

## Components to ensure success in getting SOP off the shelf and installed

### Information

Check for accurate Customer Information prior to ordering  
(phone, address, email, VIN, PO, etc)

### Priority

Determine Priority prior to ordering  
(Overnight, EP same day, etc)

### Receiving / Staging

Properly received into Inventory & held in a designated SOP area  
(as SOP via DMS rather than normal stock)

### Communication

Notification that the SOP has arrived  
(with the Srv Writer, BDC, Counter Customer, via DMS functions, etc)

### Follow Up

Follow up on unclaimed SOPs  
(with Srv Writer, BDC, Counter Customer, etc)