mygreenparts

User Guide

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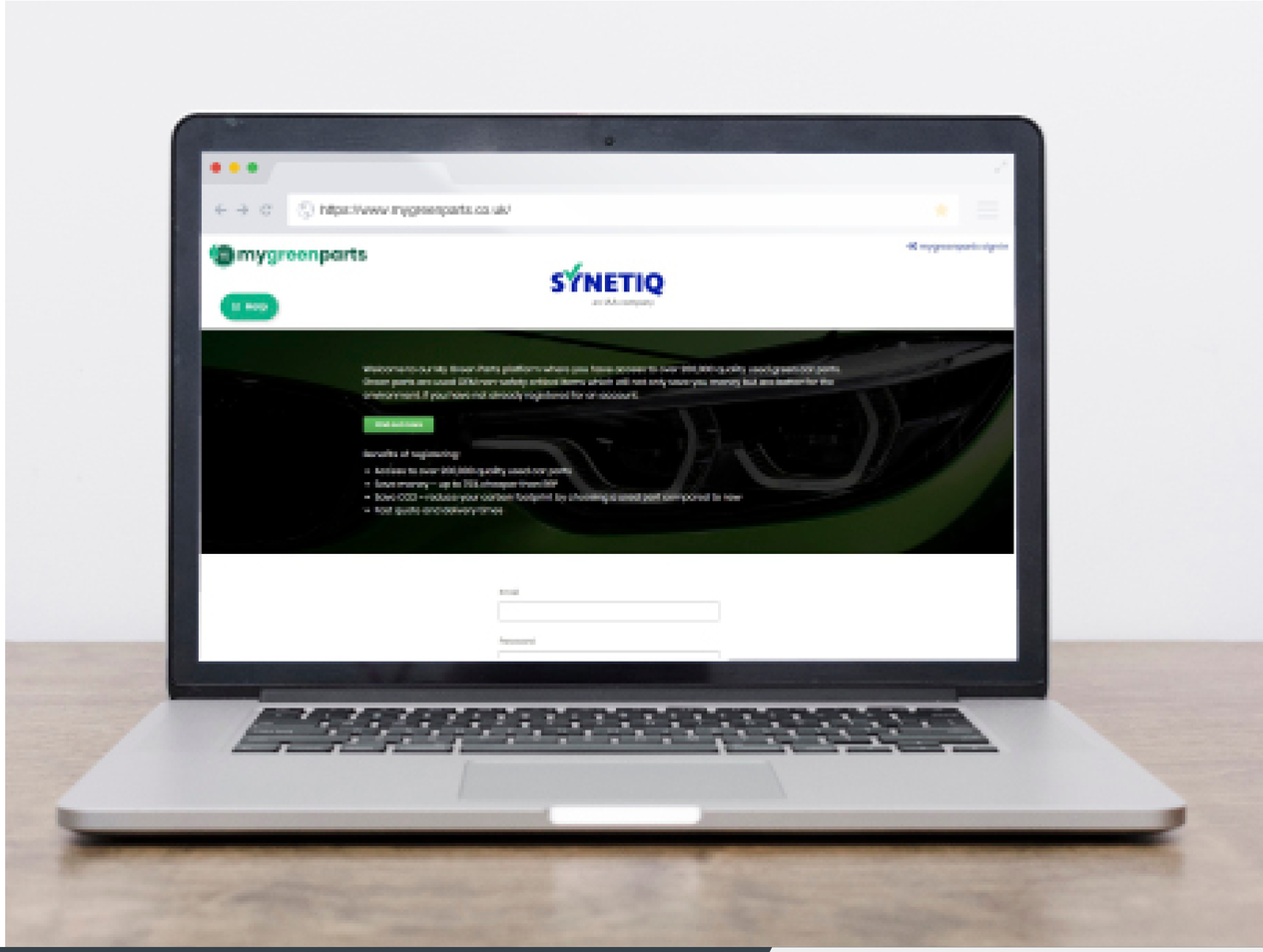

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Introduction

Welcome to mygreenparts

Whether you're a new or existing customer, we'd like to introduce you to a simpler way to request parts through our online platform - MyGreenParts. This user guide provides a step-by-step process to make requesting and ordering parts an easy experience.

