DOOBIZ

“DOOBIZ”(Bobcat)

Dealer portal

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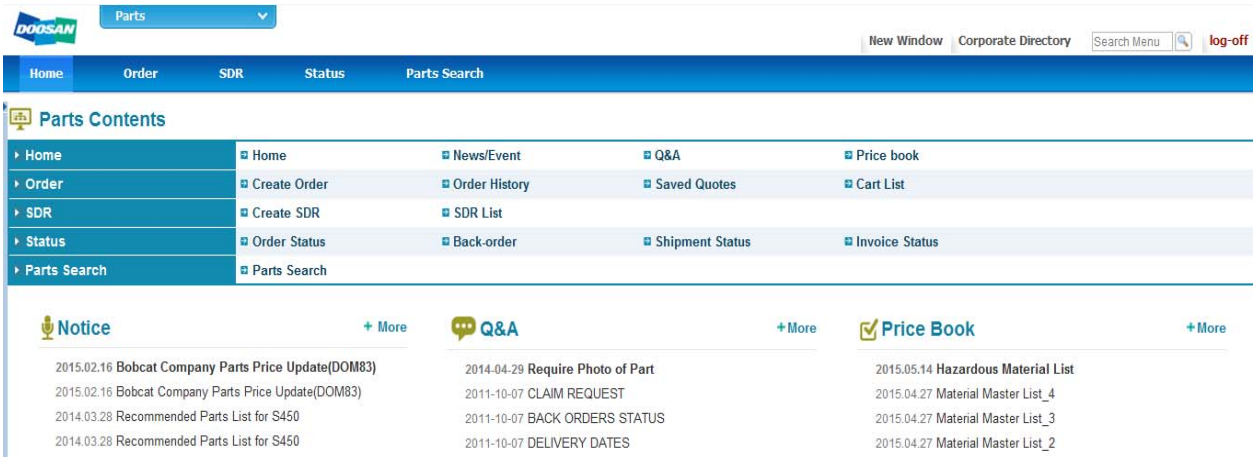
This document provides a step-by-step manual to utilize DOOBIZ dealer portal. This manual will explain process in detail with images for better understanding. By reading this user manual, users will be able to easily navigate the website.
Users will be able to place order the following processes:

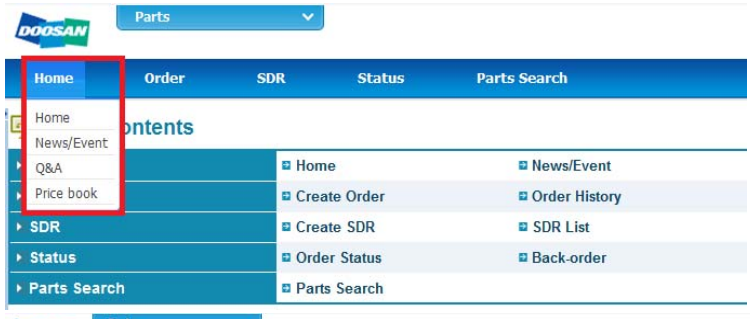


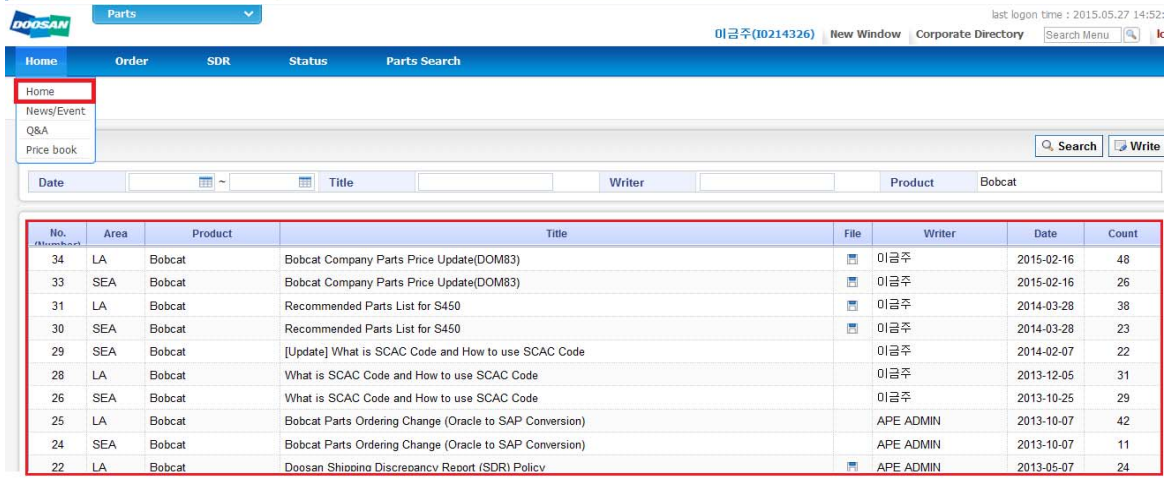
Start

1. Home

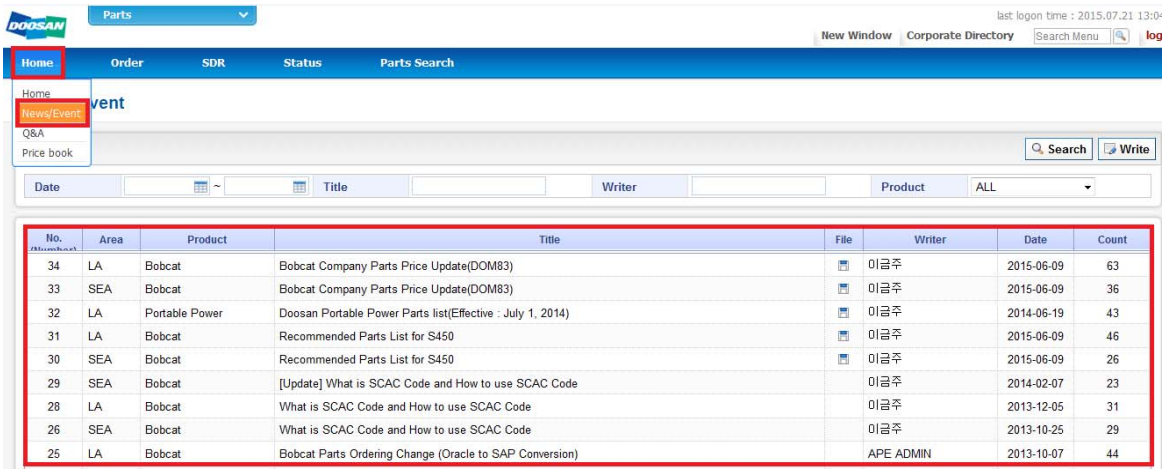
There are four(4) options in "Status" Menu like following
Home
News/Event
Q&A(Not availble)
Price book

