

## Special order parts process

Special order parts, check to see where the part is coming from, make sure you order the part according, Daily, special handling, or special handling with premium freight. Make sure you do separate orders for service department, wholesale and retail customers, all retail parts must be prepaid before time of order, no exceptions. Upon arrival of your special-order parts, need to check through your manufacturers website to see what parts are coming to make sure there is no back orders that you may have missed, or a VIN ordered part, Upgrade parts they need to be upgraded at that time. Once the order has arrived at your dealership, needs to be checked in any adjustments, assigned a part a special-order pin location, shortages and missing parts need to be addressed at that time, make sure all parts are posted in to your DMS. Print a special-order list, highlight all the parts that came in for the service department, let them know about back order parts and cross shipments, Print a second copy and give to your Parts counter, make sure they're aware of any back orders, cancel and discontinued parts.

Make sure daily that your customers are notified when their parts have arrived for retail and service customers, only keep special order parts for 30 days, return to manufacture if possible, at that time. Check your appointment ledger for service to make sure you have recall parts and special parts in for there. appointment.

Creative spreadsheet for back order parts, and recalls for customers, keep track of your back orders, Check daily, update current ETA .