



# AutoZone Znet Manual



**Introducing**



# How to Use AutoZone's Znet Manual

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# Znet's Part lookup system



# Looking up Car Parts



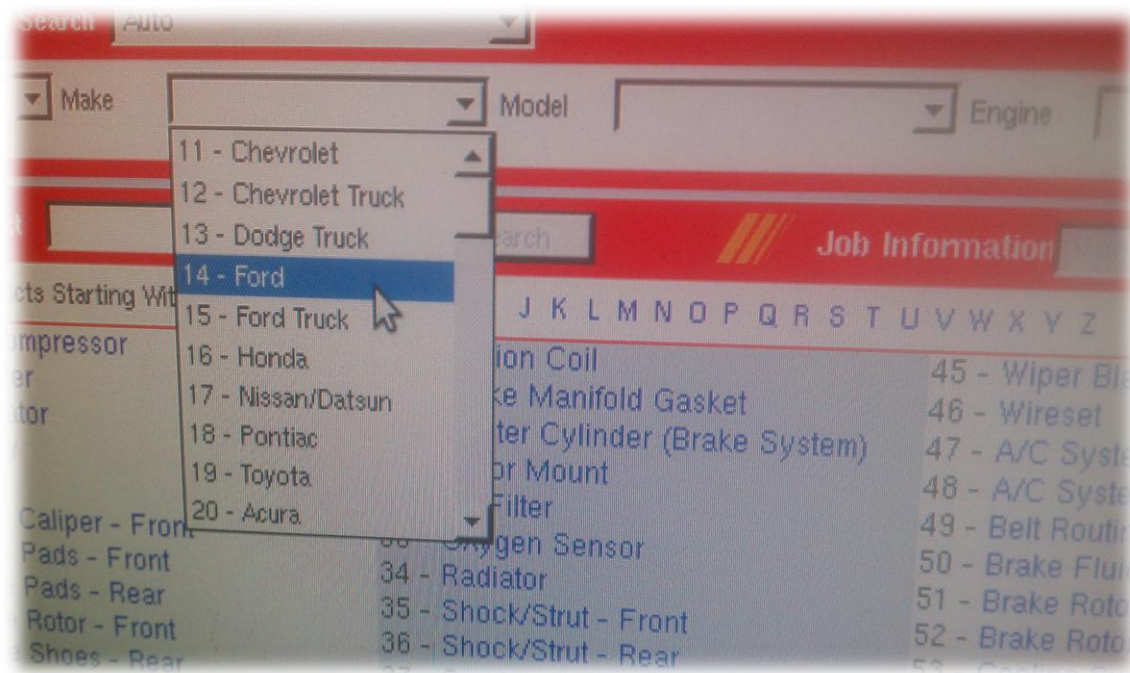
## Year

1. At the top left of the screen there is a tab that allows you to put in the year of the vehicle
2. You can scroll down with the mouse or type in the year
3. To type a year faster the system recognizes the last two numbers of the year. So if you type in 96 it will automatically type 1996 for you.



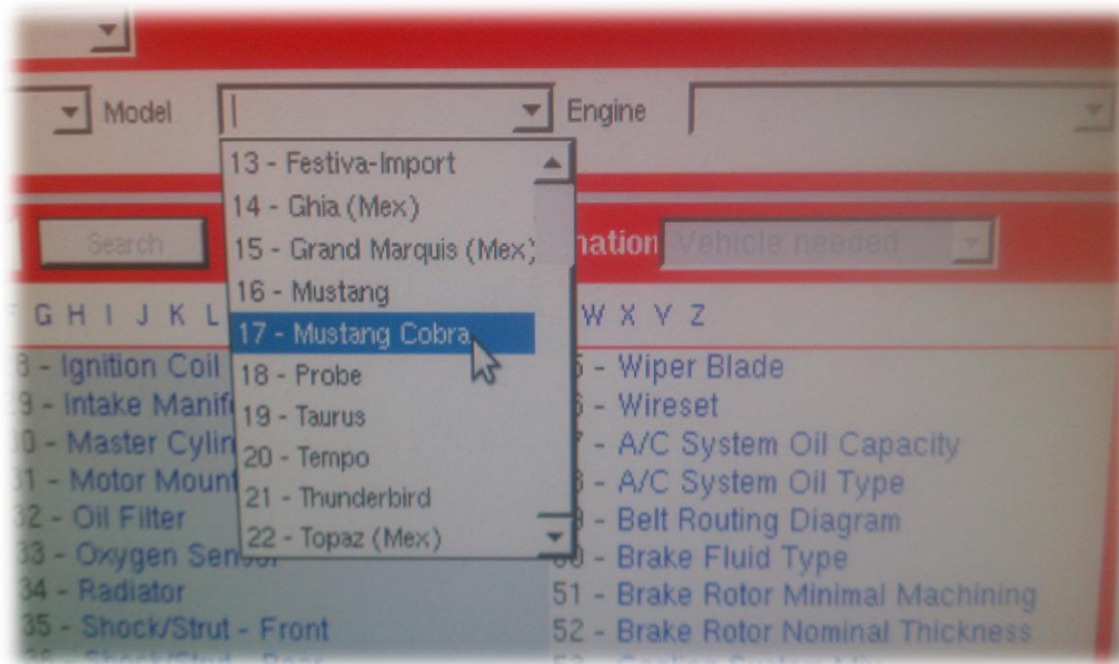
## Make

1. To the right of the Year tab you can click the make to look up the vehicle ranging from Acura to Volvo.
2. The system has predictive text so you can pretty much just type in the starting letters of a car and it will pick it for you.
3. You can also memorize the numbers for each make of vehicle and type them in. For example Ford might be 14.
4. You must distinguish between the truck versions of the make and car. There will be a section under Ford for cars such as the mustang and Taurus and a Ford Truck section for F150s and rangers.



