



QuickStart Guide

GM Rapid

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GM Rapid

ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to access the GM Rapid system through the ARKONA DMS.

Overview:

The ARKONA – GM Rapid communications allows you to send parts orders and returns directly from the ARKONA system to the GM Rapid system. It also allows you to perform any of the GM Rapid transactions and receive answerbacks from GM.

The ARKONA server does not communicate directly with GM. Instead, the ARKONA server communicates via ftp with a PC on the dealership local area network, and that PC communicates with GM via a PULSAT satellite system.

When you send a parts order or return or initiate any of the GM Rapid transactions from the ARKONA system, information is transferred to the local PC and stored on the hard drive in the c:\gmrapid folder. The ARKONA GM Rapid Interface software monitors the c:\gmrapid folder and when it detects information in the folder, transfers it via the PC serial port to the PULSAT system which forwards the information on to GM.

When GM communicates information back to the dealership, it is received from the satellite and placed in the c:\gmrapid folder by the ARKONA GM Rapid Interface software. This information is then retrieved by the ARKONA DMS when you request it.

This QuickStart Guide is divided into 3 sections: 1) Changes to parts ordering and returns, 2) GM Rapid transactions, and 3) GM Rapid answerbacks.

Changes to parts ordering and return

Parts ordering remains essentially the same with the ARKONA – GM Rapid Interface as it was with your previous GM Rapid software with a few minor changes. You still use function **11=Stock Orders** to create the order and download it to GM.

- **R=Rapid Detail** is a new line option available during stock order edit. Use this option to set the verify flag, enter part dimensions, or enter notes about the part number.
- When an order is placed with option **6=Place Order** or **16=Redownload**, a new window is presented to collect the Spec Code, Advise Code, and ship to address for CSO orders.

Parts material returns also remain essentially the same with the following additions. You still use function **12=Factory Returns** to create the return and download it to GM.

- When a return is transmitted to GM Rapid with option **6=Download**, a new line displays the App Number which is a unique material return number.
- Key in the Return Type using a valid GM Rapid return type: EXC, MRP, or TRM.
- Two new fields for Core# have been added to the screen which can be left empty.
- Set Download to GM = Y and press [ENTER] to transmit the return.

GM Rapid Transactions

- To access the GM Rapid transactions, a user must be authorized to Factory Communications in the ARKONA System Environment Security by the dealership ARKONA security officer as follows:
 1. Take option **7=User Security** from the System Environment menu.
 2. Position to the user ID and take option **2=Change** by the user ID to display the security options.
 3. Take option **1=Authorize** by Factory Communications.
 4. Set all of the options to Y and press [ENTER] to save.
- To access the **PSW=Password Change** transaction code, a user must have special authority. The dealership ARKONA security officer can authorize a user to this transaction code as follows:
 1. Take option **7=User Security** from the System Environment menu.
 2. Position to the user ID and take option **2=Change** by the user ID to display the application options.
 3. Take option **1=Authorize** by Parts Department to display the security options.
 4. Page down and set Authorize to Change GM Rapid Password = Y.
 5. Press [ENTER] to save.

Submitting Transactions to GM Rapid

To perform any of the transaction functions and submit them to GM Rapid, an authorized user can take the following steps.

1. Take option **5=General Motors** from the Factory Communications menu.
2. Take option **1=Select** by Transactions to display the active GM Rapid Transactions screen.

3. Use function **F6=Add** to display the Transaction Selection window.
4. Key in the transaction code and press [ENTER].
 - Follow the instructions on screen to complete the transaction and press [ENTER] to add the transaction to the active GM Rapid Transactions screen.
 - The transaction status is set to A (Active).
5. Use function **7=Ref/Notes** to key in information about the transaction that can be viewed later.
 - A Y (Yes) appears in the N (Notes) column when notes have been added to a transaction.
6. Take option **2=Edit** by an active transaction to change an active transaction if desired.
7. Take option **1=Select** by an active transaction to change the status to S (Submit).
 - You can also use option **1=Select** to change the status of a transaction from S (Submit) back to A (Active) if you are not ready to submit it to GM Rapid.
8. Use function **F10=Submit** to send all transactions in the S (Submit) status to GM Rapid.
9. Use function **F8=Show History** to see all submitted transactions.
 - The status of submitted transactions changes to D (Downloaded)
10. Use function **F8=Show Active** from the GM Rapid Transactions history screen to return to the active transactions screen.

A list of the GM Rapid Transactions and the steps required to complete them appears below.

