AN INTRODUCTION TO THE CRONOS SUITE OF SYSTEMS
AN INTRODUCTION TO THE CRONOS SUITE OF SYSTEMS

Systems Overview

Terminology

CRONOS: Navigation

CRONOS: Vehicle & Order Searches
SYSTEMS OVERVIEW
System Flow – Retail/Local Business Customer Order

**Customer First (C1st)**
A customer record is created here

**SDH-OMS (Sales Data Hub – Order Management System)**

1. The customer details will flow through to the order form in SDH-OMS and these will be the ones appearing on the customer order (CCF).
2. The vehicle specification will need to be selected here either by choosing a stock vehicle or creating a new Retailer order (CAR).

NB. Demonstrator Stock orders are created directly within SDH-OMS in the name of the Retailer.

**CRONOS**

1. The customer and vehicle specification will flow through from SDH-OMS.
2. The customer order (CCF) will be fulfilled by a Retailer Order (CAR) which will be either:
   a. From stock: A stock vehicle will be assigned to the customer order where the vehicle meets the customer’s specification.
   b. From build: Where production is planned, a CAF (NSC / Head Office order to the factory) will be assigned to the CAR (Retailer order), to in turn fulfil the CCF (customer order)

The Vehicle Transfer System and Registration functionality is also found in CRONOS.
**Customer First (C1st)**
A customer record is created here

**SDH-CPQ (Sales Data Hub – Configure Price Quote)**
1. The customer details flow into here from C1st
2. A new vehicle quote is then created here

**SDH-OMS (Sales Data Hub – Order Management System)**
1. The customer and vehicle details will flow through to the order form in SDH-OMS (Order Management System) automatically.
2. The customer order (CCF) can then be created.

**CRONOS**
1. The customer and vehicle specification will flow through from SDH-OMS.
2. The customer order (CCF) will be fulfilled by a Retailer Order (CAR) which will be either:
   a. From stock: A stock vehicle will be assigned to the customer order where the vehicle meets the customer's specification.
   b. From build: Where production is planned, a CAF (production slot) will be assigned to the CAR (Retailer order), to in turn fulfil the CCF (customer order).

The Vehicle Transfer System and Registration functionality is also found in CRONOS.
Other Systems Linked to CRONOS

**MADD (e-doc)**
Stores financial documents for example wholesale statements and parts invoices.

**ESSOR**
Registered vehicle details will flow from CRONOS to ESSOR to generate Retailer payments based on commercial campaigns and sales channel.

**PROFLEETS**
Registered vehicle details will flow from CRONOS to Profleets to generate the incentive calculation and Retailer B2B payments.

**MADAP / MADAC / MADAO**
Vehicle and order details will flow through to MADAP / MADAC / MADAO to create vehicle order / stock reports.
TERMINOLOGY
The systems we are introducing are part of a global multi-brand project (System and Business Transformation 2022). The projects aim is to bring all Stellantis Head Office and Retailer networks onto the same common platform.

Therefore, whilst some of the wording you will see in the systems have been adapted to the UK, there will be instances where you will need to understand the Stellantis global terms.

Throughout the training you will see screenshots referencing all 4 brands, however all processes shown are the same unless specified.

New Vehicle Order Terminology

There are three main types of orders that you need to be aware of to help understand the framework of the new systems.

Take a look at the flow below:
Let's take a look at these order types in more detail:

**Customer Order (CCF)**
- To create a customer order, a customer record in “Customer FIRST” needs to be created.
- A customer order then needs to be created against this customer record, containing the details of their required vehicle.
- The Stellantis term for a customer order is CCF which is French for “Commande Client Final”.
- The customer order is created in “SDH-OMS” (Sales Data Hub – Order Management System).

**Retailer Order – CAR**
- To fulfil customer / stock requirements a “Retailer order” needs to be created in CRONOS.
- The Retailer order is created to order a vehicle from the Stellantis National Sales Company (NSC) otherwise known as Head Office.
- The Stellantis term for a Retailer order is CAR which is French for “Commande Approvisionnement Reseau”.

**NSC Order - CAF**
- In order for the NSC to be able to fulfil its Retailer Order commitments, the NSC places a factory order.
- The Stellantis term for this type of order is CAF, which is French for “Commande Approvisionnement Filiale”.
Other Key Terminology

**VIN**
Vehicle Identification Number
A unique 17 character identification number of a physical vehicle, stamped on various parts of the vehicle including the chassis and the windscreens.

**VTS**
Vehicle Transfer System
The VTS allows a vehicle to be transferred from one Retailer to another.

**LCDV/Title**
“Codification” code used to identify a vehicle's specification.
TERMINOLOGY

Sales Channel Coding

• For reporting and Retailer payment purposes;
  - Vauxhall currently use Sales Types and OSC Codes
  - PEUGEOT, Citroën and DS use Fleet Codes

• Both sets of coding processes will change within the new systems.
• The coding to be used by Sales Type will be detailed within the Sales Campaigns received from Head Office

Channel and Sub-Channel

• Channels and Sub-Channels are the 2 highest levels of the Stellantis reporting structure and are defined at a global level so that all reporting is consistent across countries.
• The major Channels are Business Sales (B2B), Private Sales (B2C), Others (e.g. Internal Sales), Rental.
• These are not selected by the Retailer but are mapped in the background to central systems from the “Sub-Sub Channel” selected as explained below...

