

SPECIAL ORDER POLICY AND PROCEDURE

This Special-Order Process has been developed to achieve the following goals:

1. **Maximize Service Profit** through the installation of Special-Order Parts.
2. **Maximize CSI.**
3. **Maximize Parts Profits** through the installation of Special-Order Parts.
4. **Minimize Parts Obsolescence** by installing parts that have been Special Ordered.

All Customer Pay Special Orders will be pre-paid at the point of sale. This includes Customer Pay Repair Orders and Internal Sales as well as all Tire Sales.

Parts Department Employees are expected to make every humanly effort possible to ensure the correct Part is ordered the first time.

At the Shop Counter, if the required Part is not in stock, make every effort to secure the Part locally so repairs can be completed the same day.

If Parts must be Special Ordered, Service Advisors will schedule appointments to have Special Order Parts installed before the customer leaves with their car.

- The follow-up appointment should be scheduled for at least three days from the current date to allow for the arrival of cross-shipped parts.
- In the event of a back-order, the appointment needs to be rescheduled.
- Service Advisors will call customers one to two days prior to appointment date to remind customer of their appointment. This means Advisors should be calling their customers daily.
- If the pre-set appointment date is missed, the Service Advisor will call to re-schedule and follow-up as necessary to ensure all repairs are completed and Special-Ordered Parts are installed.
- If Special-Order Tires are not installed within two days of arrival the Parts Consultant that ordered the Tires is to contact the customer to ensure installation.
- If the Special-Order Part is not installed within 60 days of order date, the Part should be returned to the OEM on the next scheduled shipment.

It will be the responsibility of the Parts Consultants to keep track of and communicate the status of Special-Order Parts.

- Once the transaction has been completed, close the Special-Order.
- Inform Employees of the daily Special-Order cut off time.
- In most cases the Parts arrive the next day. Once the appropriate employee is notified of Parts arrival, it will be that employee's responsibility to contact the customer to arrange sale/installation of the parts.

Ordering Errors must be kept to a minimum by obtaining all necessary information before placing the order.

- If, after reviewing all pertinent information there is any doubt about which Part to order, call an expeditor, do not guess.

To prevent customer confusion, dissatisfaction and error, read and understand the guidelines listed below.

Ensure that with all Special-Orders, there is a Part Number attached to the Part.

Only Parts Consultants and Managers have the authority to Special-Order Parts, never Technicians.

In the instance of a misdiagnosis, the Master Technician or Shop Foreman should review alongside the Service/Parts Manager to find a proper solution.

Parts Consultants must be thorough with the customer in regards to ordering a Part. Depending on the price of the Part, Consultants are expected to show the customer a screen, identifying the Part they intend to order. Have the customer confirm that is the correct Part by circling the Part on the screen and initialing beside.

All Internal Service Part orders are required to be placed on an RO for tracking purposes, so it is still a Special-Order Part.

This procedure must be strictly adhered to in order to keep our Non-Stock parts on hand value under control and to facilitate service and parts sales along with customer satisfaction.