



DBS TRAINING & HELP APPLICATION

To get comfortable with the Nissan Dealer Business Systems (DBS), online training is now available via the Help link located on the top right of the DBS website.

It is recommended that users of DBS take advantage of the information applicable to their job function in the related Subject areas using the corresponding Topics listed below:

Subject Areas	DBS Help Topics by Subject Area	Suggested Position
General	DBS Basics	All DBS Users
	Get Support and Use Help	All DBS Users
Sales	Vehicle Inventory	Sales, Internet Manager
	Inventory Search	Sales, Internet Manager
	RDR	<i>Varies by dealership</i>
	RDR History and Unwind RDR	<i>Varies by dealership</i>
	Reports (Host Reports)	<i>Varies by dealership</i>
Parts	Parts Order	Parts Manager
	Parts Return	Parts Manager
	Request for Credit (RFC)	Parts Manager
	Parts Master	Parts Manager
	Reports (Host Reports)	<i>Varies by dealership</i>
Service	Warranty Claims	Service Manager, Warranty Admin
	Service Dashboard	Service Manager, Service Advisors
	National Service History	Service Manager, Service Advisors
	Custom VIN Campaign Report	Service Manager
	Dealer Operation Codes	Service Manager
	Reports (Host Reports)	<i>Varies by dealership</i>
Office	Submit Financial Statements	Controller/Business Manager
	Reports (Host Reports)	<i>Varies by dealership</i>
System Administrator	User Administration	<i>Varies by dealership</i>
	Dealer Information	<i>Varies by dealership</i>
	Application Auditing	<i>Varies by dealership</i>
	Reports (Host Reports)	<i>Varies by dealership</i>



Access DBS Help for Training

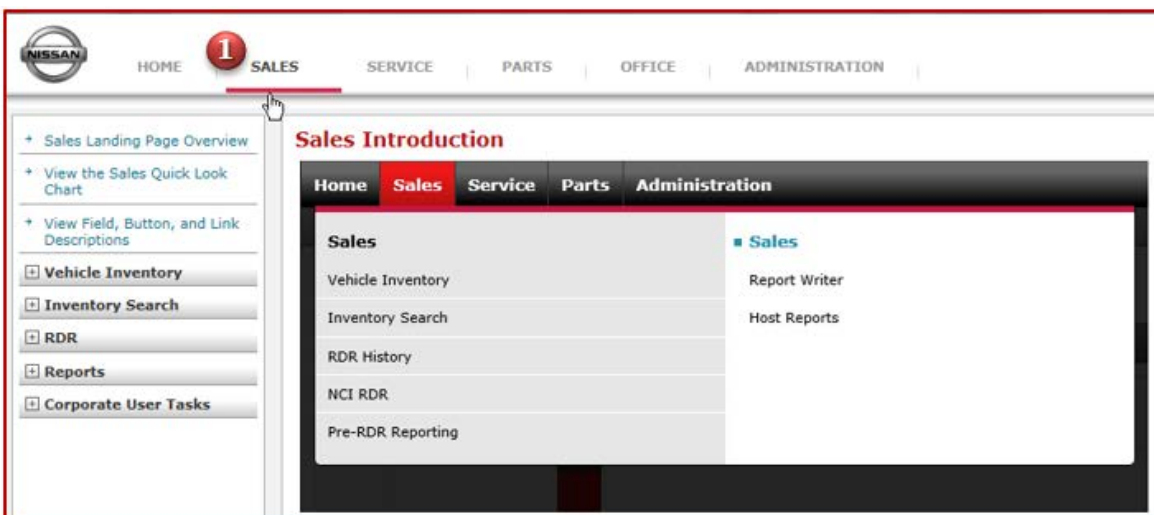
1. Hover over **Help** link and click **Full Help**. The **Welcome to Dealer Business Systems Online Help** screen displays. The **DBS Help Welcome** page displays links to each application area, a *What's New in DBS* section, links to how to *Use DBS Help* and links to download *Quick Reference Guides*.
2. Click the **HOME** tab to display the *Table of Contents* for its related topics.
Note: It is recommended that all users review the topics *Get Support* and *Use Help & DBS Basics* located on the **HOME** link.