## Model

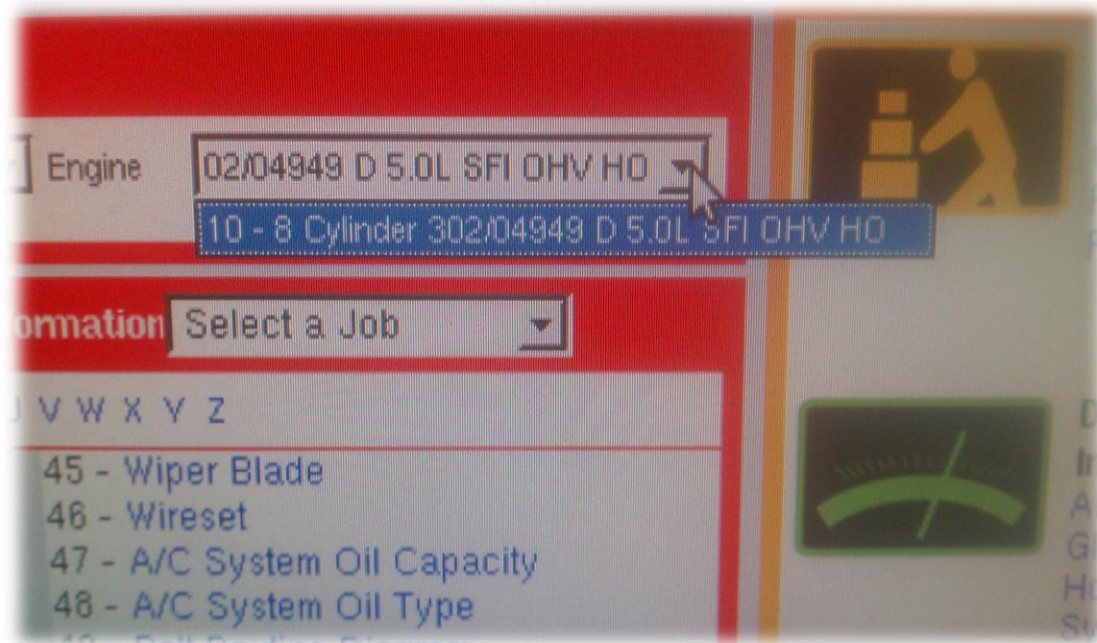
1. The same steps apply to getting a model of a car looked up as picking the make of a vehicle
2. The model of the car needs to be specific because sometimes there are different parts on cars like a regular mustang get and the mustang cobra. Another example would be the Honda civic. There are different models like the DX, EX, and LX.





## Engine

1. After clicking the year, make, and model of the vehicle there system already knows what engine sizes were available with that specific year vehicle.
  - First there is the about of cylinders which will say 4, 5, 6, or 8 cylinder
  - Then the list will contain the Liter displacement of the motor for example it might say 8 cylinder 5.0. The 5.0 means it is a 5 liter motor
  - Next to the liter displacement there is a cubic inch displacement number. So if the motor is a 5.0-liter motor it is a 302 cubic inch engine.



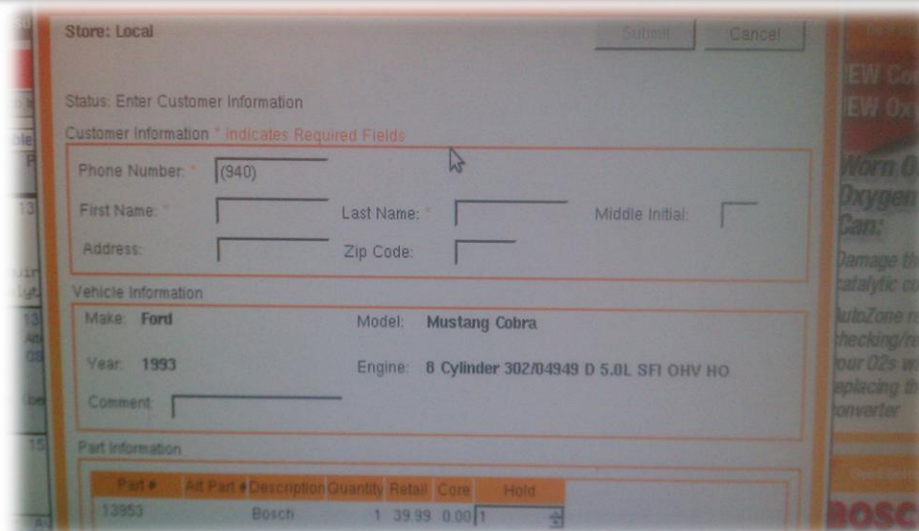
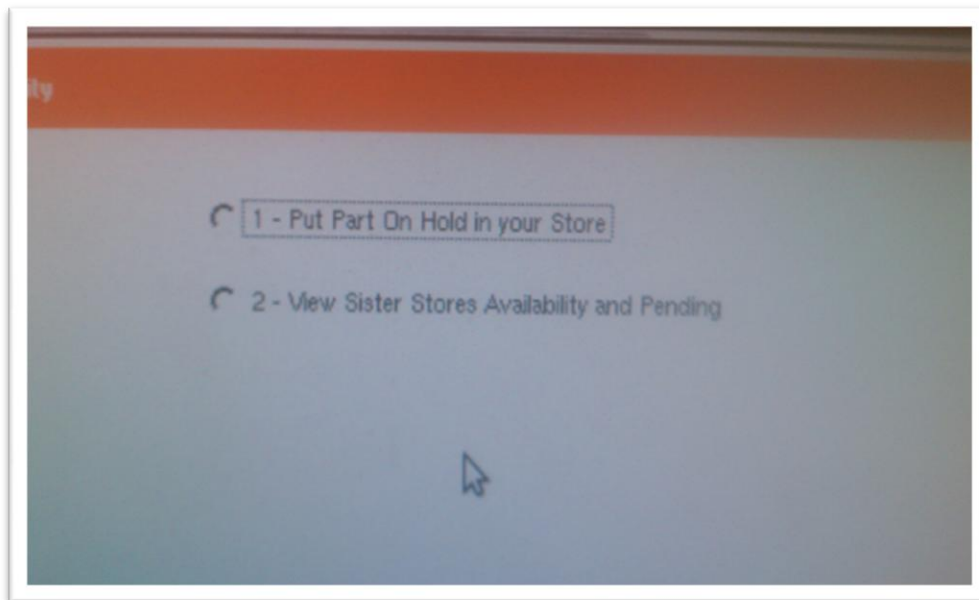
- To the right of the cubic inch displacement there is a letter code for the VIN number. Sometimes cars like the Ford Taurus have multiple motors put in them that year that may have the same size motor but distinct differences in some parts that will require you to know exactly what motor it is. A lot of times customers do not know the size of their motor. For example sometimes there is a 3.0-liter motor with DOHC next to it and another 3.0-liter motor with SOHC next to it.
  - DOHC refers to the Dual Over Head Camshaft at the top of a head. This means there are 4 cams total on the motor if it is a V style motor like a V6 or V8.
  - SOHC refers to the Single Over Head Camshaft at the top of the head. This means there are a total of 2 camshafts with one on each head on a V style motor like a V6 or V8
  
