How to RDR or Unwind Vehicles

Introduction

There are 3 different ways to RDR a vehicle: **1.** Selecting a vehicle from the **Vehicle Inventory** screen to RDR, **2.** Using the **Quick Entry RDR** screen **3.** or manually entering all the deal information; such as a *Dealer Trade* done in OMS that does not display in your Vehicle Inventory.

What You Need to Know

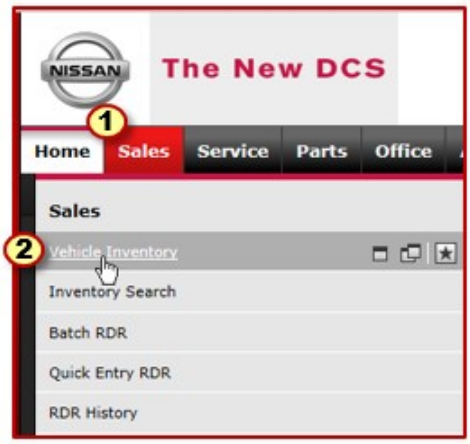
1. If you have a *Salesperson* or *F&I Manager* that does not display in the dropdown, your System Administrator needs to confirm 3 things concerning the user's **Dealer Employee #**: **1.** The **Dealer Employee #** (including any lead zero's) in your DMS must be EXACTLY the same as the **2. Dealer Employee #** in NNAnet.com and **3.** the **Dealer Employee #** in Virtual Academy. If these numbers are not the same, Surveys, Incentives, system data, etc. will be affected.

   Note: Updates to NNAnet.com are processed in a nightly batch. Updates to Virtual Academy and their sync to NNAnet.com can take up to 72 hours; therefore, changes made in NNANet will show in DBS no earlier than the following business day.

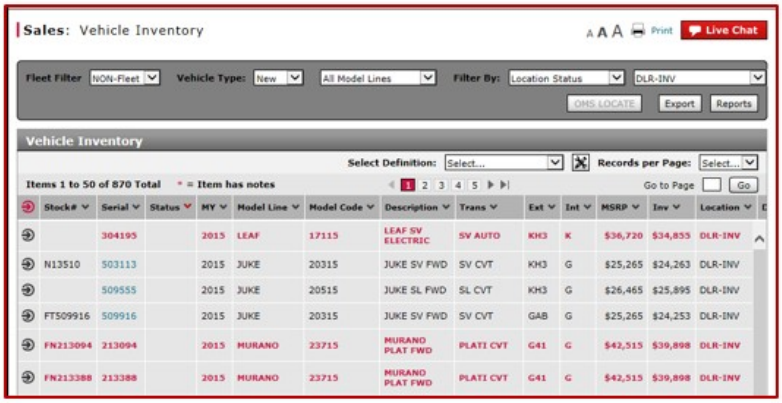
2. Vehicle trades are done using OMS and the results are immediately reflected in OMS but inventory updates into DBS occur every 30 minutes. If you have completed a vehicle trade in OMS, this vehicle may not display in your **Vehicle Inventory** for up to 30 minutes; however, you can still RDR a vehicle that has been recently-traded even if your DBS inventory does not yet show the vehicle. This document will cover the steps on this RDR process.

3. RDR's cannot be submitted to the Nissan Host after 10 PM Central time (except on Sales Close which extends the time to midnight Central time). RDRs submitted after 10 PM Central time will not be processed and you will need to resubmit them the following day. The Nissan Host will be back on line at 5 AM Central time for RDR submissions.

4. RDR a Vehicle From the Vehicle Inventory Screen:



1. Hover over the **Sales Menu**.
2. Click **Vehicle Inventory**. The **Vehicle Inventory** summary screen displays.



Note: To quickly find the vehicle you wish to RDR, use one of the **Filter By** options, such as, *Stock Number, Serial Number, Sales Status*, etc., and then click the **Search** icon.