Sub-Sub Channel

• Sub-Sub Channels are selected by the Retailer on creation of the Customer Order in SDH.
• They feed from SDH into CRONOS for Sales Channel reporting.
• They then feed to ESSOR when the vehicle is registered to, alongside the Promocode, define the payment to be made to the Retailer on the vehicle.

Promocodes

• Promocodes are selected by the Retailer on creation of the Customer Order in SDH.
• The Sub-Sub Channel selected above will define which list of Promocodes are available to be selected in the Promocode drop-down.
• The Promocode will be used, alongside the Sub-Sub Channel, to determine the payment to be made to the Retailer on the vehicle.

Commercial Operations Codes

• Commercial Operation Codes are selected by the Retailer on creation of the Customer Order in SDH.
• These will relate to support programmes, for example renewal bonus or sales event and will be offered for selection, if applicable, in addition to the main commercial support.
To access CRONOS you must ensure you are using either a Google Chrome or Microsoft Edge web browser.

Direct links will be available on your We Connect portal from launch.
The CRONOS Homepage

Main Toolbar
From this tool bar you can access:

• **Home:** Click this to navigate back to the home screen.
• **Help:** Click here to access CRONOS Suite training documentation.
• **Contact:** This will show you who to contact for queries or technical issues.
• **en_GB:** Click here to switch the language between French and English.
• **Log Out:** This will log you out of CRONOS.

User Profile
This will display the following user information:
User-Name and ID, Job Role, Country, Retailer Account

Information Banner
This information banner shows the following information: The CRONOS software version, server number and current date and time. NB. The time is CET (European).

Main Navigation Menu
The main menu on the left hand side of the page allows you to expand each option when you click on it. We will take a look at these menus in more detail later in this guide.

Main Home Page
The boxes in the centre of the page have quick links to: “Notifications and messages”, “Vehicle transfer requests” and “Credit Line information”.
CRONOS Navigation

Main Navigation Menu

Let’s take a look at the Main Navigation menu in more detail:

- **Retailer Order**
  The Retailer Order section allows you to create or search for a Retailer Order.

- **Stock Management**
  The Stock Management section allows you to search for vehicle stock.

- **Network Activity**
  Network Activity allows you to call off vehicles for delivery, declare the warranty start date and search for customer orders.

- **Vehicle Transfer System (VTS)**
  The VTS allows a vehicle to be transferred from one Retailer to another.

- **Registration & Registration UK**
  The Registration sections contain the functions to allow vehicles to be registered.

- **Cart**
  The Cart is a mechanism that can allow you to more closely follow certain orders that you have selected.

- **Messages**
  The messages section allows you to view messages from automated system notifications and a history of messages sent from the Carflow teams at the NSC (Head Office).
CRONOS: VEHICLE & ORDER SEARCHES
Vehicle & Order Searches

Let’s take a look at how to complete a Vehicle and Order Search within CRONOS.

Quick Search

The Quick search function enables you to quickly see your vehicle data. You can use this search function in one of two ways as shown below:

1. The default Quick Search is “Order / Vehicle Search”. To carry this default search simply enter either the Retailer order number (CAR), Customer order number (CCF), CAF or VIN into the search field and press the search button as shown below.

CRONOS will then display the search result.
The second quick search option is to use a Registration Number. To do this, from the quick search drop down menu select “Registration Number Search”. Following this, enter the Registration Number you are searching for into the search field next to the drop down menu and click “Search”. This can be seen on the screenshot below.

CRONOS will then display the record relating to the Registration Number used for the search as can be seen below.
Search Information

When completing a search, if the customer order has been created and a vehicle assigned, you will see five tabs along the top of the search results which can be seen on the screenshot below.

The CAR (Retailer Order) tab includes the following key information:

- The Ordering and Delivery Accounts
- Delivery Address
- Delivery Dates
  - Accepted Delivery Date: This is the first delivery date assigned to the Retailer Order which forecasts the arrival to Retailer.
  - Announced Delivery Date: This is the updated delivery date which forecasts the arrival to Retailer.
- Credit Line Status
- Invoicing details
CCF (Customer Order) Tab

The CCF (Customer Order) Tab contains the following key information:

- Customer details
- Customer order creation date. NB. A key date as this is used to calculate the wholesale invoice price.
- Channel / Sub-Channel / Sub-Sub channel: Category to identify type of sale / customer, as explained within the Terminology section.
- Promocode: Code that is used for the incentive payment calculation, as explained within the Terminology section.
- DVLA Fleet code
- Delivery Dates
Vehicle Tab

The Vehicle Tab contains the following key Information:

- Logistical Status: Logistical Statuses will be changing. Please see the Appendix at the end of this guide for the “Logistical Status Reference Guide”.
- NSC Compound
- Date of Arrival at the compound
- Date of Arrival at Destination
- Registration details
- Warranty Start Date
The registration tab is where you will go to register the vehicle either:
- Electronically with the DVLA
- With the generation of a V55 form.

