

Part Grading Inconsistency Report User Guide

This edition obsoletes all previous editions.

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Getting Help

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, please contact a customer support technician at 859-344-1925.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available to help answer any questions you may have.

The support rooms are staffed:

Monday–Saturday: 8:00AM–8:00 PM ET

To enter an iCPM support room:

1. Click the **iCPM** icon on your desktop.



2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **Help** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you install, configure and learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to set up phone or onsite training.

Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

Introduction

The **Car-Part.com Statistics and Reports** page is a great resource for you to learn about your business and analyze the online aspect of your business. You can view information about your website's activity, the most popular parts in your online search, the most popular models in your search, the parts your salespeople are looking for, the parts core buyers want, and the parts insurance buyers want.

The reports are generated on the ninth day of the following month (e.g. December statistics will be available on January 9). Please note that recycler-specific reports will not be available to new customers until the month following signup.

Accessing Car-Part.com Statistics and Reports

To view any of your reports, go to your **Car-Part.com Statistics and Reports** page. The link to this page is available in the Website Advantage email you received from Car-Part.com or in your list of bookmarks in Car-Part Messaging. You will be asked to enter your username and password to access the page. If you do not know any of the above information, contact your support rep.

The main page will have a list of the available report types. Click any of the report types in the list to view it.

Car-Part.com Statistics and Reports

Click on a report type below to access statistics

[Website Statistics](#)

[Website Statistics \(Downloadable\)](#)

[Hot Sellers \(Search Statistics\)](#)

[CCC Statistics](#)

[Part Grading Inconsistency Report](#)

[Core Pricing](#)

[Trading Partners Admin](#)

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These statistics are for internal use by the paying facility
and are not to be disseminated to any other individuals or entities.

Part Grading Inconsistency Report

This report helps you locate inconsistencies in your inventory process. It is designed to report body parts with conflicting grade information. Using this report, you can view discrepancies and errors in your inventory process, so you can easily locate any entries that need to be fixed. This results in less confusion and fewer errors when customers perform a search of your inventory online.

Reference: <ul style="list-style-type: none">• Objectionable Words• Damage Codes• User's Guide		Part Grading Inconsistency Report	
		For parts graded on December 29, 2009	
Body Parts			
Damage Inconsistencies			
Car-Part.com graded as an 'A' with '0' units of damage but found these inconsistencies.			
ARA Damage Code			0
Condition Damage Problem			2
Description Damage Code			45
Description Units of Damage			1
Objectionable Words			
Condition Objectionable Word			0
Description Objectionable Word			100
Condition Downgrade Word			0
Description Downgrade Word			5
Condition Aftermarket Word			0
Description Aftermarket Word			16
Stock Number Aftermarket Word			0
Parts w/o Grade			
Grade X			875
Total Body Parts with problems			1,034

When you upload your inventory, Car-Part.com processes the data and grades your parts based on the questionnaire you filled out. There are several problems that will cause a part to show up on your **Part Grading Inconsistency Report**. If the data indicates zero damage on a part, there is now another check in place to make sure the grade is not an error. If the field you specified in your questionnaire indicates zero damage and another field indicates a certain amount of damage (by damage codes, condition codes, or the use of objectionable words in your description), this part will be left ungraded (graded X) and added to your report.

The Part Grading Inconsistency Report is available to all Car-Part.com customers. If you still need to fill out a questionnaire, contact your support representative.

Damage Inconsistencies

The first section of the report shows **Damage Inconsistencies** based on units. This will list any parts that are graded with zero damage, but we find conflicting information in the part record. The inconsistencies are broken out based on where the conflicting information was found (ARA Damage Code, Condition Damage Problem, Description Damage Problem, or Description Units of Damage). Click on any of the categories with records listed to open an explanation of the problem.

Section A – ARA Damage Code

On the main **Car-Part.com Part Grading Inconsistency Report** screen, you can see your inventory problems categorized. The first group of problems, the **Damage Inconsistencies**, occurs when the damage information found in your data is inconsistent with the questionnaire you filled out. For example, suppose that you have ARA Damage Code damage inconsistencies (this is the first sub-group of the Damage Inconsistencies group). You can click on **ARA Damage Code** to view the specific problems.

