



MSER

MOPAR SERVICE EXCELLENCE REWARDS

Parts Counter Program: Step by Step

This PDF will walk you through the basic rules of the NEW Parts Counter Program.

There is no additional fee to be enrolled in this portion of MSER. At the beginning of each month MSER will publish a new list of parts that are qualified for earning Rewarding Excellence Card payments through the MSER Parts Counter program.

Qualified part numbers will be accumulated and reported as a result of part invoices entered into your DMS system and processed through Integralink.

Rewards earned on qualified parts will be combined and put into a pool to be distributed by the Parts Manager.

Because there is no way to identify the individual responsible for the sale of the wholesale part it will be necessary for the Parts Manager to identify the individuals to be rewarded. A few things to keep in mind:

- Only invoices will be considered for parts counter payments
- Close date must be within the month of the featured part; for example, if an invoice is closed on May 1 and contains a part featured on the April payout chart it will not be counted
- Only transactions coded as counter will count
- No sales transacted as shop will be considered
- Transaction types must be retail or wholesale
- Warranty and customer transactions are not considered
- Parts sold on internal repair orders and dealer to dealer sales will qualify.

To get started in MSER parts counter program you must enroll a parts counter manager.

The parts counter manager is the person responsible for the program. He or she will be required to distribute any rewards earned and will receive a 10% override on all qualified parts sold during the month.

The MSER enrolled parts manager is suggested however any of the following position codes can be set up to perform this function:

- Position code 08 parts manager
- Code 32 parts director
- Parts and service director code 35
- Service and parts director code 33
- Assistant parts manager code 40
- Service manager 09
- Dealer principal 01 or
- General Manager 02

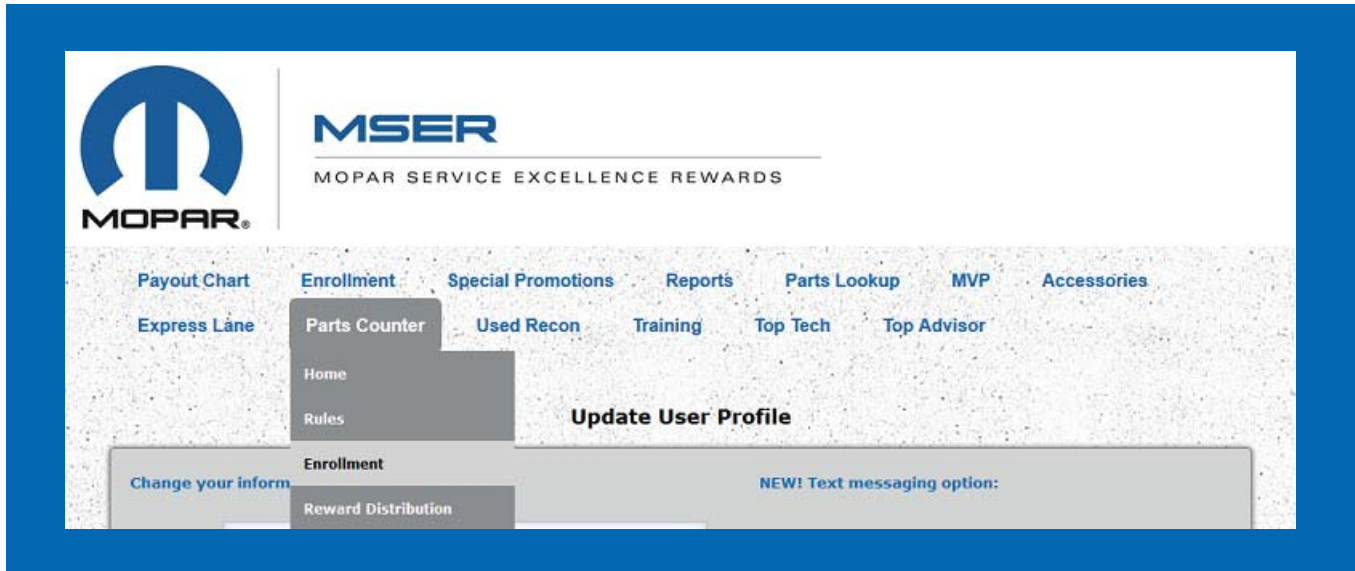
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If a parts manager is not enrolled in MSER the service manager must establish someone as the parts counter manager or take responsibility for distributing the rewards. To enroll the parts counter manager on MSER.com; click on the Parts Counter Program tab. Click on enrollment:

STEP 1



Select the person who will be responsible for distributing your rewards by clicking on their name in the drop-down box. Be sure to add their email address and change the last menu option to “enrolled”.