In the Technical Data Tab you will see the main technical details of the vehicle. These are required in order to complete the registration process. NB. They are automatically populated.
Vehicle & Order Searches

Searching with Criteria

In order to carry out more complex searches within CRONOS, you can create specific searches. Explore these search methods below:

1. Retailer Order Menu - Retailer Order Search
   - From the main navigation menu, navigate to the “Retailer Order” drop-down menu.
   - Within the drop-down menu click on “Retailer Order Search”.
   - This search function will enable you to view all of your Retailer orders (CARs) regardless of whether they have a customer order (CCF) or a vehicle assigned to them.

2. Stock Management Menu - Vehicle Search
   - From the main navigation menu, navigate to the “Stock Management” drop-down menu.
   - Within the drop-down menu click on “Vehicle Search”.
   - This search function will enable you to view orders specific to your Retailer that have either a vehicle or a vehicle scheduled for production assigned to them.
From the main navigation menu, navigate to the “Network Activity” drop-down menu. Within the drop-down menu click on “Customer Order Search”.

This search function will enable you to view all of your customer or demonstrator orders.

**Configuring Your Search**

From the three search functions we have just looked at, you can configure both the search criteria and the columns displayed.

- The drop-down menus show which criteria you can select to refine your search.
- Complete as much or as little as you wish. NB. The less criteria used the more search results will be displayed.

Take a look at the drop down and specific search criteria below:
The hyperlink called “Displayed Columns” towards the bottom of the screen allows you to select the columns displayed on the search results. A pop-up menu will appear as can been seen below. Simply tick the boxes of the columns you would like visible when the search results are displayed.
Vehicle & Order Searching

Top Tip!

If you simply want to view all of your Retailer Orders, from the main navigation menu, select the “Retailer Order” drop-down then select “Retailer Order Search”.

From the search criteria screen, do not make any selections on the dropdown boxes, just simply click search and it will display all of your Retailer Orders.
Vehicle & Order Search Example

Here is an example of a search that can be performed:

To search only for those orders that are for passenger cars, follow the steps below:

STEP ONE

- From the Main Navigation menu select the Network Activity drop-down menu
- From this menu click on Customer Order Search
STEP TWO
- From the **Vehicle Specification** search criteria drop down select “Car” or “Van”

STEP THREE
- From the new drop menu that appears select “Passenger Car (VP)”
**STEP FOUR**  
- Click on the “Search” button

---

**STEP FIVE**  
Your chosen search results are displayed
Saved Searches

When completing searches within CRONOS, you will find there are many searches you are completing on a regular basis as part of your day-to-day routine. To make things more efficient you can create a "Saved Search" to use rather than inputting the relevant criteria each time the information is required.

Let's look at how this is done with the steps below:

1. **Step One**
   Select the required search option from the main navigation menu and complete all required search criteria for the search you would like to save.

2. **Step Two**
   Below the search criteria you have entered you will see a hyperlink called "To Save the Search". Click on this hyperlink.
Step Three
A pop up menu will appear where you can name your search
Select the “Do not share” which will enable the saved search for
your use only and click “Validate”.
If successful the pop up menu will close and a validation
message will appear on screen.

Step Four
To access your saved search, from
the main navigation menu select the
relevant drop-down menu for your
saved search, for example “Network
Activity”

Then select the “Saved Searches”
option from the drop down menu you
have selected.
Step Five
Click on the saved search name you created in step three to retrieve the search.
Exporting Search Results to Excel

Firstly start by completing a search, either from your saved searches or with a newly created search.

Once the search results have been displayed click on the small icon found in the bottom left hand corner of the results table (highlighted on the screenshot below). The search results will then be exported to an Excel file.
<table>
<thead>
<tr>
<th>CAF Status Positions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Factory order accepted by SIV</td>
</tr>
<tr>
<td>2</td>
<td>Cadenced in SIV</td>
</tr>
<tr>
<td>3</td>
<td>CAF integrated into the pool of available vehicles</td>
</tr>
<tr>
<td>4</td>
<td>CAF Extracted (no longer modifiable)</td>
</tr>
<tr>
<td>5</td>
<td>CAF Extracted and sent to factory</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VIN Status Positions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Handed To Sales</td>
</tr>
<tr>
<td>20</td>
<td>Handed to Carrier</td>
</tr>
<tr>
<td>30</td>
<td>Arrived at UK Compound (RDC)</td>
</tr>
<tr>
<td>35</td>
<td>Allocation Notified to Logistics Provider</td>
</tr>
<tr>
<td>40</td>
<td>UK Compound Exit (RDC)</td>
</tr>
<tr>
<td>50</td>
<td>Storage Compound Entry</td>
</tr>
<tr>
<td>60</td>
<td>Storage Compound Exit</td>
</tr>
<tr>
<td>70</td>
<td>Vehicle Arrived At Destination</td>
</tr>
<tr>
<td>80</td>
<td>Vehicle sold / Registered</td>
</tr>
</tbody>
</table>