3 steps to Basic Understanding Parts Processes

Follow the part exercise...

John Wyant   Class 452 GM

GM order from stock

- Verify order came in. Normally delivered into the cage or bullpen area overnight
- Goto Global >> Parts >> EDOC
    - o Sort by date
    - o Choose packing list option
        - (Note: referrals will not be on this. Check for bill of lading on referrals)
- Manually check in the order   (we do not scan)
- All packing lists & Bill of ladings get saved & filed in appropriate file per store.
    - o These are help for ~ 2 years
- If a shortfall/overage happens .... You must manually adjust CDK right away. Document on the paperwork before filing & leave open for 24 hours for part to show up.
    - o If missing part does not show up... put a shortage / overage / damage claim with GM in Global.
- Part gets labeled if not already labeled
- Part to bin
- Print GM invoice, code & sent to Accounting
- 1 x a week. Print Parts & Accessory statement & send to Accounting.
- Accounting reconciliation with open parts account.
- Communications back & forth for errors / concerns.

Local Parts Pickup for Emergency Sale

- Need for part arises   (CDK Service Multipoint)
- Requisition input into Service Lane tool CDK Service via Tech Rec   (CDK Service)
- Part availability noted so Service Advisor can sell   (CDK Service)
- Part sold   (PRO)
- Parts team opens PO to local vendor to order part   (CPO)
- Part charged out on RO   (PRO)
- Receive Part & verify correct
- Verify part is on the RO   (PRO)
- Parts Advisor takes part to Tech
- Part installed
- Ticket closed by tech   (TK)
- Ticket closed by Advisor   (PFC)