

SPECIAL ORDER PARTS PROCESS



Notes:

Parts Manager or an appointed individual within the parts department, is responsible for the SOP process ,this includes ordering, tracking, receiving and notifying the customer.

SOP shelf must be reviewed/reconciled weekly. Any parts not picked up by a customer should be returned or put to stock, if justified. Restocking fee to be billed to Service or Sales if the part was ordered internally.

Potentially two copies of the SOP order should be printed, one to reside on the SOP shelf, second to stay with the individual responsible for the order process and notifying the customer.