COR = Core Specific Backorder – After keying in the COR transaction code, use function **F6=Add** to key in the part number, facility, and order number. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

SPA = Sprint Part Available – After keying in the SPA transaction code, use function **F6=Add** to key in the part number and quantity. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

UPG = Upgrade Order to CSO – After keying in the UPG transaction code, use function **F6=Add** to key in the part number, order number, facility, and control number. The order number must correspond to an existing order number on the ARKONA system. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

K42 = Claim Status – Multiple – After keying in the K42 transaction code, use function **F6=Add** to key in the facility and shipment information. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

K50 = Material Return Status – After keying in the K50 transaction code, use function **F6=Add** to key in the facility, application, and document type. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

KSI = SPAC Case – Specific – After keying in the KSI transaction code, key in the SPAC case number and press [ENTER].

LBO = List Back Orders – After keying in the LBO transaction code, key in the part number and press [ENTER].

LC9 = Dealer Inventory – Key in the LC9 transaction code and press [ENTER].

RSG = Recommended Stocking Guide – Key in the RSG transaction code and press [ENTER].

CON = All Pending Confidential – After keying in the CON transaction code, key in the requeue number and press [ENTER].

MBD = Last 2 Days – Key in the MBD transaction code and press [ENTER].

MBX = Specific Control Number – After keying in the MBX transaction code, key in the control number and press [ENTER].

CFI = Customer Focus – After keying in the CFI transaction code, key in the inventory value, inactive inventory value, number of ROs written, number of ROs same day, and the PNSI/Cash Conversion value and press [ENTER].

659 = Material Return – After keying in the 659 transaction code, key in the App Number and use function **F6=Add** to key in the return detail information for a part number and press [ENTER] to add to the return. Repeat this procedure for each part on the return. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

CPT = Cancel All Backorders – After keying in the CPT transaction code, use function **F6=Add** and key in the part number. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

SPC = Create SPAC Case – After keying in the SPC transaction code, key in the SPAC case information and press [ENTER].

K40 = Status of Order – After keying in the K40 transaction code, key in the order number and facility and press [ENTER].

K44 = Claim Status – Specific – After keying in the K44 transaction code, key in the facility, shipment, and part number information and press [ENTER].

KPF = Pricing/Availability – After keying in the KPF transaction code, key in the part number and press [ENTER].

KXW = Part on Order – After keying in the KXW transaction code, key in the order number, facility, control number and part number and press [ENTER].

MRB = Return Balance – Key in the MRB transaction code and press [ENTER].

LPC = Inventory Part Count – Key in the LPC transaction code and press [ENTER].

P31 = Claims Processing – After keying in the P31 transaction code, key in the shipment, facility, and checker ID. Use function **F6=Add** to enter the claim detail. Use function **F8=Notes** to enter claim notes. Use function **F12=Cancel** to add the transaction to the active GM Rapid Transactions list screen.

MBP = All Pending – Key in the MBP transaction code and press [ENTER].

MAS = Advise of Shipment – After keying in the MAS transaction code, key in the requeue number, shipment number, and status and press [ENTER].

VMB = Pending or All – After keying in the VMB transaction code, key in the status code and press [ENTER].

PSW = Password Change – After keying in the PSW transaction code, key in your dealer code, the master, daily, and inquiry passwords as you want them to be and press [ENTER]. Note: For security reasons, a password change transaction is submitted to GM Rapid automatically. It does not have to have the status changed and submitted with the **F10=Submit** function.

Retrieving Answerbacks from GM Rapid

To retrieve answerbacks from GM Rapid, take the following steps:

1. Take option **5=General Motors** from the Factory Communications menu.
2. Take option **1=Select** by Answerbacks to display previously retrieved answerbacks.
3. Use function **F6=Retrieve Answerbacks** to check for new answerbacks.

Working with previously retrieved answerbacks.

1. Take option **5=General Motors** from the Factory Communications menu and take option **1=Select** by Answerbacks.
2. To expand your search to include answerbacks retrieved more than a week ago, change the number of days in the Show Last field.
3. To narrow your search to a specific type of answerback, key in a string of characters in the Select Type field and press [ENTER].
 - For example, if you only want to look at invoices, you could key in INV and press [ENTER] to filter out all other type of answerbacks.
 - Use function **F5=Refresh** to reset the view to include all answerbacks.

4. Take option **5=View** by an answerback to display it on the screen.
5. Take option **6=Print** by an answerback to print it.