- This VIN code will be the 10<sup>th</sup> letter or number on the VIN code of the car. This will allow you to determine which motor the vehicle has if the customer does not know.

# Putting Parts on Hold

When you go to put a part on hold for a customer you will click on the availability of the item under the quantity on hand shown earlier on.

- There will pop up a screen that allows you to put in the customers first and last name then the customers phone number
- At the bottom of the screen you will then be able to put the part on hold for a maximum of 12 hours.

When a part is placed on hold the quantity on hand will then show pending so nobody will be able to sell that item until the customer comes to pick it up within the given amount of time.



# Know your parts screen

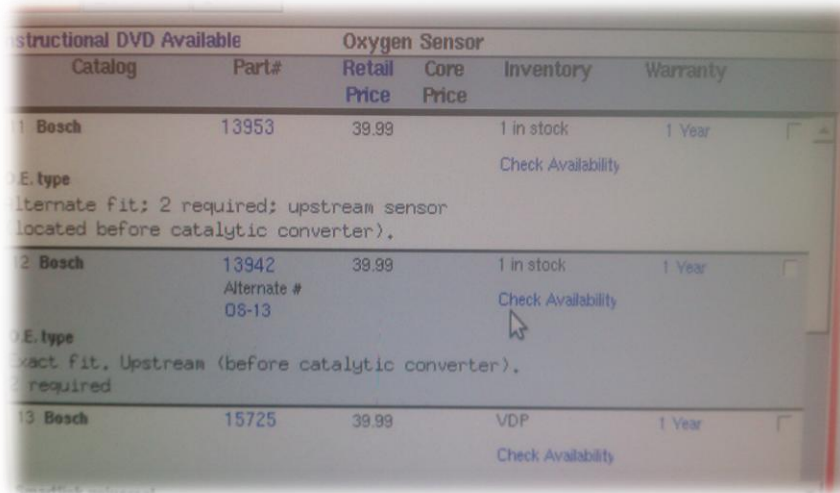
When you get done looking up your customers car information you will then type in the part the customer wants in the product box below the year and model information.

- There is also a list of parts already below the product box that you can click on. These are typically the most common parts people buy. Most of the time you will be typing in a part rather than clicking on it.



The blue words are the parts you can click on. You can also type in the number located to the left of each part in the product box and it will automatically bring it up.

Once you have typed in a part into the product box it will bring you to a listed screen of the available parts that we carry at our store.



The picture above shows an example of what a list might look like if you were to look up an oxygen sensor for a customer.

## Under Catalog

- The first available oxygen sensor has O.E. type written below it explaining that it is the OEM stock replacement length wire that came on the car originally from the factory.
- The second available oxygen sensor is also an exact fit O.E. type just before the catalytic converter. Sometimes certain vehicles had two available parts depending on where they were made and the customer has to know which one is on their car. In this case the difference is going to be in the connector at the end of the O2 sensor wire.
- The third available oxygen sensor is a smart link universal. Generally with these it will work but the wires are typically much longer than they need to be and will end up hanging or touching the exhaust and melting. The wires also have to be cut and spliced to connect the original connector on it. Many customers want to use these because they are normally cheaper but in this case it is the same price as the original.
- Underneath the oxygen sensors it also tells you that there are 2 required on this vehicle meaning there are two on either side of the motor off of the exhaust manifolds.
- There is also information stating that these are upstream oxygen sensors. The downstream oxygen sensor will have that typed below it as well differing whether it is before the catalytic converter or after.

