

# BMW Parts Restrictions Online Portal User Guide

(Certified Stores Only)

Rev: 04/26





## In this user guide, you will learn how to perform the following functions on the BMW Parts Restrictions Online Portal:

- Register for the Portal
- Pay Annual Registration Fee
- Login
- Navigate the Portal
- Create a Request for a Restricted Part
- Check the Status of a Restricted Part Request
- Submit a Supplement Part Request
- Send/Receive Messages Through the Portal



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# Logging into the Parts Restrictions Online Portal

# Login



This is the landing page for the BMW Parts Restrictions Online Portal. This is where you as a requestor will log into for creating restricted part requests.

You also have the following options on this page:

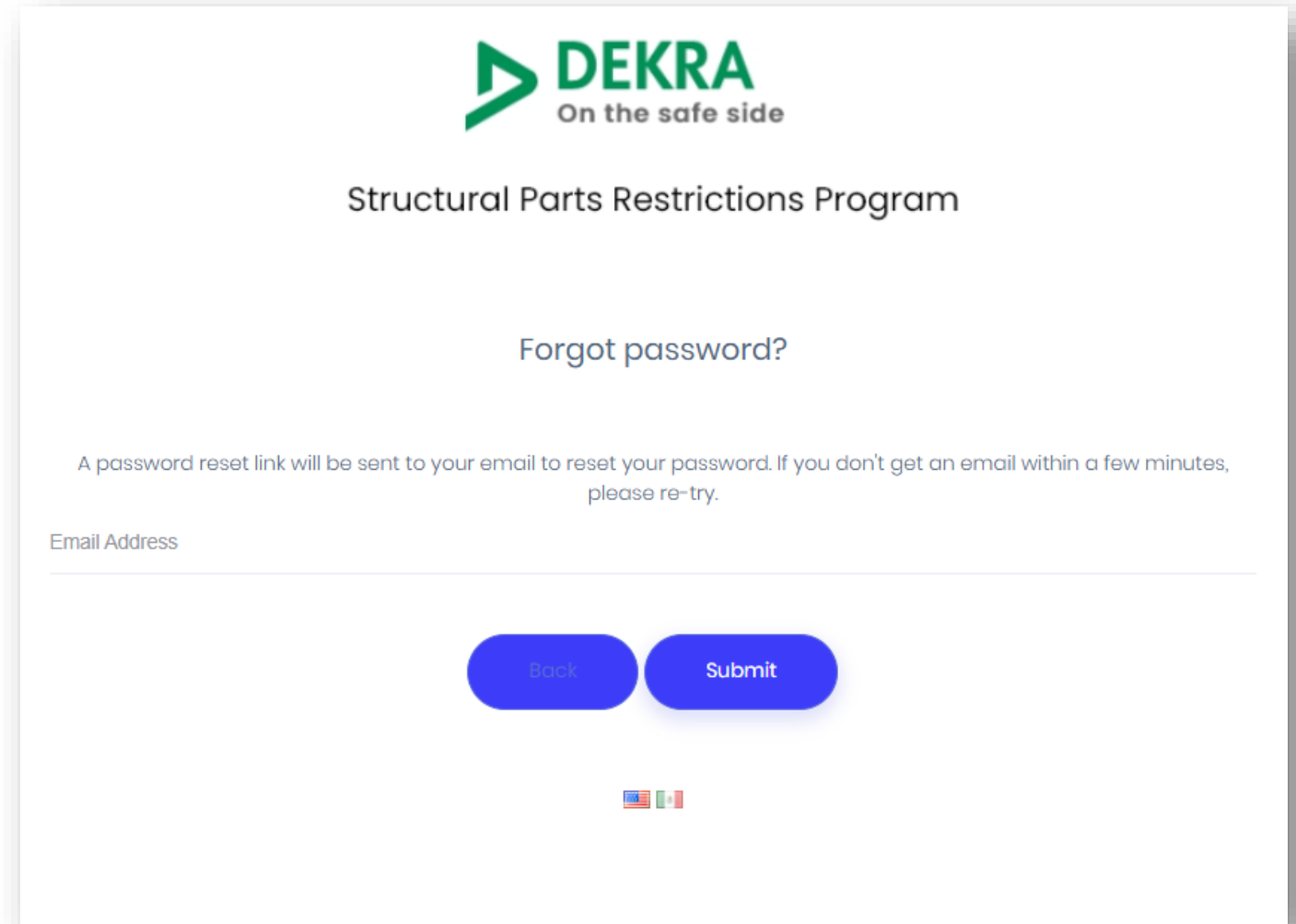
- **Forgot password** – Reset your password
- **FAQ** – Click on here to review answers to frequent questions regarding the program and portal
- **Register As Requestor** – If this is your first-time logging onto the Parts Restrictions Online Portal, you will need to click here to request access

The screenshot shows the login interface for the DEKRA QCare Structural Parts Restrictions Program. At the top left is the DEKRA logo with the tagline 'On the safe side'. Below it, the text 'Structural Parts Restrictions Program' is displayed. A red warning banner states: 'The portal access is restricted to only collision centers'. The main login area includes a 'Log in' heading, a 'User name or email' field with a red error message 'This field is required.', and a 'Password' field with a red error message 'This field is required.'. There is a 'Remember me' checkbox and a 'Forgot password?' link. Below the fields are buttons for 'Log in' (in blue), 'FAQ', 'Not able to login? Contact us', and 'Register as Requester'. At the bottom, a light blue banner reads: 'Need Assistance? Please use our messaging feature to get help quickly! Log in to start your conversation.' On the right side of the page, there is a large graphic featuring the DEKRA QCare logo, the BMW logo, and the text 'Structural Parts Restrictions Program' surrounded by various automotive repair icons.

# Login – Forgot Password



If you have forgotten your password and clicked on the “Forgot Password” button, you will be brought to this screen. Here you will enter in your email address and click “Submit”. The system will then send you an email with a password reset link to reset your password.



