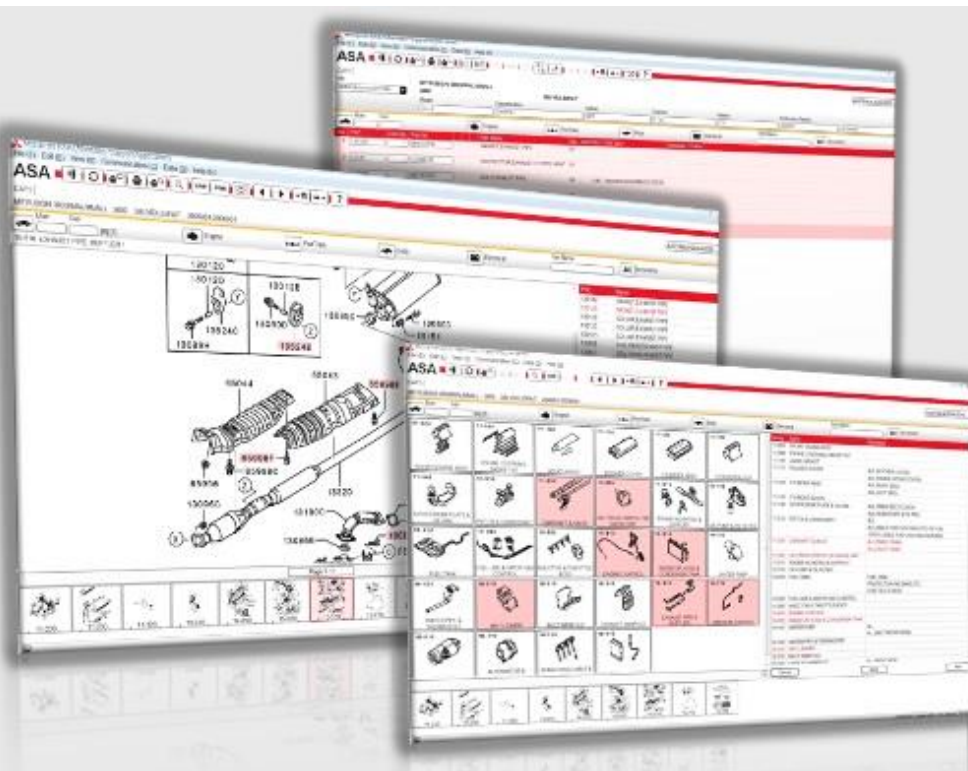


ASA Ext. Orders Online Help

For ASA users



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1 EXT. ORDERS

External Orders function is available to ASA users who are listed as dealers/sellers in partslink24.

This function enables the processing of orders from partslink24 and configuration of partslink24 (discounts, promotions, ...) within ASA.

* Availability of the functions marked by an asterisk depend on the connection settings.

1.1 EXT. ORDERS CONFIGURATION

External Order function has to be set appropriately for use.

- Select the **File-> Setup** menu item.
- Click the "Common 2" tab.

The screenshot shows the 'ASA Configuration Utility' dialog box with the 'Common 2' tab selected. The dialog has several sections:

- Language:** A dropdown menu set to 'English (GB)'.
- Font:** A dropdown menu set to '11'.
- Date format:** Three radio buttons: 'Year/Month/Day' (selected), 'Month/Day/Year', and 'Day/Month/Year'.
- Checkboxes:**
 - ☒ Automatically show Service Parts News
 - ☐ Automatically zoom illustration
 - ☒ Clear all after connection
 - ☐ Show confirmation dialog before all clear
 - ☐ Show reminder at multi page illustrations/SPN
- Price data reference:** A dropdown menu set to 'Online prices' and a red-outlined button labeled 'Ext. orders'.
- Buttons:** 'Memo configuration' and 'Update configuration'.
- Footer:** 'OK' and 'Cancel' buttons.

- Click the "Ext. orders" button. The "Configuration" window is opened.

Configuration

COMbox Service ☐

Dealer number

Path to order forms

Tax rate (%) Tax code Currency code

1.1.1 COMBOX SERVICE AND DEALER NUMBER

Not in use

1.1.2 PATH TO ORDER FORMS SETTING

The order forms downloaded from partslink24 will be saved in this folder.

- Enter the order form folder in the input box (use "Browse" button if needed). It is also possible to use a shared folder for use with multiple ASA installations.