## Under Part#

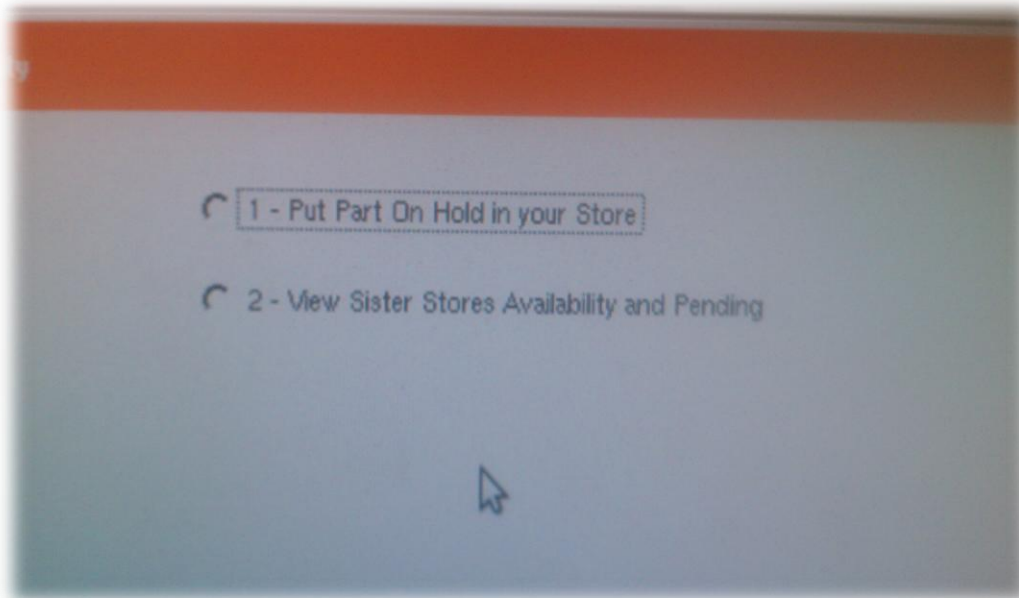
- There are part numbers that identify each of these parts. The important thing to remember when looking for a part is to notice whether it has an alternate part number below the first number or not. This can save you a lot of time looking for a certain number when it is logged on a planogram on the shelf as another number. (The second oxygen sensor on this list has an alternate part number)

## Under Retail Price

- The price of the item is posted below this section but not including tax. Sometimes when doing commercial accounts on znet a different price will pop up that are different then the normal retail asking price.

## Under Inventory

- This will let you know if you have any of the specific part in stock and how many you have. The first two listed oxygen sensors each have only one in stock.
- If there are no available parts in stock for a customer then you click below the quantity, which will say zero on the check availability in blue.
- The check availability link will bring you to a different window where you will see a link to either put the part on hold in your store or view sister stores availability and pending items.



- You will then click on the view sister stores availability and pending link, which will bring you to a list of stores that, have the part. The list will tell you how many they have in stock and has there phone number located right next to each store in the district.

## Under Warranty

- The oxygen sensors we sell come with a 1-year warranty. Many times you will see limited lifetime under the warranty section which means that the part has a lifetime warranty. Batteries are a little different in the warranties that it says on the screen. The screen will say for example, with a Duralast gold battery that it has an 8-year warranty. This battery has a 3 year free replacement warranty then with an additional 5 years of being prorated adding up to 8 total years.

# Special ordering or transferring Parts

When ordering a part for someone you are either going to have to special order it (VDP) or transfer the part from another store in your district.

## Special ordering

1. When you have found the part you need to order. Under the inventory section the part will have VDP instead of a quantity on hand.
2. Add the item to the cart.
3. Then you will go to the next screen by pressing f7 to approve.
4. It will ask for the name and number of the customer.
5. Then the screen will tell you that the customer needs to pay for the part up front before we can order it.
6. Press f7 to approve
7. Then all you have to do is scan the barcode that prints out and the customer will be able to pay for it. VDP items normally take 2 to 3 days to get to the store

## Transferring parts

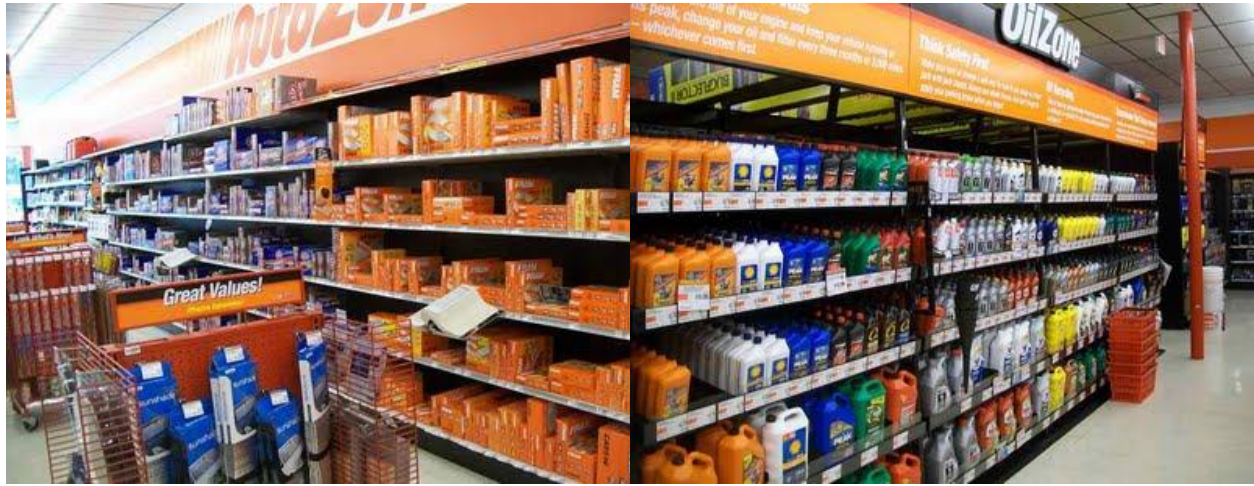
1. When transferring a part you are going to see that the quantity on hand at your store is 0 and that the customer needs the part from another store.
2. Click on the check availability
3. Then click view sister stores availability and pending
4. The screen will pop up with list of stores in your district that will show the quantity of the part they have in stock and which stores.
5. You will then click on the store number in the blue link.
6. Then you just type in the quantity of the part you are needing transferred and the computers take care of the rest in changing QOH