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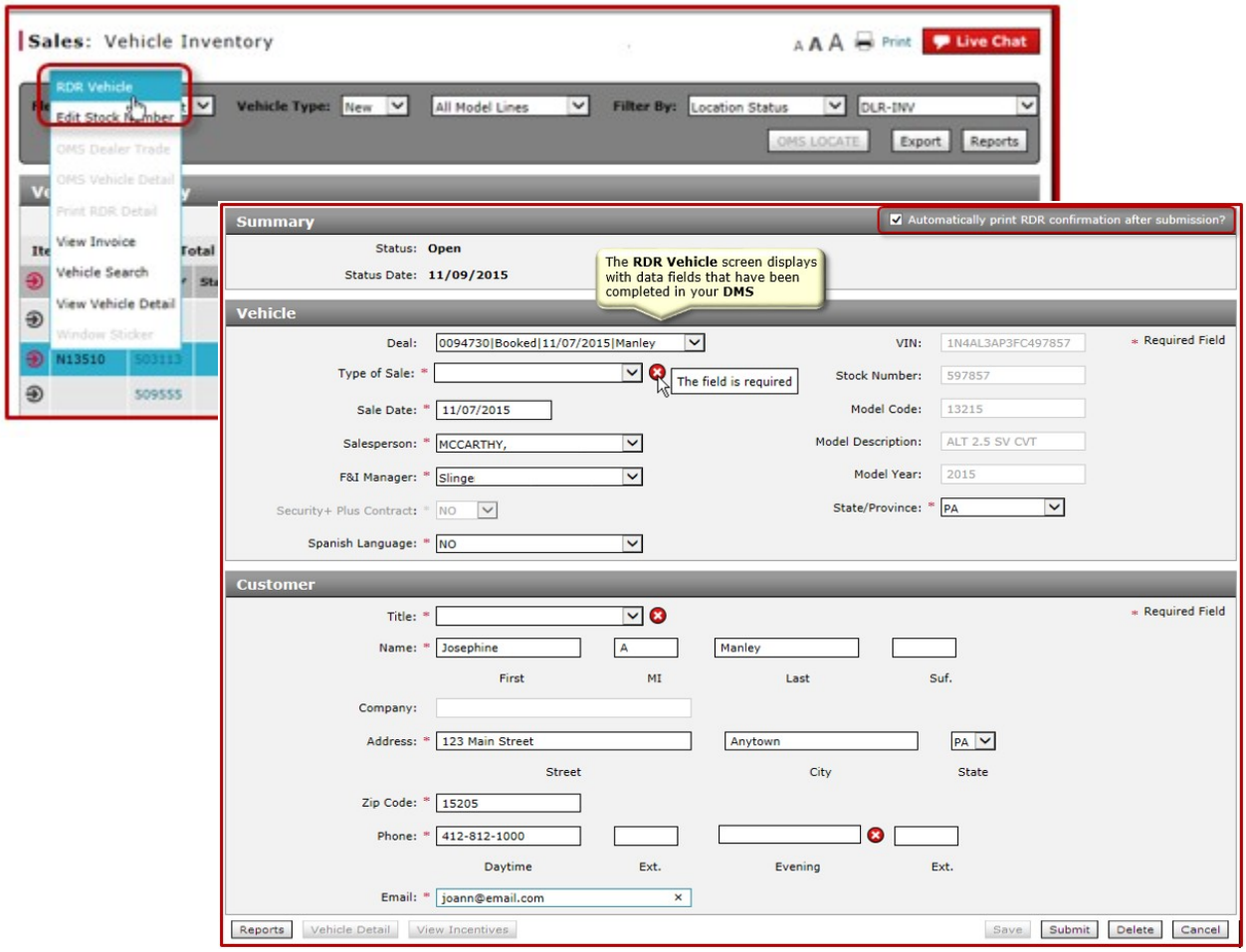
RDR a Vehicle From the Vehicle Inventory Screen *continued…*

1. Click the **Action** menu, and then click **RDR Vehicle**. The **RDR Vehicle** screen will display



Note: If you selected a vehicle that has a status of *Deal Booked* or *Deal Open*, the *RDR Vehicle* screen displays with the data fields prepopulated with the information from your DMS.

Note: Any field that displays a **Red "X" Circle** indicates the information is required and will need to be completed or corrected before submitting an RDR.