Body Parts

Damage Inconsistencies

Car-Part.com graded as an 'A' with '0' units of damage but found these inconsistencies

ARA Damage Code	1
Condition Damage Problem	8
Description Damage Code	154
Description Units of Damage	1

Objectionable Words

Condition Objectionable Word	0
Description Objectionable Word	100
Condition Downgrade Word	0
Description Downgrade Word	4
Condition Aftermarket Word	0
Description Aftermarket Word	19
Stock Number Aftermarket Word	0

Parts w/o Grade

Grade X	880
-------------------------	-----

Total Body Parts with problems

1,151

Here is an example of the data you may find on the **ARA Damage Code** screen:

Body Parts - ARA Damage Code

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Rear Bumper 070708	-(back mnted spare), unpainted,NICE ARA Damage Code : 6S1	0	6S1	0	000	A

The second row will tell you what kind of problem(s) is present in the data:

Body Parts - ARA Damage Code

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Rear Bumper 070708	-(back mnted spare), unpainted,NICE ARA Damage Code : 6S1	0	6S1	0	000	A

In this example, there is an inconsistency between the condition of the part and the damage code.

First, here is the information actually entered by the recycler. The first four columns indicate the information the recycler has in the inventory management system:

Body Parts - ARA Damage Code

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Rear Bumper 070708	-(back mnted spare), unpainted,NICE ARA Damage Code : 6S1	0	6S1	0	000	A

This recycler indicated on the questionnaire that the first place Car-Part.com should look for part grading information is in the **Condition** field. As you can see, this recycler indicated in the **Condition** field that there was no damage (0). However, this recycler also indicated damage in the **Damage Codes** field (6S1). When Car-Part.com sees that there is zero damage in the field specified on the questionnaire (in this case, the **Condition** field), we look to the other fields to make sure that the information was not indicated in another place and there are no inconsistencies. Of course, there is an inconsistency in this example. The three right columns show how Car-Part.com would grade the part if it followed the direction of the questionnaire and stopped at the **Condition** field value of 0:

Body Parts - ARA Damage Code

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Rear Bumper 070708	-(back mnted spare), unpainted,NICE ARA Damage Code : 6S1	0	6S1	0	000	A

However, because there is an inconsistency between different parts of the data for this part, Car-Part.com has left this part ungraded in the online inventory. To solve this problem, the recycler should either inventory the parts consistent with the way the questionnaire indicated (by putting the **6S1** in the **Condition** field in addition to **Damage Code** field while inventorying the part) or re-submit the questionnaire consistent with the way the parts are graded (by telling Car-Part.com to look at the **Damage Code** field first for damage information, instead of the **Condition** field).

Section B – Condition Damage Problem

Another way inconsistencies can occur is with the **Condition** field. This next example would occur in a yard that specified the **Damage Codes** field as the first to look at for part damage information.

Body Parts - Condition Damage Problem [<< Go to problem summary](#) < Previous Page | 1 out of 4 Next >

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Quarter Panel 070813	-ES & LS, LH,GR,FTWCAR,6K2 Condition Damage Problem : 2 Description Damage Code : 6K2	2	000	0	000	A

As you can see, this recycler indicated in the **Damage Codes** field that there was no damage (**000**). However, there are two problems because the recycler also indicated 2 credit card units of damage in both the **Condition** field (**2**) and the **Description** field (**6K2**).

Body Parts - Condition Damage Problem [<< Go to problem summary](#) < Previous Page | 1 out of 4 Next >

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Quarter Panel 070813	-ES & LS, LH,GR,FTWCAR,6K2 Condition Damage Problem : 2 Description Damage Code : 6K2	2	000	0	000	A

When this recycler filled out the questionnaire to tell Car-Part.com where to look for damage and part grading information, the recycler told Car-Part.com to look in the **Damage Code** field (**000**). When Car-Part.com sees that there is zero damage in the field specified by the recycler on the questionnaire, it looks to the other fields to make sure there are no inconsistencies. As you can see, there are inconsistencies here.

The left columns display the information uploaded in the inventory data from this recycler's management system:

Body Parts - Condition Damage Problem [<< Go to problem summary](#) < Previous Page | 1 out of 4 Next >

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Quarter Panel 070813	-ES & LS, LH,GR,FTWCAR,6K2 Condition Damage Problem : 2 Description Damage Code : 6K2	2	000	0	000	A

The right columns show how Car-Part.com would grade the part if it graded the part with the recycler's information by following the questionnaire's directions to grade parts according to the **Damage Codes** section.

Body Parts - Condition Damage Problem << Go to problem summary >> < Previous Page 1 out of 4 Next >

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Quarter Panel 070813	-ES & LS, LH,GR,FTWCAR,6K2 Condition Damage Problem : 2CC Description Damage Code : 6K2	2cc	000	0	000	A

However, because there is an inconsistency between different parts of the data for this part, Car-Part.com has left this part ungraded in the online inventory instead of giving it an A grade. To solve this problem, the recycler should either inventory the parts consistent with the way the questionnaire indicated (by putting the **6K2** in the **Damage Codes** field while inventorying the part) or re-submit the questionnaire consistent with the way the parts are inventoried (by telling Car-Part.com to look at the **Condition** field for damage information first, as well as look in **Description** and **Condition** fields for units of damage or ARA damage code information).