Navigate Help to Locate Desired Training Subject

Each application area in DBS Help, **SALES**, **SERVICE**, **PARTS**, **OFFICE** and **ADMINISTRATION**, has been designed to guide users, step-by-step, on how to perform specific tasks and functions. For example, to learn how to RDR a vehicle, a user would navigate Help by doing the following:

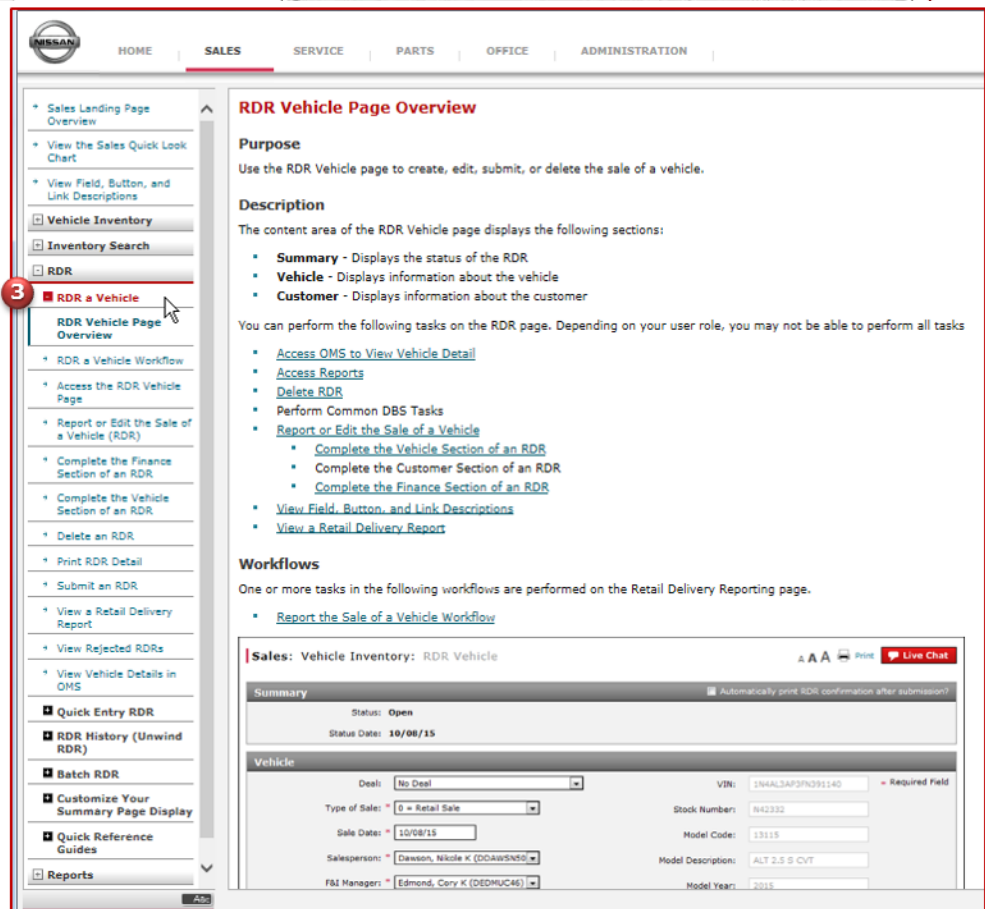
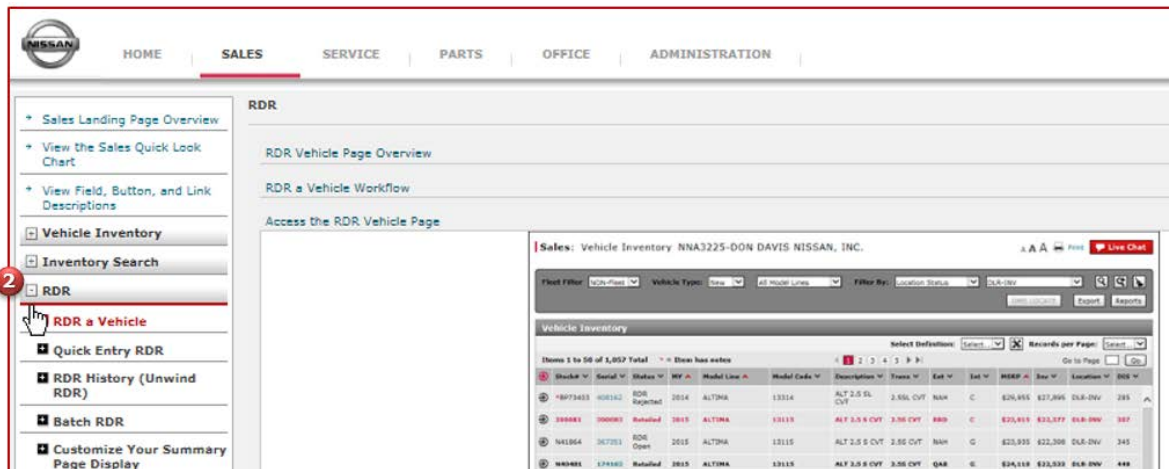
1. Click the **SALES** tab to display the *Table of Contents*, located on the left side navigation pane, for all topics relating to sales activities.