First, Home

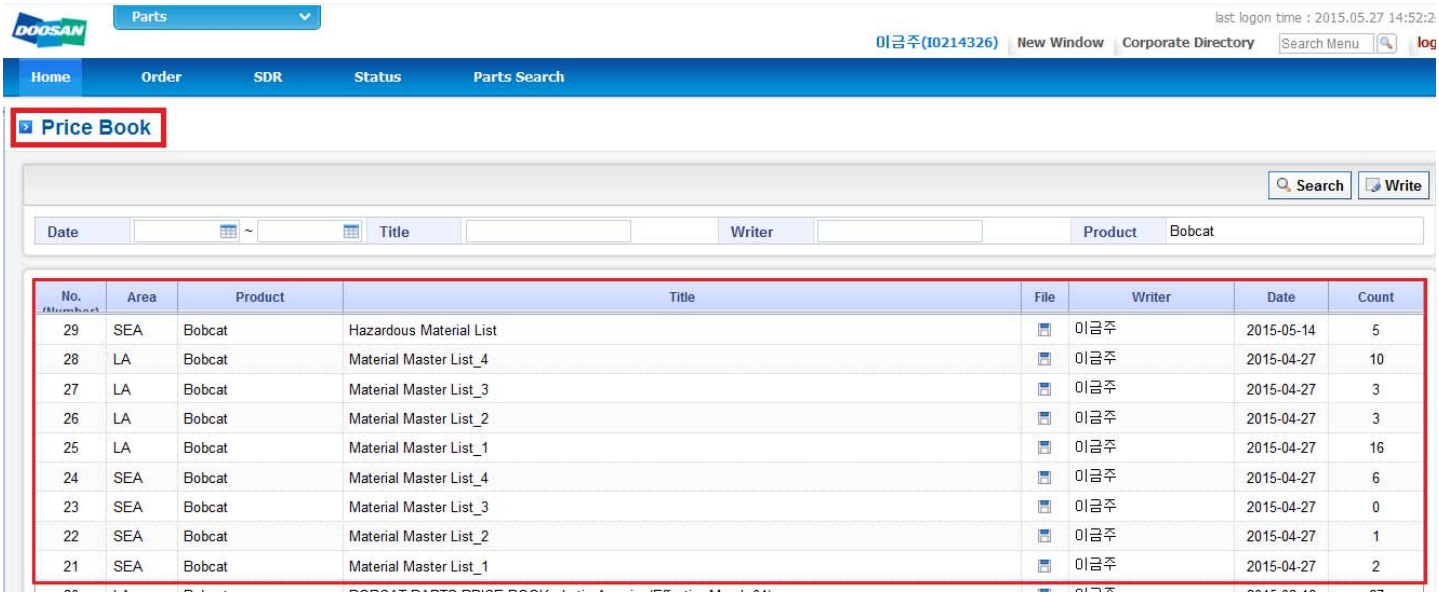




Second, News/Event



Third, Price Book

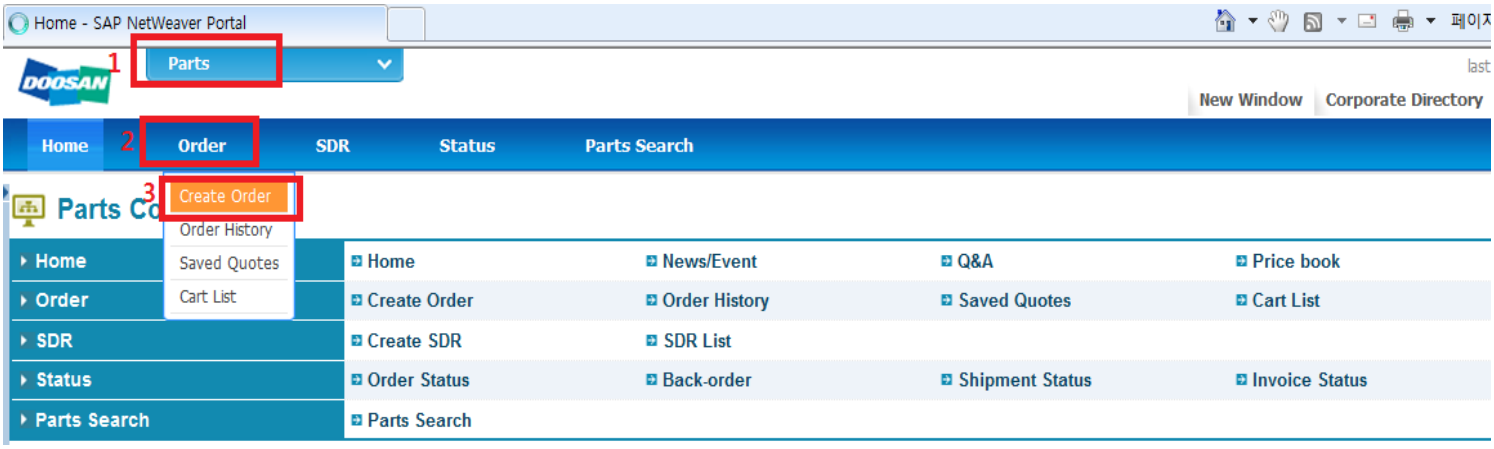


2. Order

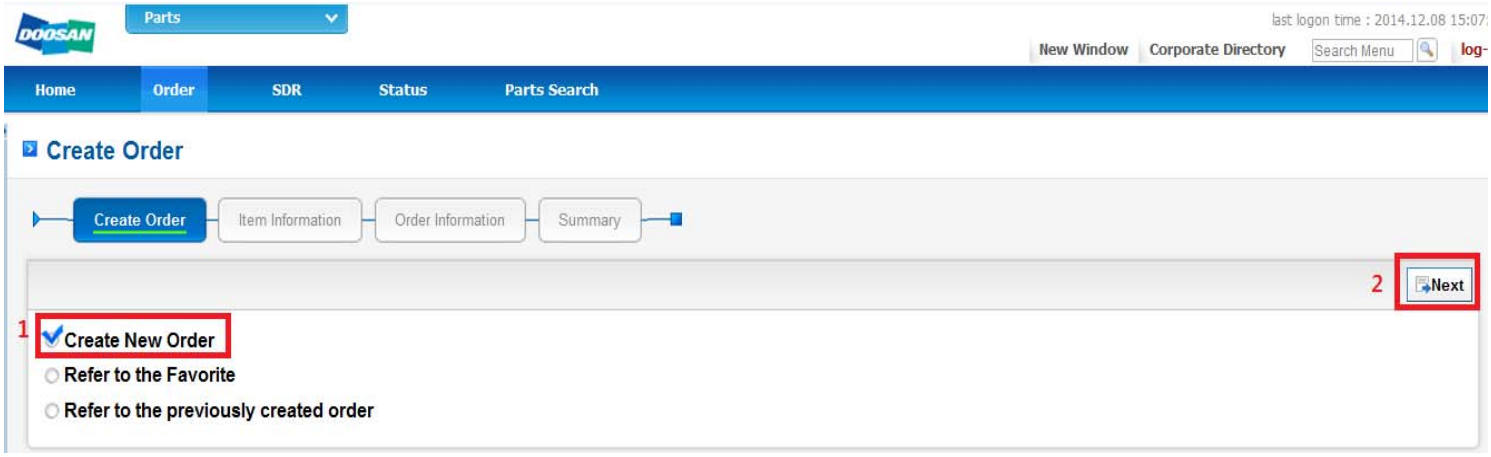
There are four(4) options in "Status" Menu like following
Create Order
Order History
Saved Quotes(Not available)
Cart List(Not available)

First, Create Order

1. Parts > Order > Created Order

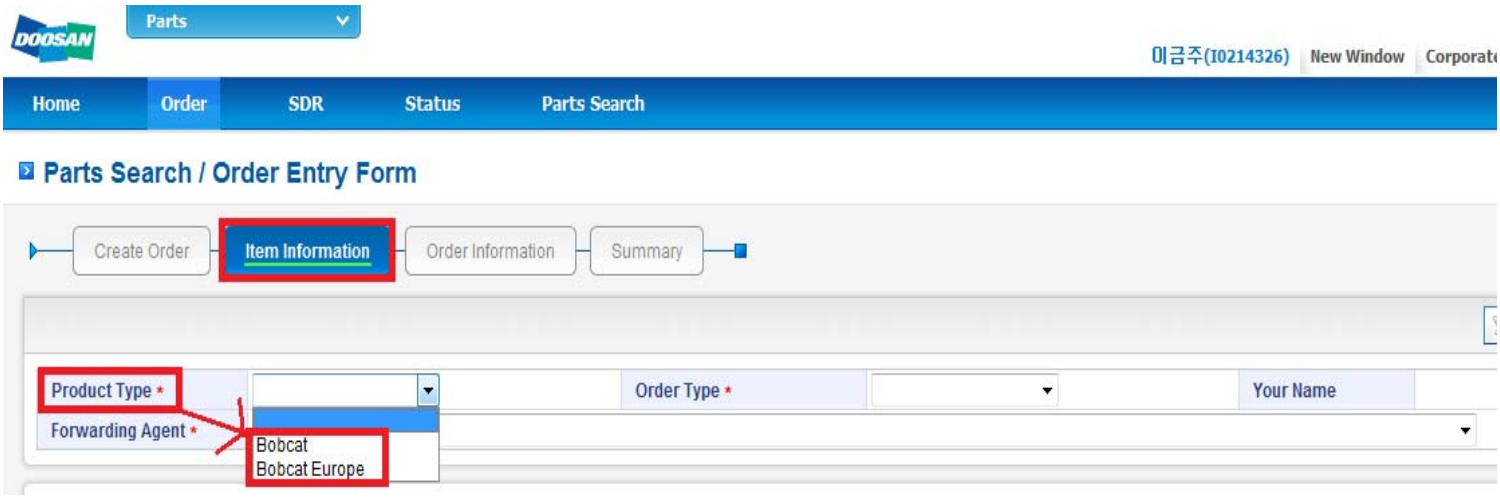


2. Create New Order > Next



3-1. First, you should select "Bobcat" or "Bobcat Europe" between the two options in Product Type.

Bobcat > If bocat part is sourced from US, please select it
Bobcat Europe> If bobcat Parts sourced from Europe, please select it.
And when you search Bobcat item in Doobiz, you had better to search both "Bobcat" and "Bobcat Europe" option in order to check stock availability.



3-2. Bobcat (Sourced from US)

If you select Bobcat option, you should select
Order Type, SCAC Code, Forwarding Agent and Ship Method. (Mandatory option)

-Order Type

Please note that 5% rush fee (surcharge) is being charged, depending on order type, not on the carrier mode like UPS, DHL, et. And you can check *Lead time of each order class below.

CLASS 1 is an emergency machine out of service within the warranty period. These orders are shipped with the dealer responsible for freight costs and are subject to 5% rush fee.

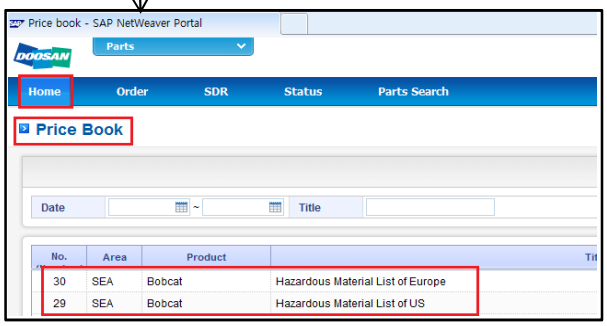
CLASS 2 is an emergency machine out of service, not under warranty. These orders are shipped with dealer responsible for freight costs and are subject to 5% rush fee.

