

## **SOP PARTS COUNTER PROCESS**

1. Guest arrives looking for a special order part or makes online inquiry.
2. Parts person records guest information (including mailing address and email) and VIN.
3. Guest prepays for SOP.
4. Guest signs waiver that they have 90 days to pick the part up before it becomes the dealership's property and that there is a 35% restocking charge for all returned parts.
5. Provide order slip with part information and picture for guest to sign. Retain for guest reference if the part that comes in "isn't what they ordered".
6. Order part.
7. When part arrives, call and text daily for five days.
8. After five days, call and text weekly for 30 days.
9. At 90 days, determine if the part should be added to stock or returned based on sales history.
10. Parts mis-ordered by the parts personnel will be added to stock or returned based on sales history.

## **WHOLESALE SOP PROCESS**

1. Follow parts counter process.
2. The parts manager handles the SOP process for each wholesaler based on the amount of business and the amount of returns.
3. Different wholesalers will be allowed different privileges.

## **SOP SERVICE DESK/BDC PROCESS**

1. Technician identifies that an SOP part is needed to fix a guest's concern.
2. Shop foreman/service manager approval is required for all parts over \$400.
3. Service Advisor obtains guest consent to order part.
4. Guest pre-pays for part on current repair order. (Guests who need warranty parts that cannot be returned are placed into a loaner vehicle.)
5. Guest signs waiver that they have 90 days to pick the part up before it becomes the dealership's property and that there is a 35% restocking charge for all returned parts.
6. Parts alerts service BDC/writer when part arrives.
7. Service BDC/writer calls and texts daily for five days.
8. After five days, call and text weekly for 30 days.
9. At 90 days, determine if the part should be added to stock or returned based on sales history.
10. If a part other than the part ordered by the technician arrives, it must be added to stock or returned based on sales history at parts' expense.
11. If the technician has ordered an unnecessary part that must be returned, service pays the restocking fee.

\*All of these steps are mandatory. Personnel who do not comply will be responsible to their respective managers and charges incurred will be made to that department.