The screenshot shows the DEKRA website's forgot password interface. At the top is the DEKRA logo with the tagline "On the safe side". Below the logo is the title "Structural Parts Restrictions Program" and the heading "Forgot password?". A message states: "A password reset link will be sent to your email to reset your password. If you don't get an email within a few minutes, please re-try." There is an input field labeled "Email Address" with a horizontal line below it. At the bottom are two blue buttons: "Back" and "Submit". Below the buttons are small icons for the United States and Italy.

# Login – Register as Requestor



To login to the portal, you must first click on **“Register as Requestor”** to create your login information. Here you will enter in the following information:

- First Name
- Last Name
- Email Address
- Username

After you have entered in that information, select your collision center from the dropdown marked **“Select Collision Center”**. After selecting your Collision Center, click the **“Submit”** button. The system will email your login credentials and a button to activate your username.

The screenshot shows the DEKRA registration form for the Structural Parts Restrictions Program. At the top is the DEKRA logo with the tagline "On the safe side". Below the logo is the title "Structural Parts Restrictions Program". The form contains several input fields: "First Name", "Last Name", "Email Address", and "Create User name". Below these is a dropdown menu for "OEM" with "BMW" selected. Another dropdown menu for "Collision Center" is labeled "Select Collision Center" with a downward arrow. At the bottom of the form are four blue buttons: "CCRC NOT ON LIST", "I AM NOT A CCRC", "Back", and "Submit". At the very bottom, there are small icons for the United States and Italy flags.



# Paying Registration Fee

# Registration Fee




After you have successfully created a login and you go to log into the portal for the first time you will be brought to this page. There is an annual registration fee that must be paid to use the Parts Restrictions Online Portal and program. The registration fee is \$499.00 plus a \$9.99 Processing Fee. To begin the process of submitting payment, click on the **“Proceed to Payment”** button in the middle of the page.



# Registration Fee Cont'd.

You will then be brought to this screen where it will show you the Registration Fee due before being able to log into the website. To move forward, click **"Proceed to Checkout"**.



**DEKRA**  
Your order

• BMW Parts Restriction Subscription	\$499.00
<input type="text" value="Qty 1"/>	
• Processing Fee	\$9.99
<hr/>	
	<b>\$508.99</b>

[Proceed To Checkout →](#)

# Registration Fee Cont'd.



Next you will come to the Account Details page. Here you will enter in the account information for your store's access to the Restricted Parts Website. This can be assigned to an individual at the store or as a generic account.

After you have entered in the requested information, click **"Next"**.

**Please Note:** There can only be one requestor per store.

The screenshot shows a web form titled "Add your account details" with three dots below the title. The form contains three input fields: "First Name (Optional)", "Last Name (Optional)", and "Email". A blue "Next" button is located at the bottom of the form.

## Registration Fee Cont'd.

On this page you will enter in the billing address information for the credit/debit card that will be used to pay for the annual Registration Fee. The website will automatically calculate any applicable sales tax depending on the billing address entered. Once all required fields are completed, click **“Next”**.

### Add your billing address

•••

First Name	Last Name
Address Line1	
Address Line2 (Optional)	
City	Zip (Optional)
State	Country (Optional) Pick an option ▼

**Next**



# Registration Fee Cont'd.



You will then be brought to the Payment Details Page. Here you will enter in the credit/debit card information that will be used to pay for the Registration Fee. Once you have confirmed the information is correct, click **“Next”**.

### Add your payment details

Card Number

Expiry	CVV	
--------	-----	--

Save this to your list of payment methods  
I authorize DEKRA to save this payment method and automatically charge this payment method for any future transactions associated with it.

**Next**

# Registration Fee Cont'd.



Lastly, you will be brought to the **“Complete Your Order”** page where the website will list all the information you entered on the previous pages for review along with the Registration Fee amount. If any of the information displayed is incorrect, click the **“Edit”** button next to the incorrect field(s) and you will be redirected to update that section.

If you are satisfied with all the entered information, click the **“Pay & Subscribe”** button at the bottom of the screen. After the payment has been submitted, you will get a notification the payment has been received and now be able to log into the Restricted Parts Website.

**DEKRA**  
Complete your order

2 items in total **\$508.99** >

[Apply coupon](#)

**Account**  
Test Test  
test@email.com [Edit →](#)  
+11470471890  
Company Company USA

**Billing**  
Test Body  
DEKRA North America [Edit →](#)  
25 New Yoork Avenue  
Huntington 11743 CT United States

**Payment** [Edit →](#)  
 ending 4242

I have read and accept the terms of the [Privacy Policy](#) and DEKRA's [California Privacy Notice](#) (applicable to California residents only), which includes a notice of Financial Incentives. \*

**Pay \$508.99 & subscribe**

Secure Checkout by Chargebee

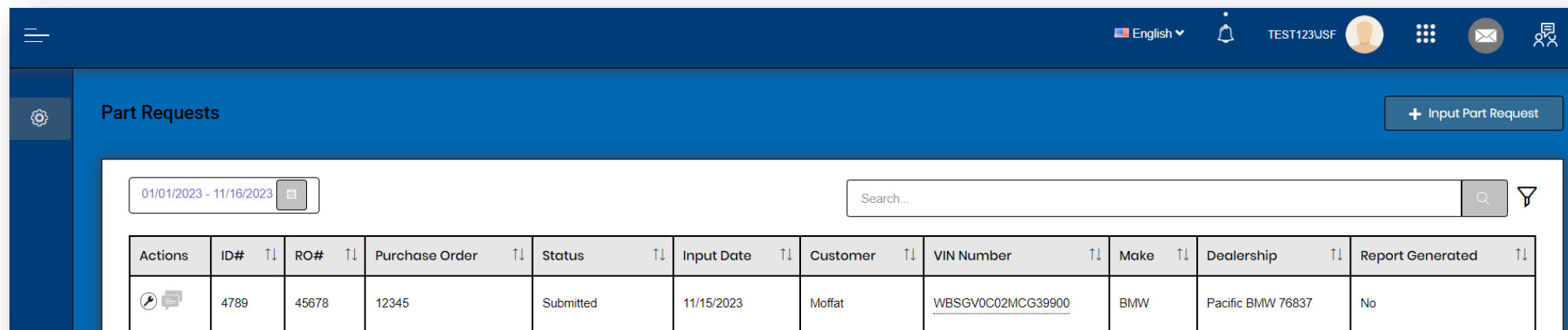
# Welcome Page



Once logged in you will be directed to the welcome page. Your first-time logging in you will not see any requests. Once you start creating parts requests, they will appear on the welcome page below the menu bar.