CLASS 3 is breakdown, non-emergency order. Freight costs are the responsibility of the dealer.

CLASS 4 is stock a weekly replenishment order. Ground freight(Trucking charge in USA) is free of charge to own freight forwarder of dealer in USA International and/or air freight cost remain the responsibility of the dealer

> Lead Time(From Order date to shipping date) : **All dates are based on Working day and on condition that stock is available at the moment.** **Lead time means From the date of order created To the date of commercial inv created**

> CL1&2 (1~2days), CL3 (3~5days), CL4(If you have own forwarder in US, 5~7days and If you don't have own forwarder in US. lead time is flexible according to container booking date)
> Please note that you should refer Hazardous Material List in **Price Book menu** when ordering via AWB. Because Hazardous items can't ship via Air and only Ocean freight applicable
If you submit Class1/2/3(Air freight) order with Hazardous Material, Total lead time can be delayed as they will be stuck in the system without allocating stock.



-SCAC Code : ONLY BELOW OPTION IS AVAILABLE, DO NOT SELECT OTHER OPTIONS
[AIR DHL NXA] DHL NEXT DAY AIR : Express(Courier) Service
[AIR UPS NXA] UPS NEXT DAY AIR A: Express(Courier) Service
[AIR EMER ECO] EMERY ECONOMY (UPS SCS): Not Express but Normal Air by Emery Economy, UPS SCS
[TRK UPS NS] UPS STANDARD TRUCK : Only available, On condition that dealer has own freight forwarder in US and wants to deliver the shipment to their own freight forwarder location.(Must choose freight forwarder in the field "Forwarding Agent"
[SEA INTL NL] INTERNALTIONAL: Stock order via SEA(Ocean) by Kuehne Nagel

Order type		SCAC Code	Class option		Freight charge(Pre-paid)	Freight charge(Collect)
Air	Express	[AIR DHL NXA] DHL NEXT DAY AIR	Class 1~4	CL1~2, Rush fee 5%	Added on Inv. using Bobcat acct	Not added on Inv.
		[AIR UPS NXA] UPS NEXT DAY AIR AM	Class 1~4	CL1~2, Rush fee 5%	Added on Inv. using Bobcat acct	Not added on Inv.
	Normal	[AIR EMER ECO] EMERY ECONOMY (UPS SCS)	Class 1~4	CL1~2, Rush fee 5%	Added on Inv. using Bobcat acct	Not added on Inv.
Ocean	SEA	[SEA INTL NS] INTERNATIONAL	Class 4 Only	N/A	N/A	Not added on Inv.
Truck	Truck	[TRK UPS NS] UPS STANDARD TRUCK	Class 1~3	CL1~2, Rush fee 5%	Added on Inv. using Bobcat acct	N/A
		[TRK UPS NS] UPS STANDARD TRUCK	Class 4	N/A	**Free of Charge**	N/A

-Forwarding Agent: If you don't have freight forwarder in US or don't want to use own freight forwarder in US then **choose "No Select" option.** If you want to deliver the shipment to your own freight forwarder in US, then **choose your nominated forwarder.**
*If you want to add new forwarding agent in Doobiz, you should send **"Detail Information" to CSR** via email so that you can select new forwarding agent when you place order.
*Please note that **any inquiry or official communication with forwarder should be gone thourgh dealer and deliver the message to CSR(Doosan/Bobcat).** No direct communication allowed bwteen forwarder and principal
"Detailed Information" to register forwarder.
All the information should be to receive the freight at sight.
-Name: Forwarder name
-Address: DELIVERY-TO address. Delivery location to receive the freight. NOT the business office
-Contact person/number: Person in charge who receives the freight
-So, please send the Detail information to CS So that your forwarder can add in your master data.

[Detail information]
Name :
Address :
Postal Code/City :
State:
Country :
Contact number :
Contact person :

-Ship Method

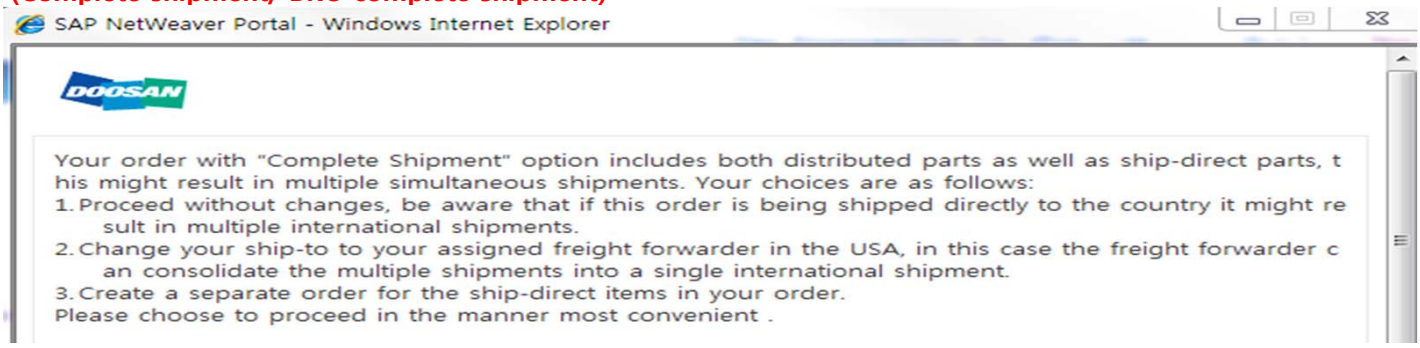
Complete shipment: Only available for Air shipment per 1 single order,

Ocean Stock order NOT applicable for Complete Shipment.

BKO Complete shipment: First shipment will be arranged to ship with available parts at the moment right away when orders are entered. And then rest of back order will be shipped later.
And backorder parts, they will be shipped as multiple shipment according to SCAC code of order after parts has stocked.

Please keep in mind about three comment below.

***Ship direct parts can be shipped alone even if you select two options above**
(Complete shipment/ BKO complete shipment)

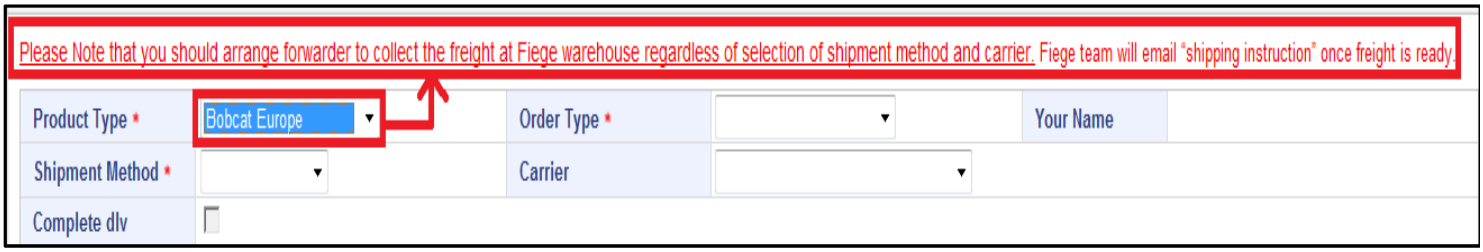


*Parts stock status can be changed according to priority of order class.
*All mandatory options should be selected.

3-3. Bobcat Europe (Sourced from EU)

If you select Bobcat Europe option, you should select **Order Type.**
Once shipment is ready at Fiege warehouse, Fiege team will send e-mail notification for **"shipping Instruction" to dealer.**
It is different from process in Bobcat US. We do not have option for freight pre-paid in Europe.

***Additonally, if you want to change or add e-mail address of notification for shipping Instruction, please contacat with sales manager or CS to update the address in the system.**



