 – Eagle Farm + Subaru Sydney + Honda Melbourne

***Perfexion acc. Codes:***

/Perp – Paint

/Perv- Vinyl

/Perl- Leather

/Perf- Fabric

***Check overs:***

* Pre-delivery items are in the internal price level of 9
* Variable prices must match current costing
* S to Force Perfexion items onto RO (Password is “no”)
* Accessories are always ordered

1. CLERA comment:

Line 1: “Del to PD”

Line 2: “ROS (Number)

Line 3: “Customer Name”

1. Save RO
2. Reply all to email and tell where parts are coming from.