SPECIAL ORDER PARTS

ORDER

INTERNAL
SALES · SALES MGR · PARTS COUNTER

PARTS/ACCESSORIES FOR SALES DEPT.

- SALES MANAGER SIGNS WE OWE
- REQUEST PART WITH WE OWE
- ETA IS COMMUNICATED

CUSTOMER PAY
PARTS MGR · PARTS COUNTER

ROs, COUNTER SALES & WHOLESALE

- CUSTOMER SIGNS CONSENT FORM
- RETURN ELIGIBILITY IS NOTED
- PRE-PAYMENT IS SECURED
- ETA IS COMMUNICATED

WARRANTY
SERVICE MGR · PARTS MGR · SERVICE ADVISOR · TECH

WARRANTY ROs

- TECH REQUESTS PART IN WRITING
- PARTS MGR VERIFIES PART REQUEST
- SVC MGR OR FOREMAN APPROVES
- ETA IS COMMUNICATED

STOCK-IN

PART ARRIVES → STOCK INTO DMS AS SOP → TAG THE PART (CUSTOMER NAME, RO, ADVISOR, DATE OF ORDER, DATE FOR RETURN) → SHELVE IN SOP BIN

FOLLOW-UP

NOTIFY ORDERER

- → RIGHT PART → SET APPT → INSTALL
- → WRONG PART → EVALUATE WHO & WHY → MISTAKE? PAY DEDUCT
  - WHOLESALE & COUNTER CUST. ARE FINAL SALES (THEY CONSENTED!)
  - NO CUSTOMER INFO? DIAG NOT APPROVED? NO PRE-PAYMENT? NON-RETURNABLE?
- → NO PICKUP → RETURN, RESELL, OR RESTOCK