-Order Type

MACHINE BREAK DOWN
EMERGENCY
ECONOMIC
STOCK

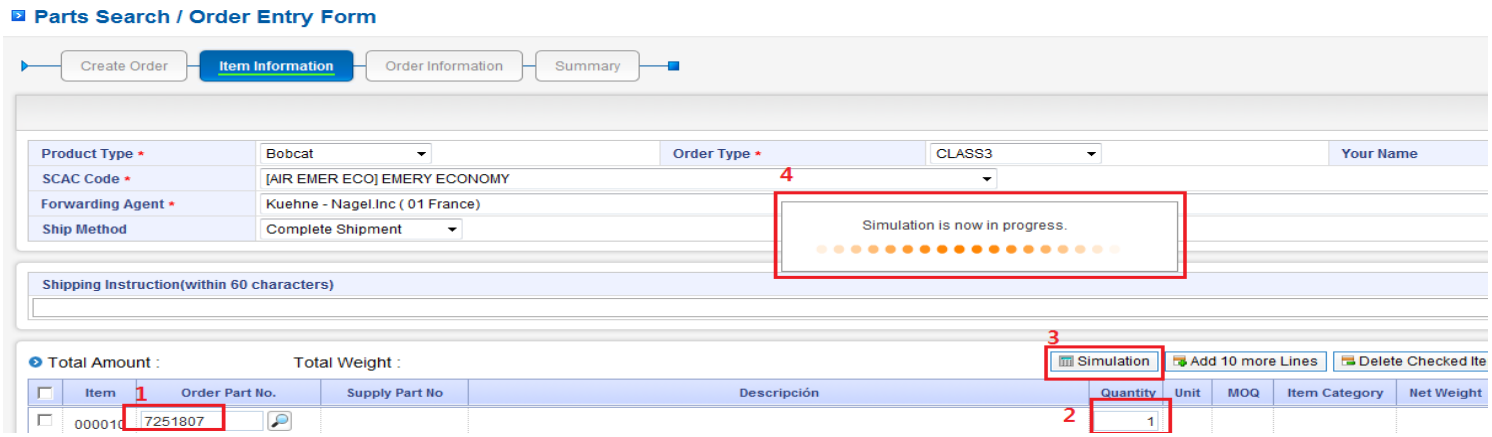
-Shipment Method

Not applicable

-Carrier

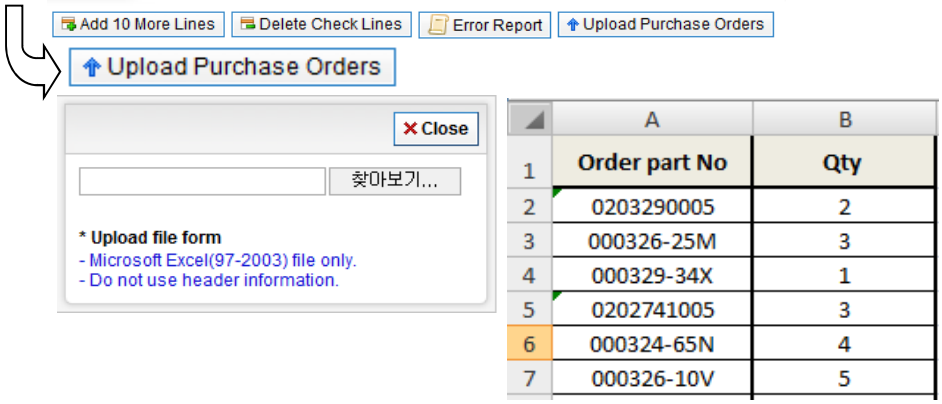
Not applicable
There are three option(Truck/Ocean/Air)
In case of Air Courier service(DHL, TNT etc.), dealer's account no must be prepared.
(If you don't have account no, you should contact with Freight forwarder and arrange to collect the parts at Fiege

4. Please click step 1~4 like below.



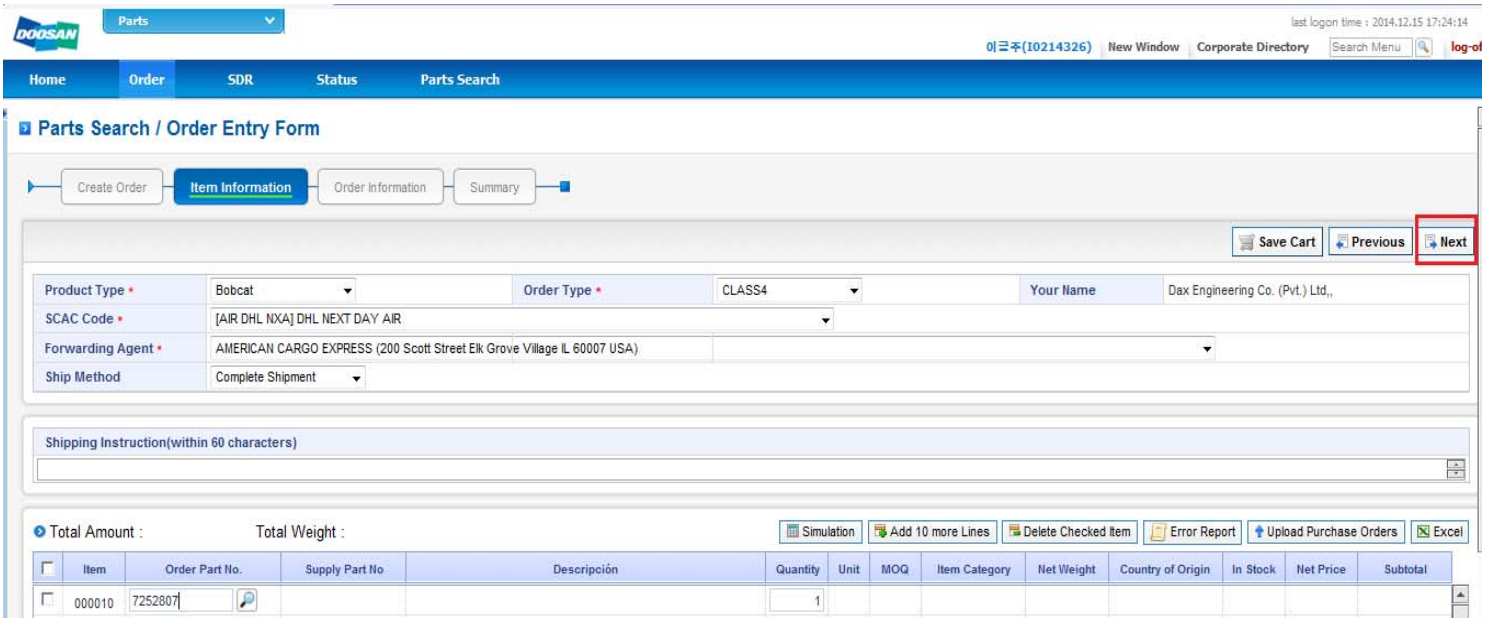
Explanation of Function Buttons in Order Creation

- **Add 10 More Lines**：Add 10 more lines to the list to create multiple orders.
- **Delete Checked Lines**：Delete selected items from the list.
- **Error Report**: ：Error are recorded in this list.
- **Update Purchase Order**：create multiple orders at once by uploading an excel file.

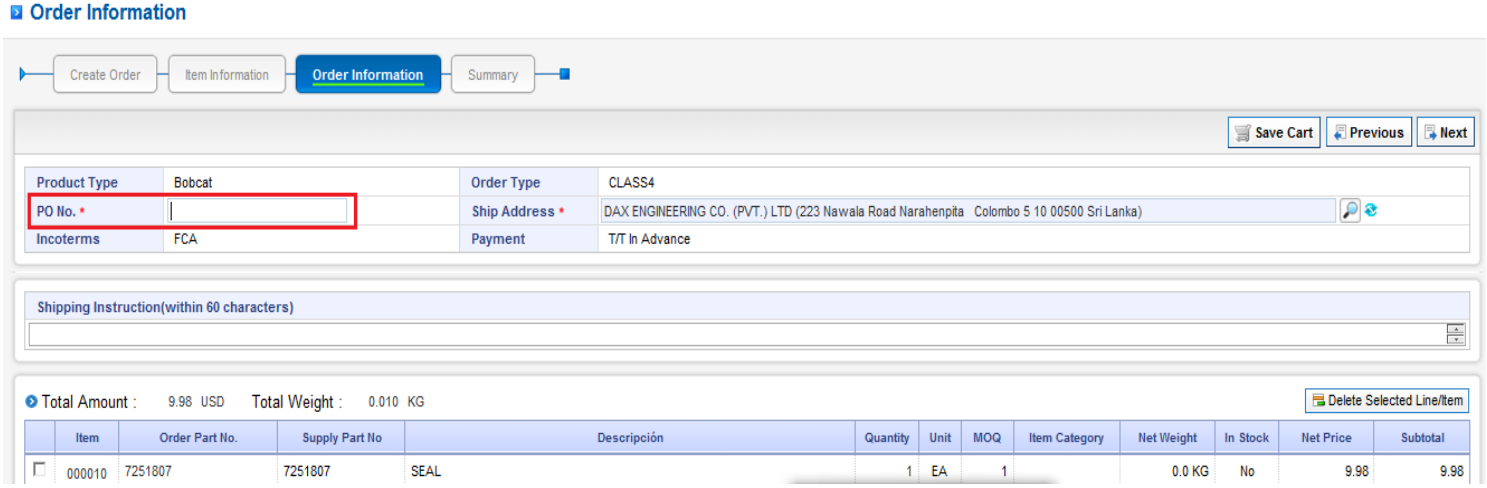


	A	B
1	Order part No	Qty
2	0203290005	2
3	000326-25M	3
4	000329-34X	1
5	0202741005	3
6	000324-65N	4
7	000326-10V	5

