

SPECIAL ORDER PROCESS FOR IN SHOP CUSTOMERS

Specify parts needed to order the correct parts for vehicle

Check availability if not in Denver special handle

Order the parts and identify special handling orders by part number

Print 2 copies of the order card

Receive parts when they arrive and checked in using the special-order card

Post the parts in DMS

One special order card to the service advisor

One special order card to dispatch

One special order card attached to the parts

Bill out all parts on the repair order that service has provided to us.

Take special order parts to technician

SPECIAL ORDER PROCESS FOR ALL OTHER ORDERS

Specify parts needed to order the correct parts for vehicle

Check availability if not in Denver special handle

Order the parts and identify special handling orders by part number

Print 2 copies of the order card

Receive parts when they arrive and checked in using the special-order card

Post the parts in DMS

One special order card to dispatch if it was on a repair order

One special order card to parts advisor for counter retail customers so we can notify by phone and writing on the card date and time of notification

Using Text To Drive we notify customers via text message for our shop customers

Customers arrive we bill out the parts. If prepaid, we fill the order.

Bill customers for shop ro's when they arrive

Wholesale customers bill out when complete or as they need them as they arrive