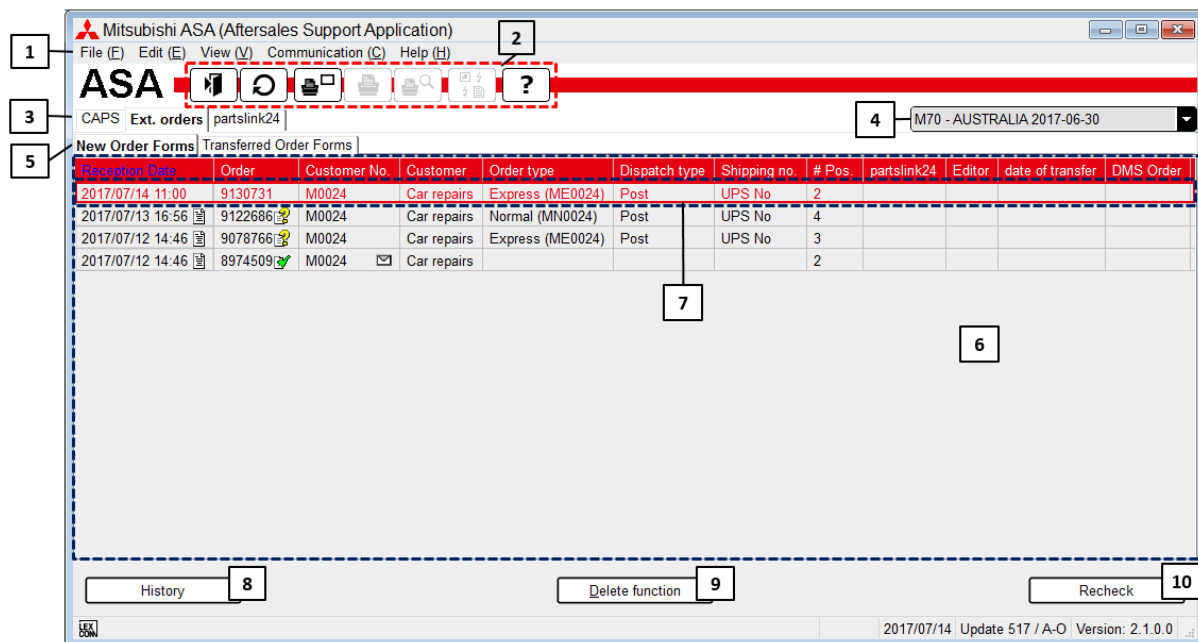
1.1.3 TAX RATE (%), TAX CODE AND CURRENCY CODE SETTINGS

- Enter the Tax rate (%), Tax code and Currency code in the appropriate input boxes.

Note: These settings are only used in the External Order function.

- Click "OK" in the "Configuration" window.
- Click "OK" in the "ASA Configuration Utility" to save your settings.

1.2 EXT. ORDERS COMMON FUNCTION



1. Menu bar

File menu: Has commands for print functions and opening/saving configuration.

Edit menu: Has commands for cutting, copying and pasting.

View menu: Has command let you toggle the status bar on and off.

Communication menu: Has a command for communicating with application set to connections* and partslink24.

Note: Connections setting is in the "Common 1" tab of the system settings (see CAPS Online Help's Section 3.1.1 Setting connections).

Help menu: Has commands for opening the online help file and displaying application information.

2. Toolbar

3. Tabs for switching between CAPS, CALC*, DES*, Ext. orders and partslink24.

Note: CALC and DES may or may not be available for your particular market.

4. Market pull down list to change market (if available). The currently activated market is displayed.

Note: To use the functions which link to CAPS (e.g. Transfer vehicle info to CAPS, Illustration), the active market must be same as the market in which the order was created.

5. Tabs for switching between "New Order Forms" and "Transferred Order Forms" list.

6. List of "New Order Forms" or "Transferred Order Forms".

7. Selected order is highlighted.

8. Button to open history list.

9. Button to start delete function.
10. Button to check for new and updated orders.

1.2.1 HISTORY

You can display the history of all actions taken for each order.

- Click the "History" button. The "History" window is opened.