What is mygreenparts?

MyGreenParts is an online green parts procurement portal for collision and mechanical repairers, fleets, accident management and insurers. It works with your existing estimating or management system to find parts opportunities through API links and allows us to provide you with a quote. MyGreenParts makes the sourcing of green parts easier, faster and more cost effective. We understand that each customer has different ways of working and for making part requests – MyGreenParts was created to work around you and your processes.

When it comes to requesting a part, we've included a number of options to give you the flexibility of choosing a method that suits you and one which works best with your existing management system - so there's no need to make any changes to the way you work.

The majority of jobs will be identified electronically or where you highlight that the work provider has approved the use of green parts.

What are the main benefits?

From the moment of enquiry, the system instantly searches our green parts inventory of over 200,000 items and provides you with a match within the hour.

Other benefits include:

- **Parts come with a warranty for the life of the vehicle (please see warranty process).**
- **Certification available to show that parts conform to the BS10125 standard.**
- **Credit account facility.**
- **Access to the 48-hour nationwide delivery service.**
- **You can opt to make further savings by choosing a variety of grades of parts.**
- **Data captured from an enquiry**

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How to raise jobs manually

Option 1: Without an estimate/parts list

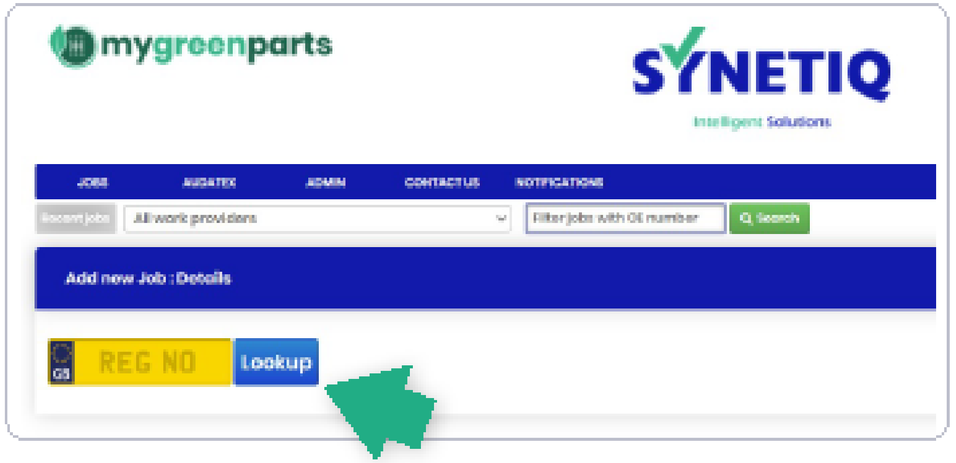
Step 1

Click the **"Jobs"** and then **"Add job"** from the header at the top of your home page.

SYNETIQ MyGreenParts > Prepare Job > Add New

Step 2

Input your VRM (vehicle registration mark) and select **"Lookup"**.



