



 **PEUGEOT UK DEALER SYSTEMS – POLICIES, PROCEDURES & NORMS**



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Please note that Agreement holder compliance to this document is a requirement, in accordance with Peugeot UK Norms reference VDN 5 (for New Vehicle Dealers), ARN 5 (for Authorised Repairers) and PDN 5 (for Parts Distribution). Please refer to General Letters 2080, 2081 and 2082 for details.

1. Peugeot Applications

Common applications - required for **ALL** Dealers holding any combination of the three Agreement types (including Dealers holding only 1 Agreement):

- MADD, Connect Peugeot, Connect Enterprise, STEFI, Peugeotmail

Other applications - required depending on Agreement type:

- Sales Applications
Dialog, PHENIX, Vision, ESSOR, Encore
- Service Applications
Service Box, PPS
- Parts Applications
Polaris, Service Box

a. Explanation of above applications.

- Dialog – Vehicle ordering and first registration/licensing
- PHENIX – Financing new vehicle stock, PSA wholesale credit control
- Vision – View RRVA reports, (vehicles qualifying for bonuses)
- ESSOR – Bonus payments, performance against targets
- Encore – Banque PSA Finance application
- Service Box – Includes ePGC (warranty claims), eStory (vehicle history), Techfile (repair info), eReca (recalls)
- Sagai – Warranty claims
- PPS – Vehicle diagnostics
- Polaris – Parts orders
- MADD – Financial documents
- Connect Peugeot – Connection to PSA applications via the Portal
- Connect Enterprise – File transfer to central systems
- STEFI – Dealer letters + Dealer documentation
- Peugeotmail – E-mail

2. IT Requirements

a. Dealer Computer Hardware & Infrastructure Minimum Standards

The standards laid out below are a guide to what Hardware and Infrastructure will be required by an existing Dealer or a new investor with the Peugeot franchise. They show the minimum requirement that will be needed at the contract site so that they can connect to PSA applications via the internet.

All hardware and Software would need to be sourced by the Dealership. And all appropriate licences need to be sourced.

PC Hardware	Minimum Requirement	Recommendation
Processor	Pentium 4	Pentium 4 or above
Processor Speed	500Mhz	2Gb or above
Memory (RAM)	256Mb	1GB or above
Video Resolution	1024x768	1024x768
Colours	High Colour (16bit)	True Colour (32bit)
Display	15"	17"
Hard Disk (available)	20Gb	40Gb or above
CD/DVD	DVD 8x	DVD 8x or above
Audio	Built-in sound	Built-in sound
Other interfaces	USB 1.0	USB 2.0 or above
Backup		Recommended: e.g. DVD Writer, External HDD, NAS device ...

PC Software	Minimum Requirement	Recommendation
Operating System	Windows 2000 Pro Windows XP	Windows 2000 Pro Windows XP Pro (Vista not compatible)
Internet Browser	IE 6.0	IE 6.0 (IE 7 not currently compatible)
Browser Plugins	Macromedia Flash Player 7 Adobe SVG Shockwave Player ISOView 5 Java Runtime Quicktime Player Microsoft Media Player	Macromedia Flash Player 7 Adobe SVG Shockwave Player ISOView 5 Java Runtime Quicktime Player v5 Microsoft Media Player 11
Anti-virus	Anti-virus software including Anti-spyware	Anti-virus software including Anti-spyware with automatic updates
Other Software	Adobe Acrobat Reader 6.0 Compressed file reader VB6 libraries Microsoft Office 2003 compatible software	Adobe Acrobat Reader 7.0 (Version 8 not compatible) e.g. WinZip 7.0 or WinRAR VB6 libraries e.g. Microsoft Office 2003

Printing	Minimum Requirement	Recommendation
Printer	Laser quality 600dpi	Laser quality 600dpi or above

All PCs must be able to access Peugeot Applications.

A suitable Internet connection will be required. The following connections have been tested by Peugeot, and found to offer a good level of performance and support:

Demon Peugeot ADSL 1Mb/s (wires only)
 Demon Peugeot ADSL 2Mb/s (wires only)

An unmetered connection package is recommended in order to minimise connection charges.

