**MISSING INVENTORY**

**Is it missing from VinSolutions? Or missing from a 3rd party site?**

**TROUBLESHOTTING FLOWCHART**

**3rd Party**

**See EXPORTS setting**

**VS**

**- Get a minimum of THREE examples for both NEW and USED inventory with both STOCK # and last 8-digits of its VIN Number**

**- Search each example stock number using its 8-digit VIN number in ACTIVE and REMOVED inventory**

**- Search both NEW and USED regardless of example type**

**Submit the case to DMS Internal with all acquired information**

**Before submitting the case, check with Anthony Grieco**

**Submit the case to DMS Integration with all acquired information**

**Inform the customer of the USER LOGIN used to make the change. And have them change it in VinSolutions**

**Found**

**Have customer correct type in his DMS**

**Have customer check DMS for both STOCK #’s and make the correction in his DMS**

**There is No Problem!!!**

**Is wrong stock associated with VIN?**

**Explain to customer that inventory had delay in UPDATE & resend exports**

**- Check IMPORTS TAB**

**- Did it recently update?**

**- EDIT vehicle & check history**

**- Was it the system or user responsible for removing vehicle?**

**- EDIT vehicle & check history**

**- Was it the system or user responsible for type error?**

**Was it found in wrong inventory type?**

**Was it found in wrong inventory type?**

**Was it found in ACTIVE or REMOVED?**

**Active**

**Not Found**

**Removed**

**Yes**

**Yes**

**No**

**No**

**Yes**

**No**

**No**

**Yes**

**System**

**User**

**System**