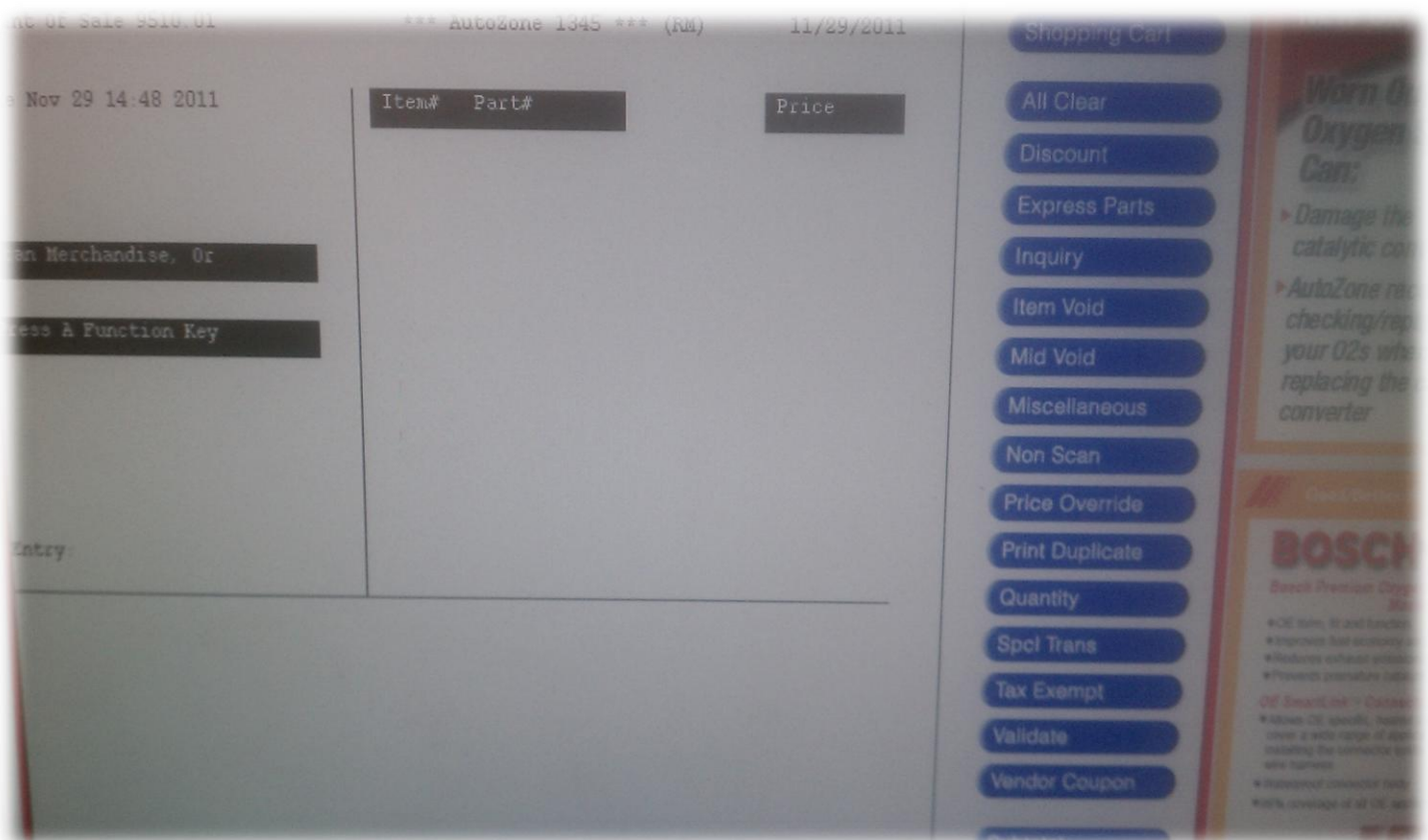
# Cash Register and related tasks through Znet



## Checking Customers out through Znet

It is necessary to be able to check out customers via znet pods rather than wasting time at the cash registers. If a customer is using a credit card then you can check them out at the same computer as you have found their parts. This saves time and makes it less of a hassle for the customers.

- When you go to check out a customer you must add the item to the cart that the customer is wanting first.
- At the bottom of the screen there will be a tab that says cash register. Click on that tab.
- The screen will then ask you which pod you want the receipt printed at. Click pod 1
- There is now a screen that pops up with a bunch of blue icons to the right.



Now you will be told what each button tab does and when to use it at the cash register so that it will be easy for you to check out customers.

### **Shopping Cart**

- This allows you to exit the cash register setup to go back to the cart and add more items if you would like.

### **All Clear**

- The All Clear tab is the button you use when you click a button too many times or scanned an item that wont pop up. The screen will show a line up at the top telling you what you did wrong and you can press the All Clear to back up.

### **Discount**

- This button is used to give 10% off on customers and can only be approved by a manager with a password.
- It also gives you the option to give a fellow employee a discount by scanning their employee discount card for 20% off.

### **Express Parts**

- The express parts button allows you to check out any express order parts that have been delivered.

### **Inquiry**

- The inquiry button allows you to put in a customers phone number in order to bring up their loyalty reward card points.

### **Item Void**

- When you have scanned an item that does not need to be scanned and need to take it off, you click the item void tab then rescan the item to cancel it out.

### **Mid Void**

- The mid void tab cancels the whole transaction and restarts with zero products scanned

### **Price Override**

- The price override button is used to either match another companies price or to change the price of one of our products due to a mistake in advertisement price or damaged product on the shelf.
- Only managers can override and change the prices

### **Print Duplicate**

- Many times there are customers that want copies of their receipts. All you have to do is click this tab to print another receipt of the previous transaction.

### **Quantity**

- You normally use the quantity tab when there are lots of parts with the same part number that you are scanning. You click on that tab, scan the item, then tell how many of the item you are scanning and press enter.

### **Spec Trans**

- This tab stands for special transaction. Anytime you need to store buy a product like cleaning soap or tuff stuff for the counters then you go use this to buy the product.

### **Tax Exempt**

- Many church and farm customers are tax-exempt. You just click this button then either put in there tax number or the name of their business and press enter.

### **Validate**

- The validate tab is used when you are scanning a commercial account receipt to give them back cash or when you are doing a pay out to the floor janitors or lawn care workers.

