SPECIAL ORDER PARTS (SOP) FLOWCHART

SOP → SOP FROM CUSTOMER → OBTAIN FULL VIN AND PART INFO. AND CUSTOMER INFO. → DISCUSS NEEDS & INSTALL PREFERENCE → SELF INSTALL → REQUIRE FULL PAYMENT

REQUIRE FULL PAYMENT —NO→ CAN NOT ORDER

REQUIRE FULL PAYMENT —YES→ ORDER PART → RECEIVE PART & SCHEDULE P/U

DISCUSS NEEDS & INSTALL PREFERENCE → SERVICE DEPARTMENT INSTALL → TRANSFER TO SERVICE FOR DIAGNOSIS → SOP FROM SERVICE DEPT.

SOP → SOP FROM SERVICE DEPT. → WARRANTY OR CUST. PAY OBTAIN CUSTOMER INFO.

WARRANTY OR CUST. PAY OBTAIN CUSTOMER INFO. → CUSTOMER PAY / SVC. MANAGER APPROVAL OVER $200 → PROCESS FULL PAYMENT → ORDER PART → SCHEDULE INSTALL → CUSTOMER DOES NOT P/U

WARRANTY OR CUST. PAY OBTAIN CUSTOMER INFO. → WARRANTY SVC. MANAGER APPROVAL OVER $200 → CONFIRM WITH SERVICE & ORDER PART → HAVE SERVICE SCHEDULE INSTALL → COMPLETE ORDER

RECEIVE PART & SCHEDULE P/U → CUSTOMER DOES NOT P/U

RECEIVE PART & SCHEDULE P/U → CUSTOMER PICKS UP → SALE COMPLETED

CUSTOMER DOES NOT P/U → RETURN TO OEM WITHIN 30 DAYS

CUSTOMER PICKS UP → CUSTOMER WANTS TO RETURN → NO RETURNS ON ELECTRICAL AND CERTAIN PARTS → 20% RESTOCK FEE ON OTHERS