



Dealership Support Document

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Contact Details:

IT Contact Details:

Jeromy Joseph
IT Manager
Volkswagen Group Australia
Phone: 02 9695 6139, 0438 127 101
Jeromy.joseph@volkswagen.com.au

David Saszczak
IT Specialist
Volkswagen Group Australia
Phone: 02 9695 6140, 0438 690 071
David.Saszczak@volkswagen.com.au

Christopher Cook
IT Support Officer
Volkswagen Group Australia
Phone: 02 9695 6103, 0438 455 046
Christopher.Cook@volkswagen.com.au

General Contact:
e-mail: it@volkswagen.com.au

Management Contact Details:

Hector Escobedo
General Manager – Finance & IT
Volkswagen Group Australia
Phone: 02 9695 6001

IT Service Provider

Genesis MSP (our IT service partner)
Phone 1300 81 99 82
support@volkswagen.com.au
support@skoda.com.au

Systems and Applications

Nadcon

Nadcon is our vehicle ordering and Logistics system. It is a web based application. You will need the latest version of Java for this application. The Username and Password will be supplied by the logistics department of Volkswagen Group Australia.

VW Logistics Department

Derek Wolfenden

Direct 02 9695 6075

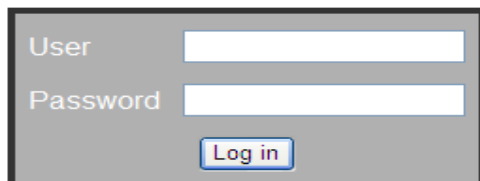
derek.wolfenden@volkswagen.com.au

How to access: <http://nadin.au000100.vgacpn.vwg> or <http://10.112.230.19/sec/tkt-login.jsp>.
or <http://10.112.230.19>).

Typical Calls:

1. I can't login into Nadcon

What to Check: see whether the user can get the login screen as below



If fails, check whether this happens to the whole dealership or only to one user. If this happens to only one user, perform a ping test **10.112.230.19**. If ping fails, it is a network issue

2. I can get the login page but can't login

Please forward the issue to VW Logistics Department (details above)

3. I am getting an error which says "user not defined in the database"

Please forward the call to VW IT team

4. I was working with Nadcon and the system stops responding (frozen screen)

Please try to reconnect to reconnect to Nadcon by closing the browser and if this doesn't work then forward the call to VW IT team

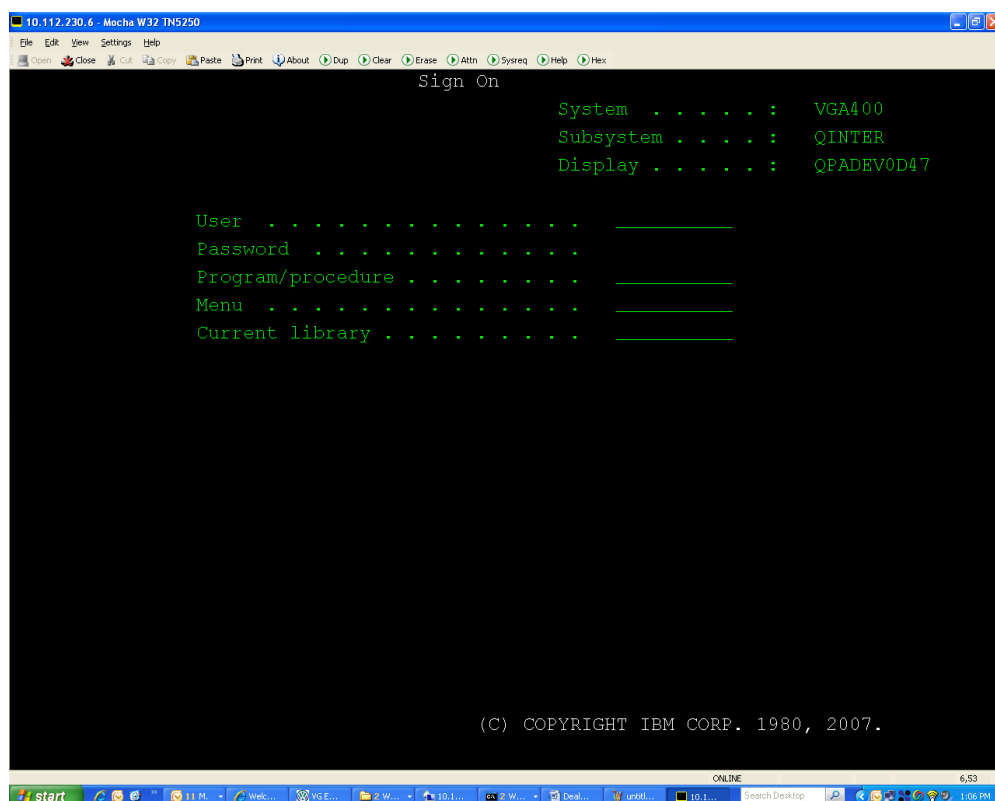
5. Any Operational questions, for example can't see a particular car, cant assign a car, etc.

