

## Introduction

The GM RIM users documentation has been integrated into the System 1 users manual. The information contain in this document is the additioanl information from the System 1 users manual pertaining to GM RIM.

## GM RIM USER GUIDE

### 1.1. GM RIM OVERVIEW

GM RIM stands for General Motors Retail Inventory Management. The RIM system is designed to work with your Jarvis System 1 to facilitate management of your inventory using a global perspective and global knowledge.

System 1 is designed to manage your inventory based on sales and hits history as recorded in your dealership. In theory you could achieve even better management of the dealership's inventory by knowing what is happening in dealerships near you and across the country.

RIM starts by getting a history of the GM parts that you have sold in the the last twelve months. (See the section GMRIMPH). Then each day it gets the month-to-date history for every GM part in your inventory.

The computers and people at GM SPO analyze this information and decide what parts should be ordered for your dealership. (They use your data plus the information from other dealerships). These orders are just like the orders that you may enter into your RAPID System. You will receive the parts ordered for you in the normal manner.

GM RIM will protect you from overstock. They will take back through a RIM return authorization any parts that don't move or you just have too many in stock. Also GM RIM protects you against obsolescence. If they discontinue the number, they will take it back.

GM SPO wishes to reduce CSO orders. Dealers who have been using GM have a dramatically reduced level of CSO rapid orders.

GM RIM has a website. At this website and through the consultation of the Distribution Analyst (DA), you and GM SPO will come to an agreement on how your inventory is to be managed. This is not a one size fits all program.

Almost daily GM RIM will be sending you orders. They will also frequently send you parts updates. These parts updates will reclassify your inventory into different RIM

states. This will be adjusting what inventory GM RIM is managing and what inventory you will be managing. You will then modify the behavior of RIM by adjusting your stocking policies on the website. Finally you will receive Parts Return Authorizations. These return authorizations are pre-approved. You can return the quantity authorized or lesser quantities based on packaging and current need.

## **1.2. GM RIM STARTUP**

You must sign a contract and pay a monthly fee. To get this started, phone or email Jarvis asking for the GM RIM contract.

We will phone you and set up a time when we will install the GM RIM software. We will install this software over the internet. You can be using your System 1 through most of the process. There will be a need for a brief system shutdown. We will coordinate with you to minimize the inconvenience.

The first day GM SPO will be sent a parts history. Each day after that GM SPO will be sent a daily report. Jarvis will monitor your system closely the first few days to make sure these do occur.

You will be working with your Distribution Analyst over the next few days to make sure that you understand what is going on and that you agree on how your inventory should be managed.

## **1.3. GM RIM COMMUNICATIONS**

Unlike Pulsat, GM RIM communicates over the internet. Therefore it is important that you have a reliable Internet Service Provider and that you do not make changes to your network infrastructure without coordinating with Jarvis.

Every day your Jarvis System will send a daily report to GM SPO. The default time is 15 minutes after normal close of the parts department. If your internet connection is down (non-functional) at closing time, your daily report will not be sent. Please call Jarvis (800) 657-4499 if your internet is down at closing.

If GM SPO phones about a missing daily report, phone Jarvis right away. Jarvis people will trigger the sending of the file manually if your internet is functioning.

## **1.4. GM RIM DAILY REPORT FORMAT**

Below is a sample of a daily report for the single part

number 25010792.

```
<Line>
  <PartId>25010792</PartId>
  <PartSourceCode>01</PartSourceCode>
  <StockingStatus>NORMAL</StockingStatus>
  <SystemSetupDate>2004-04-24</SystemSetupDate>
  <QuantityOnHand>+535</QuantityOnHand>
  <QuantitySold>0</QuantitySold>
  <LastSoldDate>2004-04-24</LastSoldDate>
  <QuantityOfLostSale>0</QuantityOfLostSale>
  <QuantityOnOrder>0</QuantityOnOrder>
  <BinLocation>FIL/RAK</BinLocation>
  <BackOrderQuantity>0</BackOrderQuantity>
  <QuantityReserved>0</QuantityReserved>
  <QuantityUserMin>0</QuantityUserMin>
  <QuantityBestStockingLevel>109</QuantityBestStockingLevel>
  <QuantityUserMax>0</QuantityUserMax>
</Line>
```

