



Announcement: NOW LIVE – SPRINT Improvements (UPDATES – July 19)

Updated Date: Jul 19, 2021 18:00 ET

We want to thank you for the feedback and questions on the recent launch of the Express Direct and new FedEx Label process. Please review the information below that should improve your experience with the system and ensure Express Direct requests run smoothly.

#### **Effective Date**

July 13, 2021

#### **Action Required**

**NEW** We have updated the attached FAQs and training documents to provide some additional information and troubleshooting assistance.

#### **NEW – RECENTLY LAUNCHED FEATURES – Effective July 13, 2021**

1. SPAC case number and part number were added to the FedEx label
2. OEC D2D Express portal is accessible through additional internet browsers
  - o Available browsers will include: Chrome, MS Edge, Firefox, etc.
3. Updated weights and dimensions within the CCA system to ensure accurate information is used to identify parts that are too heavy or too large to be shipped via FedEx overnight air. Dealers will notice roughly 6,000 part numbers are now properly classified as "local only" delivery.

#### **D2D Express (Auto-SPRINT) Updates**

1. FedEx labels for D2D Express (**Auto-SPRINT**) in the instances below are now available:
  - o for Canadian Dealers (buyers) from U.S. Dealers (sellers)
  - o for International Dealers (buyers) from U.S. Dealers (sellers)

#### **D2D Express Direct (previously manual SPRINT) Updates**

1. FedEx labels for D2D Express Direct (**manual SPRINT**) requests between U.S. Dealers and U.S. Possession Dealers (Puerto Rico, Guam, U.S. Virgin Islands) are now available
  - o Selling dealers will need to create a commercial invoice for these transactions and include it on the package with the label. An example of a commercial invoice is included in the training document.

#### **Under Investigation for Continuous Improvement**

Based on Dealer feedback, the following items are under investigation for future automation:

1. **Adding weights and dimensions to the FedEx Labeling process – potential automation**
  - o **NEW Recommendation:** Use Parts Workbench to find the weights/dimensions or consult the new Excel file with part numbers and weights/dimensions added within the OEC Help Center, click on "d2d Express". Under the headline "Processing D2D Express Transactions", click on the "Processing a D2D Express Order: GM U.S." article.
    - The Excel file also includes the CURRENT SPRINT indicator (Y/N/L) as of July 9, 2021 which will help dealers determine if the part is eligible for SPRINT and/or Express Direct
2. **Reprinting FedEx labels – under investigation**
  - o **Recommendation:** Selling dealers should print the FedEx Labels immediately and save a PDF of the label to their computer for auditing purposes or if a re-print is needed.

These improvements should save dealers time, improve accuracy of shipments, and improve the overall SPRINT process for both the buying and selling dealers, ultimately leading to improved customer satisfaction and faster vehicle repairs.

#### **Additional Information**

##### **SPRINT PROGRAM**

Currently, there are two elements that make up the SPRINT (Service Parts Resolved In No Time) process. There are minimal changes to one and a completely new operating process for the other. See below for more information.

- o **D2D Express:** otherwise known as AUTO-SPRINT leverages national GM Dealership and ACDelco Direct Account inventory to fill SPAC cases when parts are not available through normal Customer Care and Aftersales channels. This process is done automatically the first 2 days a SPAC case is added to a backorder.
- o **Express Direct:** A simple way for dealers to request a "manual" SPRINT without contacting the SPAC Contact Center. Buying dealers access Parts Workbench (PWB) and "shop" the SPAC case to a specific individual dealer. It replaces contacting SPAC for a manual SPRINT. This new functionality is intended as a faster, more efficient method to get a part when the dealer has already located one. Note: Parts designated as "Local Only" are not eligible for Express Direct. Dealers can also use the D2D Link Paypal option to buy the part from another dealer.

#### **Additional Helpful Hints:**

##### **D2D Express (Auto SPRINT)**

- o All D2D Express (Auto-SPRINT) requests sent to OEC between 8:00 am to 8:00 pm Eastern Time will "shop" ACDelco and Dealer inventory every 10 minutes in various waves.

- Selling dealers must “commit and confirm” the request, including printing the FedEx Label, **before 8:30 pm Eastern Time**. If not confirmed within this time frame, the order will expire and will be removed from the dealer’s OEC D2D Express Console and sent back to GM.
- If a D2D Express (Auto-SPRINT) request is not fulfilled by a selling dealer on the first day, it will “shop” the following day at 11:00am Eastern Time.
- D2D Express (Auto-SPRINT) requests that are **NOT** fulfilled will remain active in the CCA ordering system and continue to be worked by the SPAC team to find a resolution.

**Express Direct (Manual SPRINT)**


- All Express Direct requests sent to OEC between 8:00 am to 8:00 pm Eastern Time will “shop” that specific selling dealer within 10 minutes.
- Selling dealers must “commit and confirm” the request, including printing the FedEx Label, **within 90 minutes of the request or before 8:30 pm Eastern Time, whichever comes first**. If not confirmed within this time frame, the order will expire and will be removed from the dealer’s OEC D2D Express Console and sent back to GM.
- If an Express Direct request is placed outside of 8:00 am to 8:00 pm Eastern Time, the SPAC case will “hold” until the next day at 11:00am Eastern Time.
- Express Direct requests that are **NOT** “committed and confirmed” will remain active in the CCA ordering system and can be shopped again via Express Direct. Once the case is returned to GM, the selling dealer can no longer SPRINT this part; they have lost this sale.
- **Auto Decline List:**
  - Selling dealers should check the “auto decline” list in the D2D Express Portal for any parts that they have listed as “auto-decline”. If you have a part on this list and agree to SPRINT that part for a Dealer over the phone, the SPAC case will **NOT** come through the D2D Express portal. The buying dealer will receive an error message – “Dealer unable to complete Express Direct request.”
- **Selling Dealer Parts Inventory:**
  - The D2D Express system receives a file of dealer inventory for each dealer code that subscribes to D2D Express. The SPRINT process looks for available inventory associated to that dealer code. We recommend reviewing the following actions to ensure parts are visible to D2D Express:
    - Do not place parts on hold in the D2D Express Portal
    - Do not invoice parts prior to confirming the request in the D2D Express portal
    - If you don’t have inventory when the Express Direct request is sent directly to you, it will be sent back to the CCA system, and the buying dealer will see an answerback of “Dealer XXXXXX (dealer code) Unable to Complete Express Direct Request”. The selling dealer will never see the request.

Please see the attached dealer training document including a SPRINT Eligibility Quick Reference Guide for *Express Direct* and obtaining FedEx labels for SPRINT shipments from the OEC D2D Express Portal. For Frequently Asked Questions, please use the “Search” feature in the Dealer Support/Chat in GlobalConnect.

**REMINDER for Parts Not Eligible for SPRINT: GM dealers can buy and sell parts using PayPal in D2DLink!** This new integration helps eliminate time-consuming phone calls and invoicing, giving dealers the ability to manage all dealer-to-dealer transactions via D2DLink in the OEC Portal. For more information visit <http://oeconnection.zendesk.com>

- OEConnection Sales (enrollment assistance): 888-776-5792, ext. 3
- OEConnection Technical Support: 888-776-5792, ext. 2
- See the SPRINT Eligibility Quick Reference Guide attached

**ATTACHMENTS**

 [D2D Express and Express Direct Dealer Training Guide FINAL 071921.pdf](#)

 [D2D Express and Express Direct FAQs vFINAL 071921.pdf](#)

**About this Article**

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