

12. Do you have factory merchandising dollars available, and if so, how much of those dollars have been spent year-to-date by the dealership? What must be done to qualify for more expense sharing in merchandising by the factory and the dealership? *Yes, we have \$3000. to purchase*

give Aways for a Wholesale Customers.

13. With the growing use of mobile smartphones by customers do you have a mobile ready website? *NO*

14. Do you periodically check your online internet Parts coupons? How often are they checked? How often are they updated? *Yes 3 times a year*

15. Pay plan reviews should be made at least on a monthly basis. When has a comparison been made between departmental gross profit and the personnel expenses for the department? Is the current sales level providing a sufficient profit for the pay levels established for the parts employees? *Are Pay Plans are Reviewed by GM, Area VP.*

16. Does the parts department actually seek additional revenue or "live off" the sales of the service department only? If not why not? *our department has a strong wholesale, Retail, And Internet Sales Wholesale & Retail &*

17. Is a program set up to sell accessories to the customer in the sales department as well as the parts area of the dealership? If not, are you leaving potential sales and gross profit on the table? *NO, the sales person normally does all the accessories sales for Parts Department*

18. Do you review wholesale customers weekly to see if parts sales dollars per customer and returns justify the expense of conducting business with them? For example, delivery 30 miles out of town to a customer ordering \$300 a month of parts at Cost+20% may not justify the delivery service. *Yes the Pim Reviews H/L sales for Wholesale Customers the PEX Program.*

19. Do you study your wholesale market opportunity with the dealership's area of influence? Who's the major player and can you unseat them? Can you make a difference against your competition? Can you deliver 2-3 times a day? Within what mileage radius? *NA. Don't deliver outside 20 miles*

20. Who verifies the "wholesale" customer applications to make certain they are really true wholesale customers? Are your state Tax-ID/Wholesale Certificates current (within the last two years?) *Parts manager, and we get new one every year*

21. Discuss monthly expense control with the parts manager and identify specific areas under the manager's control. If expenses are allocated and not charged on a controlled basis, consider basing pay programs on sales or gross rather than net profit as part of the plan.

22. Who determines credit approval for parts customers and what screening system is applied? Who follows the receivables list in a timely manner to make certain payment is made by the customer without exceeding the account limits?

Accounting Department (Accounts receivable) they do a credit reference check on individuals who are applying for credit, Pim works with the Accounts Receivable manager, Pim³ runs receivables monthly to see any outstanding balances