3 Steps to Basic Understanding Parts Processes

Follow a Part Exercise

- **Stock order for Shelf**
  - Part comes in
  - Use R&R scanner to scan part into inventory
  - Check order cards for ordered part
    - check if part is warranty, customer pay, body shop — paid or not
    - card has RO/CT number and date ordered
      - If part is for car in service, the card has counterman, technician and advisor
    - it will have the part number and quantity ordered
  - Parts are then verified on the order sheet input the day before to ensure parts arrived with the correct quantity ordered.
  - Parts are then verified on the Invoice to ensure billing was correct
  - The SOP Google Sheet is updated with Customer Name, Advisor, Last 7 of the VIN, Order Date, RO Number, Received Date, Voicemail Date, Appointment Date, Completion Date.
  - Parts are then put away in bins if warranty, or in the SOP cabinets for customer pay.
- **Install on Customer Vehicle**
  - Vehicle comes in for issue
  - Advisor dispatches RO to tech
  - Tech diagnoses issue and then sends PNA from Google Sheets through Slack to Parts
  - Parts then inputs part number, prices, if the part is in stock or needs to be ordered and the price quote number
  - Parts then sends PNA to Service Advisor to sell repairs to customer

- Once sold, SA then highlights parts that need to be ordered in Google Sheets then notifies Parts and Tech through Slack to order.
- Parts orders parts and updates SOP Google Sheet that part is being ordered.
- Part comes in
- Use R&R scanner to scan part into inventory
- Check order cards for ordered part
  - check if part is warranty, customer pay, body shop — paid or not
  - card has RO/CT number and date ordered
    - If part is for car in service, the card has counterman, technician and advisor
  - it will have the part number and quantity ordered
- Parts are then verified on the order sheet input the day before to ensure parts arrived with the correct quantity ordered.
- Parts are then verified on the Invoice to ensure billing was correct
- The SOP Google Sheet is updated with Customer Name, Advisor, Last 7 of the VIN, Order Date, RO Number, Received Date, Voicemail Date, Appointment Date, Completion Date.
- Parts then notifies tech and advisor through Slack that parts have arrived. Parts then sends the parts runner to deliver parts when Tech is ready with vehicle.
- Parts Department then adds parts to the RO using R&R under screen 2525.
- Technition notes in 3651 what the cause of the issue is on the vehicle, and inputs correction made to vehicle.
- Vehicle is complete, sent to wash bay, RO is sent to SA to close out paperwork.
- SA inputs hours for Tech and double checks parts, labor hours and estimates on repairs.
- SA calls customer and states vehicle is ready for pick up and then sends paperwork to Cashier for pickup.
- Customer comes to the Dealership, signs off on paperwork, pays for any outstanding monies and leaves.

- **Inventory Bin Counts**
  - Went into parts and checked out what locations would be best suited for Counts.
  - Parts Manager then ran the Bin Check Report
    - In R&R, went into 6910 (Report Generator), then toggled Report 107, then input the locations to be counted
  - Using the print out for the Bins, they were counted and recorded any variances.
    - Ran 8 bin counts.
  - Out of 8 counts, 1 part had not been posted, 2 part numbers were marked as returned and 1 part had two locations.
    - Used R&R screen 2101 to check bin location and adjust any issues.