#### 1.5. GM RIM HISTORY REPORT FORMAT

Below is a sample of a history report for the single part number 25010792.

```
<Part>
  <PartId>25011520</PartId>
  <QuantityOnHand>+41</QuantityOnHand>
  <History>
    <Month>05</Month>
    <Year>2005</Year>
    <QuantitySold>+6</QuantitySold>
  </History>
  <History>
    <Month>06</Month>
    <Year>2005</Year>
    <QuantitySold>+5</QuantitySold>
  </History>
  <History>
    <Month>07</Month>
    <Year>2005</Year>
    <QuantitySold>+4</QuantitySold>
  </History>
  <History>
    <Month>08</Month>
    <Year>2005</Year>
    <QuantitySold>+8</QuantitySold>
  </History>
</Part>
```

## 1.6. GM RIM PARTS ORDER

GM RIM will only process parts with a replenishment code of 02. They look at your level of sales, the quantity on hand and what is being sold by dealerships near you. This includes the CSO sales. Most mornings you will have printed for you on a printer of your choice a report detailing the parts GM RIM ordered for you. The report will list all parts to be delivered on this order. The Jarvis System 1 will store it with a control number like R001, (where the 001 is a sequential ascending number) and the order type is RIM. You will receive the order in the same manner as you received parts orders created on the Jarvis System 1.

GM RIM may generate an order for a part number that is not on your system. When this happens the Jarvis system will add the part number of your default GM RIM source. The part will be put into a bin called "new". The report printed will plainly show the "new" parts. You should bring up the part number on Screen #5 and press F3-Master to have the part number looked up in the master. Remember, GM has the ability to create a new part number that may not be immediately in your parts master.

Parts without the replenishment code of 02 will be used to generate a suggested order on the Jarvis system. You must continue to manage and order parts that do not have a replenishment code of 02.

## 1.7. MASTER MENU #4 REPORTS

### REPORT MENU #47 GM RIM REPLENISHMENT

#### PURPOSE

This report allows you to view GM parts managed and not managed by RIM.

#### FIELDS

**REPLENISHMENT CODE** Enter the starting and ending replenishment code being reported. If you are interested in only the parts GM RIM is going to manage, then enter "02" for both starting and ending replenishment code.

**SOURCE** Enter the starting and ending source.

---

## Screen 1-1: REPORTS

PARTS REPORTS SORTED BY : LOST SALES REPORTS

1. PART NUMBER	11. HITS	
2. SOURCE	12. STOCK-OUT HITS	
3. WAREHOUSE	13. BACK-ORDER HITS	
4. VALUE	OTHER REPORTS	
5. BIN LOCATION	30. BIN LIST	43. SIMPLE PARTS LIST
6. GROUP	31. SPECIAL ORDERS	44. FORD DPA REPORT
7. CORE	32. LAST TIME RETURN	45. SALES SUMMARY
8. CLASS	33. NON BIN	46. FAST-MOVING PARTS
MANAGEMENT REPORTS	34. NUMBER CHANGE	47. GM RIM REPLENISHMENT
21. SLOW MOVING PARTS	35. ZERO PHASE-OUT	
22. DEMAND	36. SUPPLEMENTARY DATA	
23. SALES	37. DAILY SALES	
24. SUMMARY	38. PART NUMBER LISTING	
25. ZERO BIN	39. INCENTIVE REPORT	
26. ZERO COST	40. TRANSACTION REGISTER	
27. ZERO SALES	41. FILE DUMP	
28. DEAD	42. PURCHASE	
29. FILLED SAME DAY	STATUS = MENU	

