

# PDC Direct Fulfillment FAQs

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## What is PDC Direct Fulfillment?

PDC Direct Fulfillment will give Dealers the capability to selectively pass customer ordered part numbers to Toyota Parts Distribution Centers (PDCs). PDCs will ship customer order to their home or business on behalf of the Dealership

## How can I participate in PDC Direct Fulfillment?

Contact your Regional Representative to let them know you're interested.

- You will be invited to attend an Informational Webinar
- If still interested, you will need to complete a Dealers Participation Agreement (DPA)
- Once completed, you will receive an email with instructions for Program Enrollment.

TMNA will guide you through the Enrollment process. If you have questions, please direct them to the [ToyotaPartsCenterOnline@Toyota.com](mailto:ToyotaPartsCenterOnline@Toyota.com)

## Order Management

**Are all customer orders eligible for PDC Direct Fulfillment? If not, what are the criteria?**

There are two criteria that define whether a customer order can be selected for Direct Fulfillment:

1. State Eligibility

To ship on a dealership's behalf, TMNA requires Resale Certificates from Dealers to not subject the sale to tax on TMNA.

## 2. Part Number Eligibility

Orders will be evaluated at the part number level. Exclusions include certain categories such as hazmat, heavier than 70 lbs., longer than 60", high damage parts, and order quantity not in QUP.

### **How will I know if an order is eligible for PDC Direct Fulfillment?**

You will receive additional functionality in your Control Panel through the new "Recent Orders" screen. You will be able to see when orders are eligible for PDC Direct Fulfillment at order and line level and select which lines to fill at your convenience.

### **Will I see available inventory before I put the order in?**

Dealer, PDC and Part Center inventory will be available by part number in the control panel once you click into to the order.

### **Will I see PDC backorder info before I put the order in?**

If none of the PDCs have inventory but the item is still fillable, you will receive a backorder notification once your order is sent to the PDC.

### **How will I know what is going on with the order while it is being handled by the PDC?**

Order Status updates will be sent directly to the control panel and will be in the order notes.

### **How will I know the order has been shipped to the customer?**

Tracking number information for the order will be uploaded into the order notes once the order is shipped.

### **What is the cutoff time for orders to be processed same day?**

PDC Direct Fulfillments will be processed same day if submitted by 3:00 pm local time.

### **Can an order be cancelled once it has been submitted for PDC Direct Fulfillment?**

If the order hasn't already been shipped from the PDC, it is possible to cancel the order through Dealer Daily.

### **Is there a corporate discount available on boxes?**

Dealers can reach out directly to their CSL's at each PDC with inquiries into packaging vendors. Some sites use local vendors while others leverage national accounts, depends on unit pricing and need.

### **Customer Service**

#### **Will the PDC be involved with the customer at any point?**

PDCs will ship customer orders to their home or business on behalf of the Dealership. Dealers will still own the customer relationship. The packing slip included with the order will show the dealership's contact information.

#### **Will the customer get notified when the order ships?**

The customer will receive a confirmation email with tracking information once the order ships. If the order requires multiple shipments, dealers will need to send the additional notifications.

#### **How will returns be handled?**

The customer will initiate the return directly with the dealer and return the parts to the Dealer. The dealer will then file a claim to the PDC as usual. Any freight charges from shipping parts back to PDC can be claimed and reimbursed.

#### **How are product damages going to be handled?**

The dealer will be expected to work closely with the customer to determine a legitimate damage condition. (Dealers know the damage criteria for claiming eligibility). If the dealer determines the damage to be legitimate, he can file a claim with the PDC, including customer return shipping charges. **If the PDC inspects the damaged part and determines the condition to be ineligible for claiming, the part will be rejected back to the dealer and the dealer charged a 20% rejection fee.**

#### **Will the PDC accept my return, since they don't currently accept returns with UPS**

shipping labels on them?

The PDC will over-pack orders which will prevent occurrence of this situation.

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