Note: By selecting the **Automatically print an RDR confirmation after submission?** check box (located on the upper right of the **Summary** section title), the system will automatically send an **RDR Confirmation Detail Report** to your printer.

2. If needed, at the **Deal** field, select the deal you want to use for this RDR. Multiple deals can be associated to a single VIN. If the deal is not listed, you can manually create an RDR by typing all the required information on this screen.
3. At **Type of Sale**, click the drop down to select the desired sales type. (Complete the **Finance** section if the **Type of Sale** is *Lease*.
4. If needed, edit or complete required information (noted by a **Red "X" Circle**).

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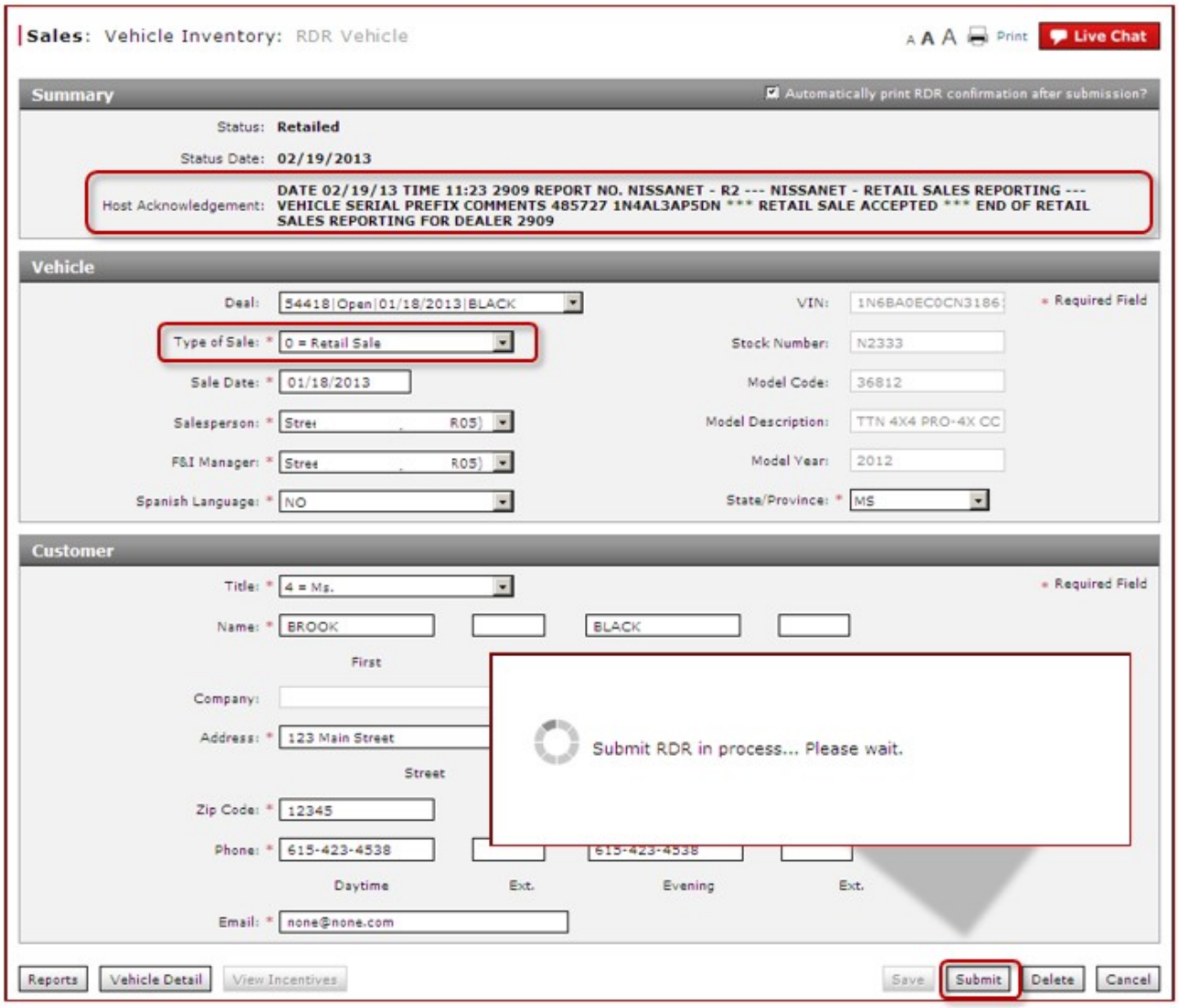
RDR a Vehicle From the Vehicle Inventory Screen *continued…*

