

Mercedes-Benz Toronto Retail Group Special Order Parts Process

Special Order Part:

A Special Order Part (SOR) is defined as anything that you do not normally stock in your inventory.

In Store Ordering Process:

- Any SOR with a cost over \$1,000 must be approved by the After-Sales Management. Service Advisor must request approval for the part via email to management, approval email will be sent to Parts department for processing. Email must include a screenshot of the appointment booking.
- For parts that are not warranty items, **FULL** payment must be collected at the time of order.
- SORs requests must be made by a Manager/Foreman or Technician (quoted on RO) in conjunction with a Service Advisor (to confirm customer approval).
- When there is no service RO, the Service Advisor **MUST** check the availability of the part, once confirmed an appointment date for the installation of the SOR **MUST** be made prior to the parts being ordered. The appointment must be generated in Xtime with a notation that it is a SOR and emailed to the Parts Advisors for confirmation.
- For vehicles in for service and the repair is not being completed during the current visit (Closed RO), the Service Advisor **MUST** set an appointment date for the installation of the SOR. The appointment must be generate in Xtime with a notation that it is a SOR and emailed to the Parts Advisors for confirmation.
- Parts personnel will order the parts in the most advantageous method possible in order to satisfy the appointment date. The Parts personnel will send a confirmation email back to the Service Advisor to confirm the part has been ordered and its approximate arrival time.

Customer Notification Process:

- The advisor will pre-set the appointment date with the customer for the installation of all SORs. The appointment date will be generated in Xtime. The customer will receive an immediate notification.
- Parts personnel will give the Service Advisor a copy of the Parts receipt daily via the RRS report from CDK to indicate what parts arrived at the dealership. The Service Advisor will confirm if parts order is complete and proceed as required.
- Xtime will send an email or text reminder to the customer ten days and two days in advance of the appointment. If there is no email/mobile opt-in, the Service Advisors will call the customer **two days** prior to appointment date to remind customer of appointment.
- If the pre-set appointment date has been missed, the Service Advisor will call to reschedule. All communication attempts must be documented in Xtime. Parts personnel must be informed of the re-scheduled appointment date at this time.

Review Process:

- SORs aging must be reviewed weekly and the list of SORs to be action on, will be given to the Service Manager and Service Advisors for immediate follow-up.
- The General Manager, Parts Manager and Service Manager should review all SORs on hand more than 30 days in a monthly meeting or communication. Any items over 60 days require an explanation and decision from the management team.
- The Central After-Sales Operations team will review the SORs aging and total parts obsolescence for the group on a quarterly basis.