REPORT CHOICE: \_\_\_ DOUBLE SPACE (Y/N): N PRINT TO SCREEN (Y/N): N  
STARTING PAGE: \_\_1 ENDING PAGE: \_\_\_ SOURCES: \_\_ - \_\_  
BINS: \_\_\_\_\_ - \_\_\_\_\_ GROUPS: \_\_\_\_\_ - \_\_\_\_\_  
PRESS F5 TO RETURN TO MAIN MENU. ESC=START REPORT. F3=FKEYS. F7=HELP.  
^BREAK OR ^C INTERRUPT SORTING OR REPORT

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## Screen 1-2: GM RIM STATE REPORT

GM RIM STATE REPORT (C) 2006 JARVIS COMPUTER SOFTWARE.

REPLENISHMENT CODE: 00\_\_ - 99\_\_

SOURCE: 00-99

PRINT TO SCREEN: Y

F1=CLEAR CURRENT FIELD, F5=EXIT, F7=EHLF. ESC=GENERATE REPORT.

---

## FUNCTION KEYS

- F1 Pressing this key clears the field under your cursor.
- F5 Pressing this key exits the program without printing your report.
- F7 Pressing this key brings up this chapter on the screen.

#### USE

Enter the starting and ending replenishment codes and sources. Answer 'Y' or 'N' to print to screen. Press the

escape to get your report.

## 1.8. MASTER MENU #61 GM RIM PARTS HISTORY.

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### Screen 1-3: GM RIM PARTS HISTORY

GM RIM PARTS HISTORY (C) 2006 JARVIS COMPUTER SOFTWARE.

DEALER ID: JART0001

SOURCES: 00 01 03 04 05 06 07 08 09 00 00 00 00 00 00 00 00 00 00 00

F1=CLEAR CURRENT FIELD, F5=EXIT, F7=HELP. ESC=START.

---

#### 1.8.1. PURPOSE

This program prepares and sends to GM SPO a history of GM parts in the specified sources that have sales history in the last 12 months. This program can only be used once. It is very important that all GM sources be included.

#### 1.8.2. FIELDS

**DEALER ID** This is a required field. This may not be your GM SPO dealer id. Be sure that you check with Jarvis before filling in this field.

**SOURCES** Fill in your GM sources. It is highly recommended that you fill in all sources that contain GM part numbers.

#### 1.8.3. FUNCTION KEYS

**F1** Pressing this key clears the field under your cursor.

**F5** Pressing this key exits the program without sending anything to GM.

**F7** Pressing this key brings up this chapter on the screen.

#### 1.8.4. USE

Carefully read this entire section and understand it. Fill in the dealer id. Fill in all sources that contain GM parts. When you are sure that you have correctly filled in

this screen and are ready to send that history data to GM, then press the ESC key.

### 1.8.5. TROUBLE SHOOTING

If you press #61 on the master menu and nothing happens, please contact Jarvis for updated programs.

### 1.9. MASTER MENU #62 GM RIM DAILY REPORTING.

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#### Screen 1-4: GM RIM DAILY REPORTING

GM RIM DAILY REPORTING (C) 2006 JARVIS COMPUTER SOFTWARE.

DEALER ID: JART0001

SOURCES: 00 01 03 04 05 06 07 08 09 00 00 00 00 00 00 00 00 00 00 00

TIME TO REPORT: 1945 (24 HOUR CLOCK-5 PM = 1700)

LOGIN clare

F1=CLEAR CURRENT FIELD, F5=EXIT, F7=HELP. ESC=START.