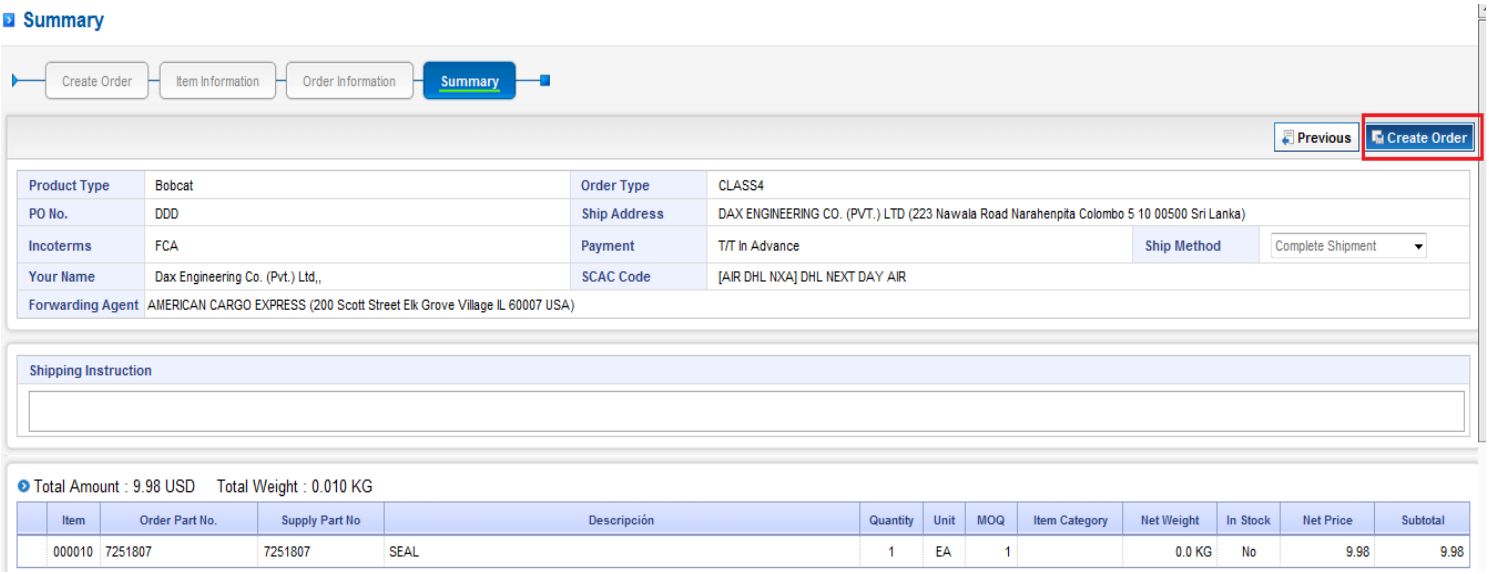
5. Please click "Next" button.



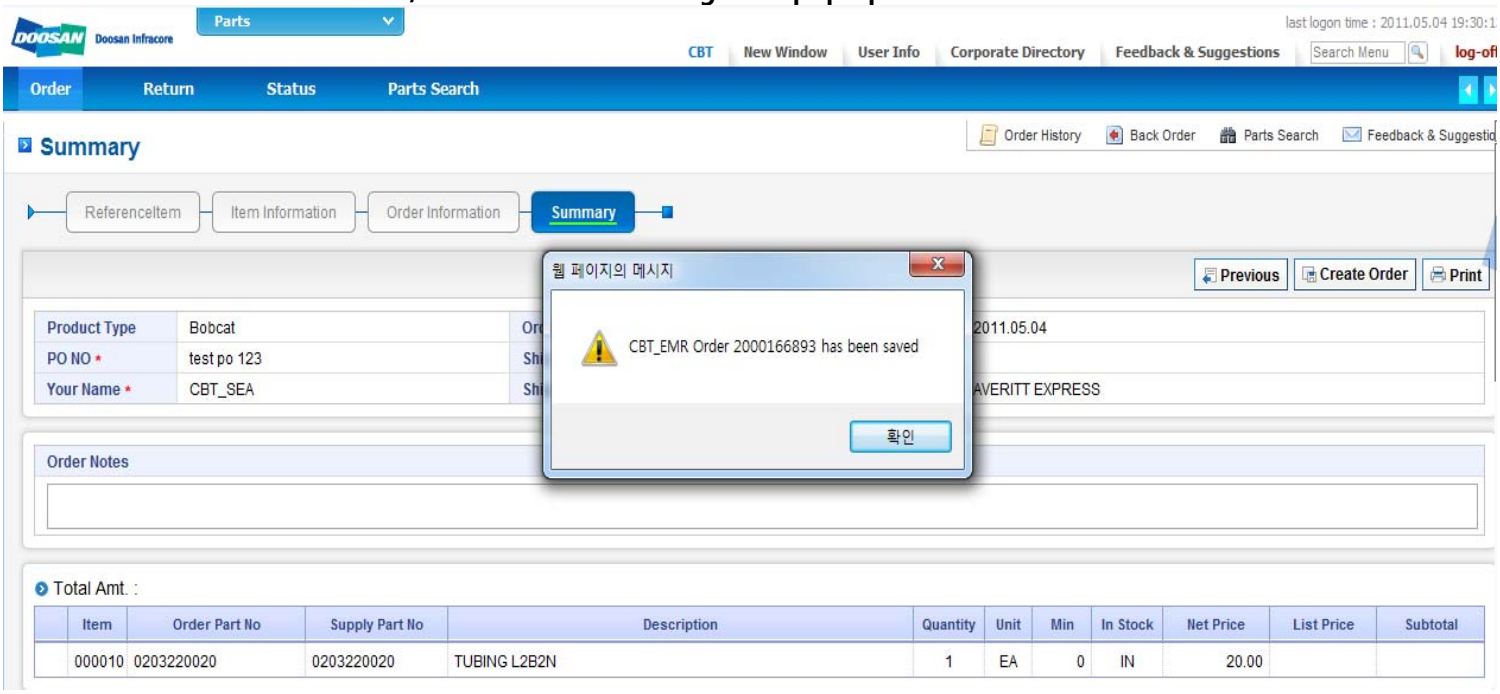
6. Enter "PO No" and leave "shipping instruction" if needed. And click "Next" button.



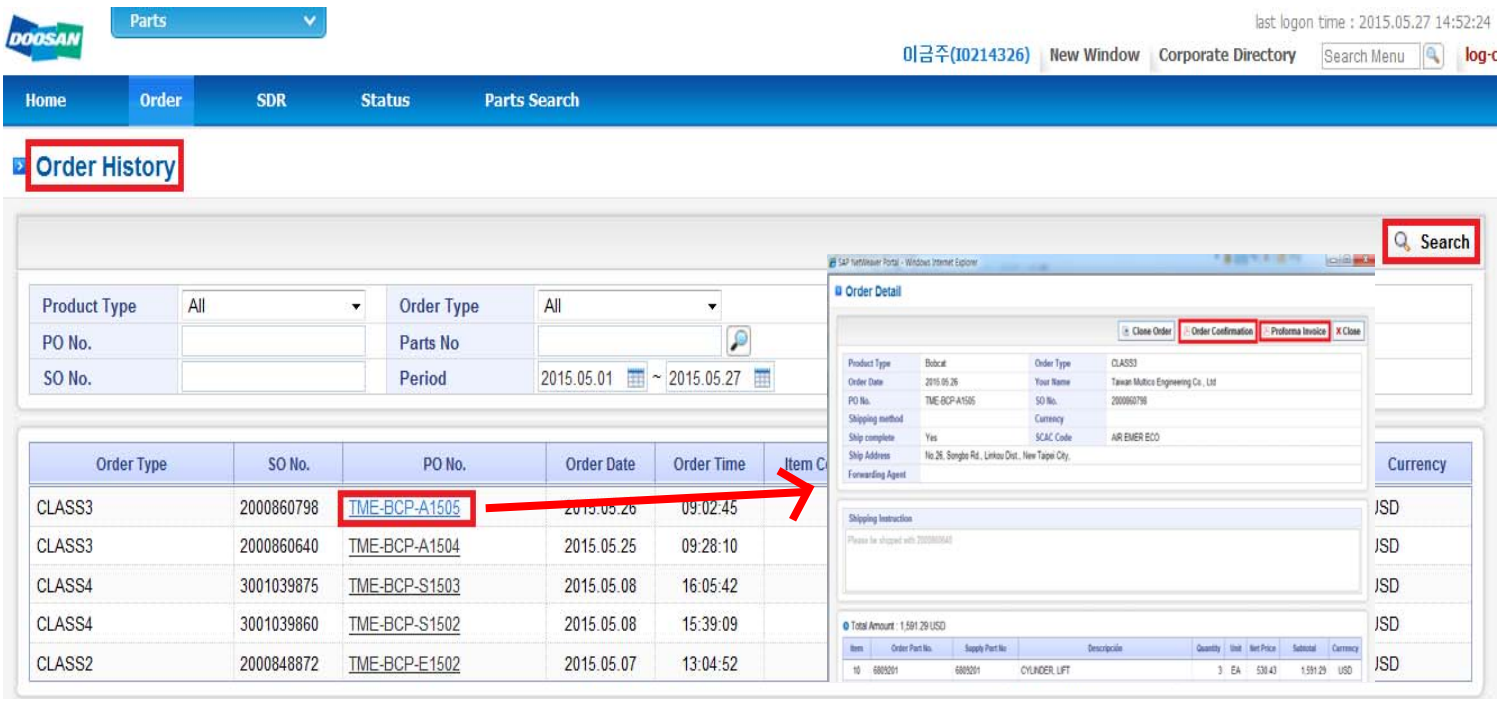
7. Click “Create Order” to finalize the order.