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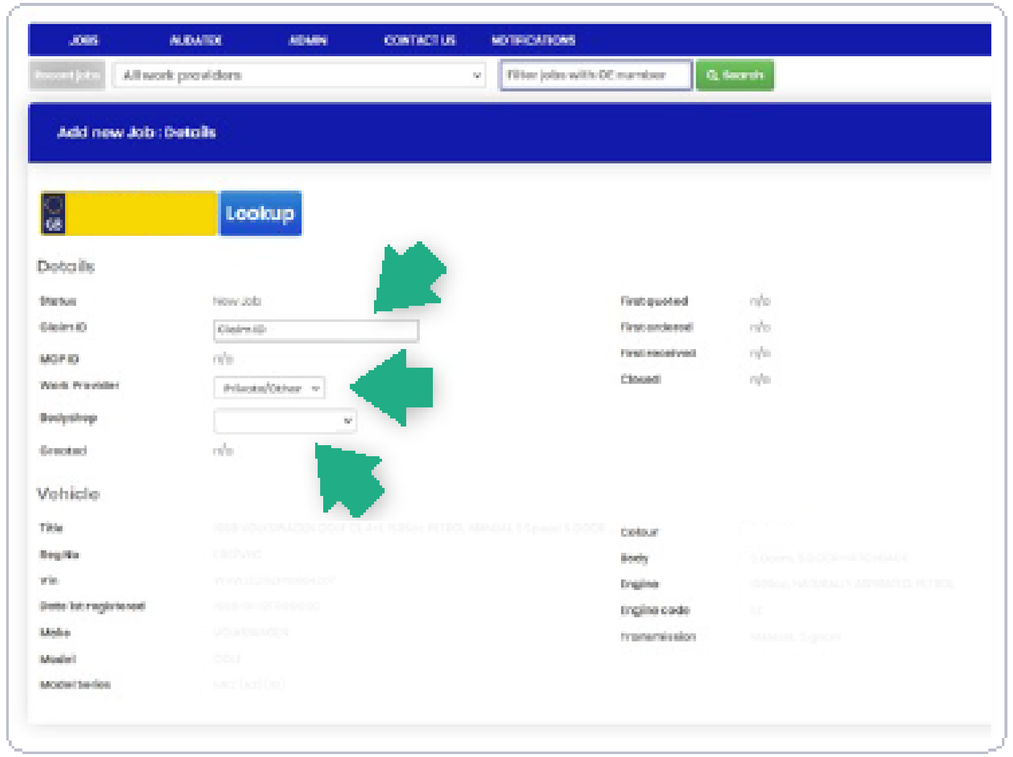
How to raise jobs manually

Option 1: Without an estimate/parts list

Step 3

Under the **"Add new Job: Details"** upper header:

- **Input & confirm your vehicle lookup details.**
- **Enter claim ID (if available and required by your WP, if not type N/A.**
- **Pick your work provider from the drop-down menu**
- **Select the bodyshop from your group of which you are enquiring about parts on behalf of – most users will be registered against a sole site so this option will be pre-populated with no option to amend.**



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How to raise jobs manually

Option 1: Without an estimate/parts list

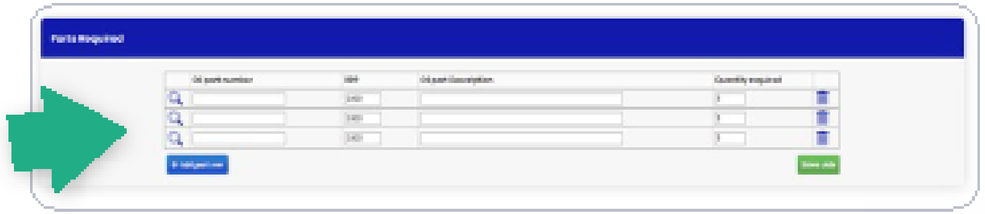
Step 4

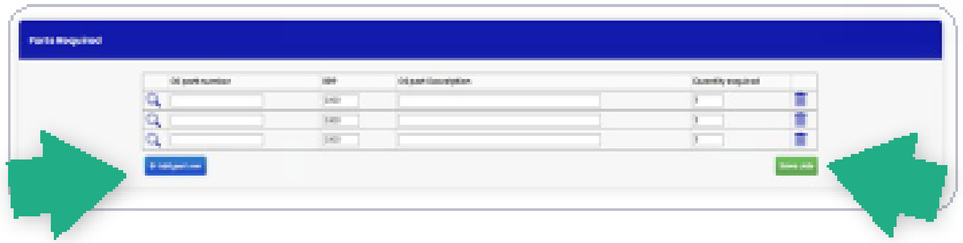
Under the **"Parts Required"** lower header – input individual part details of what you require, adding the OE part number, manufacturer RRP & a brief part description.

For additional items please select the **"+Add Row"** button as required and repeat the process. Once all parts have been added to your list select **"Save Job"**. This will send your enquiry to the SYNETIQ mygreenparts team to qualify, applicate & price accordingly.

