



SOP Recipe

*Monthly Reconcile, activity/completion/returns
*Unclaimed Property/dust collectors put to inventory
*Completed SOP delivery/Pickup/Install

*Communication/Expectations
*Resources
*Trends, opportunities to phase-in

*Receiving: item delivered and verified
*Relay: contact customer, advisor, appointment set
*Returns: established return/refund/restock policy

*Designated manager authorization needed
*Payment due in full to place order

All SOP transactions require a Quote
*captures correct customer, vehicle, part detail
*customer inspects what they expect, minimizes
misunderstanding of policy and expectations:
- payment/cost, cancellation/refund policy, and
delivery/install time lines