STEP 2

The screenshot shows the 'Parts Counter Manager Enrollment' form on the MSER website. The form is titled 'Parts Counter Manager Enrollment for <dealer name will be here>'. Below the title, there is a link 'Click here for the Parts Counter Enrollment Video'. The form contains a table with the following columns: Participant ID, Email, Enrollment Status, and an 'Add' button. The 'Participant ID' column has a dropdown menu with the option '-- Select Employee --'. The 'Email' column has a text input field. The 'Enrollment Status' column has a dropdown menu with the option '--Select--'. The 'Add' button is located at the end of the row.

Participant ID	Email	Enrollment Status	
-- Select Employee --		--Select--	Add

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In order to set up website access for any additional Parts Counter Personnel, the manager must click on the Enrollment Tab then on Enrollment Maintenance.

STEP 3

The screenshot shows the MSER website interface. The MOPAR logo is on the left. The MSER logo and 'MOPAR SERVICE EXCELLENCE REWARDS' are at the top. A navigation bar contains links: Payout Chart, Enrollment, Special Promotions, Reports, Parts Lookup, MVP, Accessories, Express Lane, Enrollment Maintenance, Used Recon, Training, Top Tech, Top Advisor. The 'Enrollment' tab is selected, and a dropdown menu is open showing 'Enrollment Maintenance', 'OP Code Setup', and 'MSER Rules'. Below the dropdown, there is a link 'Click here for the Parts Counter Enrollment Video' and a text field 'Enrollment for' with the placeholder '<dealer name will be here>'. At the bottom, there is a link 'Parts Counter Manager Enrollment'.

Then click on the sID of the person you would like to have access.

STEP 4

The screenshot shows a table titled 'Your Employees'. The table has six columns: Participant ID, Dealer Employee ID, Name, Enrolled Role, Enrollment, and Enrollment Updated Date. The first row has a red circle around the 's999999' in the Participant ID column. The table lists various roles and their enrollment dates.

Participant ID	Dealer Employee ID	Name	Enrolled Role	Enrollment	Enrollment Updated Date
s999999			Express Lane Enrolled Service Manager	Enrolled	11/03/2015
			Used Recon Enrolled Manager	Enrolled	10/01/2015
			DEALER PRINCIPAL	Enrolled	10/01/2010
			PARTS MANAGER	Enrolled	03/02/2012
			SERVICE MANAGER	Enrolled	04/30/2013
			SERVICE ADVISOR	Enrolled	09/01/2015
			SERVICE ADVISOR	Enrolled	01/09/2015

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This will populate the Add Participant box on the left hand side of the screen. Change the drop down menu item to the applicable title. Be sure to enter in their correct email address so that we may communicate with them and advise when the new parts categories are announced each month. Finally, change the enrollment status to Enrolled and click Update.

STEP 5

Add New Participant

Add Participant:

Participant ID: S55314B

Type: SERVICE MANAGER

Dealer:

Employee ID:

Name:

Email:

Enrollment Status: Enrolled

Status Date: 04/30/2013 00:00

Status Updated By: TRISH SIMS

Update

On the next business day the participant will be able to log in using their sID as their user ID and the dealer code followed by the last 4 digits of their social security number as their password.

Once the participants have access they will be able to view the payout chart as well as their own reward information!

As rewards are accumulated the Parts counter manager or designated person will need to access the reward distribution section under the parts counter tab and divide the reward money as he or she determines.

See step 6 below to locate the Rewards Distribution section in the Parts Counter drop down menu.

STEP 6

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Payout Chart | Express Lane | Enrollment | Special Promotions | Reports | Parts Lookup | MVP | Accessories | Used Recon | Training | Top Tech | Top Advisor

Parts Counter

Home | Rules | Enrollment | Reward Distribution

Enrollment for <dealer name will be here>

[Click here for the Parts Counter Enrollment Video](#)

Parts Counter Manager Enrollment

Please Choose Your Parts Counter Manager

Participant ID	Email	Enrollment Status
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The following position codes are eligible to receive rewards and will appear in the drop-down box for the parts manager use in distributing the rewards:

- Parts manager position code 08
- Assistance parts manager position code 40
- Parts advisor position code 14
- Parts administrator position code 19

STEP 7

Reward Distribution

DealerShip Details	Reward Amount	Distributed Amount
dealer name	<u>\$195.00</u>	\$0.00

Participants	Distributed Amount
<input type="text" value="---SELECT---"/>	<input type="text" value="0.0"/>
<input type="text" value="---SELECT---"/>	<input type="text" value="0.0"/>
<input type="text" value="---SELECT---"/>	<input type="text" value="0.0"/>

This concludes your Parts Counter Step by Step Tutorial
Thank you for visiting!