

Make Retailer Daily Stock Orders the Easy Part with the Right Parts in Stock Across your Service Network

ISUZU

Key Things to Know About the Isuzu PartsEye Program

- PartsEye is a stock replenishment program that is currently utilized by 4,000+ dealers here in North America and growing.
- PartsEye is approximately 97% accurate in what the system suggests because the parts that are suggested are the parts the dealer is actively selling.
 - This accuracy means that less than 3% of the parts ordered by the dealer may not sell in the next 12 months.
- Because of PartsEye's historical accuracy, IMX protects the good returnable parts, so they get called back after the dealer has held onto the part for 12 full calendar months.

Automatically Have the Right Parts On-Hand

PartsEye creates daily optimized suggested stock orders based on your store's actual sales demand and inventory. Typically:

- Fast-moving parts are stocked more efficiently, reducing deployed capital.
- Locally stocked part numbers increase up to 50%, resulting in very high service fill rates.
- Special orders and related returns are reduced, as more parts filled from stock.
- Majority of parts inventory managed by PartsEye
 - ... all for less than the value of "time saved" by your Parts Manager.

You Stay in Control with Included Support

Planners work with retailers and can adjust stocking parameters for unique situations. PartsEye Planners and Technical Support are available 8-8 EST daily and on demand after hours. Planners can train your personnel via phone in about an hour.

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Submitting Stock Orders

- To keep net utilization high:
 - Dealers should submit daily stock orders (the more lines suggested, the more lines can be accepted = higher net utilization).
 - Dealers should accept every possible part possible, within reason, to earn the protection of inventory and the added accrual provided by Isuzu. This extra accrual can help reduce aged inventory over 12 months.
- PartsEye does have a feature to help protect dealers net utilization from accidental skipped orders. This feature is called Auto Stock Replenishment or ASR. This feature can be enabled simply by the Parts Manager emailing or calling a PartsEye Planner and requesting this feature be enabled for their dealership

Submitting Returns

- Dealers should submit every PartsEye protected return (PPE) so the dealer does not lose protection. The dealer has two chances (two months) to submit a PartsEye return. OEM policy applies.
- Isuzu Mexico dealers are subject to & eligible for any returns at the OEMs discretion.
- Dealers are strongly encouraged to utilize the PartsEye accrual return (PDO) option under the returns tab. Utilizing this return will provide a good clean list of good returnable parts that are not protected to help dealers utilize their obsolescence funds wisely and not waste any funds on protected parts. OEM policy applies.
- Dealers can also reach out to any PartsEye planner to request a list of HazMat parts that may be able to be returned on the dealers HazMat Return (RHZ). OEM policy applies.

Overrides

- The dealer's override list is a report of all parts edited off PartsEye stock orders, no matter the override type. All parts on their override list with a stock max greater than 0 negatively impacts their net utilization.
- There are two different types of overrides that will be explained below.
 - **Hold Override** is the type they might use if they don't want to accept the part today, but they want the system to show it to them again. If the dealer ever sells the part again or posts a lost sale in the DMS it will be removed from the override list and be suggested on the dealer's next stock order. As stated above, all parts on their override list with a stock max greater than 0 negatively impact their net utilization. On the override list, the hold override is designated with an "H" in the type column.
 - **Manual Override** is more permanent and will remain on their override list and count against their net utilization and PartsEye will not suggest it again, no matter how many times the dealer sells the part it. This override type might be used on parts that are large and expensive and dealers do not have the space to stock it currently. As stated above, all parts on their override list with a stock max greater than 0 negatively impact their net utilization. On the override list, the manual override is designated with an "MO" in the type column.

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- It is strongly recommended that dealers review their override list at least once a week to ensure parts on the override list meet the dealers' current needs.
 - **Sort the list by stock max to identify parts that are no longer being suggested, i.e., stock max = 0.** Removing these parts will not improve their net utilization but will clear out the parts that do not need to be on this list.
 - **Sort the list by amount to identify parts that are no longer being suggested because they already have enough on hand or on order to meet your recommended stock max.** Removing these parts will improve their net utilization and will not be suggested again until they sell the quantities that they already have.
 - **Sort by total H/MO count to identify parts that they may be repeatedly putting on override.** Doing this harms their net utilization more than if the part is just sitting on their override as a manual override (mo) type. If they are repeatedly putting a part on their override using the hold type and they know they will never stock it, it might be best to change the override type to manual override. They can do this by clicking on the "H" under the type heading and answering yes to the question.
 - **Sort by 12M sales to identify the parts they have sold the most within the last 12 months.** Parts the dealer sells most frequently they are likely to sell again.
 - **Sort by price to identify how much the parts on override cost.** Parts on override effect net utilization on a line by line basis. The override list should ideally be reserved for large and/or expensive items.

PartsEye Overall Rating

PartsEye's overall rating is used to measure a dealers overall inventory health and performance. The overall rating uses our (6) Key Performance Indicators (KPI's). The following KPI's are used and reported on the monthly performance report that is available on PartsEye and emailed monthly:

- Suggested % of Inventory OH
- Net Utilization
- Inventory % for Stock
- Days' Supply
- Mechanical Fill Rate
- On Hand Value Over 12 Months

Hot Topics in PartsEye

The Hot Topics tab is like a bulletin board where important bulletins from the OEM can be placed. Some examples of the types of Hot Topics that are available include:

- New Isuzu MX RIM program enhancement announcements.
- New OEC/PartsEye program enhancements.
- PDC closures for various reasons, i.e., holidays, power outages, etc.
- Possible part number supersession issues.
- OEM Part Bulletins (when provided by Isuzu).
- Dealership best practices.