

# Renault and Dacia functionality and interfaces

International interfaces for incadea.dms 7.2 BC

V.1.0.0 -14.03.2024

# Groupe Renault make layer

## Starting point for Renault and Dacia dealers and workshops

The Renault interfaces, useable for Renault and Dacia, are developed in close harmony with Renault. The international interfaces are based on Renault HQ CDC and CLA requirement documents. The functionality, interfaces and Customer Facing Documents are packed together in a International Make Layer.

## National Make Layer (NML) interfaces developed

For the Benelux market, several NML interfaces are developed based on official Renault import and export processes and are similar to interfaces used in other countries in Europe.

For example: the Renault Menu Pricing web service with Direct Access developed in NL, can be used in other countries like Belgium or Italy and can be used for other OEM's, like Mitsubishi which is part of Renault-Nissan-Mitsubishi alliance.

In this document all related interfaces, dealer communication protocols and Customer Facing Documents are listed. Currently live in Benelux and Austria.

We can support with a short FIT-GAP analyze for mapping the IML and NML interfaces with the interface requirements set in a certain country.

## Interested in the Renault Groupe Make layer?

More detailed information is available at Carya Group contact person: Didier Passchier via [didier.passchier@carya.eu](mailto:didier.passchier@carya.eu) or [www.carya.eu](http://www.carya.eu)



# Renault Customer Facing documents

## Renault CIE

- Customer Facing Documents are based on Renault requirements matching international and Benelux requirements, including Renault PGCS standards. With Renault CIE applied (including Renault Font).

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## Customer Facing documents available

- Service debit and credit invoice document (international)
- Parts debit and credit invoice document (international)
- Vehicle debit and credit invoice document (NML specific)
- Reminder letter
- Service order (international)

# Functionality in the Service area

## Groupe Renault (Renault and Dacia) functionality

Interface	What	Requirement	Solution is covering
<b>MenuPricing</b>	Direct Access Menupricing with ClaimIT.	-	Menu pricing is a Renault interface used in several European countries. The requests from incadea.dms are send to the Direct Access webservices from where (based on Renault make, model and VIN number) maintenance and repair packages for Renault and Dacia will be imported into incadea.dms. There is an optional connection (through the Menu pricing interface) with ClaimIT. Note: interface is also working for Mitsubishi.
<b>PGCS</b>	A set of interfaces with the Renault Warranty system and Renault Service history system.	<ul style="list-style-type: none"> <li>o Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	The interface takes care of the complete Renault and Dacia warranty workflow. From importing Warranty codes, sending warranty requests to Renault and import warranty credit invoice information. Including sharing all Workshop invoice history with Renault central systems (info showed in ICM).
<b>WAR.ART</b>	Interface with the Renault Warranty settlement system.	<ul style="list-style-type: none"> <li>o Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	Import Warranty related settlement information in incadea.dms and reconcile the received Warranty cases with the warranty claims in incadea.dms.
<b>TM-OPERACOD</b>	Labor master	<ul style="list-style-type: none"> <li>o Download Renault Net</li> </ul>	Import Labor master information into incadea.dms.

# Functionality in the Service area

## Groupe Renault (Renault and Dacia) functionality

Interface	What	Requirement	Solution is covering
<b>OTS</b>	Retrieving Field Action – recall info from Renault	<ul style="list-style-type: none"> <li>Communication platform: RDCS4 API communication (DFT).</li> </ul>	Importing Field Action – recall info from Renault into incadea.dms with directly from the service order.
<b>VMF (replacing BVM)</b>	Retrieving Vehicle data	<ul style="list-style-type: none"> <li>Communication platform: RDCS4 API communication (DFT).</li> </ul>	Importing Vehicle information, used for creating Vehicle cards or updating existing Vehicle cards.
<b>ICM</b>	ICM is the manufacturer Renault website on which all centralized information about vehicles can be found. It shows history of services carried out on a vehicle.	<ul style="list-style-type: none"> <li>Preconditional for the use of Renault Net is a user specific Renault USB token</li> </ul>	The interface will open the ICM website to see vehicle information, based on VIN of the chosen Vehicle.
<b>MCS</b>	Getting all Symptom related data from Renault	<ul style="list-style-type: none"> <li>Communication platform: RDCS4 API communication (DFT).</li> </ul>	Import and show Symptom customer data (Symptom code, Symptom Label, Symptom appearance context and Recurrent fault alert) on the Service order.

