



Thank You for calling {dealership name and department}, {name} speaking. With whom do i have the pleasure speaking to?

What part may I assist you with finding today?

May I have your phone number or VIN number so I can locate your account?

Customer On File
Thank you for being a loyal customer!

All start with customers?
Thank you for calling {dealership name and department} may I place you on a brief hold?
WAIT FOR THEIR RESPONSE!
Thank You, we will be right with you.

Customer does not have VIN or phone number on file.
May I have your phone in case we get disconnected?

Check for additional parts needed to complete repair(s). ie gaskets, one time use parts.
Give customer retail price and availability

Part is in stock
Ask for the sale.
Pre-Invoice part if customer picking up later in the day.
Have part pulled for customer.

Customer does not have VIN number.
Proceed to look-up part without vin. If multiple options give customer pricing and availability of all options.

Part is not in stock
Does any local dealers have in stock

YES
Tell customer part can be ordered and would be available at {time determined by dealership}. Send customer prepayment link

Offer to schedule with service department.

NO
Give customer availability.
Check PDC stock for accurate ETA
Send customer prepayment link

Thank you for allow us to assist you today!