

Ordering a SOP

Ordering the Part

Part is ordered

SOP filled out with customer information and vehicle information

Pre-payment is required unless SOP is a warranty item

Order is placed with retail or back counter parts

"Car down" is indicated on the SOP form when necessary

ETA is on estimate or tech recommendation prior to customer approval

Manager approval required for SOP

If it is backordered or manually allocated, manually allocated control manager will handle this

ETA's are communicated between advisor and back counter person

When the Part arrives

Front Counter parts techs are given SOP forms and they notify customer by text, phone, or email

No contacts get a postcard

Back counter will notify advisor in mailbox that parts are scanned

Follow Up

SOP reports are printed on a weekly basis

Reports given to lead counter person and advisors

Lead counter person receives a weekly update of everyone who does not return their reports

Report includes parts ordered by advisor #

Reports are kept for 1 year

Purging Special Order Parts

SOP purging is done every 4 weeks

All parts over 21 days are removed from the shelf

Prepaid parts are mailed out UPS to customer

All non prepaid parts are returned to inventory

All records of prepaid parts are kept for 3 years