

Parts are either placed on a repair order or an invoice depending on the type of customer. When that happens, it creates a SOR(special order request). At 11:30 A.M. these SORs are put together in a report, which is then copy and pasted to our stock order. Once the order is placed, in most cases the parts will be here the next day. If they are not at the warehouse, they are changed from a SOR STK to a SOR VOR. Once the parts show up in the morning they are then scanned into our inventory. Once the entire stock order is scanned, the SOR forms are handed off to their service advisors to make contact with their customer to return for the repair. If those parts are on an invoice, it is up to parts to call the customer to pick up the part. If the part is on VOR, we keep constant eyes on our backorder screen to keep the service advisors updated as well as the customer. When the customers come in for their parts, the part is rolled and the life of that special order part is completed.

If a customer does not come back for the parts, they will be returned to the warehouse if we have accrual money. If we do not have accrual money the parts will be added to our inventory and rebinned to a suitable location.