

Nissan DBS

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	AII DBS Users
	Get Support and Use Help	AII DBS Users
Sales	Vehicle Inventory	Sales, Internet Manager
	Inventory Search	Sales, Internet Manager
	RDR	Varies by dealership
	RDR History and Unwind RDR	Varies by dealership
	Reports (Host Reports)	Varies by dealership
Parts	Parts Order	Parts Manager
	Parts Return	Parts Manager
	Request for Credit (RFC)	Parts Manager
	Parts Master	Parts Manager
	Reports (Host Reports)	Varies by dealership
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)	Varies by dealership
Office	Submit Financial Statements	Controller/Business Manager
	Reports (Host Reports)	Varies by dealership
System Administrator	User Administration	Varies by dealership
	Dealer Information	Varies by dealership
	Application Auditing	Varies by dealership
	Reports (Host Reports)	Varies by dealership



Access DBS Help for Training

- 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.
- 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.

NISSAN The Net	W DCS	ONNAnet.	My Links My Documents	Event Calendar	My 🚺	Help Log Out	English ⊻
0			Welcome, Chris	Change Brand:	Nissan 🗸	Search Site	Q
Home Sales Service	Parts Office	Administration	_	_	,	londay, February	27, 2017
HOME SA	LES SERVICE	PARTS	OFFICE ADMINISTRAT	ION			
<u> </u>							
Glossary	Welcome to	the Dealer Bus	iness System Online H	eln			
* Glossary	Welcome to	the Dealer Bus	iness System Online H	elp			
Glossary Get Support and Use Help DBS Basics	Welcome to	the Dealer Bus	iness System Online H	elp low or in the hea	der above to	view the help co	ntent available
Glossary Get Support and Use Help DBS Basics Download Quick Reference Guides	Welcome to Last Unseles. Ferrary IR The DPC I It is HOTE	the Dealer Bus	ed that all of the tabs be se topics	elp low or in the hea	der above to	view the help co	ntent available

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 preform 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.

	LES SERVICE PARTS OFFICE ADMINISTRATION
Sales Landing Page Overview View the Sales Quick Look Chart	Sales Introduction Home Sales Service Parts Administration
 View Field, Button, and Link Descriptions 	Sales Sales
Vehicle Inventory	Vehicle Inventory Report Writer
Inventory Search	Inventory Search Host Reports
1 RDR	
🗄 Reports	RDR History
Corporate User Tasks	NCI RDR
	Pre-RDR Reporting

continued...



Nissan DBS

- 2. Click the **Plus** symbol to the left of the **RDR** title to display all the topics related to **Vehicle RDR**.
- 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.

HOME SA	LES SERVICE PARTS	OFFICE ADMINISTRATION
	RDR	
* Sales Landing Page Overview		
 View the Sales Quick Look Chart 	RDR Vehicle Page Overview	
 View Field, Button, and Link Descriptions 	RDR a Vehicle Workflow	
+ Vehicle Inventory	Access the RDR Vehicle Page	
+ Inventory Search		Sales: Vehicle Inventory NNA3225-DON DAVIS NISSAN, INC.
RDR		Thee Titler Walkshow Type: Serve V all Model Lines. V Titler By. Location Status V Scholar V Q Q Q
RDR a Vehicle		Line House Report Report
Ouick Entry RDR		Select Definition: Select Definition: Select Definition: Select Definition: Select Definition: Select Definition:
BDR History (Unwind		Hours 1 to 56 of 3,057 Total → Been has notes () (3) State → Been has notes (3) (3) (3) (3) (3) (3) (3) (3) (3) (3)
RDR)		 -витлана колзы вода доля аллия 13314 Ал7.2.5.56. 2.556. сот мая с водять валини бал-они ань на
Batch RDR		D 38881 20000 Readed 3815 ALTINA 1313 ALTIAS COT 3.50 CPT 880 C \$23,815 \$33,507 58-500 387
Customize Your Summary Page Display		Builde 30721 3024 31115 AL72.5 S.O.T 345 O.T 523.501 522.501 5
Quick Reference Guides		
Reports	HOME SALES	SERVICE PARTS OFFICE ADMINISTRATION
Corporate User Tasks		
	* Sales Landing Page A	DR Vehicle Page Overview
	+ View the Sales Quick Look	urpose
	Us	ue the RDR Vehicle page to create, edit, submit, or delete the sale of a vehicle.
	View Field, Button, and Link Descriptions	
	+ Vehicle Inventory	escription
	+ Inventory Search	e content area of the KDK venicle page displays the following sections:
	- RDR	Summary - Displays the status of the RDR Vehicle - Displays information about the vehicle
	3 RDR a Vehicle	Customer - Displays information about the customer
	RDR Vehicle Page Yo Overview	u can perform the following tasks on the RDR page. Depending on your user role, you may not be able to perform all ta
	* RDR a Vehicle Workflow	<u>Access OMS to View Vehicle Detail</u>
	* Access the RDR Vehicle	Access Reports Delete RDR
	Page	Perform Common DB5 Tasks
	a Vehicle (RDR)	<u>Report or Edit the Sale of a Vehicle</u> Complete the Vehicle Section of an RDR
	* Complete the Finance Section of an RDR	Complete the Customer Section of an RDR
	* Complete the Vehicle	<u>Complete the Finance Section of an RDR</u>
	Section of an RDR	View A Retail Delivery Report View a Retail Delivery Report
	Delete an RDR	THE FRANCE MALE PROPERTY IN THE PARTY OF T
	Print RDR Detail	orkflows
	Submit an RDR Or View a Retail Delivery	 e or more tasks in the following workflows are performed on the Retail Delivery Reporting page. Report the Sale of a Vehicle Workflow
	A View Rejected PDP+	
	View Vehicle Details in OMS	Sales: Vehicle Inventory: RDR Vehicle
	Quick Entry RDR	Summary Automatically print RDR confernation after submission
	RDR History (Unwind	Status Date: 10/08/15
	RDR)	Vehicle
	Batch RDR Customize Your	Deal: No Deal VIN: 1N4AL3AP3rh391140 = Required Fiel
	Summary Page Display	Type of Sale: " 0 = Retail Sale Stock Number: N42332
	The tal part way	Sale Date: # 10/08/15
	Guides	Model Code: 13115
	Guides	Altersoriel (Construction) Salesperson: (* Dewson, Nikole K (DOAttriSkid) * Model Cescription: ALT 2.5 S CVT