5. Click **Save**. This will show if any information is incorrect or missing.
6. Click **Submit** to send the RDR to the NNA Host.
7. A message displays stating that the submission of the RDR to the NNA Host is in process. This may take a few seconds to complete.
8. Once the submission process is complete, a response will display in the **Summary** section. The DCS will change the vehicles status to *Retailed* or *Rejected* immediately after the RDR acknowledgement is received back from the NNA Host.
9. In addition, an **RDR Detail Report** will automatically be sent to your printer.



What Happens…

Once you **Submit** an RDR, the VIN is added to the **RDR History** screen. A *Retailed* vehicle will be removed from inventory with the next inventory update. These updates are not real-time, they occur every 30 minutes throughout the day. So, you may have to wait a maximum of 30 minutes for your inventory to refresh and display accurate counts.

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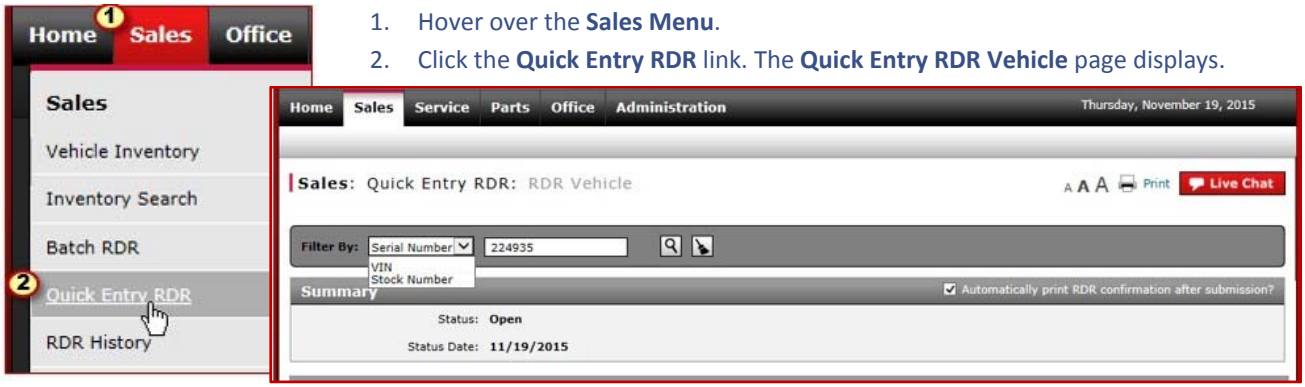
About the Quick Entry RDR Screen

Use the **Quick Entry RDR** screen to streamline and quicken the process of RDR'ing vehicles. This screen also allows you to RDR a *Dealer Trade* done in OMS that does not display in your Vehicle Inventory (the vehicle inventory update batch file only runs every 30 minutes) by typing in the VIN and manually entering all the deal information.