History					
Order Number	Reception Date	Action	Editor	Edit Date	
8962476	2017/06/22 11:38	PL24-Order		2017/07/07 14:09	
8962476	2017/06/22 11:38	Processed		2017/07/07 14:09	
8962476	2017/06/22 11:38	Delivered		2017/07/13 12:13	
8962476	2017/06/22 11:38	Received manually		2017/06/22 11:38	
8974509	2017/06/23 17:29	Received manually		2017/06/23 17:29	
8974509	2017/06/23 17:29	Processed		2017/07/11 19:13	
8974509	2017/06/23 17:29	PL24-Offer		2017/07/11 19:14	
8974509	2017/07/12 14:46	Received manually		2017/07/12 14:46	

Close
Delete Entries

To delete a history, click on the list entry and click the "Delete Entries" button. To close the list, click the "Close" button or press ESC.

1.2.2 DELETE FUNCTION

You can delete multiple old orders at once.

- Click "Delete function" button. The "Delete function" window is opened.

Delete function

☐ New Order Forms

older

2017

6

23

Please select a date between 2000/01/01 and 2017/06/23.

☐ Transferred Order Forms

older

2017

4

23

Please select a date between 2000/01/01 and 2017/04/23.

Delete
Cancel

- Select either the "New Order Forms" or "Transferred Order Forms", or both by clicking on checkboxes.

- Modify year, month and day in the "older" input boxes.
- Click "Delete" button.

1.2.3 RECHECK

To process partslink24 orders, new and updated orders need to be downloaded from partslink24.

- Click "Recheck" button. The "List of new orders" window is opened.

	Order	Customer No.	Customer
<input checked="" type="checkbox"/>	8962476		

Download Cancel Select all Select none

- Uncheck the unnecessary orders by clicking on checkmark.
- Click "Download" button. The checked orders are downloaded.

1.3 "NEW ORDER FORMS" AND "TRANSFERRED ORDER FORMS" LIST

Downloaded orders are listed in "New Order Forms" tab.

Note: If anything other than "No connection" has been set in the configuration, clicking on the communication sends order information to the connection and the order moves to "Transferred Order Forms" tab.

New Order Forms											
Reception Date	Order	Customer No.	Customer	Order type	Dispatch type	Shipping no.	# Pos.	partslink24	Editor	date of transfer	DMS Order
2017/07/14 11:00	9130731	M0024	Car repairs	Express (ME0024)	Post	UPS No	2				
2017/07/13 16:56	9122686	M0024	Car repairs	Normal (MN0024)	Post	UPS No	4				
2017/07/12 14:46	9078766	M0024	Car repairs	Express (ME0024)	Post	UPS No	3				
2017/07/12 14:46	8974509	M0024	Car repairs				2				

1. Date and time of customer sent the order.



icon indicates a message from the IMT that can be viewed by clicking on the icon.

2. System order reference number assigned by partslink24.



icon with question mark indicates "Offer Request".



icon indicates declined order.

3. Customer number assigned to customer or entered in the shopping cart by customer.



icon indicates an alternative address available.

4. Customer's company name

5. Order type selected by customer for this order.

6. Delivery type selected by customer for this order.

7. Shipping No. of the customer as entered in the shopping cart.

8. Number of items

9. Order status



icon indicates the order processed.



icon indicates the order delivered.

10. User's Windows login name who processed the order.

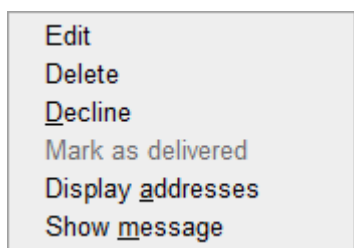


icon indicates the order has been opened by another user.