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2. Click the **Plus** symbol to the left of the **RDR** title to display all the topics related to **Vehicle RDR**.
 3. Click the topic **RDR a Vehicle** to display all the tasks and actions that can be used on the **RDR Vehicle** page.
- Note:** Each topic contains a *Page Overview* which provides overall information concerning the selected screen. The *Workflow* topic graphically displays all the tasks that can be performed on the page, in sequence order, via clickable hot links that allows you to quickly jump to a topic of interest.



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4. Click a task title. The first page that displays provides high level steps on **How To** complete the actions for the selected task.
5. Click the **Step by Step** button to view detailed instructions with screen graphics to provide more detailed information to assist in completing the selected task.
6. Select each link under the topic to learn about all the functions that can be performed for the related activity.

The screenshots illustrate the navigation process in the DBS HELP application. The top screenshot shows the 'Report or Edit the Sale of a Vehicle (RDR)' page with the 'HOW TO' button highlighted. A callout box states: "The How To button displays high level steps on how to complete a task." The bottom screenshot shows the same page with the 'STEP BY STEP' button highlighted. A callout box states: "The Step By Step button displays detailed steps on how to complete a task." Both screenshots include numbered callouts (4, 5, 6) pointing to the navigation menu and the 'Submit' button respectively.

Complete Your Training

Now that you understand how to navigate DBS HELP to get Training on specific topics, you can use the same steps for the following areas: **Parts, Service, Office** and **Administration**. Screen prints illustrate the topics available for each application on the following pages.

If you have any questions, please call the DBS Help desk at **1-855-699-0747** or email at **NissanDCS@hpe.com**.



Service Topics

The screenshot shows the 'Service' section of the application. The left sidebar contains a 'Warranty Claims' menu with options like 'Manage Warranty Claims', 'Create or Edit Warranty Claim', and 'View Warranty Claim'. The main content area is titled 'Warranty Claims' and includes a 'Claims Summary' bar chart and a table of claims.

Service: Manage Warranty Claim NNA3225-DON DAVIS NISSAN, INC.

Claims Summary:

21	0	0	1	0	7	12	0	0	0	1
All	Not Submitted	New	Open	Warning	Error	Submitted	Suspended	Rejected	Denied	Approved

Warranty Claims Table:

Action	Val	Sub	Age	Type	RD	Line	Close Date	Status	Serial	Request Amt	Paid Amt	Adjust Amt	Status Date
			70	PP	1604261	12	03/02/2016	Open	DC800205	\$1.23			05/03/2016
			39	CH	0000000	00	04/02/2016	Error	DC800320				05/10/2016

Parts Topics

The screenshot shows the 'Parts' section of the application. The left sidebar contains a 'Parts Orders' menu with options like 'Parts Orders', 'Parts Returns', and 'Request for Credit (RFC) Status'. The main content area is titled 'Parts Order Management Page Overview' and includes sections for Purpose, Description, and Tasks.