All quotes for parts we are able to provide will be sent in the form of an email to you with the addition of a unique link which will direct you straight to the mygreenparts site and your specific enquiry where you can place your order.

All outstanding jobs awaiting quotation are visible within the portal under the **"Jobs"** tab and by selecting the orange **"Open"** button in the upper top right-hand corner of your home page.





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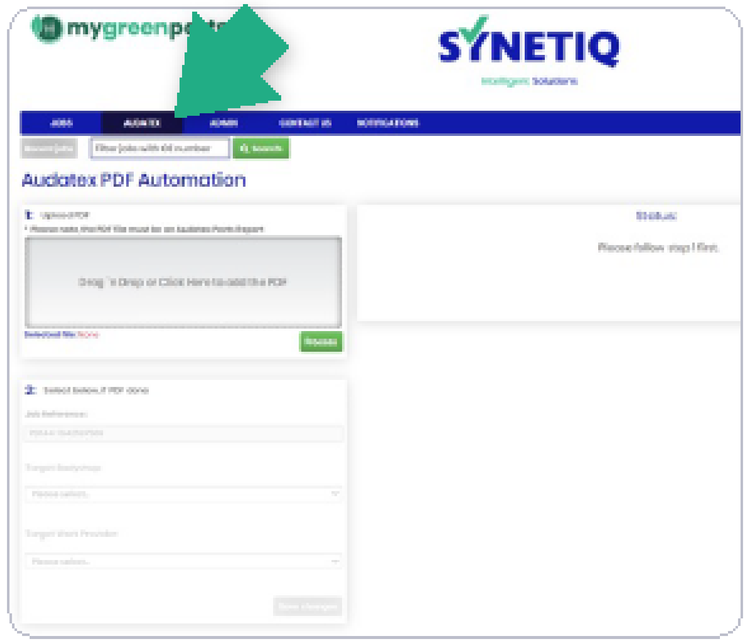
How to raise jobs manually

Option 2: With an estimate/parts list (Audatex PDF reader)

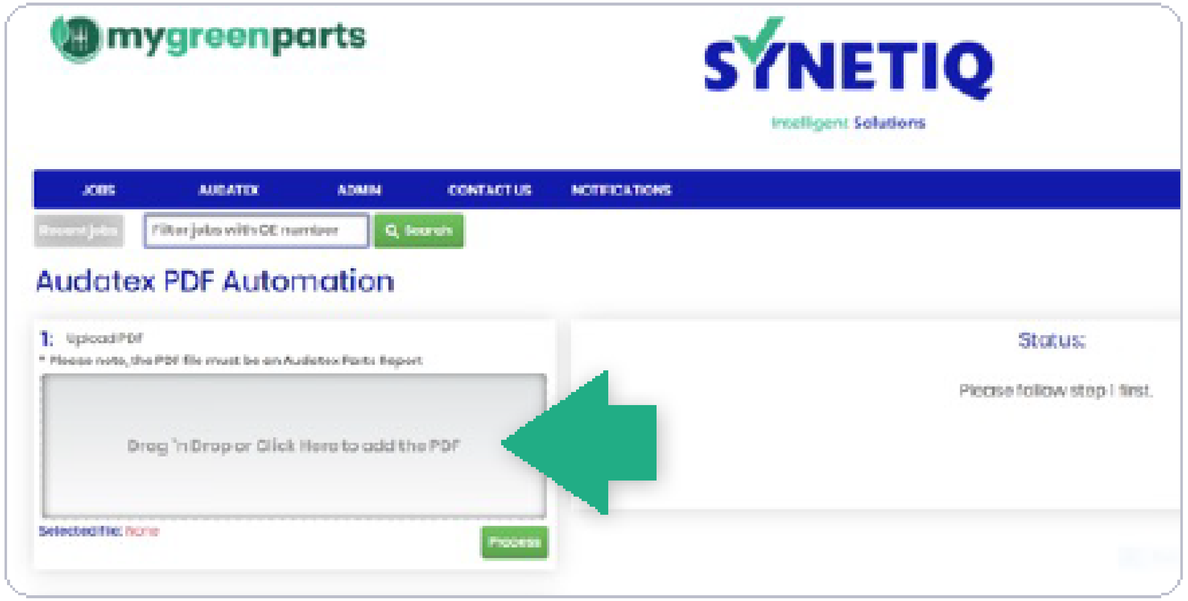
Step 1

Click the **"Audatex"** button from the header at the top of your home page.