On the Welcome page you will be able to:

- Enter a new part request
- Search and sort your part requests
- Find specific part requests using the Search box
- Check, retrieve, read and send messages regarding part requests
- Setup custom notifications for yourself regarding updates to your part requests
- Manage your profile



The screenshot shows a web application interface for 'Part Requests'. At the top right, there is a navigation bar with 'English', a notification bell, the user ID 'TEST123USF', a profile icon, a grid icon, an envelope icon, and a group icon. Below this, the main header is blue with a gear icon on the left, the title 'Part Requests', and a '+ Input Part Request' button on the right. The main content area has a date range filter '01/01/2023 - 11/16/2023' and a search box. Below these is a table with the following data:

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4789	45678	12345	Submitted	11/15/2023	Moffat	<u>WBSGV0C02MCG39900</u>	BMW	Pacific BMW 76837	No

# Welcome Page Cont'd.



See below for definitions of the Column Key:

- **Actions** – Allows you to see the details of the parts request, edit the parts request, and validate the parts request
- **RO#** - Repair Order number
- **Purchase Order** – Facility purchase order number
- **Status** – The current state of the parts requests during the process
- **Input Date** – Date the parts request was entered
- **Customer** – Owner of the vehicle
- **VIN** – Vehicle Identification Number
- **Make** – The manufacturer of the vehicle
- **Dealership** – Sponsoring dealership the restricted parts would get sent to if the request is approved
- **Report Generated** – Status of the parts request report being generated and sent to the dealership for processing

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4789	45678	12345	Submitted	11/15/2023	Moffat	<u>WBSGV0C02MCG39900</u>	BMW	Pacific BMW 76837	No

# Welcome Page Cont'd.



See below for the definitions of the different statuses that will appear in the Status column

- **Request started:** The Facility has initiated initial steps for creating a parts request
- **Sent to DEKRA Approver:** All required information has been entered and the request has been sent to the DEKRA validator for review
- **DEKRA Approver Review:** DEKRA validator received the restricted parts request and has begun their review
- **Submitted:** Parts request was approved; the restricted parts request is sent to BMW for final review and processing
- **In Validation:** BMW has begun its review of the restricted parts request
- **Order Placed:** BMW has reviewed and approved the restricted parts request. The parts order will be processed, and the parts will be delivered to the associated dealer
- **Adding Supplement** - The Facility is in the process of adding a supplement part to the order but has not clicked "Submit" yet.
- **Completed:** BMW reviewed your post-repair photographs, and the request can be closed by clicking the "Close" button
- **Denied:** Parts request has been denied
- **Caution:** Unclear photos/documents received; need clearer documentation/photos

The screenshot shows a web interface for 'Part Requests'. At the top right, there are navigation icons for language (English), notifications, user profile (TEST123USF), and other settings. Below the header, there is a date range filter (01/01/2023 - 11/16/2023) and a search bar. The main content is a table with the following columns: Actions, ID#, RO#, Purchase Order, Status, Input Date, Customer, VIN Number, Make, Dealership, and Report Generated. A single row of data is visible with the status 'Submitted'.

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4789	45678	12345	Submitted	11/15/2023	Moffat	<u>WBSGV0C02MCG39900</u>	BMW	Pacific BMW 76837	No



# Creating a New Part Request

# New Part Request



To create a new parts request, click on the button marked **“+ Input Part Request”** in the upper righthand corner of the screen. This will direct you to the Parts Request screen where you will initiate the request.

01/01/2023 - 11/16/2023

Search...

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4789	45678	12345	Submitted	11/15/2023	Moffat	<u>WBSGV0C02MCG39900</u>	BMW	Pacific BMW 76837	No

+ Input Part Request

# New Parts Request – Collision Center Details



- Once on this page, you will see your collision center auto-populate under **“Collision Center of Requester”** along with the Street Address and Zip Code.
- Under **“Dealership”**, select the dealer you prefer to receive the restricted parts through. Parts cannot be drop shipped to your facility and must be delivered to a dealer.
- For the **“Dealership Email”** enter the email address for your contact in the parts department. This is important as it will be used to advise the dealer that an order is coming. You **must** click Enter to save the email address.
- After all fields have been completed, press **“Continue”**.

The screenshot shows a 'Part Request' form with three tabs: 'Collision Center Details', 'Vehicle Details', and 'Part Request Data'. The 'Collision Center Details' tab is active. The form contains the following fields:

- Collision Center of Requester\***: A dropdown menu with 'Test Collision Center 2' selected.
- Collision Center Street Address\***: A text input field containing '1945 the exchange se'.
- Collision Center Code**: An empty text input field.
- Collision Center Zip Code\***: A text input field containing '30339'.
- Collision center certification**: An empty text input field.
- Dealership \***: A dropdown menu with 'JKBMW Test' selected.
- Dealer Code**: A text input field containing '52781'.
- OEM \***: A dropdown menu with 'BMW' selected.
- Dealership Email\***: A text input field with the placeholder 'Enter valid email address'.
- Save**: A button located below the Dealership Email field.
- Saved Emails\***: A list containing 'test@email.com' with a red 'X' button to remove it.
- Continue**: A blue button at the bottom right of the form.

# New Parts Request – Vehicle Details



On this page you will enter in the vehicle information. You can enter the vehicle's VIN into the system three ways and the website will decode it for you to ensure accuracy:

- Manually type the VIN into the **“VIN Number”** field
- Copy and paste the VIN into the **“VIN Number”** field
- After you have put in the VIN click **“Decode VIN”** – the make, model, and year should appear
- When you have confirmed the VIN decoded correctly, click
- **“Continue”**.

