

Dealer Group

Service Parts Ordering and Write-up Procedure

Parts Ordering

- Parts are not to be ordered without first pre-scheduling a customer appointment.
 1. When a part request is made by the technician, a price quote is attached to the repair order and printed which at that time is given to the technician for disposition.
 2. The Consultant determines if the vehicle will be staying and the part ordered VOR (Overnight/Car Down) or if the vehicle will return at a later date.
 3. If the vehicle is staying and the part is to be VOR ordered, the Consultant will indicate VOR in the upper right corner of the parts quote, sign it and return it to the parts department for ordering.
 4. If the vehicle is leaving, the Consultant will schedule an appointment with the customer and put the appointment date in the upper right corner, sign it and return it to the parts department. The appointment should be scheduled one week out or more. Try to schedule the same day of the week as it generally works for the customer.
 5. Either circumstance requires the parts quote to be given to the Parts Department where the part will be ordered and the appointment date will be entered in the PO field (05/07/2007 = PO# 050707).
 6. After confirming all part arrivals a follow-up call is made to the customer by the BDC to the home phone number to remind and confirm the appointment.
 7. After calling all future appointments, the missed appointments from the previous day are to be called and followed up until the appointment is rescheduled or canceled. The parts manager must be notified by the BDC of the appointment disposition to properly route the ordered part.
 8. After calling all future appointments the BDC will run “SOP Parts Not Available For Appointment” in R&R screen 6910. The BDC will check parts availability (anticipated arrival date) for any appointment due within 2 days which does not have parts available. The BDC will then call the Inventory Control Manager or Parts Manager for an estimated time of arrival. At this point the BDC will call the customer and reschedule accordingly.
 9. After the Special Ordered Parts age three weeks, the Parts Manager will generate an SOP Notification for the Service Manager and the Consultants of the parts which have not been picked up.
 10. After four weeks, an RFC return is generated for qualifying parts.