# Functionality in the Parts area

## Groupe Renault (Renault and Dacia) functionality

Interface	What	Requirement	Solution is covering
<b>Rparts</b>	The Rparts DMS interface is an interface between the Renault Rparts server and incadea.dms.	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	This interface is providing R-Parts with the necessary information from incadea.dms for external B2B customers (like body workshops). Information exchanged: Parts number information. The sales cycle (order, order receipt acknowledgement, delivery, invoicing). Information about stock rates.
<b>Dialogys</b>	Provide an "estimation" for a service quote containing Parts and labor information. TIS/EPC.	<ul style="list-style-type: none"> <li>Renault dongle.</li> </ul>	The interface with Dialogys allows a incadea.dms user to retrieve aftersales information and import it into incadea.dms. Dialogys (EPC) contains Renault and Dacia information.
<b>Parts order info</b>	Several interfaces for Part order, Parts delivery and invoice.	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	Covers sending Stock and Rush order, import delivery information and invoice. NML interfaces build, also used on other European countries.
<b>BIR.PLR</b>	Sending Parts statistics to Renault	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	The BIR.PLR interface will export Parts Statistics, for sending information (monthly) to Renault for improving the parts replenishment.

# Functionality in the Parts area

## Groupe Renault (Renault and Dacia) functionality

Interface	What	Requirement	Solution is covering
<b>BIR.SAR</b>	Parts sales invoices export from DMS.	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	The monthly SAR file generated from incadea.dms is sent to Renault for analyzing purposes. It allows Renault financial team to track sales movements for every dealer.
<b>PT-Band</b>	Parts master	<ul style="list-style-type: none"> <li>Download Renault Net</li> </ul>	Import Parts master.
<b>EDR-PR</b>	Export Parts only warranty claims. Although normally PGCS is used by dealers.	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	The EDR-PR interface exports Parts warranty claim information to Renault
<b>RIM</b>	Retail Inventory Management	<ul style="list-style-type: none"> <li>Communication platform: RDCS4 API communication (DFT).</li> </ul>	The main purpose of RIM is to optimize dealer inventory off-the-shelf fill rates by generating demand-based (and other criteria) replenishment orders for parts and accessories. The RIM interface in incadea.dms provides the required data.

# Functionality in the Sales area

## Groupe Renault (Renault and Dacia) functionality

Interface	What	Requirement	Solution is covering
<b>AOC (replacing BMO in 2024)</b>	Vehicle model master	<ul style="list-style-type: none"> <li>Communication platform: RDCS4 API communication (DFT).</li> </ul>	Importing Renault and Dacia commercial vehicle model master into incadea.dms.
<b>DHS (replacing SEDRE in 2024)</b>	Importing logistic new vehicle information into incadea.dms.	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	Importing logistic information from the Renault Sedre system, based on the Dealer No. and Sedre Order No. Show logistic information during the vehicle manufacturing and logistic process and creating a purchase order in incadea.dms.
<b>BIR.CIV</b>	Importing Vehicle invoice (Benelux NML)	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	
<b>CAR.IMA</b>	Vehicle Sales information (Benelux NML)	<ul style="list-style-type: none"> <li>Communication platform: Renault TDFA or new RDCS4 API communication (DFT).</li> </ul>	Export Vehicle Sales information to a file, ready for import into Renault CRM systems. File is containing debit and credit invoices.
<b>MVO</b>	Used cars purchase and selling data for Movements reports build by Renault.	<ul style="list-style-type: none"> <li>Communication platform: RDCS4 API communication (DFT).</li> </ul>	Export Used cars movements from incadea.dms.

# Functionality in the Business reporting

## Groupe Renault (Renault and Dacia) functionality

Interface	What	Requirement	Solution is covering
SnapOn	This business management interface allows Renault to get all financial data from the dealer.	-	There are 2 type of sections: 1. Chart of account and 2. Specific statistics data. Chart of account related values will be automatically extracted from incadea.dms. Specific statistics data can be added manually before the file generation via BM Setup page.  Also applicable for Nissan.



# Renault Groupe Make layer for incadea.dms

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