Part Request

Collision Center Details **Vehicle Details** Part Request Data

VIN Number\*

WBS33AZ02RCP58200

Make  Model

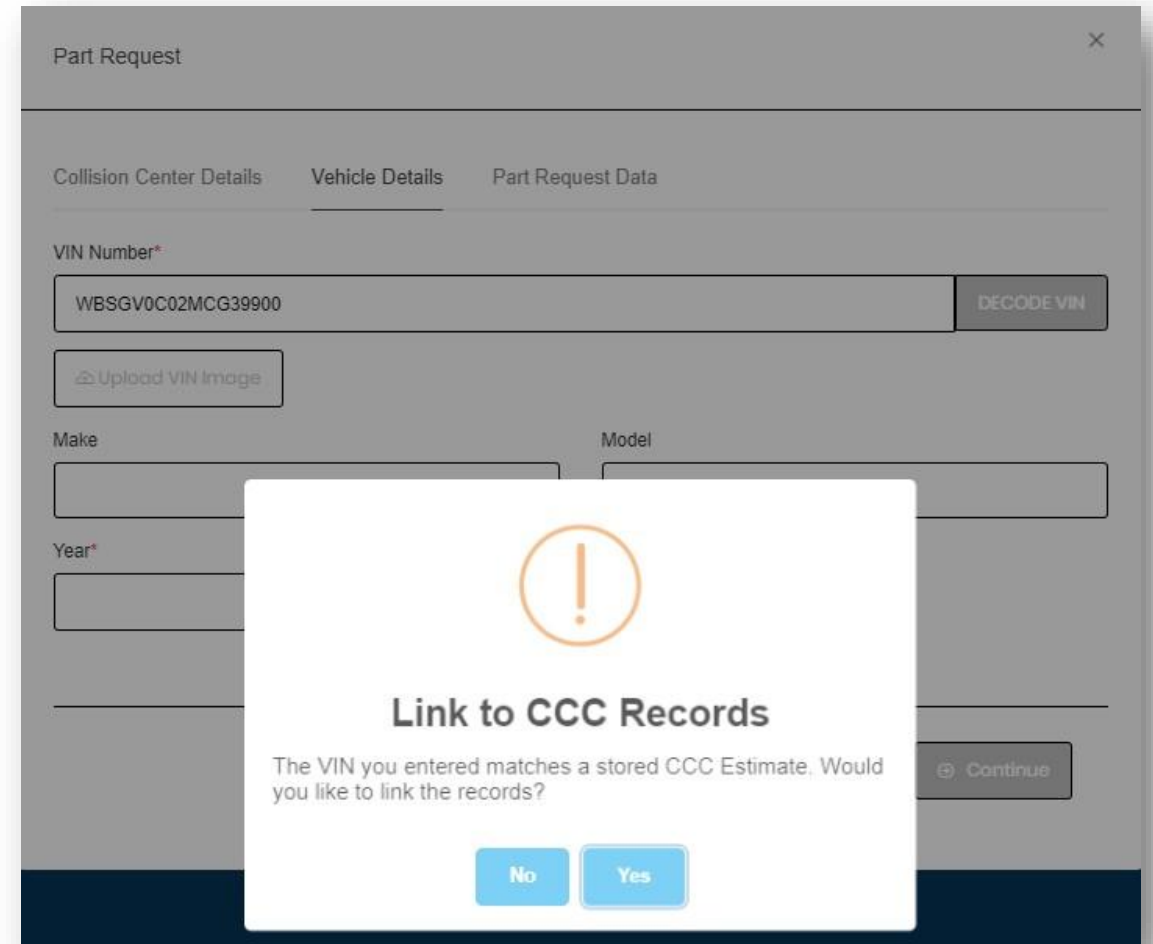
Year\*   
*This field is required.*

# New Parts Request – CCC Estimate



The Restricted Parts Request website offers integration with CCC through Secure Share to assist in the parts request process. If your facility utilizes CCC for their estimating system and you enter a VIN attached to an estimate saved in CCC, the website will give you this popup after clicking **“Decode VIN”**. If you click **“Yes”** on this popup, the website will automatically upload your parts list as well as your estimate from CCC, so you do not have to enter them manually.

Please reference the CCC Secure Share Registration Guide for more information.



# New Parts Request – Part Request Data



After clicking “**Continue**” you will be brought to the **Part Request Data** page. On this page, you will see the following fields:

- Customer Last Name (optional)
- RO# (optional)
- Purchase Order (required field)

The portal will auto-populate the **Requester** and **Part Request Date** information. Once completed, press “**Continue**”.

The screenshot shows a web form titled "Part Request" with a close button (X) in the top right corner. Below the title are three tabs: "Collision Center Details", "Vehicle Details", and "Part Request Data", with the last one being active. The form contains several input fields: "Customer Last Name" with the value "Testt"; "Requester\*" with a dropdown menu showing "GauriTest Requester"; "RO#" with the value "56500"; "Repair Order Date" with the value "2026/03/19 01:18 PM"; and "Purchase Order\*" with the value "1234". At the bottom right, there are two buttons: "Previous" and "Continue".

# New Parts Request – Validation Points



The next page you will be directed to is the **Validation Points** page. Here is where you will attach and submit all the required documents for the requested restricted part. Registered collision centers will have to submit the below-listed documents.

