

## **Special Order Process**

47 Branch 1 and 2 Ted Russell Ford Lincoln

When receiving special orders, we have two processes in place for our front wholesale counter and our shop counter. Listed below are the steps we use to identify a special-order part, informing the countermen, and delivering the part for the job.

### **Wholesale Front Counter**

- Ford Depot drops orders off early in the morning and parts begin to get scanned using our scan it tool integrated with our Reynolds system.
- A yellow label is printed once our DMS picks up an order that was processed SB or SP by a counterman and has the RO/IN number, date received, counter person ID number, and part number.
- All Special-order parts are then placed in designated areas for each salesperson to identify once the orders are all accepted in.
- The counterperson will identify parts that have come in, make the necessary phone calls notifying customer their parts have arrived, and send them out for delivery.
- The counter person will then go to their special-order report and verify that the special order has been cleared.
- If a special order is returned, the history will be examined to determine if we bring it into inventory or process through our 60-Day return through Ford and a restock charge of 15% is charged out.

### **Shop Counter**

- Ford Depot drops orders off early in the morning and parts begin to get scanned using our scan it tool integrated with our Reynolds system.
- A yellow label is printed once our DMS picks up an order that was processed SB or SP by a counterman and has the RO/IN number, date received, counter person ID number, and part number.
- All Special-order parts are then placed bins labeled A-Z, last name of customer, until the technician is ready to complete the job.
- Any power train units, an email is sent out to the countermen, service advisor, and parts and service managers to notify of arrival with RO#, customer name, and part number.
- Every two weeks the bins are purged to identify any aging special orders and an email is sent out to the countermen, service advisor, and parts and service manager looking for an answer on why the part is still there. Once the part reaches 45 days, the part is either placed in stock, identified if it qualifies for the ford 60-Day return with a 15% restock fee, or charged out on a shop supplies ticket.
- Special order lists are kept up by our Service BDC and Service advisors to recognize if an order has been filled or unfilled.