

Service Customer Special Order Parts Request Procedure

*Effective 3/11/2019

After being notified by the technician(s) and confirming that Parts Department has checked and reported availability of necessary parts.

All area's on the form are to be filled in.

Explanation for required Information.	
R.O. #	The current repair order number
Customer Name	Lastname, First name
Technician	The name of the technician requesting the parts.
C.P.	The Parts Counter person who looked up these parts.
Car Down in Shop? Y/N	Is this vehicle staying at the dealership until the repairs have been completed, 'Y'es or 'N'o.?
Appointment Date	If the vehicle is NOT staying, when is the customer scheduled to return?
Warranty	Place an 'X' in this column if these parts are for a warranty repair.
Customer Pay	Place an 'X' in this column if these parts are for a customer pay repair.
Pre-Paid? Y/N	If this is customer pay, have you collected prepayment for all special order parts?
Comment, Special Instructions	This is an area for the Service Advisor to make a note to parts.
Approved to Order	Service Manager will place an 'X' in the column on the line he approves.
Service Manager	Service Manager will sign showing that the order has been reviewed and is OK to order.

The Service Advisor will complete the 'Service Customer Special Order Parts Request' and bring it to the Service Manager for review and approval.

The Service Manager will deliver the approved copy to the parts counter.

The Parts Counter Person(s) will send form to the Parts Manager for ordering.

The Parts Manager will compare parts availability against vehicle status to determine best order type to meet customer requirements.

Parts Manager will notify Service Advisor & Service Manager about any issues with availability and/or delays.