- BMW Parts List
- Estimate with Part Numbers Listed
- Full Repair Procedures – AIR ONLY
- Photos – 4 Corners, Damaged Restricted Part, and VIN

	REPAIR PLAN	Use the "Actions" icon to upload evidence for a * = Indicates column is used by DEKRA's Appro
Validation Points		
BMW Parts List		
Estimate with Part Numbers Listed		
Full Repair Procedures - AIR ONLY		
Photos - 4 Corners, Damaged Restricted Part, and VIN		

# New Parts Request – Validation Points Cont'd.



See below for a definition of each of the required documents

- **BMW Parts List** – Part name, number, and quantity for the needed restricted parts.
- **Estimate with Part Numbers Listed** – Complete estimate for the vehicle with part numbers listed, including the restricted parts.
- **Full Repair Procedures – AIR ONLY** - Photo of repair procedures showing the replacement of said restricted parts. Only attach the procedures for the structural repairs. If there are no structural repairs, only attached the repair procedures for the most severely damaged component.
- **Photos – 4 Corners, Damaged Restricted Part, and VIN** - Detailed photos of the vehicle including the VIN, damage to the vehicle, four corners of the vehicle and damage to the requested restricted part.

# New Parts Request – Validation Points Cont’d.



If you have clicked **“Yes”** to import your estimate from CCC into the Parts Restrictions Online Portal and click on the icon under the **“Actions”** tab, you will get the screen below. On this screen, there are three tabs:

- **Attached files** – Although you imported your estimate from CCC, if you would like/need to attach additional documents to the parts request, click the **“Browse”** button and you can search your computer for the needed files.
- **Details** – This tab will allow you to review the information you entered in the parts request in earlier steps. This is here to use as a reference.
- **Estimate** – On this tab, you will find the estimate that was imported from CCC for this parts request. This will allow you to review the estimate in its entirety for accuracy.

Validation Point Details

Attached files Details Estimate

Estimate

Browse Show All

File Name	Status	Action
-----------	--------	--------

Validation Point Details

Attached files Details Estimate

Vehicle Details

VIN Number : WBSGV0C02MCG39900 Customer Last Name : Moffat  
Part Request Date : Input Date :  
Make : BMW Model : M8 Gran Coupe

Other Details

Dealership : Pacific BMW Dealer Code : 76837  
Dealership street address :  
Requester user : Jake Statefarm Collision Center of Requester : Auto Care  
Collision Center Street Address : Phase 1 Collision Center Zip Code : 411057  
Collision center certification :

Validation Point Details

Attached files Details Estimate

Estimate

RO Number :

Customer : Doe Insurance : N/A Adjuster : N/A Estimator : Bill Valley  
Phone : Create Date : 2/25/2023 2:16:07 AM

Claim :  
Loss Date :  
Deductible :

VIN : Interior Color : N/A Mileage In : Vehicle Out :  
WBSGV0C02MCG39900  
State : Production Date : Condition : Job # :

Line	Ver	Operation	Description	Qty	Extended Part Price \$	Labor Type	Paint
1	E00		FRONT BUMPER				

# New Parts Request – Validation Points Cont'd.



If you imported your parts list from CCC, when you click on the illuminated icon in the Actions tab, you will be able to review your parts list. Imported restricted parts will be shown in bold font and highlighted Yellow. If the part listed is not a restricted part, it will show in a standard font and not be highlighted in Yellow.

### Validation Point Details

Parts list Attached files Details

Quantity	Part Number	Part Name	Action
<b>1</b>	<b>41007359396</b>	<b>RT Rail assy (ALU)</b>	<a href="#">Edit</a> <a href="#">Delete</a>
<b>1</b>	<b>41007359395</b>	<b>LT Rail assy (ALU)</b>	<a href="#">Edit</a> <a href="#">Delete</a>
<b>1</b>	<b>41007329874</b>	<b>RT Strut tower (ALU)</b>	<a href="#">Edit</a> <a href="#">Delete</a>
<b>1</b>	<b>41007329873</b>	<b>LT Strut tower (ALU)</b>	<a href="#">Edit</a> <a href="#">Delete</a>
1	41008099754	RT Fender w/M8 (ALU)	<a href="#">Edit</a> <a href="#">Delete</a>

# New Parts Request – Validation Points Cont'd.



If you did not import a parts list from CCC and are manually entering the parts into the portal, you will need to enter the following information:

- Quantity
- Part Number
- Part Name

Manually entering parts and parts that have been modified on the portal will be highlighted in **Red**. If the part you entered on the portal is a restricted part, the font will automatically be in bold. If the part is not restricted, it will be in a standard font.

### Validation Point Details

Parts list Attached files Details





Search part Add new part

Quantity	Part Number	Part Name	Action
1	41007359396	RT Rail assy (ALU)	Edit Delete
1	51119500959	Bumper cover w/o blind spot mntr	Edit Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	Save Delete

# New Parts Request – Validation Points Cont’d.



To attach the documents/photos in the portal, click on the icon in the “Actions” column. This will allow you to search your computer’s files for the requested documents/photos. PDF, JPEG, PNG, and Word Doc formats are preferred as they are the only ones that work for live view, but others can be attached. Once a document/photo has been successfully uploaded into the portal, the icon will illuminate like the one in the picture to the right. After all the required documents/photos have been uploaded, you can click the **“Submit”** button as the button will be colored in. This will send your parts request for review and approval. The order status for the parts request will change to **“Sent to DEKRA Approver”** on the home page.



Notes	Actions
<input type="text" value="Type here &amp; press enter to submit"/>	
<input type="text" value="Type here &amp; press enter to submit"/>	
<input type="text" value="Type here &amp; press enter to submit"/>	
<input type="text" value="Type here &amp; press enter to submit"/>	
<div style="text-align: right;"><input type="button" value="Submit"/></div>	



# New Parts Request – Post Repair




Once your parts request is placed into **“Order Placed”** status, the **POST REPAIR** dropdown on the **Validation Points** page will be unlocked. After the parts request has been approved, you will have 45 days from the date of approval to submit photos of the completed vehicle. You will need to add photos of each corner of the vehicle and where the damage was located by clicking on the icon under the **“Actions”** tab. After you have added all the photos, click the **“Submit”** button to send the photos back to BMW.

If the vehicle is not completed within the 45-day window you will need to submit photos of each corner of the vehicle in addition to its current state of repair and the reason why it’s not completed.

