

DAIMLER TRUCK

Southern Africa

DTSA DLP ACCESS FORM

APPLICANT DETAIL			
Name & Surname:			
User ID:			
Email:			
User Type	☐ Internal	☐ Dealership	
Department	☐ Sales/Marketing	☐ Finance/Controlling	☐ Customer Services
	☐ IT	☐ DTFS	☐ Other (specify):
APPLICATION APPROVAL			
Applicant Signature:		Date:	
Manager Name:		Contact Details:	
Date:		Signature:	

Note:

Internal Roles are only for internal DTSA employees

Dealership roles are only for DTSA dealer partners

INTERNAL ROLES

DLP Role	Description	Assign to	Role Required
Maintenance Contracts			
Top-Up Clerk	A user with this role is able to VIEW all Maintenance Quotes/Estimates and Maintenance Certificates for all dealers. User with this role are also able to confirm quotes where the mileage is over the minimum mileage.	1) Customer services 2) IT	☐
Top-Up Cancellation Request Clerk	A user with this role will receive a Maintenance Extension Cancellation requests via e-mail. They will provide the pricing for the cancellation request and send the request to the Top-Up Cancellation Request Approver for Approval.	1) Customer services 2) IT	☐
Top-Up Cancellation Request Approver	A user with this role will be able to do final approval of Maintenance Extension Cancellations.	1) Customer services 2) IT	☐
Top-Up Administrator	Maintain Top-Up Contract Parameters for Maintenance Extensions.	1) Customer services 2) IT	☐
Base Administrator	Maintain Base Contract Parameters for Maintenance Contracts. When adding a base contract parameter the vehicle will automatically receive a maintenance contract.	1) Customer services 2) IT	☐
Short Payment Clerk	Upload and maintain transactions for Parts that were paid short	1) Customer services 2) IT	☐
Short Payment Administrator	Process and approve transactions uploaded by the Short Payment Clerk. Expenses are updated and sent to Sirius.	1) Customer services 2) IT	☐
Mileage Capturing Clerk	Capture mileages for Commercial contracts and mileage information sent to Sirius	1) Customer services 2) IT	☐
Financial Clerk	A user with this role will be able to view all PARTS/VEHICLE/SUNDRY/STATEMENT /Direct debit /credit, scheme claim documents and Manufacturing Certificate Documents for ALL dealerships	1) Customer services 2) IT	☐
Provision Administrator	Administer and load new and additional Provisional Contract Income for each Base Maintenance Contract, access provision reports, upload provisions and additional provisions	1) Accounts team 2) IT	☐
Maintenance Contract Report User	Access Maintenance contract Reports and Exception Reports	1) Customer services 2) IT	☐
Maintenance Contract Data Administrator	UPDATE and maintain Master data (Sirius dealers,dealer type,metapackage, invoice types and schemes) and Maintenance Contract rules , splits ,terms and conditions and K1 schedules	1) Customer services 2) IT	☐
Maintenance Contract Adjudicator	Able to reset expired maintenance contract quotes and set pricing on P.O.R Quotes	1) Customer services 2) IT	☐
Procurement			
Procurement Administrator	Administrators for Procurement Master Data - Maintenance for Requisition Types - Commodities - Special Buy Items - Procurement Workflow Maintenance - Viewing of Supplier information/ View contracts	1) Procurement Team 2) IT	☐
Procurement Document Administrator	Able to maintain Procurement Documents/Framework agreements of suppliers that are linked to the dealership	1) Procurement Team 2) IT	☐
Request for Assistance (RFA)			
RFA Administrator	Administrator for RFA: - Adding of users to approval workflows - Add new assistance types - Brand Maintenance	1) IT Team	☐
RFA Clerk	This will give the user access to view RFA's for all dealers, and the ability to approve RFA requests (if he/she has been added to the approval workflow of the request).	1) CV department 2) IT	☐
RV / Service Contract			
RV/Service Contract Administrator (Trucks)	Creates and Modifies RV/Service Contract Model Data and Config Settings for Trucks (model, body discount, general contract settings).	1) IT Team	☐
RV/Service Contract Clerk (Trucks)	Views all Trucks RV/Service Contract requests for all dealers.	1) CV department 2) IT	☐

