



CDK Global APIs on Fortellis

eStore FAQ

Where can I find my reference case numbers?

Once the pending order is in a status of “Approved by Vendor”, the eStore (Vision case) and install case (Install vision case) reference numbers will be visible in the Order Detail view. This process can take up to 15 minutes.

Why doesn't eStore show my accounts when I click on the “Edit DMS Accounts” link in the Order Management screen?

1. eStore is unable to provide data that does not exist on the DMS. If the dealer's DMS has not been set up with the accounts due to being new or due to a buy/sell, a free text field has been added to allow the dealer user to specify the account access.
2. The web service for DMS account retrieval is not available at the time of order placement.
3. Some products may not require a DMS account or the dealer does not use a CDK Drive DMS.

What if a dealer selected more than one of the vendor's products?

1. If a vendor has more than one product, please be sure to check the order and remove any unneeded products from the order before clicking “Save and Confirm”.
 - a. Clicking the green check beside the product will allow it to become a red X. Any item with a red X will NOT be included in the order once it is approved.
2. Any products that have a green check will be included in the order once it is approved. These products will be installed and billed per the vendor's contract. If the vendor or dealer determines a product is not needed after the order is approved, the vendor must submit an uninstall case to have the specific product and product billing removed.

What if a dealer group has approved dealership rooftops that the vendor does not do business with?

1. If a dealer user has included more than one rooftop, please be sure to check the order and remove any rooftops that do not need to be installed from the order before clicking “Save and Confirm”.

- a. Clicking the green check beside the rooftop (dealer location) will allow it to become a red X. Any item with a red X will NOT be included in the order once it is approved.
2. Any rooftops that have a green check will be included in the order once it is approved. These rooftops will be installed and billed per the vendor's contract. If the vendor or dealer determines an install is not needed after the order is approved, the vendor must submit an uninstall case to have the specific product and product billing removed for the dealership.



When a dealer user is accessing the vendor-specific eStore URL, they are receiving the error message “Role eStore3PADlrUser is missing.”

The user's login has not been identified as an authorized signer to complete an eStore order. If the user's title is listed in the CDK Authorized Signer Dealership Titles document, the user should be directed to contact DealerSuite Support via Service Connect. If the user does not have one of the CDK Authorized Signer Dealership Titles, an authorized title will need to complete the eStore.

The dealer user is receiving “Page cannot be displayed” or “Page Not Found” error.

1. The URLs are case sensitive. Please verify the URL was provided to the dealer in the correct case.
2. Request the user log out of DealerSuite and then copy and paste the URL into a web browser. (If the user hovers over the URL it should match the URL displayed. Proofpoints frequently verifies the URL in a message and will append additional Proofpoints routing to the URL, resulting in the errors.)
3. Request the user log out of DealerSuite, clear cache and cookies (Ctrl + F5) > close the browser > reopen the browser and re-access the URL.

How does a dealer locate Service Connect?

1. Service Connect is available on any CDK application on a dealership system. The icon is blue in the CDK Drive system and Green in other CDK integrated applications.
2. The icons appear as  or  in the various CDK applications.