 **REPAIR PLAN** Use the “Actions” icon to upload evidence for all Validation Points before clicking the Submit button.  
\*=- Indicates column is used by DEKRA's Approver after submission of the part request. 




 **FINAL QC** 



Validation Points	Validation Point Status *	Notes	Actions
Photos of finished vehicle	<input type="text" value=""/>	<input type="text" value="Type here &amp; press enter to submit"/>	


# New Parts Request – Post Repair Cont’d.



In the event that you have ordered restricted parts and the vehicle then becomes a total loss after the approval of the parts request, you will need to update the parts request to advise BMW. To update the parts request, upload a copy of the parts return invoice under the **POST REPAIR** tab and click the **“Submit”** button. This will then send the uploaded information back to BMW for processing.

 **REPAIR PLAN** Use the “Actions” icon to upload evidence for all Validation Points before clicking the Submit button.  
\*=- Indicates column is used by DEKRA's Approver after submission of the part request.  

 **FINAL QC** 

Validation Points	Validation Point Status *	Notes	Actions
Photos of finished vehicle	<input type="text" value="v"/>	<input type="text" value="Type here &amp; press enter to submit"/>	

# New Parts Request – Request Denial



If your parts request is denied, you will receive an email advising you of the denial (if you have your notifications turned on). In the email there will be a link that will take you directly to the parts request in the portal so you can look through the notes and see why it was denied. When a parts request is denied, the request will not be put through to BMW and the order will not be placed for the requested parts.

If you're able to resolve the reason(s) why your request was denied, upload the new documentation/photos into the request and resubmit for further review and possible approval.

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4786	4567890	12345	Denied	11/10/2023	Tennant	WBSGV0C02MCG39900	BMW	Pacific BMW 76837	No

# New Parts Request – Request Denial Cont'd.



When you click into a denied parts request, you will see the Approver's notes in the Notes column for each validation point that was denied. Here is where you will also add the additional documentation/photos for the denied validation points. Once you have uploaded the additional documentation/photos for the specific validation points, click the **"Submit"** button. This will send the parts request back to the approver for additional review. You can also use the **"Notes"** column to talk with the approver regarding the specific validation points and the information required to turnover the denial.

Validation Points	Repair Status	Notes	Actions
Photos of Vehicle *	Complete	Type here & press enter to submit	
Upload OEM repair procedures *	Denied	<b>You :</b> Uploaded repair procedures do not match vehicle Type here & press enter to submit	
Estimate *	Denied	<b>You :</b> The VIN on the estimate does not match the VIN on the vehicle Type here & press enter to submit	
Parts List *	Complete	Type here & press enter to submit	

# New Parts Request – Caution



If the status of your part request changes to **“Caution”**, this means there was either missing information and/or not enough information is given to approve the request, but it is not being denied.

Part Requests + Input Part Request

01/01/2023 - 11/10/2023 📅  🔍 🏠

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4787	56500	12536	Caution	11/10/2023	Capaldi	WBSGV0C02MCG39900	BMW	Pacific BMW 76837	No

# New Parts Request – Caution Cont'd.



Once you click on the parts request it will bring you to the **Validation Points** page. Here, you will be able to see which validation point(s) were marked as incomplete and the notes left by the approver for that specific line item. Once you have the corrected documentation/photos, upload them to the corresponding validation point(s) and press the **“Submit”** button. This will submit the request back to the approver for further review.

**REPAIR PLAN**  ^

Validation Points	Repair Status	Notes	Actions
Photos of Vehicle *	Complete ▾	<input type="text" value="Type here &amp; press enter to submit"/>	2
Upload OEM repair procedures *	Complete ▾	<input type="text" value="Type here &amp; press enter to submit"/>	1
Estimate *	Complete ▾	<input type="text" value="Type here &amp; press enter to submit"/>	1
Parts List *	Incomplete ▾	<b>You</b> :Parts list does not match what is required for repair <input type="text" value="Type here &amp; press enter to submit"/>	1

# New Parts Request – Supplement



In the event you have received authorization for a restricted part and later discovered you need to order another restricted part, click into the original part request and a **“Create Supplement”** button will appear in the upper right-hand corner. This will allow you to request an additional part without having to create a new part request.

The screenshot shows a software interface with a blue header bar. On the left side of the header, the text "Validation Points" is displayed. On the right side of the header, there is a button labeled "Back to Main Menu". Below the header, the main content area is white and contains the following text: "ID# 4803", "RO#", and "Repair Order Status - Proceed". On the right side of this content area, there are two buttons: "Create Supplement" and "Actions" with a downward-pointing chevron icon.

# New Parts Request – Supplement Cont’d.



After you click on the **“Create Supplement”** button, an additional Validation Point will populate named **“Supplementary Parts 1”**. Here is where you will add in the additional parts and estimate with the supplement part listed by clicking on the icon in the Actions column.

Photos - 4 Corners, Damaged Restricted Part, and VIN	Complete ▼	Type here & press enter to submit	
Updated Estimate And Supplementary Parts 1	▼	Type here & press enter to submit	

# New Parts Request – Supplement Cont’d.



Since this is a supplementary part, you can manually enter it under the Parts list tab. Restricted parts will have a bold font so they can be easily distinguished from other parts. You will need to enter the quantity, part number, and the part name before clicking the **“Save”** button in the Action column.

Validation Point Details ×

Parts list Attached files Details Shipping Method : Stock Order



Search part

Quantity	Part Number	Part Name	Action
1	6666	RT rail	Edit Delete
1	4444	LT rail	Edit Delete
1	<b>5555</b>	<b>BT rail</b>	<b>Edit Delete</b>

# New Parts Request – Supplement Cont’d.



Once you have entered and saved all your part numbers and updated estimates into the Supplemental Parts Validation Tab, the icon in the Actions Tab will illuminate. Click the **“Submit”** button at the bottom of the page and this will resubmit the part request for review for the supplemental part(s) you entered.