Step 2

Click in the **"Drag 'n' Drop"** box displayed. This will open your file explorer window.



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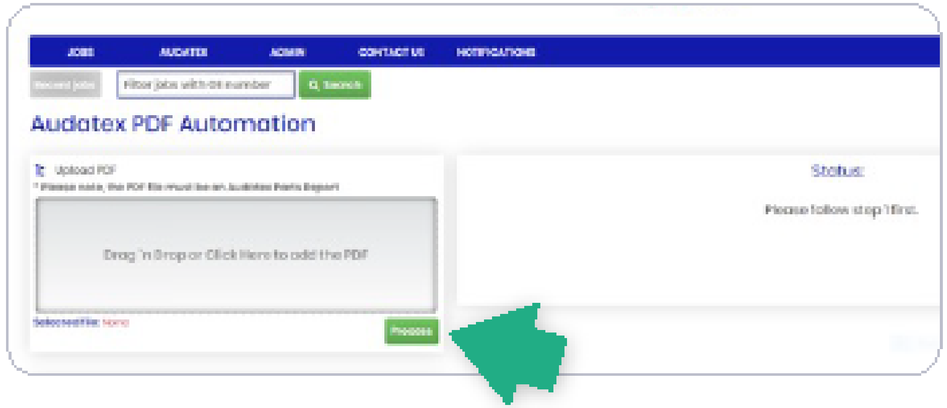
How to raise jobs manually

Option 2: With an estimate/parts list (Audatex PDF reader)

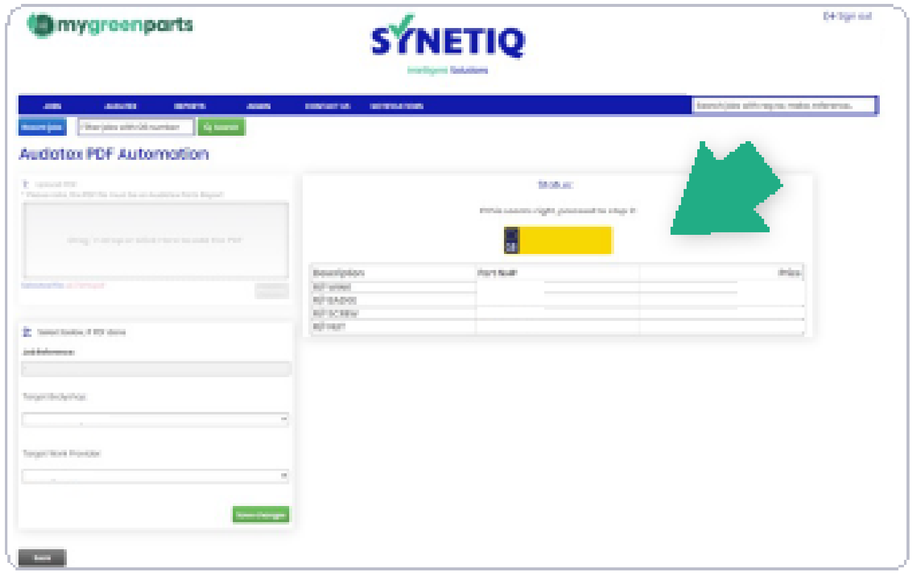
Step 3

Select your parts list (in PDF format) relevant to the vehicle in question from within your file explorer window and click open. The selected file should now be visible against the **"Selected file"** box displayed underneath the **"Drag 'n' Drop"** window. Now click the **"Process"** button.



Step 4

The PDF reader will scan the parts list and display it on the right-hand side of your screen as shown below.



