

# **SPECIAL ORDER PROCESS**

- **All parts prepaid on R.O.'s and counter tickets**
- **VIN number required before special ordering**
- **Customer information and how to contact when part arrives.**
- **One person checks in and receipts order.**
- **Advise counter people/service writers that parts have arrived.**
- **Make sure customer is followed up with.**
- **Restocking fee on all special orders**
- **Return policy posted where customers can see it**
- **Service manager to review all parts returned**
- **Purify SOP's regularly**

**Tom, Bob, Eric, Jordan, Alex**