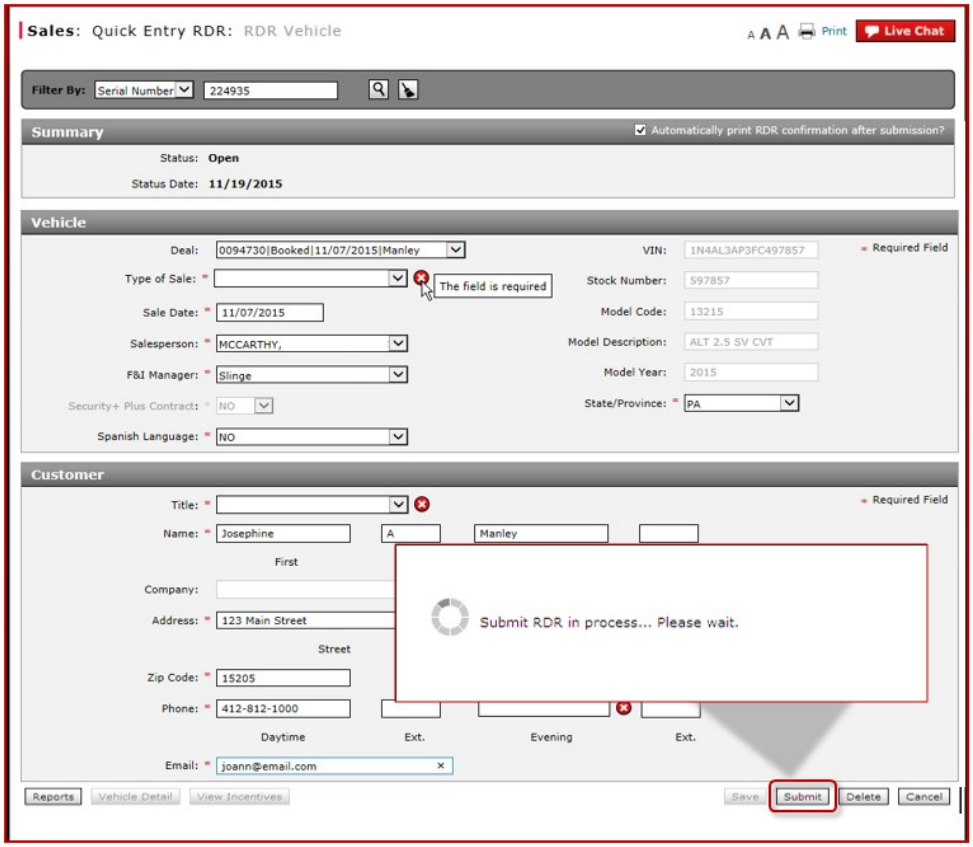
Quick Entry RDR Screen: RDR One or More Vehicles



1. Hover over the **Sales Menu**.
2. Click the **Quick Entry RDR** link. The **Quick Entry RDR Vehicle** page displays.

1. At **Filter By**, select *VIN*, *Serial Number* or *Stock Number*, type the corresponding text and press **Enter**. The RDR populates with the deal information transmitted by your DMS.
2. Complete all **Required Fields** and validate that **Vehicle** and **Customer** information is correct.
3. Click **Save**.
4. Click **Submit**. The RDR is sent to the Host and you will receive a "successful" or "rejected" response from the NNA Host.

   Note: You will remain on the **Quick Entry RDR** screen; the screen will clear and your cursor will be positioned back to the **Filter By** fields so you can quickly RDR the next vehicle.



