

Hi All Hope everyone is well.

I took a little turn at this one. I spoke with the Parts Director. No one really pays attention to what is going on in the parts department, they always do well.

On a daily basis, the Parts Manager checks his counter productivity analysis and all accounts receivable from our wholesale customers. If anything is out of line, he hits it right away. We have a large wholesale that pulls in good numbers from customers and the factory. No wholesale customer can go over 30 days, outside of municipalities which go 90 days. The wholesale department is very important to the success of the parts department. His profit margins are huge in his world. He wants to make sure every sale is a quality sale. No "boomerang sales". On Long Island, we are saturated with Ford Dealers. If you anger a customer, they can drive less than 5 miles to the next Ford dealer. So, Customer service is super important. All in all, I think he has a good hand on the pulse of his department. We agreed to have discussion weekly on what can be done to increase policies and increase Parts sales.

I apologize, but I must have missed the instructions on what you are looking for me to complete with the statement listed above. At the time instructions were being given out, I was unable to access the NADA student website on my laptop. Your IT specialist did assist in getting me access to the website the week following the completion of the Financial Management Seminar, but by the time I got back to completing all of the post class work, I'm no longer able to access the homework "units" section of the website on my laptop. I am only able to get to the website via my smart phone.

Please advise what you are looking for me to complete here, and I will complete it as soon as possible.

Your understanding and assistance is greatly appreciated!

Jeff Hampton
Hyundai Motor America
Regional Warranty Manager
Mid-Atlantic Region
jhampton@hmausa.com
630-618-0390