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46. The computer-generated reports are created in Parts and saved in the Parts monthly reconciliation binder turned in at month-end.
47. The DMS Scorecard is not currently used at the dealership, however, it will be utilized at the month-end for March. It will be utilized more frequently at the behest of the CFO.
48. Our Parts inventory is adjusted on a daily basis as we perform bin checks every day.
49. The fifty most active parts have been adjusted many times through daily bin checks.
50. Yes and No. Being shorthanded, I have to trust that the parts variances are being researched before the adjustment is made. Any adjustment over \$200.00 has to be run by the Parts Manager.
51. All of our Parts counter persons have been given the lost sale quiz. Their determination is skewed like mine, but lost sales are being logged.
52. Lost sales are tracked by the Parts Manager. Any Parts counter person can log a lost sale.
53. The Parts Manager reviews lost sales at month-end.
54. Emergency purchases are monitored for phase-in requirements. I am not familiar with the Test/Non Stock watch feature.
55. Phase-in criteria are three sales in nine months, however, any parts can be ordered that we may start to see being sold. Examples of these are TSB parts or upcoming campaign parts.
56. The inventory compliance percentage set by our CFO is +/- 1.5%.
57. All parts sold by the Parts Department are not added to inventory first. Non-Toyota vendor parts and aftermarket parts are sold as in and out transactions. Things like washer solvent and shop supplies are not in Parts inventory.
58. The procedures for shipping and receiving are written. It is the responsibility of the Parts Manager to review and adjust them as needed.
59. Anyone in Parts can file a manufacturer parts claim. It is the responsibility of whoever recognizes the need to file a claim.
60. The shipping and receiving clerk receives the order via scan gun. The wholesale Parts person verifies the stock order against the stock order confirmation sent by Toyota. Any discrepancies are immediately corrected and submitted to Toyota.
61. Yes. Physical inventory is performed every November and compared to the General Ledger.
62. The Controller loads the monthly price update from Reynolds and Reynolds and Toyota. She accounts for appreciation/depreciation at this point.
63. Parts cost adjustments are tracked by the Parts Manager and CFO on a monthly basis after the Parts reconciliation has been completed.
64. The parts inventory value at the last physical inventory was \$2700.00 short when compared to the GL.
65. All obsolete parts are physically in the Parts inventory and at the store.
66. Obsolete parts are in with normal stock. They are tracked through an aged inventory report.
67. The Controller and the Fixed Operations Director verify completion of repair orders that cross over months for work in process.
68. To the best of my knowledge, the CFO, Controller and the Fixed Operations Director verify that repair orders are closed in a timely manner.
69. Yes. The Parts Manager is able to view the DOC daily through Reynolds and Reynolds.
70. The months' supply of the Parts Inventory is 1.1.
71. The true turn of the Parts inventory for 2019 was 7.32
72. The inventory area is large enough for the current level of business, however, the choice shelving would allow for greater stocking.
73. Each employee has an employee handbook. Copies of the store's procedure manuals are with Human Resources and the CFO.
74. The Parts Department is locked at night, but all of the Sales Managers have keys due to Parts closing before Sales. Each member of the Parts staff has keys.
75. Parts dies have a cash drawer. It is the responsibility of the two counter people that close nightly to balance the drawer.

76. The procedure for overages and shortages in the cash drawer is that Accounting holds the overages until there is a future shortage and shortages come out of Parts gross.
77. There are various cameras throughout the dealership, but none in Parts. All managers can replay the footage and watch the camera feeds live.
78. Get me some more help in the Parts Department.