

Process: Over the Counter Special Order Parts Flow

Process Outputs

- a. Customer has a need to order parts

1 Start



Process Inputs

- a. Parts Counterman
- b.

Process Outputs

- a. Gather all of customers info.

2



Process Inputs

- a. Customer Name
- b. Company Name
- c. Phone Number

Process

- a.
- b.
- c.

3



Process

- a.
- b.



Process Outputs

- a. Place Order through OEM
- b. Or place ordered with Vendor

7



Process Inputs

- a. Parts Admin
- b. Parts Counterman

Process Outputs

- a. Follow up with Customer

8



Process Inputs

- a. Parts Counterman
- b.

Process

- a.
- b.

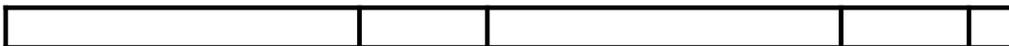
c.

9



Process

- a.
- b.



Process Outputs

- a. Call Customer to notify the part has come in

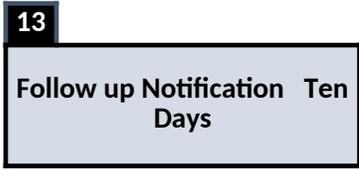
Process Outputs

- a. Call Customer to notify the part has come in

Process

- a.

b. Email Customer to notify the parts has come in.



Process Inputs

- a. Parts Counterman
- b. Parts Admin



b. Email Customer to notify the parts has come in.

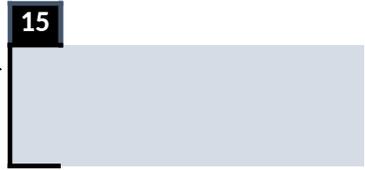


Process Inputs

- a. Parts Counterman
- b. Parts Admin



b.



Proce

- a.
- b.



Business Outputs

- Cash
- Charge Account
- National Account Program

Process Outputs

- Confirm availability with
 - OEM or Vendor

Process Outputs

- Confirm order with customer



Business Inputs

- Cash - Customer must
- Pre-pay
- Charge - Confirm Customer
- Credit Limit

Process Inputs

- OEM
 - Vendor

Process Inputs

- Parts Counterman
 - Customer

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Business Outputs

- Receive Parts in DMS

Process Outputs

- Locate Part in normal bin location

Process Outputs

- Call Customer to notify the part has come in

Tag Part with Customer Information

- Put Part in Special Order Area

- Email Customer to notify the parts has come in.



Business Inputs

- Shipping and Receiving

Process Inputs

- Shipping and Receiving
 -
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Process Inputs

- Parts Counterman
 - Parts Admin

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Business Outputs

- Stocking Part now available for all to sell

Process Outputs

- Generate Return with OEM or Vendor

Process Outputs

- Return Part to OEM or Vendor

Determine Sales History
and Stock Part

b. Put on Parts Return Log



OR



Process Inputs

Parts Admin

Parts Manager

Process Inputs

a. Parts Admin

b. Parts Manager

Process Inputs

a. Parts Admin

Process Outputs

- mer a. Build order in DMS



Process Inputs

- a. Parts Counterman
- b. Parts Admin



Process Outputs

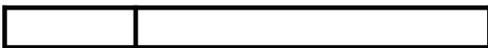
- a. Call Customer to notify the part has come in

- b. Email Customer to notify the parts has come in.



Process Inputs

- a. Parts Counterman
- b. Parts Admin
- c.



Process Outputs

- Vendor a. Confirm Credit is Received from OEM or Vendor

b. Process Credit Through A/P

18 *End*



Process Inputs

- a. Parts Admin
- b. Parts Manager