Services	Minimum Requirement	Recommendation
Internet Connection	1Mb ADSL (20:1 contention ratio) FIXED IP Address mandatory	2Mb ADSL or above (20:1 contention ratio or below) FIXED IP Address mandatory
E-Mail address	Peugeotmail address	Peugeotmail address
Firewall		Discretionary
DNS	ISP dependant	ISP dependant or OPEN DNS

Networking	Minimum Requirement	Recommendation
Technology		e.g. Ethernet 100Mb/s
Card		Any
Media		e.g. CAT5e UTP
Media interface		RJ45
Topology		Star Bus
Interconnectivity		e.g. Switch / router
Protocol, services		e.g. TCP/IP, DHCP

Support Services	Minimum Requirement	Recommendation
Hardware Maintenance		8hr fix
Network Support		Recommended
Software Support	For non-PSA applications, support recommended	
Application Support	PSA application support provided by PSA	

Other	Minimum Requirement	Recommendation
Security	Appoint a Local Security Administrator (LSA) plus deputy	Appoint a Local Security Administrator (LSA) plus deputy

These minimum requirements and recommended specifications are merely an indication of a suitable level of equipment to operate Peugeot Motor Company applications. Peugeot Motor Company offers this document for guidance purposes only, and gives no guarantee of application compliance for any given PC or network configuration.

Furthermore, with virus attacks becoming more and more sophisticated, Peugeot Motor Company do not warrant that by obtaining equipment to the above specification, and operating software to the level specified (either minimum or recommended), protection from a specific virus or other attack can be afforded.

b. Required PC's per Contract

New Vehicle Dealers must have a minimum of 2 PCs which meet the above specification requirements, of which 1 must be in the new vehicle showroom to access required applications, and 1 should be located in a secure area - preferably in a lockable room - to facilitate vehicle licensing at certain times of the day. The terminal is recommended to be located within 5 metres of the safe that license discs are kept. When using the AFRL application the PC used, must be connected to a Laser printer.

Parts Distributors must have a minimum of 2 PCs which meet the above specification requirements, of which 1 must be in the Customer Area / Front Counter to access required applications, and 1 in the Telephone Order area / Office area to access required applications (e.g. Service Box and POLARIS).

Authorised Repairers must have a minimum of 2 PCs which meet the above specification requirements, of which 1 must be used by the Customer Advisor to access required applications, and 1 by the Service Manager / Workshop Controller / Warranty Administrator to access required applications (e.g. Sagai & Service Box).

An additional PC is required for every 10 technicians.

Businesses holding more than one Agreement will need to add the PC requirements above. E.g. a New Vehicle Dealer with a Parts Distributor Agreement will need a minimum of 4 PCs in total. The only exception to this is a business which holds both the Parts Distributor and Authorised Repairer Agreements, and has a shared front counter for Parts and Service. In this case the Parts Front Counter PC may be used by the Customer Advisor, reducing the total combined number of PCs to 3 (plus 1 for each additional 10 technicians).

TFT flat screens should be used in all customer facing areas.

URL's for Peugeot application websites and network addressing information will be provided by Peugeot upon request.

c. Compulsory Software (New Vehicle Dealers Only)

In addition to the software requirements stipulated in software section above, the PC used for AFRL must also be installed with PSA Online. This software will be supplied by Peugeot.

3. Dealer Management Systems (DMS)

Agreement holders must have a computer system (commonly known as a Dealer Management System) to assist with the management of their businesses. Peugeot will collaborate with all suppliers of such systems, and will supply the necessary specifications to enable this.

4. Customer Relationship Management Systems (CRM)

Peugeot deems it necessary that all Agreement holders have a computer system (commonly known as a Customer Relationship Management system) to assist with electronic Sales Enquiries within the franchise. The CRM system utilised should be a system that is on the Peugeot approved list.

Arnold Clark Salesman Office	Ethos
Arundale Showroom	Fast Track (incl. S2 e-desk)
Autoview	Kalamazoo Power CRM
Charles Hurst Automate	Kerridge version 8 revision 9304
Close It	Mentor.net
Contact Advantage	MMI Automate
Dealer Web	Peak CRM
Ebbon Dacs Edvantage	Pinewood Pinnacle CRM
E-Goodmanners	Reg Vardy Showroom

5. Security Access and Administration

In order to access Peugeot Applications, users must enter a valid id number. A list of such numbers will be made available upon request to Peugeot. All Agreement holders must nominate a Local System Administrator (LSA) who will be responsible for setting up individual user access according to their job requirements.