---

#### 1.9.1. PURPOSE

This screen sets up your dealer Id, GM sources and time of day that your Jarvis system will transmit your daily activity to GM. It is very important that this time of day be earlier than 11:59PM EST. Therefore we suggest you set it up for 15 minutes after the parts department closes. Your Jarvis system will generate a file containing all of the activity and inactivity for all of your GM parts in the sources listed. This activity includes: part number, source, stocking status, initial date for the part, quantity on hand, quantity sold month to date, last sold date, quantity of lost sale month to date, quantity on order (including any RIM orders), bin location, quantity reserved, bin minimum, and bin maximum.

#### 1.9.2. FIELDS

**DEALER ID** This is a required field. This may not be your GM SPO dealer id. Be sure that you check with Jarvis before filling in this field.

**SOURCES** Fill in your GM sources. It is highly recommended that you fill in all sources that contain GM part numbers.

**TIME TO REPORT** Fill in the time of day that your Jarvis system will transmit your daily activity to GM. It is very important that this time of day be earlier than 11:59PM EST. Therefore we suggest you set it up for 15 minutes after the parts department closes.

### 1.9.3. FUNCTION KEYS

**F1** Pressing this key clears the field under your cursor.

**F5** Pressing this key exits the program without sending anything to GM.

**F7** Pressing this key brings up this chapter on the screen.

### 1.9.4. USE

Carefully read this entire section and understand it. Fill in the dealer id. Fill in all sources that contain GM parts. When you are sure that you have correctly filled in this screen, then press the ESC key. An entry will be made to the system scheduler that will generate the necessary information every day at the same time. This will occur automatically and you have nothing more to do.

### 1.9.5. TROUBLE SHOOTING

If you press #62 on the master menu and nothing happens, please contact Jarvis for updated programs.

## 1.10. MASTER MENU #63

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### Screen 1-5: GM RIM ACTUAL PART RETURNS

GM RIM ACTUAL PART RETURNS (C) 2006 JARVIS COMPUTER SOFTWARE.

RETURN AUTHORIZATION NUMBER: 991718\_\_\_\_\_

LINE	PART NUMBER	AUTH. QTY.	ACTUAL QTY.	BIN
0002	1051344	100	_____	8D4

F1=CLEAR CURRENT FIELD, F2=NEXT, F4=PREV, F5=EXIT, ESC = SAVE DATA.

---

#### 1.10.1. PURPOSE

The purpose of this program is to adjust the inventory level to reflect the actual return. For those dealerships with Jarvis GM Rapid, this will also populate your material return for transmission to GM SPO.

#### 1.10.2. FIELDS

**RETURN AUTHORIZATION NUMBER** is the number listed at the top of "Process Managed Parts Return" print out. This is the same authorization number used by GM Rapid.

**ACTUAL QTY.** is actual number of parts being return to GM SPO for each line. You may return less parts than authorized but never more. Some of the parts may have been sold or promised since GM RIM generated the parts return. Also, not all packages may be acceptable.

#### 1.10.3. FUNCTION KEYS

**F1** Pressing this key clears the field under your cursor.

**F5** Pressing this key exits the program without

updating your inventory.

F7 Pressing this key brings up this chapter on the screen.

#### 1.10.4. USE

Use the print out from the Process Managed Parts Return to count the parts you are returning. Mark the tally on the printout. Enter the return authorization number from the printout. The entire return authorization will be displayed on the screen. There may be multiple pages, so you can use the F2 to page forward and F4 to page backward. The printout and the screen will have the parts in the same order. When you have processed all of the lines, press the ESC key. This will update the return file and your inventory. If you have not processed a particular line then cursor will jump to the line unprocessed. If you are returning zero parts you must enter '0' rather than leaving the space blank.

If you have already entered and processed the return associated with the return authorization number, you will see a screen similar to the one below. We do not allow double processing or partial processing of the return.

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#### Screen 1-6: Already processed

991718                    was already processed on 04-20-1213 13:49

Do you want to print the details?

Yes No

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#### 1.10.5. TROUBLE SHOOTING

Call Jarvis Computer Software at 800-657-4499 if you are having difficulty.



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