Section C – Description Damage Code

Part grading inconsistencies show up in the **Description Damage Code** page when the **Description** section of the uploaded inventory has ARA damage code information that conflicts with other fields. In this example, the recycler specified in the questionnaire that the **Damage Codes** field is the location Car-Part.com should look for part grading information. The **Description**, however, indicates 2 units of damage with the damage code **6K2**. Note that this example also shows that the **Condition** field conflicts with the **Damage Codes** field. Therefore, this problem will show up both in the **Description Damage Code** list and the **Condition Damage Problem** list.

Body Parts - Description Damage Code

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Quarter Panel 070813	-ES & LS, LH,GR,FTWCAR,6K2 Condition Damage Problem : 2 Description Damage Code : 6K2	2	000	0	000	A

Section D – Description Units of Damage

Problems appear in the **Description Units of Damage** page when the **Description** section of the uploaded inventory has units of damage that conflict with other fields. In this example, the recycler specified 0 units of damage in the **Condition** field (which is where Car-Part.com was told to look for damage information), but the **Description** field shows **1HR** of damage.

Body Parts - Description Units of Damage

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Fender B162	1 HR DENT,BLUE,LH,F2101 Description Units of Damage : 1 HR Description Objectionable Word : dent	0	000	0	000	A

Objectionable Words

Part descriptions are also checked for common codes or phrases that may be indicative of a damaged or aftermarket part. These are called “objectionable words.” If one of these words is found in a part description that is not otherwise marked as having damage or marked as an aftermarket (according to the standards you set in your questionnaire), this will also appear on your report. The following is an example of results from the **Description Downgrade Word** section. As before, details of the problem are listed below the part description.

Reference:

- [Objectionable Words](#)
- [Damage Codes](#)
- [User's Guide](#)

Part Grading Inconsistency Report

For parts graded on December 29, 2009

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Body Parts - Description Downgrade Word

[summary](#)

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Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Grille 080833	RH upper,DAMAGED 7D1,NO SHOP ,FTWCAR	1cc	000	0	000	A
	Description Downgrade Word : no shop Condition Damage Problem : 1CC Description Damage Code : 7D1 Description Objectionable Word : damaged					
Grille A109	Cent-LEXCAR 3 DENTS USABLE	000cc		0	000	A
	Description Downgrade Word : usable Description Objectionable Word : dents					

You can see a list of objectionable words by clicking the **Objectionable Words** link in the **Reference** box at the top of the screen. The list will show you which words are noticed, and why. It will also point out exceptions – for example, if “aft” is preceded by “not” so that the part description reads “not aft,” this will not be an objectionable word.

Objectionable Word	Body Part	Downgrade	Aftermarket	Exclude Before Words	Exclude After Words
aft			x	not	
after market			x	not	
aftermarket			x	not	
aftmkt			x	not	
aftmrkt			x		
aftmarket			x	not	
bad	x			not	
bent	x			not	

There are also some words that appear after the objectionable words with the same effect . In this example, if the recycler includes the phrase “new oem” it will not be counted as an objectionable word.

new			x	needs,like,oem,brand,paint	oem,style,body,take,takeoff
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Section A – Condition Objectionable Word

Here is an example of an objectionable word in the **Condition** field of Checkmate. The **Damage Codes** field indicates that there is no damage (000) but the **Condition** field has an objectionable word (“DINGS”).

Body Parts - Condition Objectionable Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Hood DD044	-BLACK,LOOK FIRST!! F8135	DINGS	000	0	000	A
Condition Objectionable Word : dings						

To fix this inconsistency, the recycler should re-inventory the part correctly to reflect the damage of the dings in the **Damage Codes** field.

Section B – Description Objectionable Word

Inconsistencies can occur when the **Description** field of a part includes some words that indicate damage to the part. In this example, the **Condition** and **Damage Code** fields show 0 units of damage, but the description of the part includes the word “DENT.” To fix this problem, the recycler should inventory the part correctly in the **Condition** or **Damage Code** fields (whichever the recycler specified in the questionnaire). Notice that this example part is the same example used in the **Description Units of Damage** section of this document. One part may have multiple part grading inconsistencies, and will therefore show up on both lists.