Please forward the issue to VW Logistics Department (details above)

IBS (Dealer Connect System)

IBS is the enterprise system used for parts, vehicle, finance, etc. For this you will need "Terminal Emulation Software/Telnet Software" called "*IBM iSeries Access*". For new dealers the installer is located on the desktop of your BTAC server in a folder called "*Software\CA400*".

Dealership can use 10.112.230.6 to connect to the system.



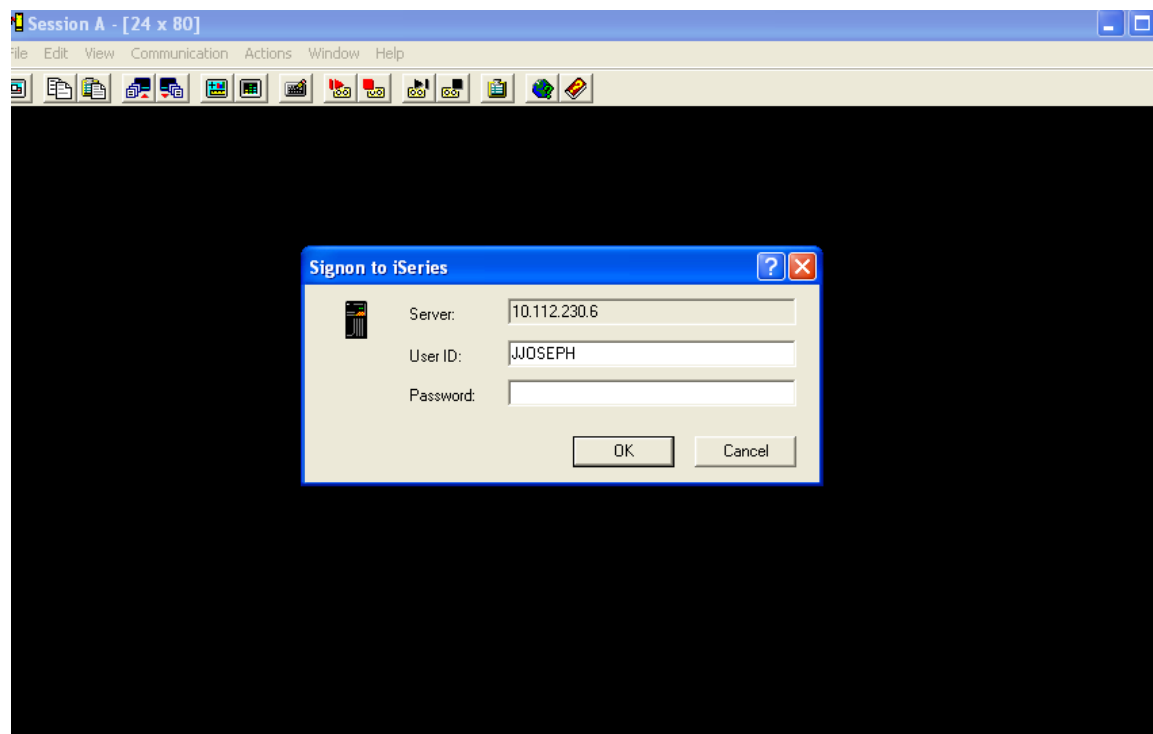
Initial usernames and passwords will be supplied by the IT department of Volkswagen Group Australia.

