

Parts Process

#1 Follow a part exercise:

Our parent dealership Young Chevrolet receives all the parts shipments from Hyundai (except some emergency orders arrive here from Fed Ex) Young Chevrolet has their own Hyundai Parts bins and crash part bins also. Our inventory is at both stores , once the Hyundai parts arrive they are scanned and sorted according to which store ordered them. After sorting them a parts driver brings our parts to us (20 miles away)We inspect the shipping documents to be sure we were not shorted or if there was any parts on back order. Once the documents have been inspected they are filed according to month . We had a stock order of engine air filters arrive(28113-2p100) A very fast moving part . 106 demands in 12 months. Stocking status A. Parts Manager took me for a tour of the Parts Department inventory explaining the part bins and how to find where parts are located using CDK . We then put the air filters in the assigned bin.

2 Parts Manager goes on-line to order part from local (Oreillys Auto Parts) for a used car. They send a parts delivery person to drop off the part . The Parts Manager receipts the part in and charges the part on the repair order. The Parts Manager then takes the part to the assigned to the tech working on the car. The tech replaces the part ,finishes putting his story on the computer and takes the repair order to the assigned service advisor. He then takes the car to our car wash. The car wash finishes washing the car and returns to the service drive and gives the keys to the service advisor. The advisor then calls the customer or used car manager and lets them know the car is ready for pick up.

#2

SPECIAL ORDER PROCESS

When a part is needed for a vehicle, several steps are taken to determine when and how the part arrives. There are different procedures depending on the answers for the basic questions asked with each part needed.

Tec turns in parts request form once vehicle is diagnosed.

Parts associate determines if part is in stock at this location or at other stock room located at other dealership, first. (THIS STORE UTILIZES TWO FACILITIES TO STOCK ALL HYUNDAI PARTS) If located at other stock room a picking ticket is printed at this location from the parts dept and part is delivered same day, depending on time ordered, and delivered via shuttle truck.

If part is not in stock at either location, parts associate communicates with advisor to determine if the part is under warranty, or customer pay. Parts associate determines by advisor if the car is staying at the dealership or if the customer will be taking car, till part arrives. This determines where and how the part is keyed into the Hyundai system for ordering, as well as if prepayment is needed for customer pay.

If the car is staying on premises the part is generally keyed as emergency order. Once availability has been confirmed, part is added to repair order and keyed as order. Next part is keyed into Hyundai system and attached a order number referencing the repair order. This is done because no special orders or stock orders are received at this store, who places the orders or where the parts are needed. All these orders are sent to another dealership in our group where they are scanned in, along with stock and replenishment orders and sorted for delivery via the relay truck between our locations.

If the car is drivable or customer can not leave car for repairs and will return at a later date this is where the order can be placed on regular stock order and will arrive 2 to 3 days later after initial order has been placed. All of these orders also arrive to our other location and are scanned and sorted for deliver to us in the same manner as emergency orders. The other dealership carries roughly 80% of all inventory stocked in our system, receives all orders, and handles all deliveries to commercial accounts.

Once these orders are shipped from our other dealership they are processed by parts manager and parts associate referencing the order number to the repair order number. Parts are receipted in by placing them on actual repair order as sold from the order status. Two copies of the repair order are reprinted, one attached to part, and one taken to service advisor to let them know part has arrived.

During this process parts associate confirms location of vehicle, and if here, takes part with invoice to shop Forman for dispatching. Advisor's retain all repair orders, so these must be collected from them. If car is not here special order is placed on shelf with copy of repair order used for ordering with a written received date and conformation of other copy given to advisor for customer contact and scheduling of needed repair.

Every two weeks Parts manager has each advisor come to special order shelves and go through each and every outstanding order, and part for conformation of part here, and scheduling of customer to return for repair.

SPECIAL ORDER PARTS

C/W R.O.	PART DESCRIPTION	ADVISOR NAME	PAID IN FULL	DATE ORDERED	DATE ARRIVED	DATE CUST NOTIFIED	APPT DATE	TOTAL DAYS ON SHELF	COST \$	RETURN TO OE DATE	PUT IN STOCK DATE
C	115316 SFC LOCK CYL	JOHN P.	N	10/31/18	11/1/18	CAR IN SHOP V	10/31/18	0	74.99	N/A	N/A
C	115505 FUR MATS	CASEY M.	Y	10/17/18	10/18/18	10/18/18 W	10/18/18	0	61.29	N/A	N/A
C	115207 DR HANDLE	JOHN P.	Y	10/2/18	10/3/18	10/3/18 W	10/9/18	6	29.60	N/A	N/A
C	115183 WASHER RIMP	JOHN P.	N	10/1/18	10/2/18	10/2/18 W	10/5/18	3	21.65	N/A	N/A
C	115557 CARBISTER VALVE	PAUL B.	N	10/14/18	10/17/18	CAR IN SHOP V	10/14/18	0	45.53	N/A	N/A
C	115245 TUNING CARBIN	JOHN P.	N	10/5/18	10/6/18	CAR IN SHOP V	10/4/18	0	50.18	N/A	N/A
C	115988 Wiring Kit	JOHN P.	N	11/2/18	11/3/18	CAR IN SHOP V	11/2/18	0	30.00	N/A	N/A
C	115158 CYL HEAD	PHIL B.	N	11/1/18	11/16/18	CAR IN SHOP V	11/5/18	0	103.07	N/A	N/A
C	116034 HOUSING	PHIL B.	N	11/5/18	11/5/18	CAR IN SHOP V	11/5/18	0	6.92	N/A	N/A
C	116216 QUARTER GLASS	JOHN P.	N	11/23/18	11/26/18	CAR IN SHOP V	11/23/18	0	199.78	N/A	N/A
C	116480 Remoteswitch	JOHN P.	N	11/23/18	11/26/18	CAR IN SHOP V	11/23/18	0	51.74	N/A	N/A
C	116588 ARM REST	PHIL B.	N	11/27/18	11/27/18	11/27/18 V	11/30/18	0	11.94	N/A	N/A
C	115729 SEAT TRACK	JOHN P.	N	10/24/18	10/25/18	CAR IN SHOP V	10/24/18	0	140.74	N/A	N/A
C	115719 WATER RUMD	PHIL B.	N	10/25/18	11/1/18	CAR IN SHOP V	10/25/18	0	133.28	N/A	N/A
C	115400 SHIFTER KNOB	JOHN P.	N	10/10/18	10/11/18	10/11/18 V	10/17/18	6	56.07	N/A	N/A
C	115350 Window Motor	PHIL B.	N	10/8/18	10/9/18	CAR IN SHOP V	10/9/18	0	94.45	N/A	N/A
C	116598 Window Switch	PHIL B.	N	11/21/18	11/30/18	11/30/18 W	12/7/18	1	64.93	N/A	N/A
C	115393 STEERING MOTOR	PHIL B.	N	10/9/18	10/24/18	10/24/18 W	10/25/18	1	161.85	N/A	N/A
C	115822 KEY FOB	CASEY M.	N	10/24/18	10/29/18	10/29/18 W	12/7/18	3	141.51	N/A	N/A
C	116096 REMAIN ENGINE	JOHN P.	N	11/7/18	11/9/18	CAR IN SHOP V	11/7/18	0	1869.69	N/A	N/A

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PARTS & SERVICE
DIRECTOR



NATHAN MYERS
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