11. Date and time of the order sent to the connection target.

12. * Connected DMS's reference

1.3.1 CONTEXT MENU FOR ORDER LIST

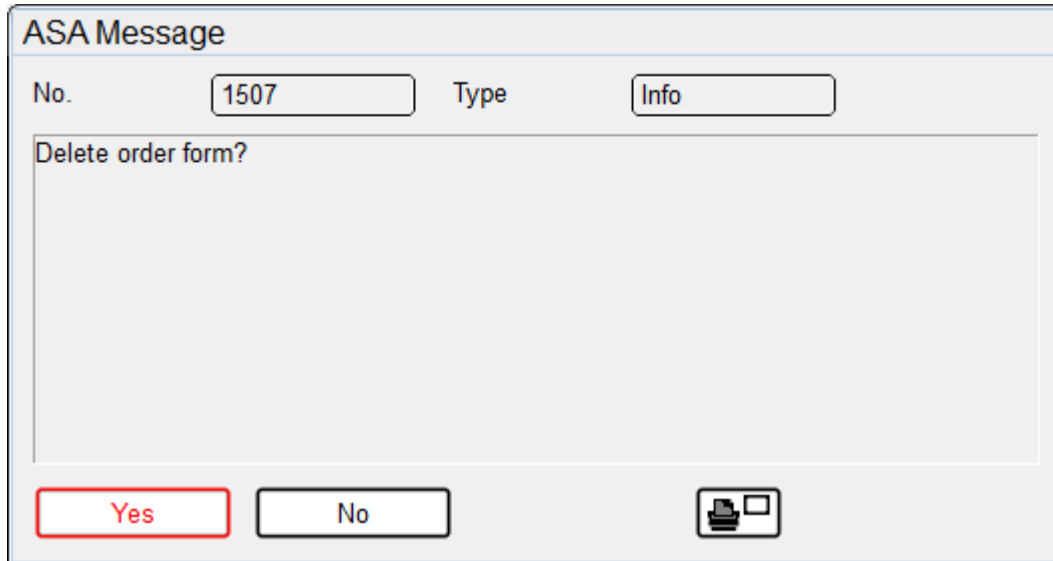


The following functions can be called from the "right mouse button" context menu:

- Edit <see Section 1.4 Open Order Details>
- Delete <see Section 1.3.2 Delete Order>
- Decline <see Section 1.3.3 Decline Order>
- Mark as delivered <see Section 1.3.4 Mark as delivered>
- Display addresses <see Section 1.3.5 Open customer's address data>
- Show message <see Section 1.3.6 View message from customer>

1.3.2 DELETE ORDER

- Select order from the list and select "Delete" context menu



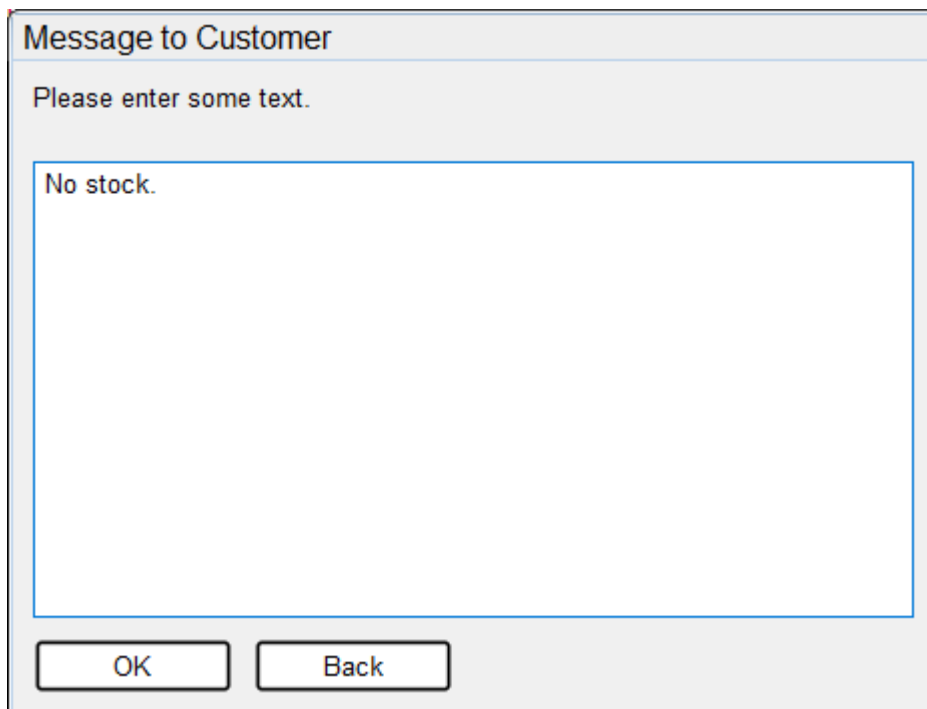
The dialog box is titled "ASA Message". It contains two input fields at the top: "No." with the value "1507" and "Type" with the value "Info". Below these is a large text area with the prompt "Delete order form?". At the bottom, there are two buttons: "Yes" (highlighted with a red border) and "No". To the right of the "No" button is a printer icon.