### **Vender Coupon**

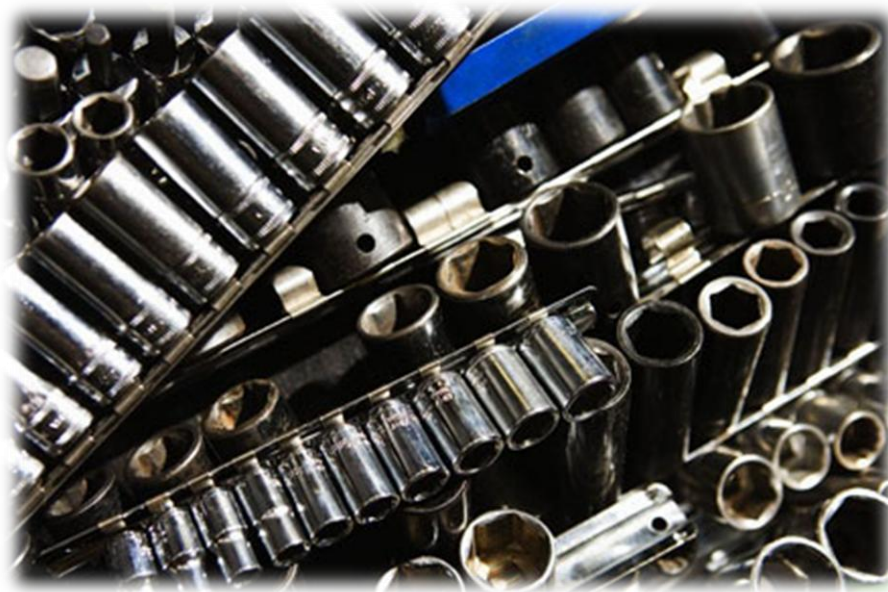
- The vender coupon is used when a person has added loyalty rewards points on their account or a customer wants to use a coupon with a barcode.

### **Subtotal**

- The subtotal tab is going to allow you to add up all of the products that you have scanned in on the screen.



# Other Things to know about Znet

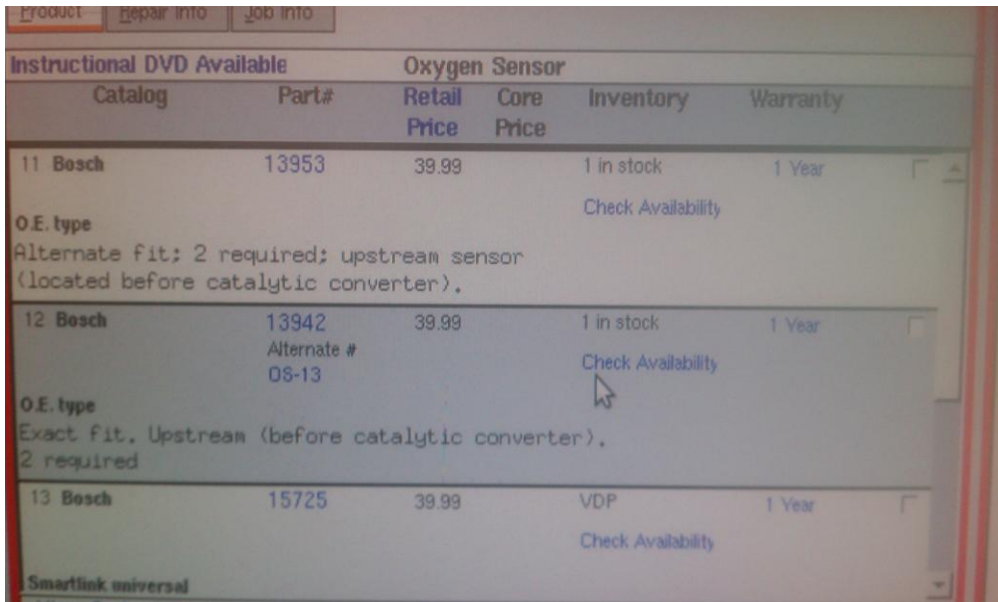




## Finding Repair and Job Info

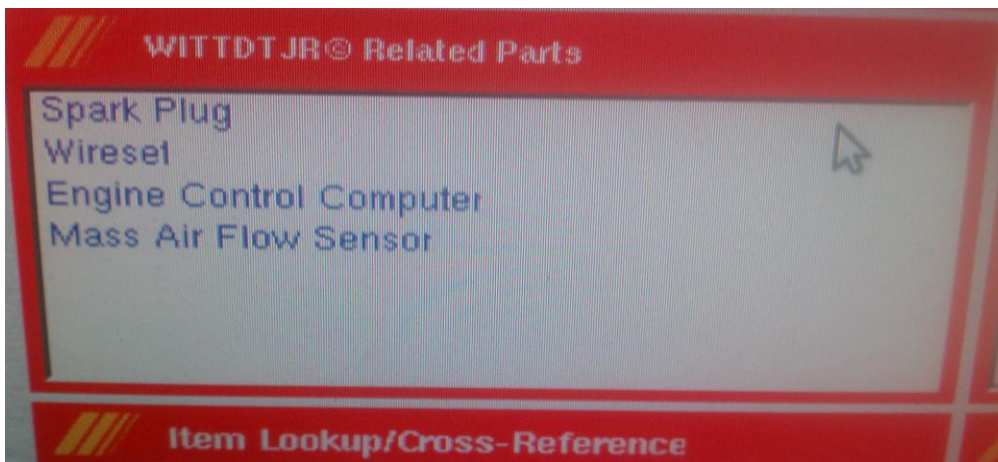
At the top of every page for a specific part on a vehicle there are two tabs that you can click that might help you and the customer in finding out how to fix a certain issue with a step by step process of how to repair the part. The tabs are shown at the top left of the picture.

- The repair tab gives a step by step process on how to go about changing the part out both installing it and uninstalling it.
- The job tab located just to the right of the repair tab gives info on how hard the job is for the average do it yourselfer and the amount of time it typically takes a shop to do along with the tools needed to get the job done.



