

Special Order Parts Process

Daily Rituals

- ✓ Check Excel Spreadsheet when parts arrive
- ✓ Notify BDC and service advisor of parts arrival
- ✓ Purge spreadsheet of sold and delivered parts

When order laced, determine which category applies and follow procedures:

Counter Wholesale	Counter Retail	Service requested customer pay	Service requested warranty
<ol style="list-style-type: none"> 1. Input/pull up customer from CRM 2. Determine pricing structure for client 3. Inform customer special order parts are pre-paid 4. Pull up estimated time of arrival and provide to customer 5. Obtain customers preferred method of contact for when parts arrive and determine if pickup or delivery 6. Place order on Special Order parts excel spreadsheet 	<ol style="list-style-type: none"> 1. Input/pull up customer from CRM 2. Inform customer special order parts are pre-paid 3. Pull up estimated time of arrival and provide to customer 4. Obtain customers preferred method of contact for when parts arrive and determine if pickup or delivery 5. Place order on Special Order parts excel spreadsheet 	<ol style="list-style-type: none"> 1. Notify service advisor part is special order 2. Charge part to diag RO 3. Pull up estimated time of arrival and provide to service advisor 4. Place order on Special Order parts excel spreadsheet 	<ol style="list-style-type: none"> 1. Notify service advisor part is special order 2. Verify service advisor has at least 2 and preferably 3 forms of contact 3. Pull up estimated time of arrival and provide to service advisor 4. Place order on Special Order parts excel spreadsheet