- Click "Yes".

Note: Deleted orders cannot be downloaded again.

1.3.3 DECLINE ORDER


- Select order from the list and select "Decline" context menu




The dialog box is titled "Message to Customer". It contains a text prompt "Please enter some text." above a large text input area. The input area contains the text "No stock.". At the bottom, there are two buttons: "OK" and "Back".

- Write message to the customer in the input box and click "OK".

1.3.4 MARK AS DELIVERED

The “Mark as delivered” menu item is active for the order with  icon in partlink24 column.

- Select order from the list and select “Mark as delivered” context menu


“Order completed by” message is sent to the customer, and the icon changes to .

1.3.5 OPEN CUSTOMER’S ADDRESS DATA

- Select order from the list and select “Display addresses” context menu

Customer data	
Order	
Field	Value
Reception Date	2017/04/04 09:08
Order type	Claim No.
Dispatch type	DHL
Order	1228093
UPS No.	123
Customer data	
Field	Value
Address	h h 80686 Munchen Germany
Phone	
Fax	
eMail	
Customer No.	332323
Billing address	
Field	Value
Address	h h 80686 Munchen Germany
Phone	
Fax	
eMail	
Delivery address	
Field	Value
Address	h h 80686 Munchen Germany
Phone	
Fax	
eMail	
Close	

1.3.6 VIEW MESSAGE FROM CUSTOMER

- Click the  in the list.

or

- Select order from the list and select “Show message” context menu.

> This message can be displayed by “Message” button in order detail page.

1.4 OPEN ORDER DETAILS

To process orders, you need to open the order details.

- Select order from the list and press ENTER.

or

- Double click the desired order.

> The order detail page can also be displayed via the “Edit” context menu on the order list.

Note: If you need to modify order details (e.g. change part number, price etc.), please click the partslink24 tab and process directly in partslink24.

Mitsubishi ASA (Aftersales Support Application)

File (F) Edit (E) View (V) Communication (C) Help (H)

ASA

CAPS Ext. orders partslink24

M70 - AUSTRALIA 2017-06-30

Reception Date: 2017/07/14 11:00

Order: 9130731

Customer No.: M0024

Customer Name: Car repairs

No	Vehicle Information	PNC	Ord Qty	Part No	Part Name	Qty	DMS price	PG	RRP	% on RRP	pl24 total	Stock	Location
1	6MMDB4D415T000567	68253L	1	MN175001	WEATHERSTRIP,RR...	1			63.00		63.00	?	
2	6MMDB4D415T000567	68076B	1	MN159610	CLIP,FR DOOR	1			6.60		6.60	?	3

4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

2

Total: 69.60 AUD

GST (%): 10

Total (incl Tax): 76.56 AUD

Message

Save

Back

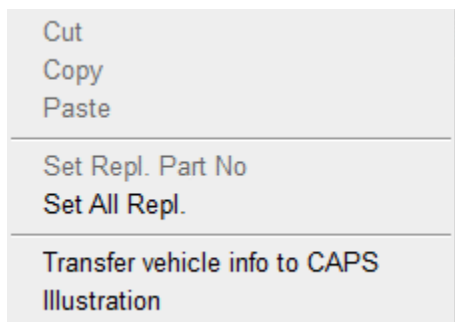
2017/07/14 Update 517 / A-O Version: 2.1.0.0

WARNING: prices displayed in partslink24 might be different from prices shown in ASA.

1. Display area of the order information.
2. List of order items.
3. Selected item is highlighted.
4. Line number
5. Checkbox
6. Vehicle information
7. PNC
8. Order quantity input field

9. Part number
10. Part number memo icon
11. Part name
12. Quantity
13. * DMS price
14. Price Group
15. Recommended retail price
16. % discount on recommended retail price
17. Total price of the line
18. * Stock
19. * Stock location
20. Display area of the price information.
21. Button to open message.
22. Button to save changes.
23. Button to close order details and return to order list.