Instructional DVD Available		Oxygen Sensor			
Catalog	Part#	Retail Price	Core Price	Inventory	Warranty
11 Bosch	13953	39.99		1 in stock	1 Year
O.E. type Alternate fit; 2 required; upstream sensor (located before catalytic converter).					
12 Bosch	13942	39.99		1 in stock	1 Year
O.E. type Exact fit. Upstream (before catalytic converter). 2 required					
13 Bosch	15725	39.99		VDP	1 Year
Smartlink universal					

This picture below shows what might be listed under repair info on how to get a certain issue fixed after diagnosing a car. If a car has a misfire issue then it might need the spark plugs, wire set, ECC or MAF sensor checked.



## Identifying certain Specs for Specific vehicles

Sometimes customers come in needing to know the torque specs on an intake manifold bolt or the amount of oil their car holds.

We use a spec sheet that you can type in at the product box at the home part screen.

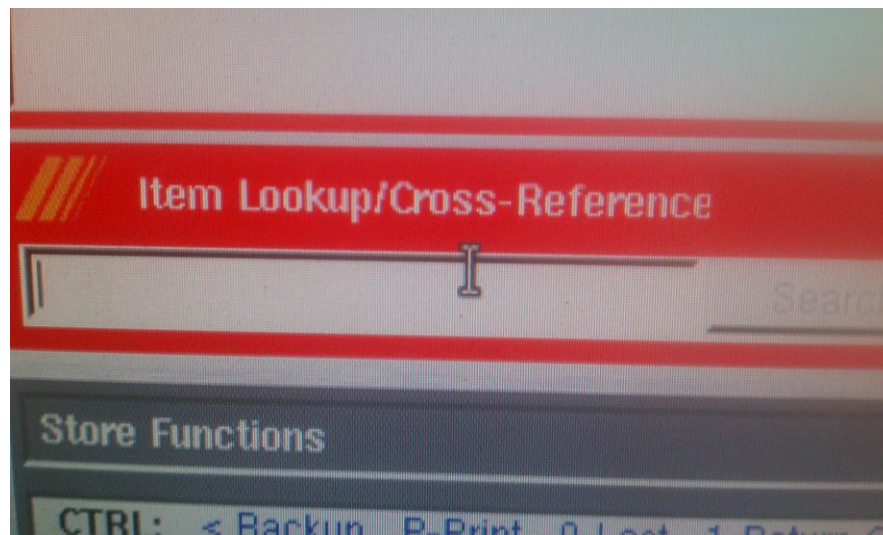
You just type spec and a whole list of items bulleted by a red tab that say spec on it shows a list of all the torque specs from the lug nut to the head bolt torque sequence. This picture shows different torque specs on tractor engine heads and bottom end rods and main bearings.

Tractor Engine Torque Specs							
Manufacturer	Model	Cylinder Head	Connecting Rods	Front Main Bearing	Intermediate Main Bearings	Center and Rear Main Bearing	Other
Allis Chalmers	B C	60	35		80		
Allis Chalmers	RC	60	60		80		
Allis Chalmers	WD	70	70		85		
Allis Chalmers	WF WC	70 1/2" bolt 25 3/8" bolt	70		85		
Allis Chalmers	U UC	85	120		120		
Terratrak	GT-25	75	40		105		
Terratrak	DT-34	95	50		130		
Avery	A R	35	42		77		
Avery	V	35	25		77		
Avery	Ro Track	52	38	70	70	59	
Bolens	Ridemaster	15	15				
Brockway	49G	105	40		110		
Brockway	49D	75	40				
J. I. Case	VA	65	50		100		
J. I. Case	V	60	60		90		
J. I. Case	S	60	65		100		
J. I. Case	D	75	70		150		
J. I. Case	LA L	125	150		150		
Centaur	KV-48	110	100		110		
Cockshutt	30 40	105	60		130		
Corbitt	G50 K50	150	60		1/2" bolt 90 3/8" bolt 40		
Corbitt	D50	158	95	105	85	105	
Custom	B C HR HW ER EW	70	50			85	
John Deere	M	105	90				
John Deere	MT MC	105	80				
John Deere	B	96	75				
John Deere	A	125	90				
John Deere	G	208	75				
John Deere	D	208	90				
John Deere	R	208	167				
Eagle	Waukesha	75	55		75		
Eagle	Hercules	52	38	70	70	59	

## Cross-referencing data and part numbers

A lot of times a customer will come in with a part that is not from our store. Typically parts from other stores have different part numbers on them. This does not mean that we don't carry the part it just means that we need to cross reference the different part numbers that one single item may have horizontally across the market throughout the parts industry.

First you get the part number of the product you are looking up and type the number in the Item Lookup/Cross-Reference box at the bottom left of the screen.