Photos - 4 Corners, Damaged Restricted Part, and VIN	Complete ▼	Type here & press enter to submit	
Updated Estimate And Supplementary Parts 1	▼	Type here & press enter to submit	

[Submit](#)



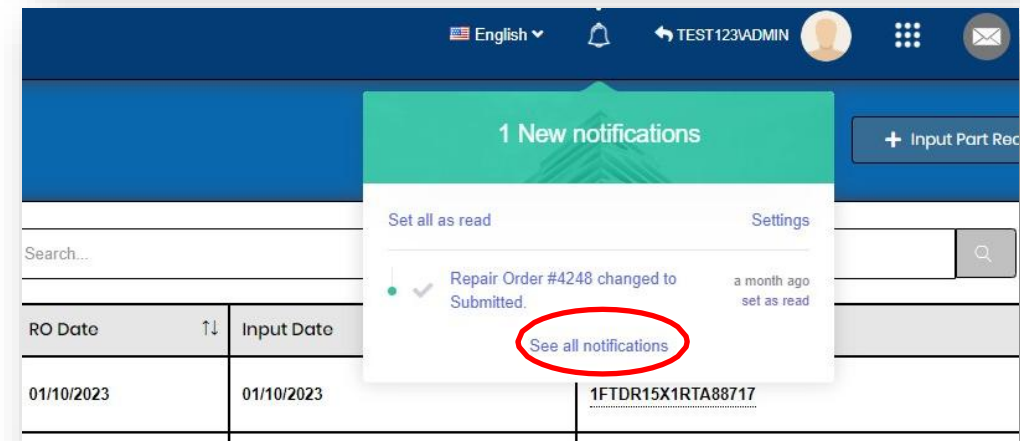
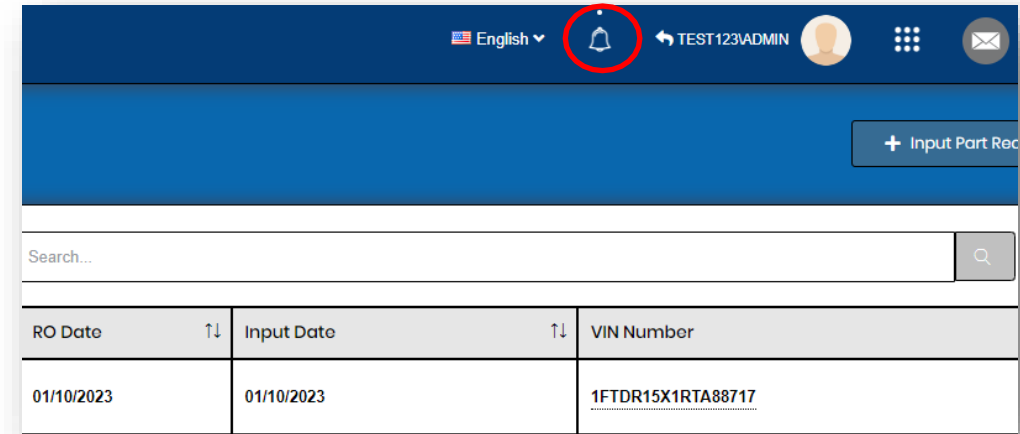
# Notifications

# Notifications



The Parts Restrictions Online Portal has a built-in feature that will automatically send you notifications anytime there is a status change on one or more of your orders. When you receive a notification, a red dot will appear above the bell in the upper right-hand corner of the screen along with a message box in the lower right-hand corner.

Clicking on the bell will create a dropdown listing your most recent notifications. If you click on the hyperlink labeled **“See all notifications”** it will bring you to the notifications page.



# Notification Cont'd.





The Notifications Page will allow you to perform the following functions:

1. Mark notifications as read by clicking on the blue square with an "O" in it next to the notification
2. Delete notifications by clicking on the red square with a "X" next to the notification
3. Sort notifications by read and unread
4. This button will allow you to customize the frequency and type of type of notifications received.

Notifications

Notification settings Set all as read

All Refresh

Actions	Notification	Creation time
 	Repair Order #4248 changed to Submitted.	a month ago

Showing 1 to 10 of 94 entries

# Notifications Cont'd.



Notification settings are preset by BMW to receive all notifications. If you find yourself on this page, ensure that your notifications are turned on or you will not receive any communication from BMW or Dekra.

**It is vital that Receive Notifications is turned on at all times.**

Notification settings

Receive Notifications

On

This option can be used to completely enable/disable receiving notifications.

Notification Types

- RO Status Changed to Stop Work
  - Include Email
- RO Status Changed to Caution
  - Include Email
- RO Status Changed to Completed
  - Include Email
- RO Status Changed to Closed
  - Include Email
- Sent to dealer
  - Include Email
- Request started
  - Include Email

Select days

1

Cancel



## Chat and Notes

# Chat



There is a chat function built into the portal that will allow the admin and you to communicate regarding a specific parts request. The admin may use this function to reach out to request additional documents/photos and/or clearer documents/photos so they can process your request. As a requestor, you can also use this function to reach out with questions about your parts request. Every part request has its own specific chat box.

The screenshot shows a web portal interface for 'Part Requests'. At the top right, there is a navigation bar with 'English', a notification bell, the user 'TEST123JSF', a profile icon, a grid icon, an envelope icon, and a chat icon. Below this is a blue header with 'Part Requests' and a '+ Input Part Request' button. The main content area features a date range filter '01/01/2023 - 11/15/2023', a search bar, and a table of requests. The table has columns for Actions, ID#, RO#, Purchase Order, Status, Input Date, Customer, VIN Number, Make, Dealership, and Report Generated. A single row is visible with a chat icon in the Actions column.