Body Parts - Description Objectionable Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Fender B162	-1 HR DENT BLUE,LH,F2101	0	000	0	000	A
Description Units of Damage : 1 HR						
Description Objectionable Word : dent						

Section C – Condition Downgrade Word

When there is a downgrade word in the **Condition** field of Checkmate, Car-Part.com will include it in the inconsistency reports. In this example, the **Damage Codes** field indicates no damage (000) but the **Condition** field has a downgrade word (NIQ).

Body Parts - Condition Downgrade Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Front Bumper Assy DD135	4X4, chm- L/S DENT,NO ENDS,FR	NIQ	000	0	000	A
Condition Downgrade Word : niq						

To fix this inconsistency, the recycler should re-grade the part correctly to reflect the quality of the part, or update the questionnaire to indicate to Car-Part.com that **NIQ** is used in the **Condition** field to indicate downgrading.

Section D – Description Downgrade Word

This problem occurs when a downgrade word is found in the description of a part that is otherwise marked as having 0 damage. A downgrade word is one that indicates there is damage to a part without specifying what that damage is. Examples of downgrade words are “NIQ,” “no shop,” and “walk-in.” These are parts that may be usable, but are probably low quality. This information conflicts with the “undamaged” status that Car-Part.com would assign if it followed to the questionnaire and took the damage information from other fields. To fix this, the recycler should reevaluate the part and assign correct damage information.

Body Parts - Description Downgrade Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Headlight Assembly 070910	-RH LENS NO SHOP	0	000	0	000	A
Description Downgrade Word : no shop						

Section E – Condition Aftermarket Word

When the recycler fills out the questionnaire, s/he can specify which field Car-Part.com should look at to find aftermarket information. If this field does not show the aftermarket status, but an aftermarket word is found in the **Condition** field, this part will be included in this inconsistency report. Here is an example:

Body Parts - Condition Aftermarket Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Rear Bumper 070302	-CPE&SED RR FTWDIS 2S1	AFT	2S1	1	2S1	A
Condition Aftermarket Word : aft						

The word “aft” is found in the **Condition** field of this part, but in the questionnaire, this recycler did not specify “aft” as a word to identify aftermarket parts. The recycler also did not mark the part as an aftermarket part in the field that s/he specified in the questionnaire. To fix this problem, the recycler can correct the questionnaire to use this word to indicate aftermarket parts, or re-inventory the part according to the standards this recycler specified in the questionnaire.

Section F – Description Aftermarket Word

Sometimes, Car-Part.com will recognize a word or phrase in the description of a part that seems to indicate that it is an aftermarket part, even when the **Condition** and **Damage Codes** fields don't mark it as an aftermarket part. Some examples of aftermarket words are "NEW," "aftermarket," and "aftmkt." When this happens, the part is left ungraded and appears in this inconsistency report. Here is an example of an aftermarket word inconsistency:

Body Parts - Description Aftermarket Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Running Boards NEWD&J	-LH NEW Description Aftermarket Word : new	0	000	0	000	A

The word "NEW" is found in the description of this part, but in the questionnaire, this recycler did not specify "NEW" as a word to identify aftermarket parts. The recycler also did not mark the part as an aftermarket part in the field that s/he specified in the questionnaire. To fix this problem, the recycler can correct the questionnaire to use this word to indicate aftermarket parts, or change the descriptive words in the inventory data.

Section G – Stock Number Aftermarket Word

This inconsistency occurs when the **Stock #** field contains a word commonly used to label aftermarket parts but the recycler did not indicate to Car-Part.com that they use this word is used in the **Stock #** field to indicate an aftermarket part.

Body Parts - Stock Number Aftermarket Word

Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Rear Bumper AFTMKT	CVR ONLY.FTWCAR Stock Number Aftermarket Word : aftmkt	0	000	0	000	A

In this example, the recycler did not specify in the questionnaire that the **Stock** field is the place for Car-Part.com to look for grading information. To fix this, the recycler can update the questionnaire or reevaluate the use of this word.

Parts w/o Grade

The **Part Grading Inconsistency Report** will also reflect any grade X (ungraded) parts; these are parts that did not contain damage information. You can use this list to pinpoint which part descriptions and damage codes need to be updated in your inventory.

Reference:

- [Objectionable Words](#)
- [Damage Codes](#)
- [User's Guide](#)

Part Grading Inconsistency Report

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Body Parts - Grade X

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Part/ Stock#	Description	Your Condition	Your Damage Codes	CP Graded on Units	CP Damage Codes Found	CP Grade
Front End Assembly(Nose) DD035	W/ABS;DOHC('S'mdl)4DR;GREEN;FBR TACKY Insufficient data provided to grade part : Grade X	NIQ				X
Front End Assembly(Nose) F887	*-black bumper-GRN;SEE INDIV PARTS;LEXDIS Insufficient data provided to grade part : Grade X	NIQ				X