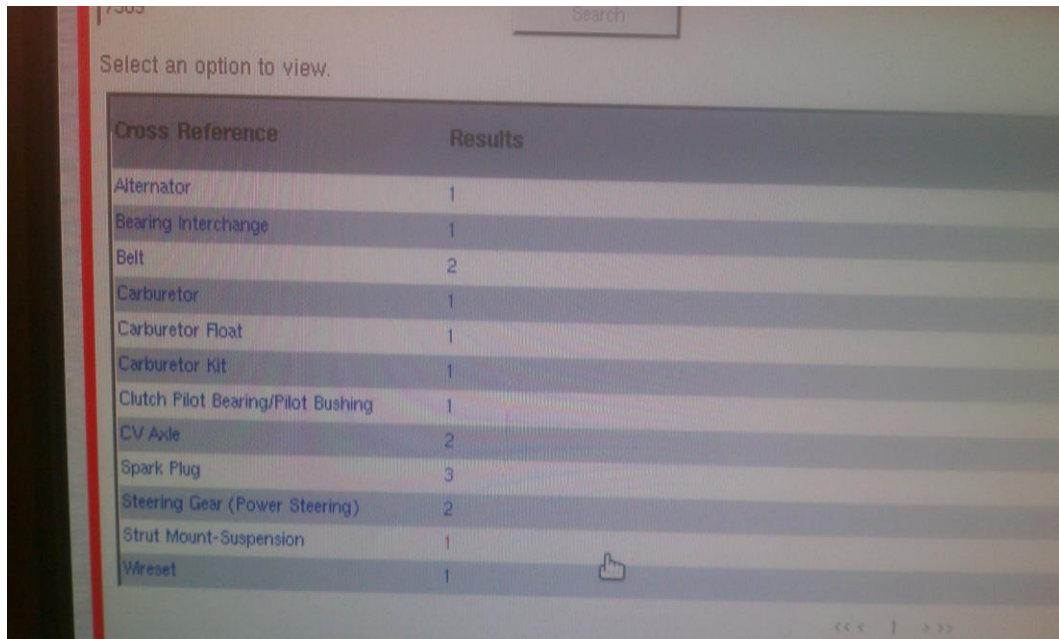


Now you press enter and the screen will bring you to a window like shown below. The part number typed in was 7505. You will then click on the blue link that says Cross Reference. The blue 17 next to it means that there are 17 possible parts in the industry that have that part number specifically.



Search	Results
Part Number	19
<a href="#">Cross Reference</a>	17
Item Number	1
UPC	0
Used Parts	0
Description	5
Alternate Part Number	19

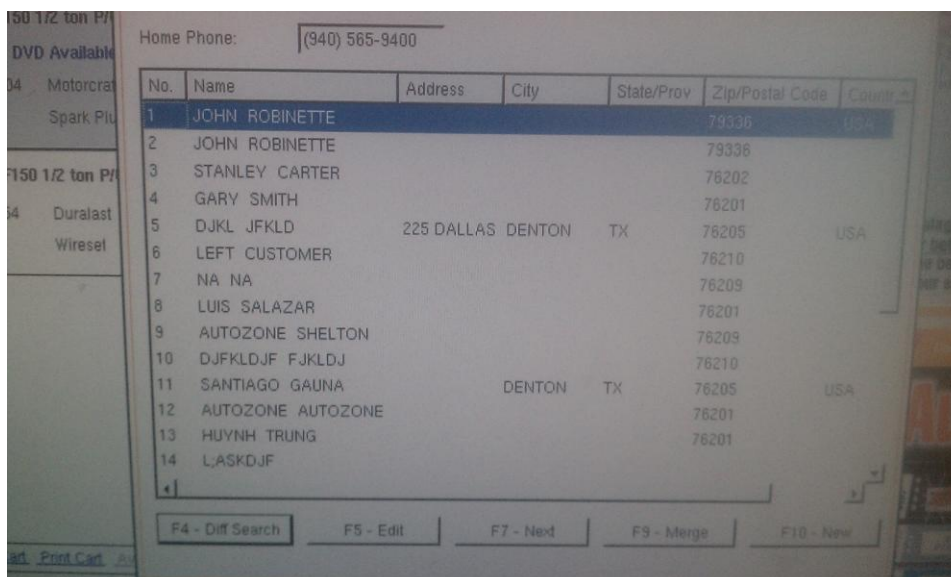
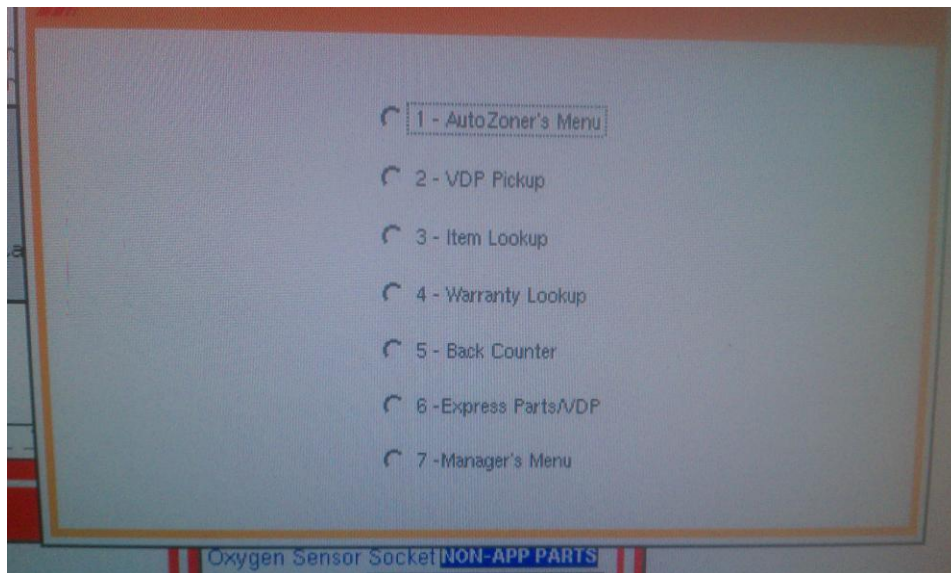
After you click on that link it will bring you to a screen that shows the list of possible parts it can be. It is normally easy to find the part from this screen because if you know what part it is then you can just differentiate from all the other parts listed.



This particular part was an alternator. You click on that blue link and it will bring you to the parts screen and let you know if we have that part in stock or can order it. If can't order the product then it will say NYA next to it under the quantity and price section. This means Not Yet Available.

## Warranty lookup

- When needing to look up a customers warranty info, you are going to go to the bottom right of the screen and click on the tab that say store menu.
- Next you will see a list of choices; click on the option that says warranty lookup
- There will be a page pop up that allows you to put in a customers phone number and information.
- Once you have gotten the customers information and found their name under the list you can go in and try to find the part they have under warranty. Make sure to know the part number of the part you are looking up under someone's warranty before you open the screen up because the parts are not listed by name, only by part number.



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