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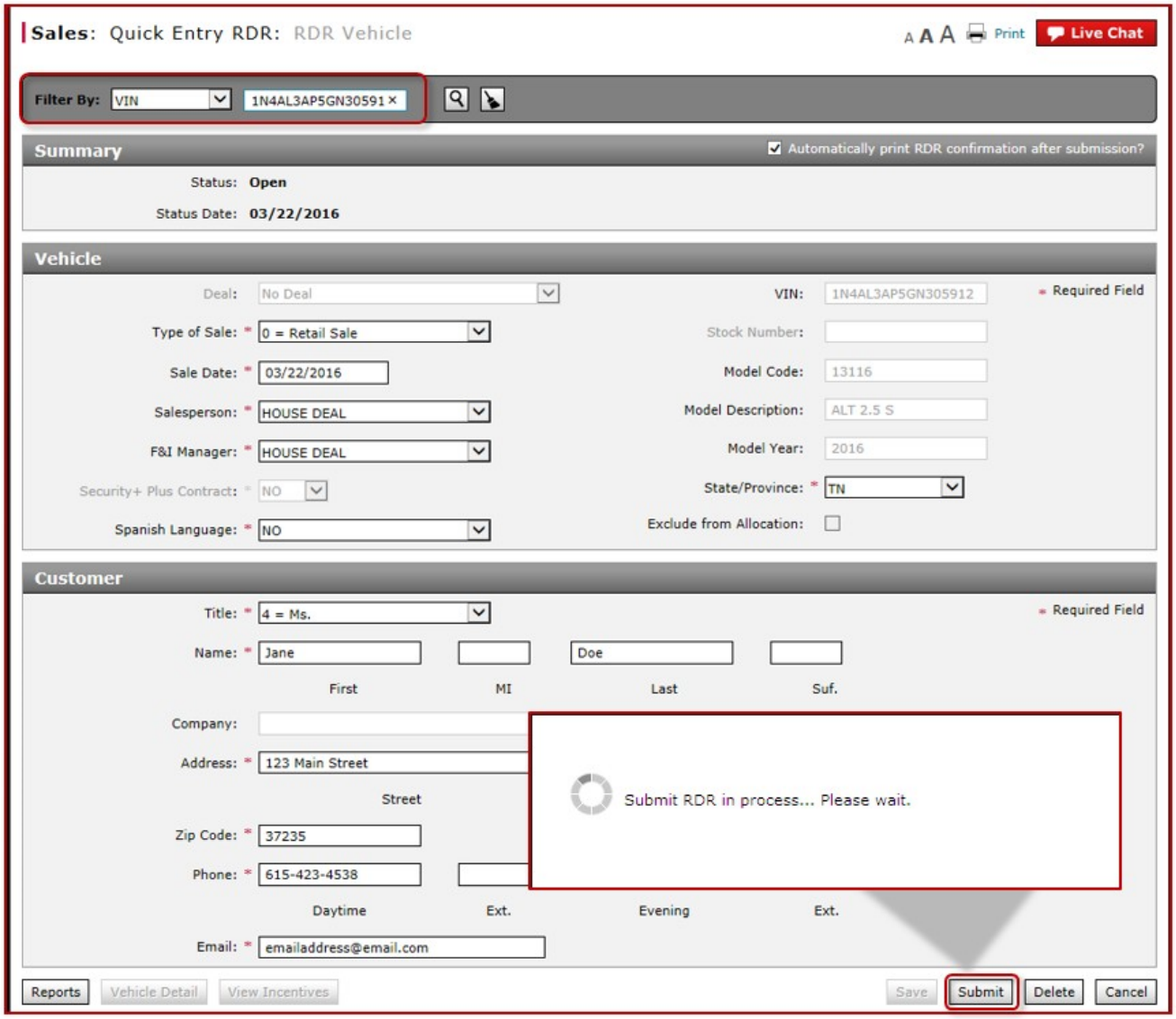
Quick Entry RDR Screen: RDR a Dealer Trade Immediately

1. Access OMS and perform the Dealer Trade. As long as you have completed the dealer trade in OMS, you can manually RDR the vehicle in DCS/DBS even though the vehicle might not yet display in your DBS Vehicle Inventory. Simply select the **Quick Entry RDR** from the Sales Main Menu.
2. At **Filter By**, select *VIN*, type the complete *VIN* and press **Enter**.
3. A message will display stating "*The VIN you have entered is NOT in your DCS inventory… Do you want to continue with this VIN?*", click **Yes**.
4. You will have to manually complete all fields on the **Quick Entry RDR** vehicle screen.
5. Click **Save**.
6. Click **Submit**. The system will check the NNA Host to validate that the vehicle is in your OMS inventory. If the vehicle was successfully traded via OMS you will receive an *"…RDR Successful…"* message.

Note: The Trading Dealer will not see the Vehicle as "Retailed" on "their" Vehicle Inventory screen until the 30 minute Vehicle Inventory batch job runs to update vehicle inventory.



