

Parts Homework

- ① 2 times per year
- ② We match pricing with other local dealers.
This is per our Owners request.
- ③ We contacted other dealers and independants
and found to be competitive
- ④ We have matrix pricing and pricing levels
wholesale and retail types
- ⑤ For counterman there is a Gross Profit Block
and Service Advisors have no access
- ⑥ Yes, daily view and posting outside purchases
- ⑦ No, we post at exact cost we purchased at.
- ⑧ Through our "687" account. Inventory adjustment
- ⑨ Yes, only information Tab. contacts made
to through our B.D.C.
- ⑩ D.N.A.
- ⑪ No
- ⑫ Yes, used by Sales and Service marketing
- ⑬ No
- ⑭ All internet Hits are taken by B.D.C and
forwarded to Parts Dept.
- ⑮ We have union employees with contract Wages
- ⑯ No, Our owners request is to give full attention
to our Sales and Service customers
- ⑰ We have a accessory dedicated Salesperson
who visits with every Sales customer
- ⑱ We do not actively participate in Wholesale parts

- (19) DNA
- (20) Parts manager. Tax Id's are updated yearly on file.
- (21) areas of control: overtime, misc expense, company Vehicle (maintenance)
- (22) Payable and Receivable clerk. Credit app with references.
- (23) Yes, on a monthly basis
- (24) Parts are ordered by D.M.S. With Reynolds Special order system.
- (25) We try for 100% prepay but are overruled at times by advisors with special customers Retail Wholesale Service CO. Yes
- (26) 60 Days from receipt. usually no return charge
- (27) Shipping & Receiving clerk and Parts manager
- (28) We send no postcards. We contact by: Text, Phone call, and Email
- (29) Parts are located in section of Department filed by last name in ABC order. Parts manager reviews weekly
- (30) Designated area
- (31) comptroller, Payable clerk, parts manager
Statements are not paid unless all invoices are accounted for and cleared by Parts Dept
- (32) Yes all counterman. comptroller, Payables clerk
- (33) General Manager and Owner, No
- (34) exceed

- (35) DONE
- (36) No, Take the coverage at time of annual inventory
- (37) NO
- (38) No all overseen by Parts manager
- (39) HR manager, reviewed monthly, not part of pay plan
- (40) No records kept. Certification Certificates
Dms Training With new hires same with parts catalog
- (41) Yes NADA Graduate
- (42) Plenty of Equipment at all work stations
- (43) We are a Gm Rim Dealer.
- (44) DNA
- (45) 90% 10%
- (46) Printed monthly, stored in file cabinet
Watch for level of service and non Gm
contested parts. Also.
- (47) Yes, Score card?
- (48) Daily adjustments ~~if~~ needed.
- (49) Yes
- (50) Yes
- (51) Manager and counterpersons: Yes
- (52) Yes, all parts counterman can log lost sales
- (53) Parts manager. "Review phase in listing"
- (54) Yes: Mainly based on RIM
- (55) Values Set By Gm Rim and Hyundai "Smart Stock"

- (56) 97%
- (57) Q:1 yes Q:2 Yes we stock shop supplies for Service dept but not sold.
- (58) Verbal procedures. Procedure is out n dry
NO variance
- (59) Parts manager
- (60) Shipping & receiving clerk. all items v'd against packing slip for accuracy. Claims filed by Parts manager.
- (61) Physical inventory completed yearly.
- (62) Parts manager
- (63) If there is a variance we provide that to office for inventory adjustment
- (64) + adjustment
- (65) Yes
- (66) They are stocked as normal parts but are tagged with a "phase out" status
- (67) Parts manager views work in process weekly
- (68) Yes
- (69) Yes
- (70) 4.6
- (71) 6.0
- (72) We could use some expansion for future growth
- (73) Each employee has their own copy of P&P.
Our HR person reviews with employee
- (74) Yes, Too many employees
- (75) No cash handled by Parts dept

(76) DNA

(77) Yes, we have cameras, General Manager
Parts manager

(78) Hopefully to grow business, more profit
happy customers.