



# StarParts

**Click on a question to reveal its answer.**

## **Tech Tips, Notes and Parts Alerts**

What are *Tech Tips*?

What are *User Notes*?

Where can I find *Part Alerts*?

## **StarParts**

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What are the *green notes* on parts?

For more details on Starparts FAQs go to:

<http://starparts.chrysler.com/starpartsweb/HelpFaqAction.do>

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**Question:** What are Tech Tips?

**Answer:**

- Tech Tips are notes made by Mopar about a specific part
  - Each Tech Tip is tied to specific part numbers and they can be viewed in StarParts
  - Tech Tips display in the *Tech* column in the StarParts catalog as an orange icon
  - Tech Tips provide additional information about part installation, application or part
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**Question:** What are *User Notes*?

**Answer:**

- You can add or modify notes which are displayed as white icons.
  - Notes are written by Mopar Specifying CSRs and provide additional information about parts and they can only be seen by other specifiers.
  - Like Specifiers, dealers can add notes in the StarParts catalog, as well, that will only be seen by other personnel at their dealership.
  - A User Note that appears in the left note column applies to the entire line “*Item.*”
  - Notes showing in the right column next to the part number apply specifically to that part.
  - A note that applies to the entire Illustration is indicated by a green icon located above the “print” icon at the top corner of the illustration.
  - User Notes for the complete illustration are usually put there by the Compiler who publishes the catalog.
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**Question:** Where can I find *Part Alerts*?

**Answer:**

- The information presented in Tech Tips in StarParts is also available in DealerCONNECT as parts alert.
- When you specify a part with a Tech Tip, also use the opportunity to coach dealers about reviewing parts alerts in DealerCONNECT.

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**Question:** How do I access StarParts?

**Answer:** It is highly recommended that you access the StarParts catalog from Agent Workbench. To decrease the time it takes to search for parts using StarParts, it is highly recommended that you start your day by logging into Agent Workbench first. Next, open the Kana e-mail system, and then open StarParts by going to the Web site: <http://starparts.chrysler.com>. Once you have logged into StarParts, leave the catalog open and running in the background. Using the StarParts link in Agent Workbench increases your case-handling efficiency by transferring the VIN from Agent Workbench to StarParts and includes the option of saving or replacing the VIN from your previous StarParts session.

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**Question:** When do I use the *filter* function?

**Answer:** Use the *filter* function for more effective searches. In the StarParts course, you learned about the Filter ON/OFF icon and how you can use it to execute better searches. If part information is grayed out in StarParts, you can turn the filter off to see the part information. However, in most instances, you should leave the filter on when you perform a part search as this reduces the amount of time that the catalog takes to display search results and can help reduce the overall Average Handling Time of your call.

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**Question:** When do I use the *search* function?

**Answer:**

- Use the Search Function to help expedite searches
- Use the search function when you are unsure of the name of the part or where it is located in the catalog to help you quickly locate a part.

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**Question:** What are the *green notes* on parts?

**Answer:** Green notes in the top-left corner of the screen are important notes, written by the Mopar department, that you need to read before proceeding. In addition to these notes, you may also notice green notes on the part information line. These notes are also written by Mopar and are specific to part numbers. You can also write notes about parts once you are logged into StarParts. Review all green notes related to a part before specifying the part for a caller.

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