ASBURY
AUTOMOTIVE GROUP

1. Part is ordered (by Service Advisor) and specifically marked with ticket that includes: *Date, Customer, Advisor, Parts person*

2. Part arrives and is stocked in with label placed on SOP (stocked into SOP area only), include: *Date, Customer, Advisor, Parts person*

3. Report generated and emailed daily, include: *Date ordered, Date arrived, date to be returned, Customer, Advisor, Parts Person*

4. Assigned customer service rep responsible for SOP's; rep calls, emails, text (any means) to get in touch with customer (advisor and parts personnel assist with contact)

5. Rep emails SOP status report nightly to all service and parts personnel (e.g., apt. set, left message, no answer, date/time)

Repeat

If customer pays for part or has installed, the part drops off report; otherwise rep repeats process for up to 25 days; at day 27 part is returned