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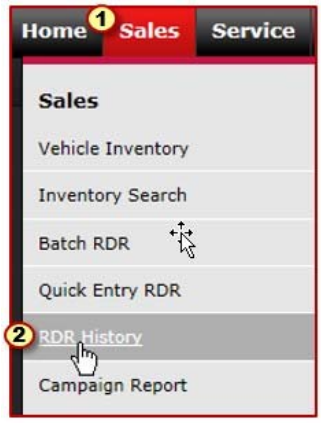
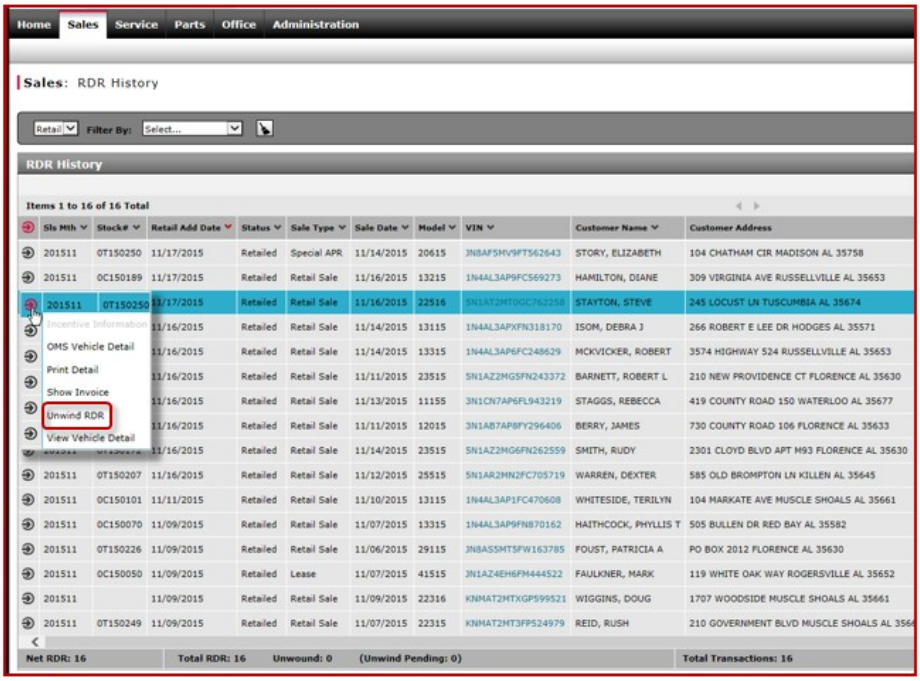
Unwind a Vehicle



1. Hover over the **Sales Menu**.
2. Click **RDR History**. This screen defaults to RDR's in a descending order by *Retail Add Date*. Therefore, the VINs that were most-recently RDR'ed will be at the top of the list.
3. Select the desired vehicle and click **Unwind RDR** at the **Action Menu**. (You can only unwind reported sales (RDRs) that are in a *Retailed* status.)
4. At the *Confirmation Message*, click **Unwind** to display the *Unwind Reason Message* options, and then select the appropriate reason.
5. Click **Unwind**.
6. An *Unwind RDR in process* message displays as the information is sent to the host.
   - The vehicle *Status* will change to **Unwind Pending** and the *Unwind Reason / Date* field is updated.

Note: The *Unwind* process is done in an overnight batch. Therefore, the vehicle will not be added back into your inventory until the next day. The following Unwind Results can be expected the next day…

- If the host accepted the Unwind, the **RDR History** *Status* shows *Unwound*, the VIN is returned to **Vehicle Inventory** and the *Location Status* shows *Dealer Inventory*.
- If the host rejected the Unwind, the **RDR History** *Status* shows *Unwind Rejected*, the *Unwind Reason / Date* field shows the rejection message and there is no change to **Vehicle Inventory**.

Unwind Rules:

- Vehicles may only be unwound once within a 24 hour period. The **Unwind RDR** action will not be available if an unwind has been submitted from DBS within the last 24 hours.
- A dealer user can unwind an RDR up to 90 days after the sale date. After 90 days only the Region or National can unwind an RDR.
- You cannot unwind an RDR'ed vehicle on month end close.
- You cannot RDR and unwind on the same day.
- If you unwind after 10PM the unwind will not be processed by the NNA mainframe. Unwinds that are not processed will receive an "*Unwind Failed*" status. You may resubmit a vehicle in "*Unwind Failed*" status immediately.