Parts Order Management Page Overview

Purpose
Use the Parts Order Management page to view open, new, allocated, and backordered part orders. Access the Parts Order Management page by clicking the Parts Order Management link from the Parts menu.

Description
The content area of the Parts Order Management page displays the following sections:

- Filter by** - Allows you to filter the information to display only the records that match your criteria
- Page navigation bar** - Allows you to navigate from page to page, if multiple pages exist
- Parts Orders summary** - Displays general information for all records on the page
- Parts Orders Detail** - Displays specific information for a selected record

Tasks
You can perform the following tasks on the Parts Order Management page. Depending on your user role, you may not be able to perform all tasks.

- [Access the Create Parts Order Page](#)
- [Access the Edit Parts Order Page](#)



Office Topics

The screenshot shows the 'Submit Financial Statements Page Overview' help page. The navigation bar includes HOME, SALES, SERVICE, PARTS, OFFICE (selected), and ADMINISTRATION. A search box is located in the top right. The left sidebar contains a tree view with 'Submit Financial Statements' expanded to show 'Submit Financial Statements Page Overview'. The main content area has the following sections:

- Purpose:** Use the Submit Financial Statements page to view the submission status of the dealers' financial statements and submit the financial statements to the corporate financial management system. You can also directly link to the corporate financial management system from the Financial Statements page to view the processing results of the most recently submitted financial statement.
- Description:** The content area of the Financial Statements page displays the following section:
 - Page Navigation Bar** - Allows you to navigate from page to page, if multiple pages exist
 - Financial Statements Status** - Allows you to view the submission status of the dealer's financial statements
- Tasks:** You can perform the following tasks on the Submit Financial Statements page. Depending on your user role, you may not be able to perform all tasks.
 - [Access Corporate Financial Management System](#)
 - Perform Common DBS Tasks

System Administration Topics

The screenshot shows the 'Dealer Administrator Tasks' help page. The navigation bar includes HOME, SALES, SERVICE, PARTS, OFFICE, and ADMINISTRATION (selected). A search box is located in the top right. The left sidebar contains a tree view with 'Dealer Administrator Tasks' expanded to show 'Application Auditing', 'Dealer Summary', 'User Summary', 'Customize Your Summary Page Display', 'Quick Reference Guides', 'DBS Admin Quick Start', 'DBS Admin Guide: Set Up User Permissions', 'Corporate User Tasks', and 'Reports'. The main content area has the following sections:

- Dealer Administrator Tasks**
 - [Application Auditing Page Overview](#)
 - [Dealer Summary Page Overview](#)
 - [Dealer Summary Workflow](#)
 - [Access the Edit Dealer Information Page](#)
- Administration: Dealer Summary**

Includes a form with the following fields:

 - Affiliate: Nissan North America
 - Division: NNA - Nissan
 - Region: Select...
 - Area: Select...
 - District: Select...
 - Dealer Type: -- Select One --
 - Dealer Code: [Text Input]

Buttons: Search, Show Active Dealer and Inactive Dealer, Print, Live Chat.
- Dealer Summary List**

Includes a table with the following data:

Action	Dealer Code	Dealer Name	City,State,Zip	Affiliate	Division	Dealer Type	Region
⊕	09064	COURTESY MOTOR SALES INC	ALTOONA Pennsylvania 16602	Nissan North America	NNA - Nissan	Franchise	NNA Ni
⊕	09066	EISENHOWER NISSAN, INC.	WERNERSVILLE Pennsylvania 19365	Nissan North America	NNA - Nissan	Franchise	NNA Ni
⊕	09087	JOHN SISSON MOTORS, INC.	WASHINGTON Pennsylvania 15301	Nissan North America	NNA - Nissan	Franchise	NNA Ni
⊕	09095	WRIGHT AUTOMOTIVE GROUP	WEXFORD Pennsylvania 15090	Nissan North America	NNA - Nissan	Franchise	NNA Ni
⊕	11MR	MIDWEST REGION - VSC	AURORA Illinois 60504	Nissan North America	NNA - Nissan	Trade	NNA Ni