

Special Order Parts Process for Mountain Group

1. Request for part by Customer, Tech or Service Advisor
2. Obtain all Customer/Vehicle information – All parts must be ordered by the VIN (no exceptions)
3. Look up part and give Price and Availability.
4. If a Repair Order, the P&A is given to the Service Advisor, who builds the estimate and obtains approval from the customer
5. The Advisor or the Parts Counter person explains that all parts must be prepaid for and If they change their mind or return the part their money will be refunded to them less a 20% restocking fee. If the customer refuses, then the part is not ordered.
6. Only the Customer (if a counter sale) or the Service Advisor (if a Repair Order) can give the Ok to order the part.
7. The part is then billed on a counter ticket or the open repair order, where the customer prepays, the part is ordered, and that counter ticket or repair order is closed.
8. When the part arrives a pick ticket is printed and the counter person (if a counter ticket) or the service advisor (if a repair order) contacts the customer to schedule appointment or pick up
9. Customer is contacted at least 3 times to be notified the part is here. After these 3 attempts or 30 days (or whatever your manufacturer's window is to return the part) the part is either returned (if a warranty part) or delivered to the customer (if a prepaid part) by a parts driver.
10. Customer arrives for appointment and a new repair order is written for installation and the previous repair order is referred to for the prepay part as to not effect parts warranty.