

Direct Fulfillment

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Parts Center Online

Direct Fulfillment by Toyota Order Management – Self Help Document



Below are instructions on how to resolve common Direct Fulfillment issues with customer orders.

For situations regarding claims, Dealers should reference the established Parts Claims Policy (see PANT 2020-008) as per the claim condition and file a claim with their facing PDC using the appropriate claim type. **Claims are to be filed through the Claims Processing System (CPS) within 30 days of shipment.** For approved claims, you will receive a credit via the regular weekly CPS claims invoice transaction.

Once a claim is approved for return, please return it to your facing PDC at your earliest convenience. **Per policy, approved parts claims must be returned within 45 days or dealer will be debited.**


Address Changes

My customer wants to change or edit their address, but I already routed the order for Toyota Direct Fulfillment Services.

- a. Address changes **cannot** be applied once the order has been routed for Direct Fulfillment.
- b. Dealer must cancel customer order, and have customer place a new order.
****Please refer to “Order Cancellations” section for more details.***

Order Cancellations

My customer wants to cancel their order, but I already routed it for Toyota Direct Fulfillment Services.

- a. Order cancellation can only be processed within a very narrow window. Please contact a PRA at (877) 465-0432 to see if cancellation is possible. If not, kindly send the order details along with your dealer information to ToyotaPartsCenterOnline@Toyota.com and we will attempt to route the package to your store.
 - b. Please **do not issue a refund** until you receive confirmation the order is canceled, or it has been routed to your store.
 - c. If the cancellation request comes in once the order is in transit to the customer, have them deny/refuse delivery and it will be routed back to your store.
 - d. You can issue a refund once the item is delivered back to your store.
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Customer Order Not Delivered

My customer order is marked delivered by the carrier, but the customer did not receive it because it was either lost, stolen, or missing.

- a. Please file an R5 carrier shortage claim.
These claims will be monitored and a follow up will occur if necessary.
- b. If the customer wants a replacement order, please place a Critical Order and confirm the shipping address with the customer before sending the replacement order.
- c. When shipping the customer order with your preferred freight carrier please be sure to add the following:
 - **Signature Required** – someone at the recipients address may sign for the delivery. If no one is at the address at the time of delivery, freight carriers may reattempt delivery.
 - **Shipping Insurance** – Freight carriers offer insurance to cover the cost if a package is lost, stolen, or damaged. Please refer to your freight carrier insurance cost.

Customer Order Delivered

My customer wants to cancel their order, but I already routed it for Direct Fulfillment services.

- a. The delivery is missing the correct quantities
 - Please file a Shortage claim (R1S – PDC Shortage Error) for partial shortages.
- b. The delivered part(s) is missing components OR part is built/ manufactured/ OR packaged improperly.
 - Please file the appropriate Manufacturing Defect claim (R2)
- c. The order was delivered with incorrect items or part number label does not match ordered part number.
 - Please file a Shortage claim (R1M – PDC Mispick Error)
- d. The delivered part(s) is damaged
 - Please file the appropriate Damage claim (R3 Visible or R9 Concealed)

Freight Claims

If your situation requires you to reship the order or recover freight cost, also file a freight claim to cover the shipping cost that was collected with order.

- a. Freight claims filed through CPS should be the **shipping cost only**. The claimed amount should exclude your Dealer shipping markup that was collected during order checkout.
- b. If additional freight charges are incurred for reshipping orders or for the customer to ship item(s) back to you, you can request the extra freight charges by reaching out to ToyotaPartsCenterOnline@Toyota.com to file a claim utilizing our Dealer Guarantee form.

View and download the PDF here.