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How to raise jobs manually

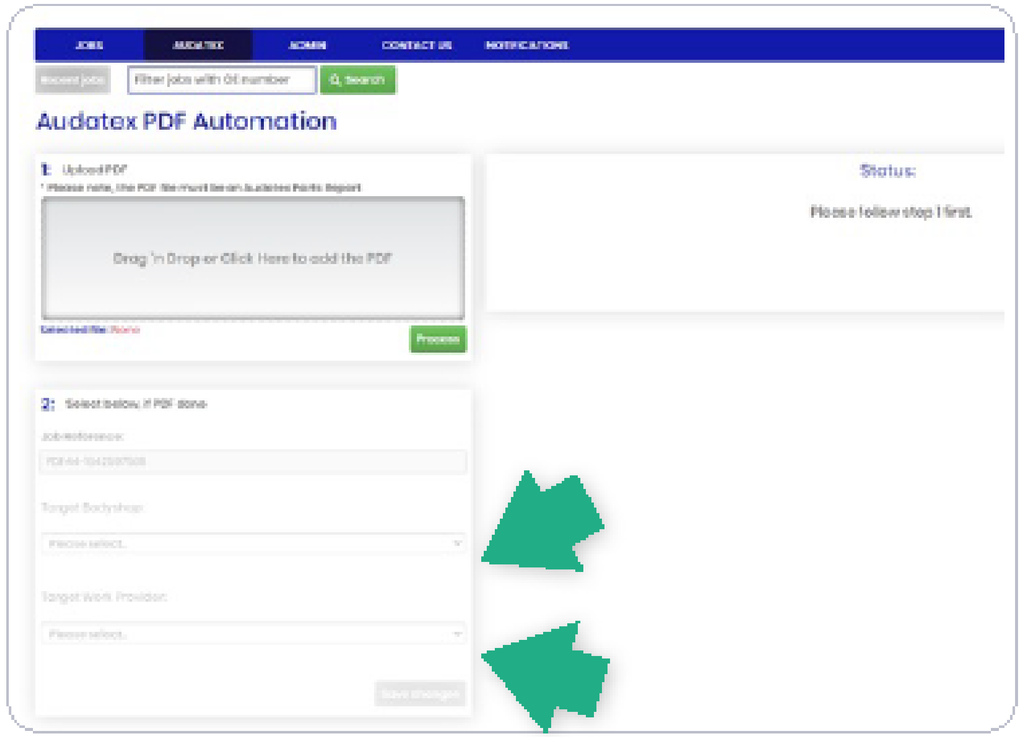
Option 2: With an estimate/parts list (Audatex PDF reader)

Step 5

Select your target bodyshop (pre-populated for single site users) and target work provider from the drop down menus with the same name.

Once complete click the **"Save changes"** button and your request will be sent to the SYNETIQ MyGreenParts team to qualify, applicate, price and respond to accordingly.

Any subsequent quotes for parts we are able to provide will be sent in the form of an email to you with the addition of a unique link which will take you straight to the MyGreenParts site and your specific enquiry where you can place your order for any part or parts you require.



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How to raise jobs manually

Option 2: With an estimate/parts list (Audatex PDF reader)

Step 6

All outstanding jobs awaiting quotation are visible within the portal under the **"Jobs"** tab and by selecting the orange **"Open"** button in the upper top right-hand corner of your home page.

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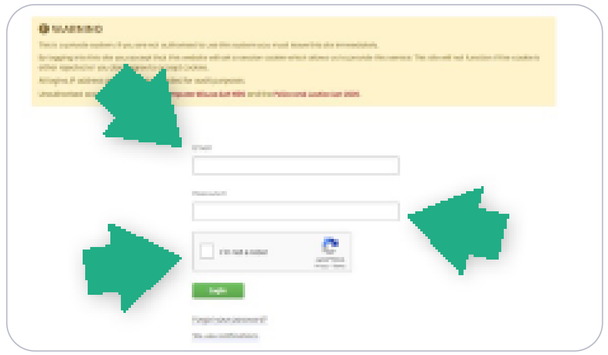
View jobs & place orders

Logging in

Please go to SYNETIQ MyGreenParts or Password Reset to access the site.

