

EAST 1 GROUP

PARTS SPECIAL ORDER PROCESS

1. Advisor doesn't have correct customer or vehicle info?

-Call to verify

Accountable: Parts Counter Person/ Advisor

2. Customer refuses to prepay or book an appointment?

-Determine rarity or return capability of part? Cant return or sell? Don't order!

Accountable: Parts Counter Person

3. Service advisor brakes company policy by not asking for customer payment

-Log employee errors and manage/terminate as needed

Accountable: Service Director

4. Customer order never picked up?

-Return the part to OEM after 30 days! Find out why from service advisor

Accountable: Parts Manager

5. Parts counter person orders wrong part by not using part #?

-Return to factory, offer customer discount to keep business, remind employee of best practices

Accountable: Parts Manager

6. Tech orders a warranty part but customer never arrives?

-Return to OEM in 30 days if low volume part, if high volume part, stock for shelf

Accountable: Parts Manager

7. Tech orders incorrect part from bad diagnosis?

-Return to OEM if possible, offer customer discount to keep business due to company error

Accountable: Service advisor

8. D-level tech orders incorrect \$450 part?

-Return to OEM, remind parts counter person of tiers for orders (EX.- D level - under \$100; C level - Under \$250; B Level under \$500; A Level under \$1,000; Master tech- no limit)

Accountable: Service Director

9. Wholesaler wants to return non-returnable part?

-If top 20% customer, offer 1 time exception and eat cost, otherwise stick responsibility on buyer

Accountable: Parts Manager

10. Non pre paid customer order sold to someone else after 14 days?

-Encourage the customer to prepay! "EX.) Dealer policy lets us hold part for 5 days up to \$250 part"

Accountable: Parts Counter Person

11. Part placed on SOP shelf with no customer info

-Place on stock shelf

Accountable: Parts Counter Person

12. Customer orders wrong part in error?

-Recommend they book service appointment to ensure accuracy

Accountable: Parts Counter Person

13. SOP falls into regular stock in error?

-Look for customer info or RO tag

Accountable: Parts Counter Person

14. Zero info for SOP?

-Move part to stock shelf and return in 30 days to OEM if unused

Accountable: Parts Manager

15. Confusion between parts and service departments?

-Service advisors must be responsible for checking on their parts to close their outstanding ROs

Accountable: Service Director

16. Service advisor forgets to inform customer of arrival of SOP but customer bought elsewhere?

-Return to OEM if the part still qualifies!

Accountable: Parts Counter Person

17. Back ordered part?

-Consider aftermarket/ non OEM if quicker and customer approves

Accountable: Parts Counter Person

18. 1 year old parts on SOP shelf that are disqualified from return?

-Place on stock shelves in hope they sell but have a 60 day exit to bulk wholesale

Accountable: Parts Manager

19. 1 year old parts on the stock shelf that are disqualified from return?

-Try to wholesale in bulk to other shops/ Facebook marketplace

Accountable: Parts Manager

THINGS TO CONSIDER

-Parts and service manager over see quality control of both the sales process and the inventory management process for retail and wholesale.

-The dealership can ensure accurate customer info by simply verifying customer email and phone number before booking service appointments and ordering parts

-Every dealer needs a hard set day count (30 days) to return unsold SOP to OEM
Manufacturer and the parts manager has to run a report each month just like a used car manager runs a report of old inventory

-Advisors need to maintain communication with customers when SOP are ordered