8. After a sales order is created, a confirmation message will pop up as below.



Second, Order Hisotry



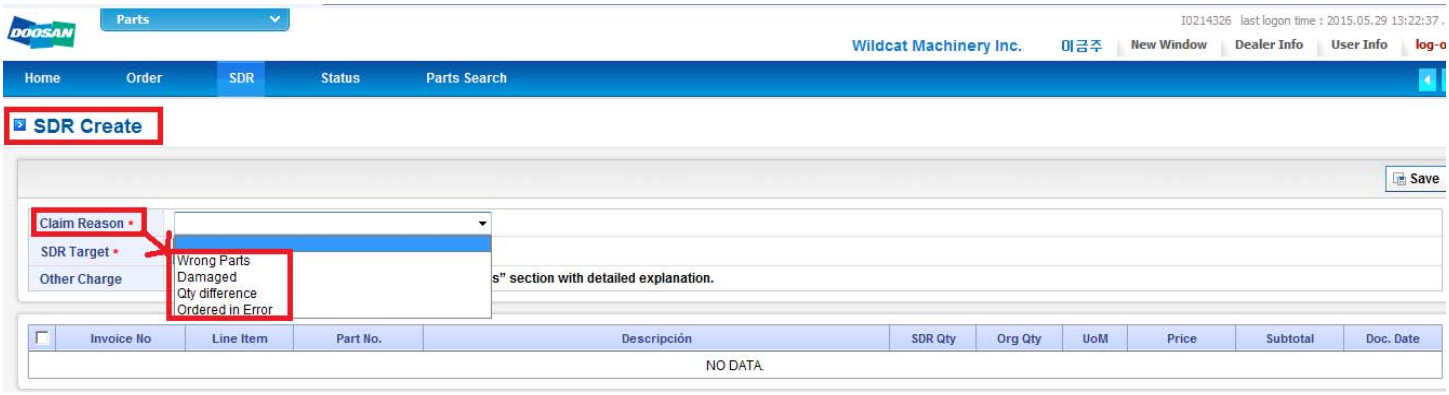
3. Create SDR

There are two options in SDR manu like following
Create SDR
SDR List

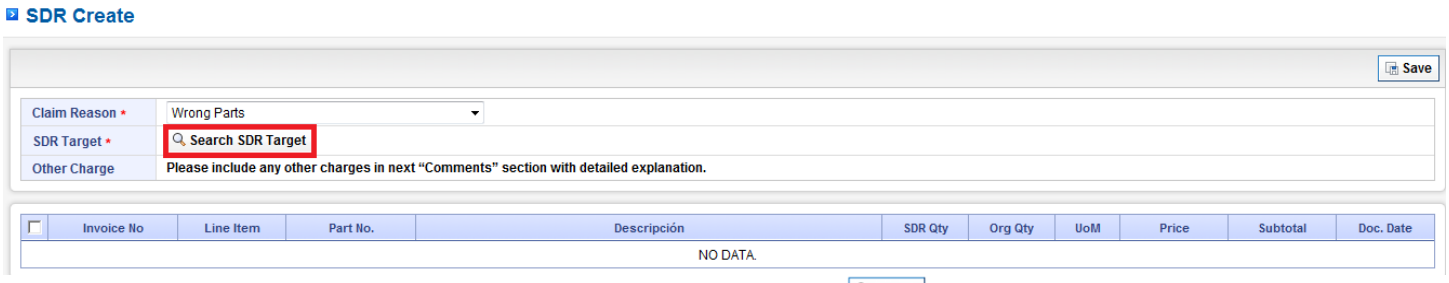
First, Create SDR

> You can create "SDR claim document" like following.

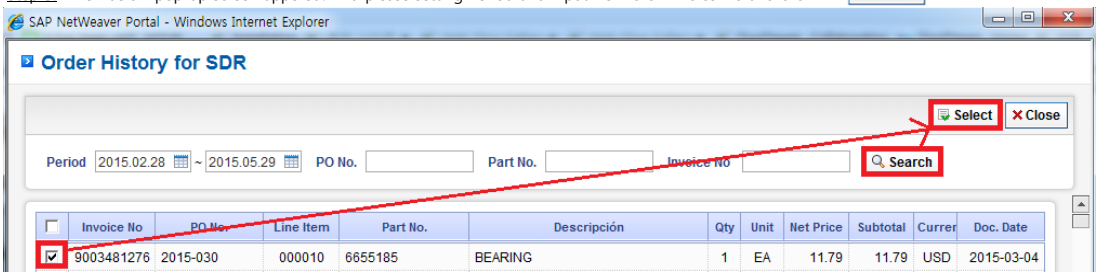
Step 1. Please select Claim Reason that you want.



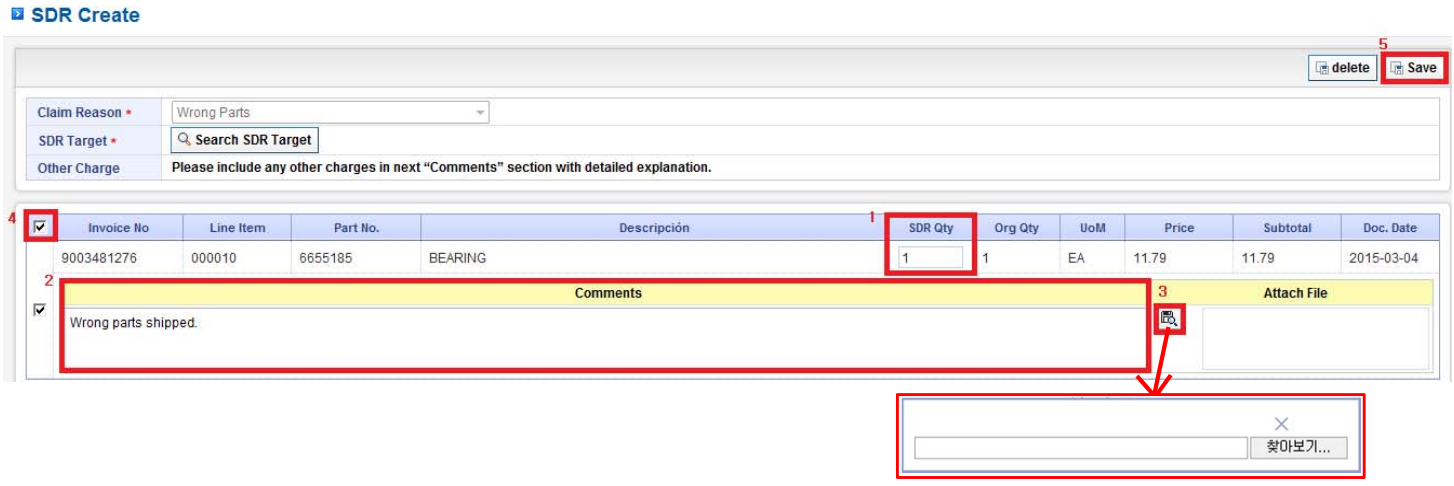
Step 2. And click Search SDR Target.



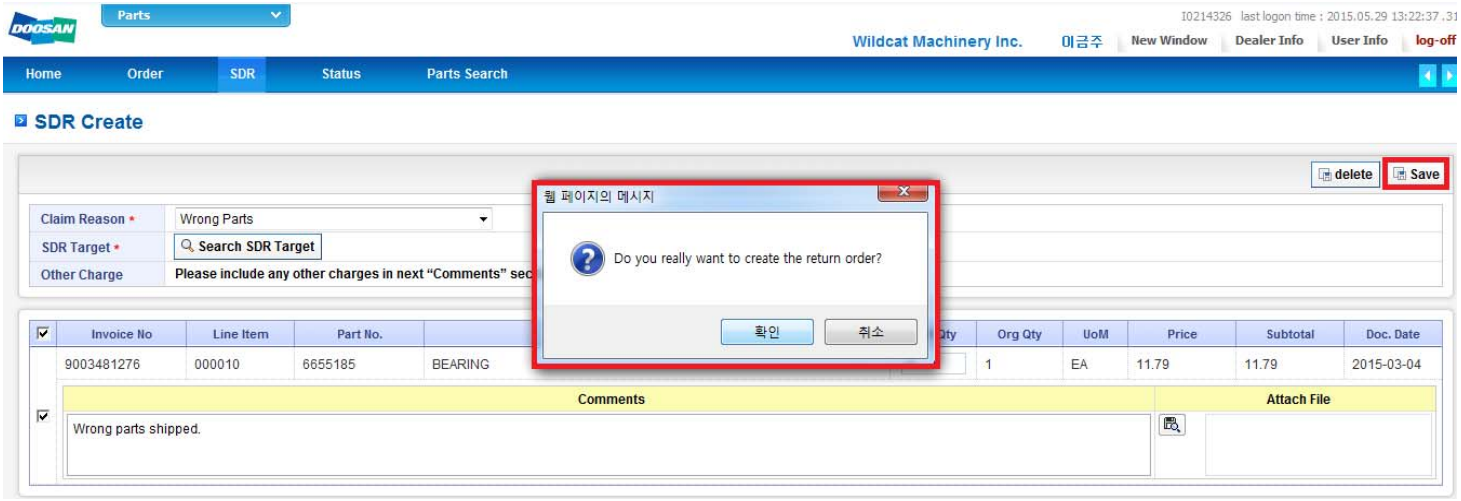
Step 3. Then below pop-up screen appered. And please setting Period and input PO No or Invoice No and click Search



Step 4. Please input "SDR Qty" and "Comments". And attache related picture. If you input all option, please click Save