1.4.1 CONTEXT MENU FOR ORDER DETAIL LIST



The following functions can be called from the "right mouse button" context menu:

- Cut
- Copy
- Paste
- Set Repl. Part No**
- Set All Repl.**
- Transfer vehicle info to CAPS: Move to the CAPS page with vehicle information
- Illustration: Move to the CAPS illustration page

** Functions are reserved for future use.

1.4.2 REPLY TO THE CUSTOMER

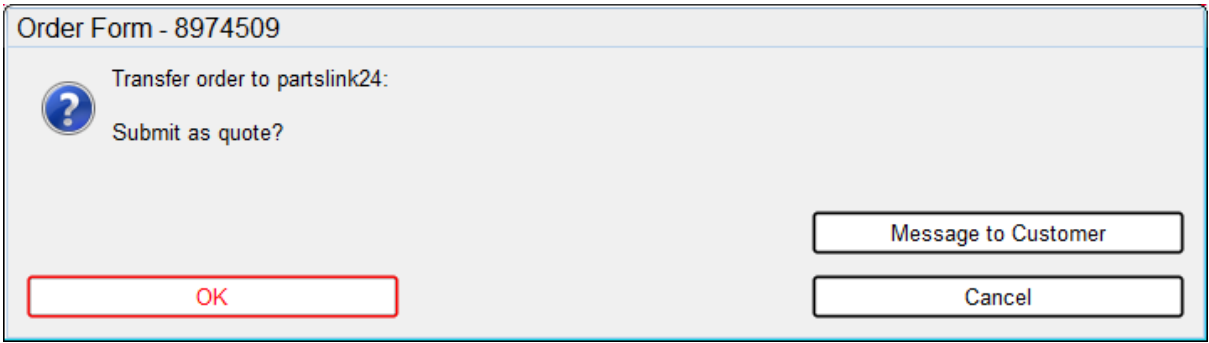
- Click the  button on the toolbar.

or

- Select the menu path **Communication -> Communication**.

Note: Depending on the request or order, and connection setting, the following dialog is displayed.

Request offer



Order Form - 8974509

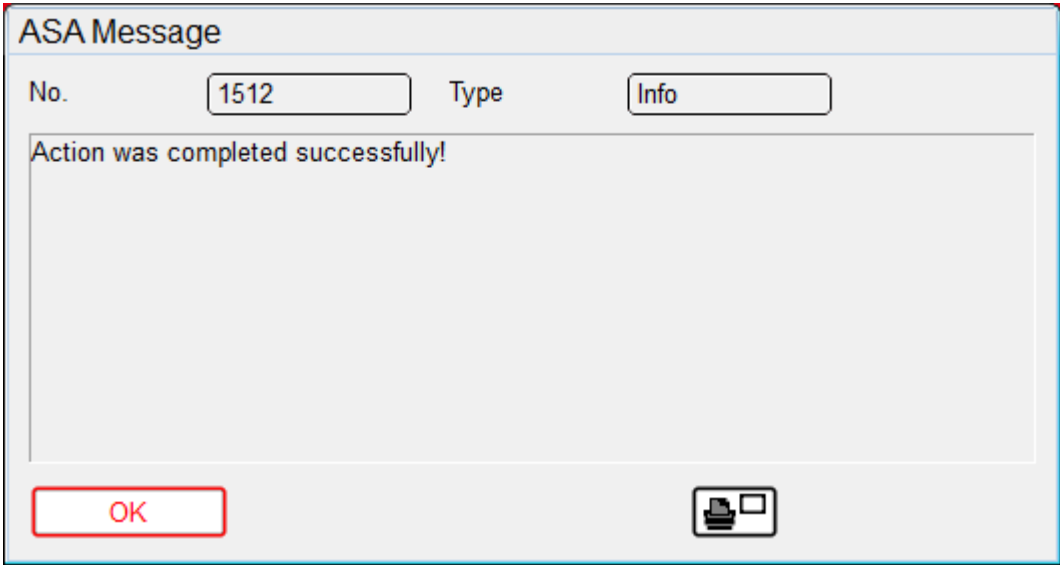
Transfer order to partslink24:
Submit as quote?

OK

Message to Customer

Cancel

- If necessary, click on "Message to Customer" and write message to the customer in the input box and click "OK".
- Click "OK" to reply request offer.