Supply Chain Request			
Supply Chain Administrator	CREATE, MODIFY and VIEW All Supply Chain Details and update Workflows and set the distribution policy	1) Sales team 2) IT	☐
Supply Chain Clerk	CREATE, MODIFY and VIEW Supply Chain Requests for all dealers	1) Sales administrator CV 2) BDM 3) IT	☐
Marketing Request			
Marketing Request Administrator	CREATE, MODIFY and VIEW All Marketing Request Details for all dealerships and update Workflows and assistance types	1) Marketing team 2) Marketing manager CV 3) IT	☐
Marketing Request Clerk	CREATE, MODIFY and VIEW Marketing Requests for all dealers	1) BDM 2) Marketing manager CV 3) IT	☐
Parts Discount Request			
Parts Discount Administrator	APPROVE, REJECT and VIEW All Parts Discount Request Details and UPDATE Master Data	1) Parts Administrator 2) IT	☐
Parts Discount Manager	APPROVE, REJECT and VIEW Parts Discount Requests for ALL dealers	1) Parts Manager 2) IT	☐
CV Sales Forecast			
CV Sales Administrator	Able to CREATE/VIEW CV Sales Forecast Queries for ALL dealers.	1) Sales manager CV 2) BDM 3) IT	☐
Technical Assistance Freightliner/FUSO (TAFF)			
TAFF Administrator	Able to view all TAFF cases for all dealerships	1) IT (aftersales services)	☐
TAFF DTAC User	Able to action TAFF cases from all dealerships	1) Freightliner and Fuso DTAC team 2) IT	☐
Reports			
Report Administrator	Able to MODIFY Report Links		☐
Performance Report Administrator	Able to MODIFY Performance Reports		☐
System & Other			
Circular Publisher	Able to CREATE and MODIFY circulars.	1) IT 2) Sales team 3) BDM 4) Controlling Team	☐
CSI Administrator	Able to VIEW CSI Reports for ALL Territories and Dealer Groups	1) IT 2) Sales team 3) BDM	☐
Manufacturer Certificate Administrator	Able to VIEW and MODIFY Manufacturer Certificate Information (Weight/Natis Model No/Model Description) as well as re-print of Manufacturer Certificates for ALL dealerships	1) Sales admin 2) IT	☐
Internal Dealer Staff Viewer	Able to VIEW staff/user information for ALL dealerships	1) IT 2) BDM 3) Sales Team	☐
Internal Staff Detail Viewer	Able to VIEW detailed staff/user information for ALL dealerships.		
Vehicle Security Administrator	Able to VIEW Radio Serial Information for ALL Vehicles	1) Only security team 2) IT	☐
Fleet Registration Clerk	Able to VIEW and APPROVE ALL Fleet Registration Requests	1) Fleet team 2) Sales Team 3) IT	☐
Master Data Administrator	UPDATE and maintain Vehicle Master Data (vehicle types, vehicle groups , SWT models and SWT dealers)	1) IT 2) Controlling Team	☐

Full Dealer Profile Administrator	Able to CREATE and MODIFY existing staff/users for ANY dealership	1) Helpdesk 2) IT	☐
Systems Administrator	CREATE and MODIFY staff/users, view System and Audit Logs and maintain Configuration Settings	1) Only IT user	☐
Firefighter	Temporary role, required to make critical changes on DLP. Firefighter allows a user access to any function on DLP	1) Requires approval from IT Sales and Marketing manager	☐

DEALERSHIP ROLES

DLP Role	Description	Assign to	Role Required
CV Sales Forecast			
CV Sales Manager	Able to CREATE, MODIFY, VIEW and CANCEL Sales Forecast Queries for linked dealers	1) CV sales manager 2) IT	☐
Request for Assistance (RFA)			
RFA User	Create and view ALL RFA's for linked dealers	1) CV sales executives 2) IT	☐
RV / Service Contract			
RV/Service Contract User	View ALL RV/Service Contract quotes for linked dealers	1) CV sales executives 2) IT	☐
Supply Chain Request			
Supply Chain User	CREATE, MODIFY and VIEW Supply Chain Requests for linked dealers	1) CV Sales administrator 2) Sales manager 3) IT	☐
Marketing Request			
Marketing Request User	CREATE, MODIFY and VIEW Marketing Requests for linked dealers	1) CV Marketing admin 2) Sales manager 3) IT	☐
Parts Discount Request			
Parts Discount User	CREATE, MODIFY and VIEW Parts Discount Requests for linked dealers	1) Dealership user 2) IT	☐
Technical Assistance Freightliner/FUSO (TAFF)			
TAFF User	Able to create TAFF cases for linked dealerships	1) CV Technicians 2) Foreman 3) IT	☐
System & Other			
Dealer Profile Administrator	Able to CREATE and MODIFY existing staff/users within OWN or LINKED dealerships	1) Dealership administrator 2) Sales manager 3) IT	☐
Dealer Staff Viewer	Able to VIEW staff/user information for OWN or LINKED dealerships	1) Dealership administrator 2) Sales manager 3) IT	☐
Procurement			
Procurement Requisition Approver	With this role you are able to approve purchase requisitions (PR's) when your name is selected during the creation of a PR. You will also receive notifications when a PR needs approval.	1) Sandown users 2) Users assigned on the approval workflow 3) IT	☐
Procurement Requisitioner	With this role you are able to create a new Requisition for the dealerships you have been linked to. Notification are received once the approval workflow process has been completed	1) Sandown users 2) Requisitioners at the dealership 3) IT	☐
Procurement Finance (PO)	With this role a notification is received in order to create the PO in Autoline.	1) Sandown users	☐

		2) Autoline administrator at the dealership 3) IT	
Reports			
Dealer Report User	Able to VIEW Dealer Report Links	1) Sales manager 2) Administrator at the dealership 3) IT	☐
Performance Report User	Able to VIEW Performance Report	1) Sales manager 2) Administrator at the dealership 3) IT	☐