

Special Order Process

1) Part is ordered on a Repair Order

- Part arrives at store and is checked in by shipping / receiving clerk
- Back counter workers are given a list of parts that have arrived
- Back counter workers are to clear special orders on open repair orders
- Stage parts on the front shelves for open repair orders; or on the back shelves for customers that need to return for installation
- E-mail a list of the special orders to service_advisors@onetoyota.com to notify all advisors
- Service advisors then either dispatch the Repair order to the shop if the car is still at our facility, or they contact the customer to schedule an appointment

Every Tuesday

- Go through the special order shelves; document parts still on shelf and notify advisors of parts still being on hand for customers
- When part has been on special order shelf for 28+ days; put part to stock and change bin location in ERA to reflect where the part is

2) Part is ordered on an Invoice / Appointment

- Part arrives at store and is checked in by shipping / receiving clerk
- Front Counter workers are given a list of parts that have arrived
- Front Counter workers call the customers to notify that all or part of an order has arrived and is ready for pick up
- When order has been picked up; front counter worker is to have customer sign special order sheet, clear the special order in ERA, and then file the signed special order sheet

Follow-Up Unpaid Special Order

- After 1 week, if parts have not been picked up, customers are contacted a 2nd time that parts are still on the shelf

- If part is still on the shelf after 3 weeks, customer is contacted a 3rd time and we advise that the part will need to be returned if it's still here in 1 week from now

Follow-Up Paid Special Order

- After 1 week if parts have not been picked up, customers are contacted a 2nd time that parts are still on the shelf; write down date and time on special order sheet that customer was contacted or message was left
- After 3 weeks, customer is contacted a 3rd time to remind customer that part is still on the shelf; write down date and time of when customer was contacted or message was left
- After 1 month; monthly phone call for next 3 months to remind customer of parts still being on shelf; write down time and date of when customer was contacted or message was left