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4789	45678	12345	Submitted	11/15/2023	Moffat	<u>WBSGV0C02MCG39900</u>	BMW	Pacific BMW 76837	No

# Chat Cont'd.



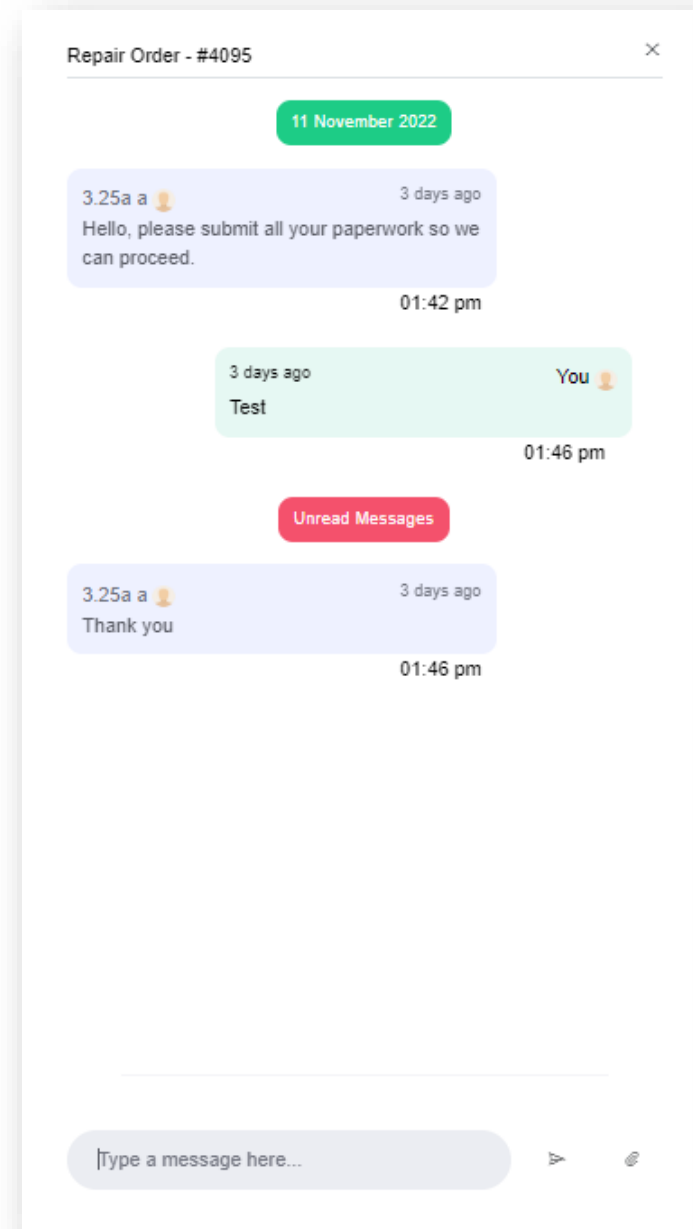
If an admin reaches out to you regarding a parts request, a new message icon will appear next to the chat icon on the home page and you will also receive an email notification regarding the chat, The new message icon will stay until you click on it to read the message. All chats will be saved for further reference.

The screenshot shows a web application interface with a dark blue header. On the right side of the header, there are several icons: a language dropdown set to 'English', a notification bell, a user profile icon labeled 'TEST123JSF', a grid icon, an email icon, and a chat icon. Below the header, the main content area has a blue background with the text 'Part Requests' on the left and a '+ Input Part Request' button on the right. Below this, there is a white panel containing a date range filter '01/01/2023 - 11/15/2023', a search bar with the text 'Search...', and a table of part requests. The table has 11 columns: Actions, ID#, RO#, Purchase Order, Status, Input Date, Customer, VIN Number, Make, Dealership, and Report Generated. The first row of data shows a chat notification icon in the Actions column, ID# 4789, RO# 45678, Purchase Order 12345, Status Submitted, Input Date 11/15/2023, Customer Moffat, VIN Number WBSGV0C02MCG39900, Make BMW, Dealership Pacific BMW 76837, and Report Generated No.

Actions	ID# ↑↓	RO# ↑↓	Purchase Order ↑↓	Status ↑↓	Input Date ↑↓	Customer ↑↓	VIN Number ↑↓	Make ↑↓	Dealership ↑↓	Report Generated ↑↓
	4789	45678	12345	Submitted	11/15/2023	Moffat	<u>WBSGV0C02MCG39900</u>	BMW	Pacific BMW 76837	No

# Chat Cont'd.


After you have clicked on the chat icon, a chat box will appear in the lower right-hand corner of your screen. Here is where you will be able to read and send messages to the admin that is handling your parts request. The chat feature also gives you the ability to attach documents/photos and send them through the portal to the admin instead of having to email them.




# Notes



Clicking on a parts request will bring you to the Validation Points page where you will find a **Notes** text box next to each validation point. Here you can communicate with the admin about each specific validation point. This will also trigger a notification message. Once you have typed in your note, ensure that you click Enter, otherwise, it will not save on the validation point. All notes are saved for reference.

 **REPAIR PLAN** Use the "Actions" icon to upload evidence for all Validation Points before clicking the Submit button.  
\*= Indicates column is used by DEKRA's Approver after submission of the part request.

Validation Points	Validation Point Status *	Notes	Actions
BMW Parts List	<input type="text" value=""/>	<p><b>You</b> :Test</p> <input type="text" value=" Type here &amp; press enter to submit"/>	



## Contact Us

# Contact Us



If you click on the envelope in the far upper right-hand corner, you will see this popup come up in the lower right-hand corner of your screen. This will give you the ability to reach out to the admin regarding any portal issues or additional support you may need. The popup should automatically populate the email you have on file for your username. You can also attach screenshots and other items to these messages to assist in speeding up the resolution process using the **“Add attachments”** button. After you click **“Send”** this will send an email to the admin to review. After the admin has reviewed your question, they will reply to you through the website.

**Note:** The Contact Us function should only be utilized for portal issues and support. If you would like to email us directly, we can be reached at [partsrestrictions.na@dekra.com](mailto:partsrestrictions.na@dekra.com)

If you need to reach out to the admin regarding a parts request and/or a validation point for a parts request, please use the Chat and/or Notes functions.

CONTACT US

Test@email.com

Subject

Description

**B** *I* U ~~I~~

Add attachments

Cancel Send

# Thank You!