ASA Message

No.	Type
1512	Info

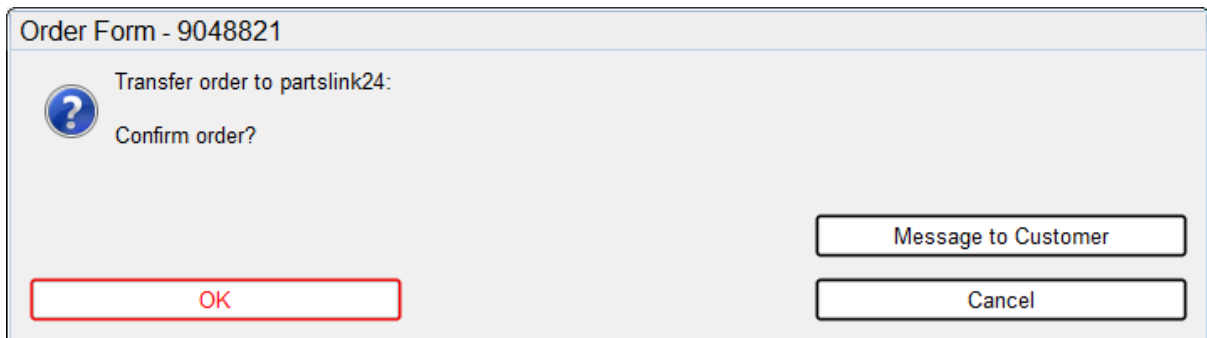
Action was completed successfully!

OK



Order

If **connection** (see CAPS Online Help Section [3.1.1 Setting connections](#)) is **set**, the order is sent to the connection target first.



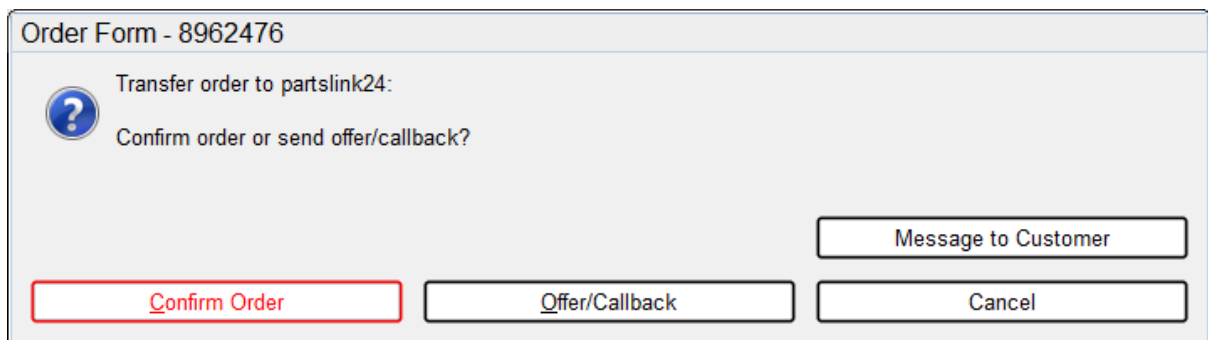
Order Form - 9048821

Transfer order to partslink24:
Confirm order?

OK Message to Customer Cancel

- If necessary, click on "Message to Customer" and write message to the customer in the input box and click "OK".
- Click "OK" to confirm order.

If **connection is not set** (No connection).



Order Form - 8962476

Transfer order to partslink24:
Confirm order or send offer/callback?

Confirm Order Offer/Callback Message to Customer Cancel

- If necessary, click on "Message to Customer" and write message to the customer in the input box and click "OK".
- Click "Confirm Order" to confirm order.

2 PARTSLINK24

When opening the TAB “partslink24”, ASA will automatically login with your ASA account information into partslink24.

The same functionalities are available as manual login via browser.



3 ERROR MESSAGES

3.1 EXT. ORDERS ERROR MESSAGE LIST

Message No.	Cause	Message
1503	The specified folder does not exist or cannot be accessed.	Path not found: xxx Please go to File -> Setup -> Ext. Order to select the folder where incoming orders are stored. Please refer to the ASA Online Help in the Ext. Orders tab for details.
5029	The entered folder does not exist.	Please use the Browse button and select an existing folder.

4 ABOUT

4.1 PRODUCT INFORMATION

ASA communicates with order systems, among others. All follow-on costs occasioned by an order process, such as for the transfer of data, will not be borne by LexCom. LexCom accepts no responsibility for any costs incurred as a result of setting up and running the Internet connection. LexCom gives no guarantee that the data administered in ASA are correct and accepts no liability on this account. Associated follow-on costs will also not be accepted.

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