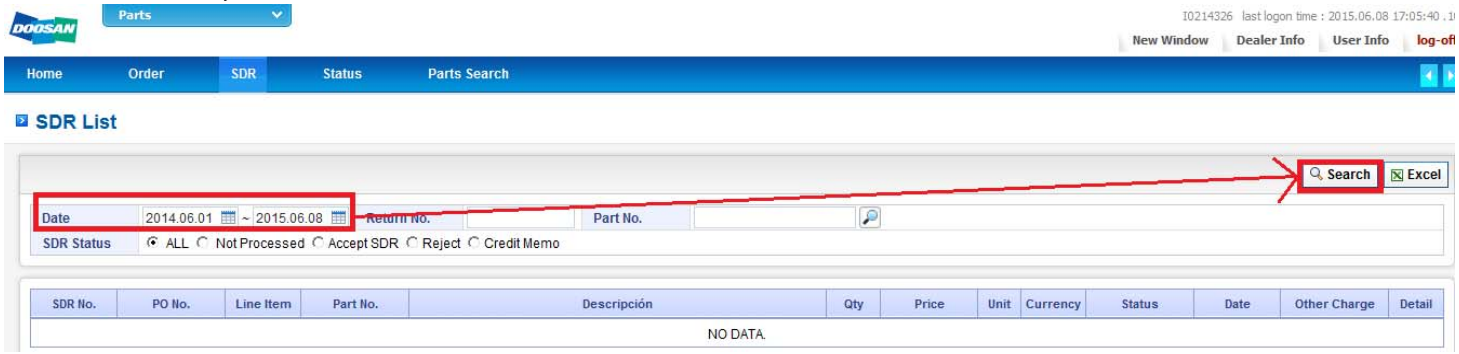


Step 5. Then SDR Claim document create is done.

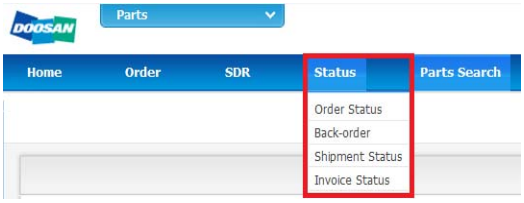


Second, SDR List

> You can check SDR List that you submitted.



4.Status

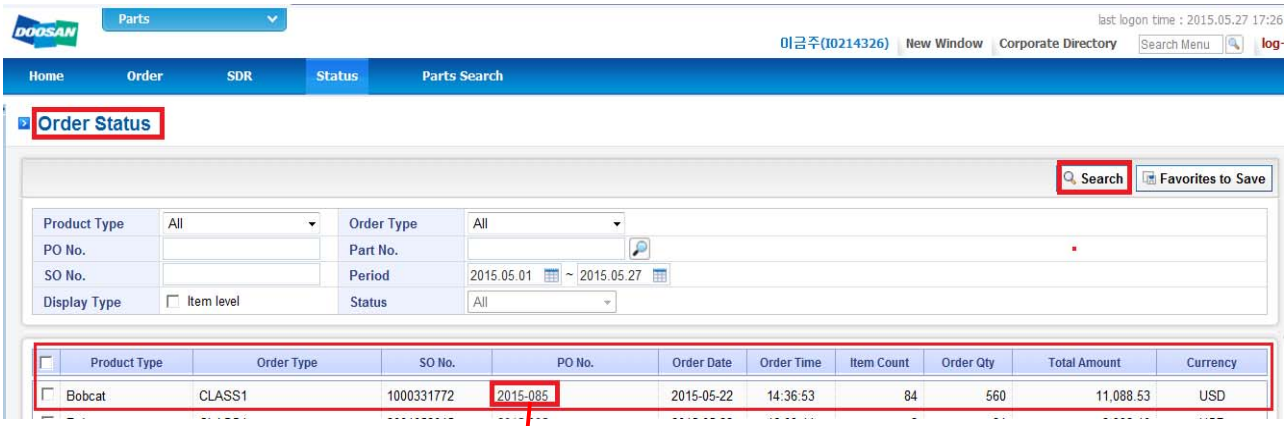


There are four(4) options in "Status" Menu like following
Order Status
Back-Order(Not availble)
Shipment Status
Invoice Status

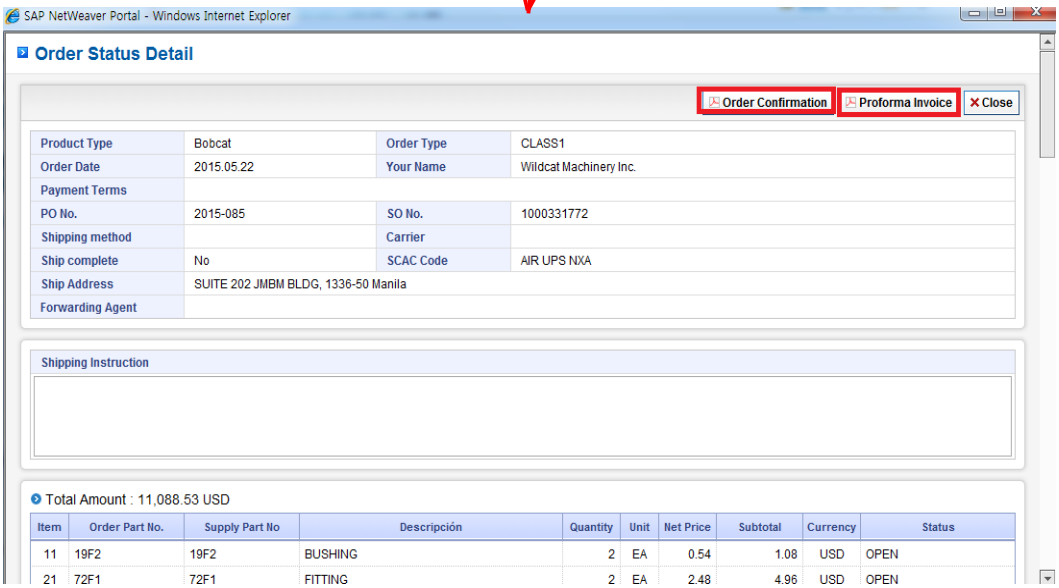
First, Order Status

>You can check order status and download "Order confirmation" and "Proforma Invoice.

Step 1. You can check order status using PO No. SO No. and period. And clik

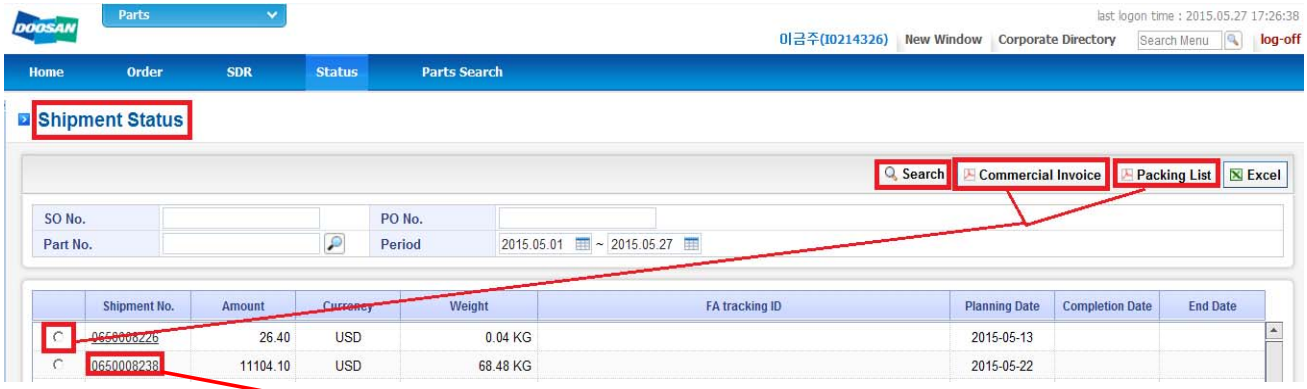


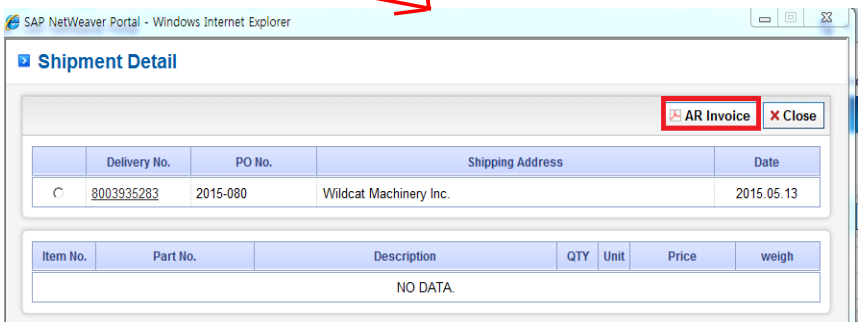
Step2. Please cleck "PO No." and you can see "Order confirmation" and "Proforma Invoice" icon. Then you can download them.



