

- 1) Yearly
- 2) Competitive within my area, yes
- 3) Tonkin from Portland is lower on body parts by a couple percentage points.
- 4) Yes, different types of customers have different pricing guides. Wholesale, retail, employees, and big business shops all have different guides.
- 5) My parts counter people can change pricing for a customer if they feel the need in order to close a sale. Service advisors are restricted from billing out parts, and my Express service representatives are not able to change the pricing level of any parts they sell, a setting through DMS controls.
- 6) Yes, if a part costs less or more than factory cost, money is put in or taken out of stock discounts earned account.
- 7) Yes, all costed out at factory price.
- 8) Shown as "purchase discounts" in general ledger.
- 9) Yes, an E-store and an electronic parts request form.
- 10) Not that I know of
- 11) Active and in my parts department? No, there is not. The outside salesperson is a company called Automotive Marketing Services Inc, or AMS. They are for the company as a whole and I don't know what they charge or bring in for revenue
- 12) Subaru Advertising Funds, or SAF, I don't know how much has been spent by the dealership. I am not well educated in SAF.
- 13) Yes the website looks good on mobile
- 14) Parts coupons are updated monthly or Bi-monthly.
- 15) Pay plan reviews are being done currently but certainly not monthly. The parts counter people are very well compensated.
- 16) Tend to live off of the sales of the service department, the outside sales company doesn't seem to be drumming any new business up for the parts department..
- 17) Yes, accessories are offered during new car sales, and certainly available after purchase has been made, directly from the parts department.
- 18) No, Kendall offers a delivery service and it does not matter how big or small the part is if they are on the route we deliver to.
- 19) Tonkin is the major player in our area for wholesale body business. They are a big company and it is hard to offer parts at such low prices and still turn a good profit. In town deliveries are done multiple times a day, with a range of over 100 miles south and to the coast.
- 20) I don't know how verifies wholesale applications, and I don't know how current the certificates are.
- 21) Freight is about the only controllable expense and it is taken care of.
- 22) Administration team handles that.
- 23) Statement is delivered monthly but not discussed.
- 24) No posted procedure.
- 25) No prepayment required, no differentiation.
- 26) After 30 days a part has been at the store a review is done to see if the part is still needed. No return charge.
- 27) All counter people and manager.
- 28) Electronic 'form', no handwriting required.
- 29) In the shipping and receiving room. The counter person notifies the counter customer, the parts manager notifies the service advisor who notifies

their customer. Parts manager is designated to follow up on SOP and lack of return.

- 30) Special order parts if not stocked are in bin location SPORD.
- 31) Administration, no dollar amount that parts manager is aware of for max purchase.
- 32) Counter people also can buy from outside vendors. Parts manager bosses are Parts Fixed Operations Specialists
- 33) Fixed operations specialists.
- 34) More.
- 35) n/a
- 36) Not abnormal, have brought in more parts since monthly report.
- 37) Is this a question?
- 38) No chart. Parts manager orders parts, counterperson receipts morning order arrival, manager does adjustments and bin counts inventory and returns and cores.
- 39) No training programs required.
- 40) No training records
- 41) No, no formal training.
- 42) Equipment is fine currently.
- 43) Less than 10% adjusted, Parts manager controlled. Main reason for adjusting include not enough room to store big items.
- 44) No trend.
- 45) 16%
- 46) Emailed to manager in morning, grazed over for anomalies in special order on hand and cashier status tickets unattended to.
- 47) No
- 48) Monthly
- 49) No.
- 50) No, parts manager does adjustments.
- 51) Yes
- 52) Not currently, any counter person can.
- 53) No one reviews currently.
- 54) Not reviewed. Not fully utilized.
- 55) 2 sales in 9 months or less.
- 56) 18/18
- 57) Yes, all sold is in inventory. Yes, supplies for shop are not in inventory like gloves and washer solvent and such.
- 58) Verbal Procedures, parts manager is responsible.
- 59) Parts manager files claims.
- 60) Parts driver receives and checks in parts and crosschecks with what was transmitted and truly received. Any discrepancies are handled by parts manager.
- 61) Yes with physical inventory.
- 62) Automatic.
- 63) Parts manager looks at all emergency purchases to make sure costed correctly.
- 64) \$2,000
- 65) Yes, in store.
- 66) Special bin location, 300.

- 67) Service manager.
- 68) Office manager and service manager.
- 69) Report is looked at by parts manager through DMS
- 70) \$85,000
- 71) 3.31
- 72) Area could be larger to store more large pieces.
- 73) None that parts manager is aware of.
- 74) Locked each night, all parts employees do.
- 75) No cash drawer
- 76) Yes
- 77) No cameras
- 78)