

Parts Pre Class Work:

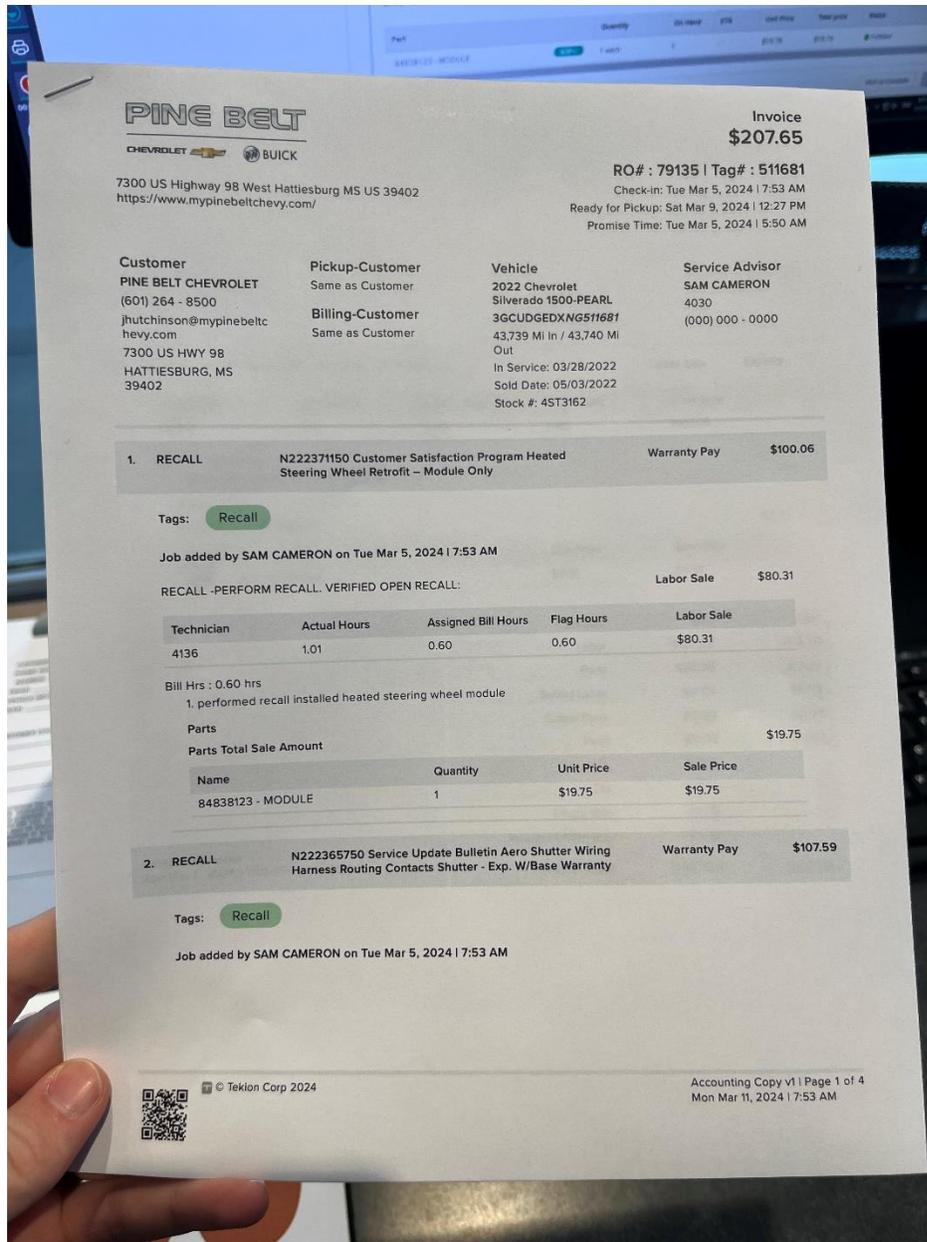
1. FOLLOW A PART EXERCISE

- a. Stocking status of the part was received. This part's demand history is low because it is a recall that was just offered as a solution; before this part was released, techs were having to replace the entire steering wheel to fix the missing heating aspect of the wheel. We've ordered three in the last year. The shipping documentation goes to our processing facility at our parts distribution center (PDC), and we also keep a copy for our files.

"Once your parts are ordered and billed, they show up on an invoice. Invoices are printed by the parts manager (Tim) who codes them for us so we know which inventory account to effect (typically 414000 – Factory parts). When the weekly billing statements are issued by GM, Tim prints the GM parts statement and gives it – along with the invoices – to Rhonda to enter into payables."

- My controller

- b. After receipting the part in for the customer and showing it stocked in our inventory, the technician on the case was notified by the system. The technician then came and got the part before clocking in on the case in the system. After installation of the part, the tech closed his time on the RO and stored his repair, then notified the service advisor. The service advisor then notified the customer that the work had been completed and that the vehicle is ready for pickup. The part was for an open recall on the vehicle, so I then followed the closed RO to our warranty specialist who then filed the claim in order to be paid from GM for the work that was completed.



- c.
2. PERPETUAL INVENTORY BIN COUNTS
 - a. There were differences in a few of the bin counts. The main reason for variance was previous miscount or unknown mistakes in amount ordered or in receiving the part.
 3. All parts that are not sold will be restocked into the parts department. As of now, they are showing as sold so that no other parts consultant pulls the part or sells it. This happens automatically through Tekion systems after the 31 days.