- ✔ **Enter your username (email address)**
- ✔ **Enter your password**
- ✔ **Complete the reCAPTCHA challenge by ticking the box**
- ✔ **Finally, click the Login button**



Your jobs list

When you have successfully logged in, you can view all jobs by selecting the **"Jobs"** button in the dark blue header at the top of your home page.

You can now access all outstanding or completed jobs by category by selecting either of the coloured buttons marked **"Open, Quoted, Ordered, Received or Returned"**.

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View jobs & place orders

Step 4

Access the relevant job you wish to view by selecting the **"View"** button under the action column on the right-hand side of the page.

Each Job detail page includes:

- ✔ **Job status, reference no. & bodyshop**
- ✔ **MGP processing status and dates**
- ✔ **Vehicle information**
- ✔ **Supplier price retrieval status**

Once you have accessed the job you wish to view, the lower section of the job details provides a breakdown of each part requested.
If our quote system has found a match, that row will be highlighted.

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FAQs

How can I pay?

We offer a credit facility (subject to Creditsafe recommendation) and you can also pay safely and securely online through HSBC Open Payments or SOTpay card payment.

How can I contact you?

Our Sales team can be contacted on **01452 833333** and by email at mgp@synetiq.co.uk, which is available Monday to Friday, 8.30am until 5pm.

Which SYNETIQ sites do your parts come from?

We have logistics facilities and drivers stationed at each of our three flagship sites - Doncaster, Winsford and Gloucester. We move parts between sites, with final dispatch leaving from the closest location to where the repairer is based.

How are parts priced on SYNETIQ MyGreenParts?

Parts are priced at a discount from OEM RRP, or based on any contractual agreement we have in place with you or your work provider. The grade/condition of parts are also taken into consideration, as well as the age of the vehicle you are enquiring about. Mechanical items are priced on an ad-hoc basis, with donor vehicle mileage dictating cost, over and above any discount from OEM RRP, which may also be used in certain circumstances

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FAQs

What is parts grading?

Grading is a quality standard used to give transparency and confidence in all collision parts offered by SYNETIQ.

- **Grade A: 1-2 hrs preparation/repair may be needed**
- **Grade B: 2-4 hrs preparation/repair required**
- **Grade C: 4+ hrs preparation/repair required**

All collision items are graded for quality in line with industry certified ARA & VRA standards. Grading is based on a physical and visual inspection of the part itself. Grading application takes physical condition into account (i.e. dents, rust, delamination). Cosmetic paint marks (scratches, peel, shrinkage) do not affect the grade - unless this appears to be covering previous repair. Where possible we will aim to match colour* or base colour*. Where a part is offered with '+' this signifies it will be supplied in a matching colour* (i.e. A+)

What parts are available?

We specialise in collision and major mechanical parts. Our most popular parts are doors, tailgates, boot lids, lights, bumpers, door mirrors and wings. Mechanically, we focus on engines and gearboxes. We do not offer safety-critical items such as SRS, braking, steering or suspension parts.

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FAQs

How will parts be delivered?

Larger collision items (doors, tailgates, etc.) will be delivered using our in-house delivery fleet. Smaller items (e.g. door mirrors) may be delivered using couriers, such as DX.

What types of paperwork do you supply with parts?

All parts are sent with delivery notes and may include a printed invoice if needed by the work provider. Other invoices will be sent electronically.

Will all parts on an order be delivered together?

It depends on you and where each item is located and how quickly we can get them to you. We will prioritise all available parts to stop holding up repairs.

How do I return a part?

In the unlikely event that you would like to return a part to us, please tell us of this through the MGP system or by emailing us at mgp@synetiq.co.uk. If you can please supply us with reasons and images of the issue and we will work with you to resolve the issue.

Do your parts come with a warranty?

All collision parts and panels are covered by a full, industry leading warranty for as long as the original purchaser/vendor own the vehicle. Warranty claims are to be made through the MGP portal or by emailing mgp@synetiq.co.uk. All mechanical parts will come with a six month standard warranty unless otherwise stated.

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mygreenparts

Contact details

Contact the MyGreenParts team:

01452 833333

mgp@synetiq.co.uk

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