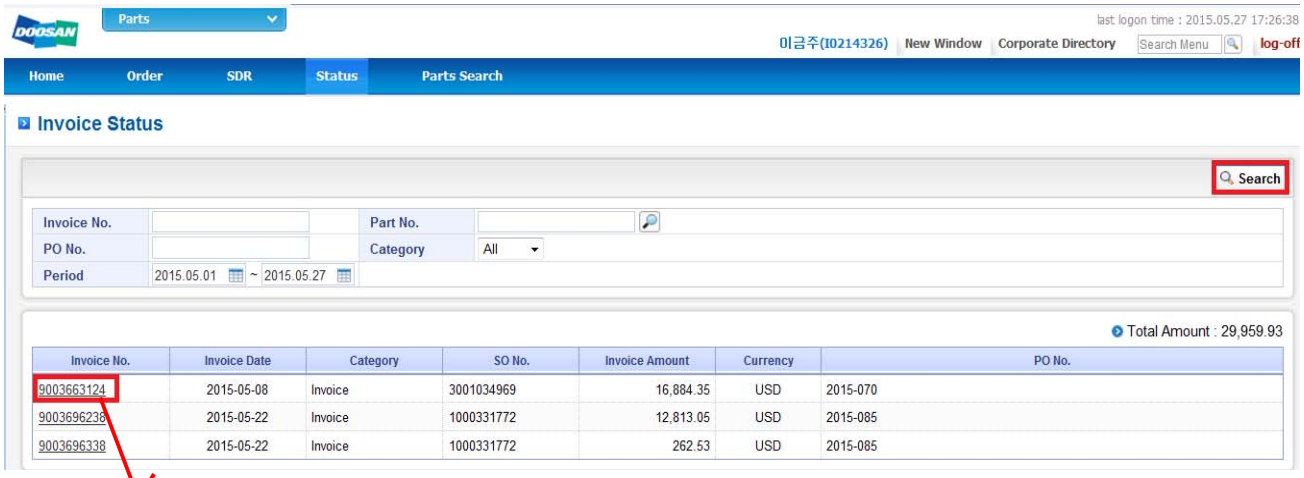
Second, Shipment Status

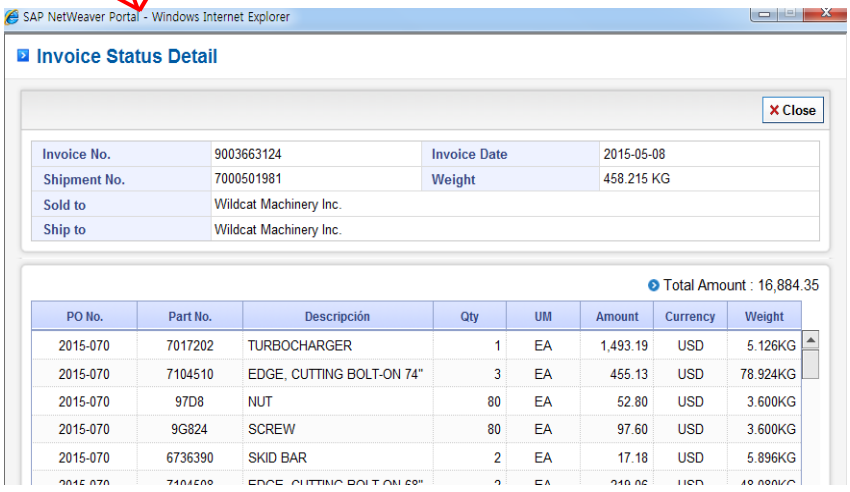
>You can check order status and download "Commercial Invoice","Packing List" and AR Invoice like following.





Third, Invoice Status





*Air Freight Tracking Check

1. You can check the tracking No in Commercial invoice like following.

EXPORT COMMERCIAL INVOICE

Page 1 of 2

Doosan Infracore Bobcat Korea Co., LTD.
26F, Doosan Tower, 275
Jangchungdan-Ro, Jung-gu
Seoul,100-730

Telephone : 82-2-3398-0114
Facsimilie : 82-2-3398-2569
VAT Reg No. 825-86-00024

Date of Shipment : 2015.06.05
Print Date : 2015.06.10

Invoice Number: 7000525544

INVOICE TO Customer Number : 1117229

Bill To :
Wildcat Machinery Inc.
SUITE 202 JMBM BLDG, 1336-50
A. MABINI ST, ERMITA
Manila 1000
Philippines

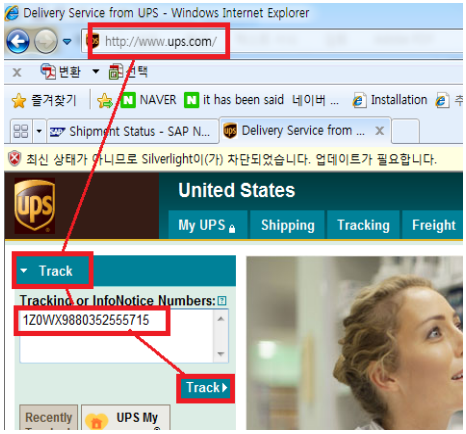
Ship To :
Wildcat Machinery Inc.
SUITE 202 JMBM BLDG, 1336-50
A. MABINI ST, ERMITA
Manila 1000
Philippines

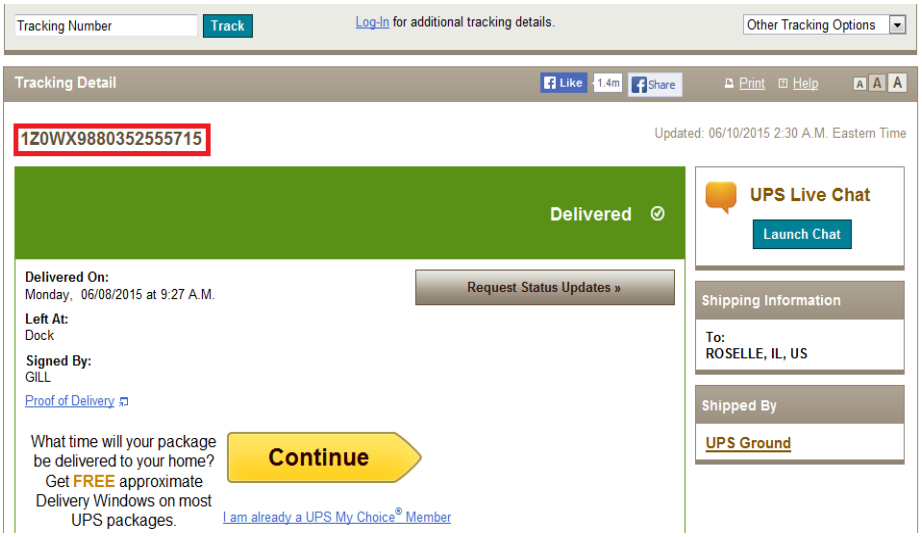
Ship to Vat :

Delivery To :
DHX AIR
1750 Central Ave.
Roselle IL 60172
USA

Date of Shipment : 2015.06.05
Port of loading :
Carrier/Vessel/Airline Name :
FA tracking ID : 1Z0WX9880352555715
Port of Discharge :

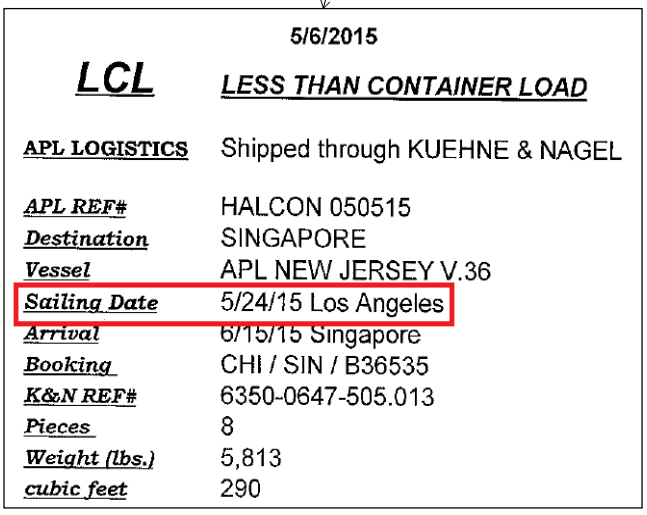
2. And please go to the forwarder hompage, then you can check tracking status using tracking number of Commercial invoice like following.





*Ocean Freight Tracking Check

> **Booking confirmation** will be provided to dealer once booking schedule confirmed. (see below example)
> If you recevied Booking confirmatoin from CSR or Sales manager, you can check **"Estimated Sailing Date" and Original B/L douments will be generated once sailed.**



5/6/2015

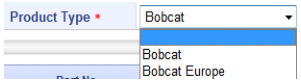
LCL	LESS THAN CONTAINER LOAD
APL LOGISTICS	Shipped through KUEHNE & NAGEL
APL REF#	HALCON 050515
Destination	SINGAPORE
Vessel	APL NEW JERSEY V.36
Sailing Date	5/24/15 Los Angeles
Arrival	6/15/15 Singapore
Booking	CHI / SIN / B36535
K&N REF#	6350-0647-505.013
Pieces	8
Weight (lbs.)	5,813
cubic feet	290

5. Parts Search.

There is only one manu in "Parts Search".
Parts Search.

First, Parts Search

Step 1. Please select "Product Type" and input parts number that you find in "Parts No." field. And click "Parts Serach" button.
There are two optinos on "Product Type"
-Bobcat : Sourcing from US
-Bobcat Europe : Sourcing from Europe



Step 2. Then you can check description, weight, MOQ(Minimum qty), Net price and Curreny.