continued...



Nissan DBS

DBS TRAINING & HELP APPLICATION

- 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.



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.



DBS TRAINING & HELP APPLICATION

Service Topics

HOME SA	LES SERVICE PARTS OFFICE ADMINISTRATION Search	? 🖻
 Service Landing Page Overview Warranty Claims Manage Warranty Claims 	Warranty Claims Manage Warranty Claim Page Overview Manage Warranty Claims Workflow	^
Create or Edit Warranty Claim Express Entry Warranty Claim Quick Entry Warranty Claim View Warranty Claim Customics Your Summary	Display the Warranty Claims Graph Service: Manage Warranty Claim NNA3225-DON DAVIS NISSAN, INC. AAA R Reference Pairs Price Pairs Chat Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph or its respective radio button below to litter the Warranty Claims table. Click on the bar graph of the bar graph or its	
Page Display Quick Reference Guides Custom VIN Campaign	Date Range: Current North V Filter By: Select V Q M DCAL Raw Exports Validate All Submit All Warrantly Claims	
Report Dealer Operation Code	Select Definition: Select. Records per Page: © Items 1 to 8 of 8 Total 4 b* 5 b* Go to Page © Action Val. Sale Age * Type * 80 * Items Second Yee Page © @ 70 PP 1564261 12 23/02/2016 Open OC60005 \$1.23 0503/2016	
Service Dashboard	Image: Constraint of the state of	

Parts Topics

MESAN		a
HOME SA	LES SERVICE PARTS OFFICE ADMINISTRATION Search	٩
* Parts Landing Page Overview	Parts Order Management Page Overview	^
Parts Orders Parts Returns Request for Credit (RFC) Status	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.	
Parts Master View Full ASR Data Customize Your Summary Page Display Reports	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	
Corporate User Tasks	Parts Orders Schmary Displays general material of the antecode 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	~



DBS TRAINING & HELP APPLICATION

Office Topics

HOME SAL	LES SERVICE PARTS OFFICE ADMINISTRATION Search	? A Q
 Office Landing Page Overview Submit Financial Statements 	Submit Financial Statements Page Overview Purpose	^
Submit Financial Statements Page Overview * Submit Financial Statements Workflow	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.	
* Submit Financial Statement for Processing * View Financial Statements	Description The content area of the Financial Statements page displays the following section:	
Submission Status View Processing Results View Submission Status on the Business Management	 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 	
Website	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

\bigcirc								$\leftarrow \rightarrow + ?$	1 8
HOME SAL	.ES S	ERVICE	PARTS	DFFICE ADMIN	ISTRATION		Search		٩
Administration Landing Page	Dealer Admi	nistrator Tasl	s						
Dealer Administrator Tasks	Application	Auditing Page	Overview						^
Application Auditing	Dealer Sun	nmary Page Ov	erview						
Dealer Summary	Dealer Sun	nmary Workflow	1						
User Summary	Access the	Edit Dealer Inf	ormation Page						
Customize Your Summary Page Display		Administratio	n: Dealer Summary			A A A	🖶 Print. 🌉	ive Chat	
Quick Reference Guides		Affiliate:	ssan North America 💽	Division: NNA - Nosan	Region:	Select.		•	
* DBS Admin Quick Start		Area: 5	lect	District: Select	Dealer Type	5how Active D	ealer and Inactiv	e Dealer	
* DBS Admin Guide: Set Up User Permissions		Dealer Summary	List						
Corporate User Tasks	Select Definition: Select Defini								
Penarte		Action Dealer Code	Dualar Rama ¥	City.State.Za	Affiliate ~	Division	Dualer Type *	Region *	
Reports		(9) 09064	COURTESY MOTOR SALES INC	ALTOONA Pennaylvania 16602	Nesen North America	NNA - Nissan	Franchise	NNA NIL	
		(9) 09066	EISENHAUER NISSAN, INC.	WERNERSVILLE Pennsylvania 19565	Nissan North America	NNA - Nissan	Franchise	NNA Nit	
			JOHN SISSON MOTORS, INC.	WASHINGTON Pennsylvania 15301	Nissan North America	NNA - Nissan	Franchise	NNA Ne	
		O9095	WRIGHT AUTOMOTIVE GROUP	WEXFORD Pennsylvania 15090	Nissen North America	NNA - Nissan	Franchise	NNA Nit =	~
		11MWR	MIDWEST REGION - VSC	AURORA Illinois 60504	Nissan North America	NNA - Nissan	Trade	NNA NIT	