For any other issues please contact the IBS helpdesk.



IBS Helpdesk
Phone 02 8875 9177
support@ids.com.au

If the system not responding to multiple dealerships please escalate to Volkswagen Group IT contacts listed above



Typical Calls:

1. I can't login into dealer connect, Mocha, Green Screen,

Check to see whether the user can get the login page, if the user can then please forward the call to IBS helpdesk. If the user can't then do a ping or telnet test to the IP address 10.112.230.6 to do more analysis

2. I need to set up new login for my staff/for me

Please ask the dealer to contact VW Group Australia's IT team, it@volkswagen.com.au

3. I have issues with FTP , I am trying to update the parts file

Please provide them the FTP document (for VW or Skoda) and if the user have question they should contact it@volkswagen.com.au

Systems and Applications

Online Dealer Portal (<http://portal.volkswagen.net.au>)

Online Dealer Portal is a Portal where we publish all the bulletins, reports and other contents that is relevant for the dealerships. In each dealership, the access for the all the key users are issued from the VW head office and department managers are issued Dealer Admin access to add/remove users, edit details, and/or reset passwords. Department Managers with Dealer Admin access include:

- Operators (Dealer Principals/General Managers)
- Sales Managers
- Service Managers
- Part Managers
- IT Managers



Online Dealer Portal

Lisa Barakat
Direct 02 9695 6046
lisa.barakat@volkswagen.com.au

Genesis MSP (our IT service partner)

Phone 1300 81 99 82
support@volkswagen.com.au
support@skoda.com.au

ElsaPro, SAGA/2 (<http://portal.cpn.vwg>)

ElsaPro is an application used for service and is currently accessible through the Volkswagen AG Portal, <http://portal.cpn.vwg>. SAGA/2 is a warranty application which is also used through the portal. Every dealership has a local administrator who can assign applications to the rest of the staff from that dealership

Any operational questions including username and passwords for the <http://portal.cpn.vwg> is supported by VW Service Department



VW Service Department

Phone 02 9695 6045
Fax 02 9695 6188
technicalsupport@volkswagen.com.au

ETKA

Etka is our electronic parts listing for original Volkswagen & Skoda parts. The dealership get a 2 CDs-Package and a USB-Dongle (Key), the program will be updated through the internet. A short instruction is in the booklet. The description how to connect for updates you will find on the CD1 in the Folder "connect". Users can also get support using MyETKA info, <https://www.etkainfo.com/myetkainfo/init.do?module=service> (the login details to be supplied by the VW/Skoda parts department)

**VW Parts Department**

Phone 02 9735 9900

parts@volkswagen.com.au**VW Partners**

VW Partners is our extranet site. Please go to www.vwpartners.com.au and request a login. After you submit the registration form, you will receive an email with your password.

**VW Marketing Department**

Mel Chavez

Direct 02 9695 6053

Fax 02 9695 6188

mel.chavez@volkswagen.com.au**BTAC**

BTAC (Basic Technical Architecture Concept) which is a standard network configuration and set of applications for VW dealer networks. Every Dealership has a windows server with few custom applications and is called a BTAC server. DNS is very important for BTAC infrastructure. DMSbb and Mirror Server is also important for getting the flash files updated into the Dealership Server from the head office

**Genesis MSP (our IT service partner)**

Phone 1300 819 982

support@volkswagen.com.ausupport@skoda.com.au