All Agreement holder employees can have an individual PeugeotMail mailbox for e-mail communications, and all Agreement holders must nominate a PeugeotMail administrator for setting up and administering user profiles.

Deputies should be nominated for both of the above roles.

6. Support

Agreement holders must ensure that adequate support arrangements are in place for the following:

- All hardware used to access Peugeot applications (with a service level Agreement of 12 hours maximum fix time during normal working hours).
- Internet connections.
- Networks (where a network is installed).
- Dealer Management Systems.

In order to minimise problems arising from viruses and spyware, the use of appropriate software tools is recommended.

7. PPS – Peugeot Planet System (Compulsory Vehicle Diagnostic equipment)

In order for continued compliance with BER Selection Criteria AM11 (Authorised Repairers) and VM6 (New Vehicle Dealers) the Agreement site must possess the recommended diagnostic equipment, the latest updates and connection to the assistance systems.

The Agreement site must possess at least one PMC recommended diagnostic machine for up to five Peugeot Vehicle Technicians and one additional machine for every additional five Peugeot Vehicle Technicians.

The Agreement site must have connectivity to the internet in order to connect to PSA applications. For PPS to function correctly, it requires a connection with a minimum transmission rate of 64 Kbits/s, which is provided, for example, by an ADSL type connection. The conventional switched telephone type of connection, at 28 to 64 Kbits/s is too slow (Minimum ADSL specification 512Kb/s). Therefore, the standard telephone line should only be used as an emergency solution.

NB: A Peugeot recommended diagnostic machine is not required for PD only Agreement holders.

a. Specific Recommendations

Peugeot Planet System (PPS) requires Peugeot's Internet recommendations to be adhered to.

The conditions are listed below:

- The router must be configured to DHCP.
- If the modem/router has a **WIFI** function, it must be **de-activated**.
- The modem/router must have at least one **Ethernet RJ45** port available (1)
- The modem/router must have at least **n+1 IP addresses** available for **n PPS/PPE** (n addresses for n PPS/PPE and one address for the terminal).
- If the Internet installation has additional equipment between the modem/router and the PPS/PPE (portable PC + **WIFI** access point), supporting an IP addressing function (i.e. proxy server), the authorised repairer must make sure that, the equipment to which the **WIFI** access point will be connected and the PPS/PPE (when installed) satisfy the 4 recommendations indicated above:
 - *The wifi function must be deactivated.*
 - *At the end, the IP addressing of the terminal and of the PPS/PPE must be done in DHCP (e.g. the router in DHCP and the additional hardware in DHCP relay).*
 - *The hardware must have at least one Ethernet RJ45 port available (1)*
 - *The hardware must have at least n+1 IP addresses available for PPS/PPE.*

- The **WIFI** connection must be connected with a **DLINK 900AP+ or 2100AP WIFI** access point
- If the Internet installation of the authorised repairer has **additional equipment** between the modem/router and the PPS/PPE (portable PC + 900AP+ or 2100AP **WIFI** access point), assuring in particular an IP addressing function down-line (e.g. switch to network),the authorised repairer must ensure that in general, the hardware to which the **WIFI** access point and the PPS/PPE (when installed) will be connected satisfies the above recommendations.
- If the Installation Agent fails repeatedly, the assistance platform may ask the garage to rid itself of the additional equipment and to do the installation with the basic hardware (modem/router in accordance with the recommendations and the DLINK 900AP+ or 2100AP terminal).

Information

Links to all of the PSA applications can be found via 'Connect Peugeot'. (<https://connect.peugeot.com>). **Note: Dealers will be only able to access connect Peugeot once their accounts have been agreed and gone live.** Dependant on your contract type you will only see sites that are linked to the contracts you currently hold with PSA. There are also common sites that can be viewed by any contract holder.

Many online training services can be found on the TLZ – The Learning Zone. <https://plms.peugeot.com>

Training documentation and other useful documentation can be found via Stefi. <https://stefi.peugeot.com>

Manual File Transfer can be carried out via Peugeot File Transfer. <https://file-transfer.mpsa.com>

ADMPartenaires is the security application that controls job allocation within the Dealerships. <https://admpartenaires.psa-peugeot-citroen.com>

The International Helpdesk is the main point of contact if you are having problems connecting to any applications, if they are unable to resolve your problem they will assign the problem to the correct group or person.

- Telephone : 0845 60 30 638
- e-mail : dealersupport@peugeot.com