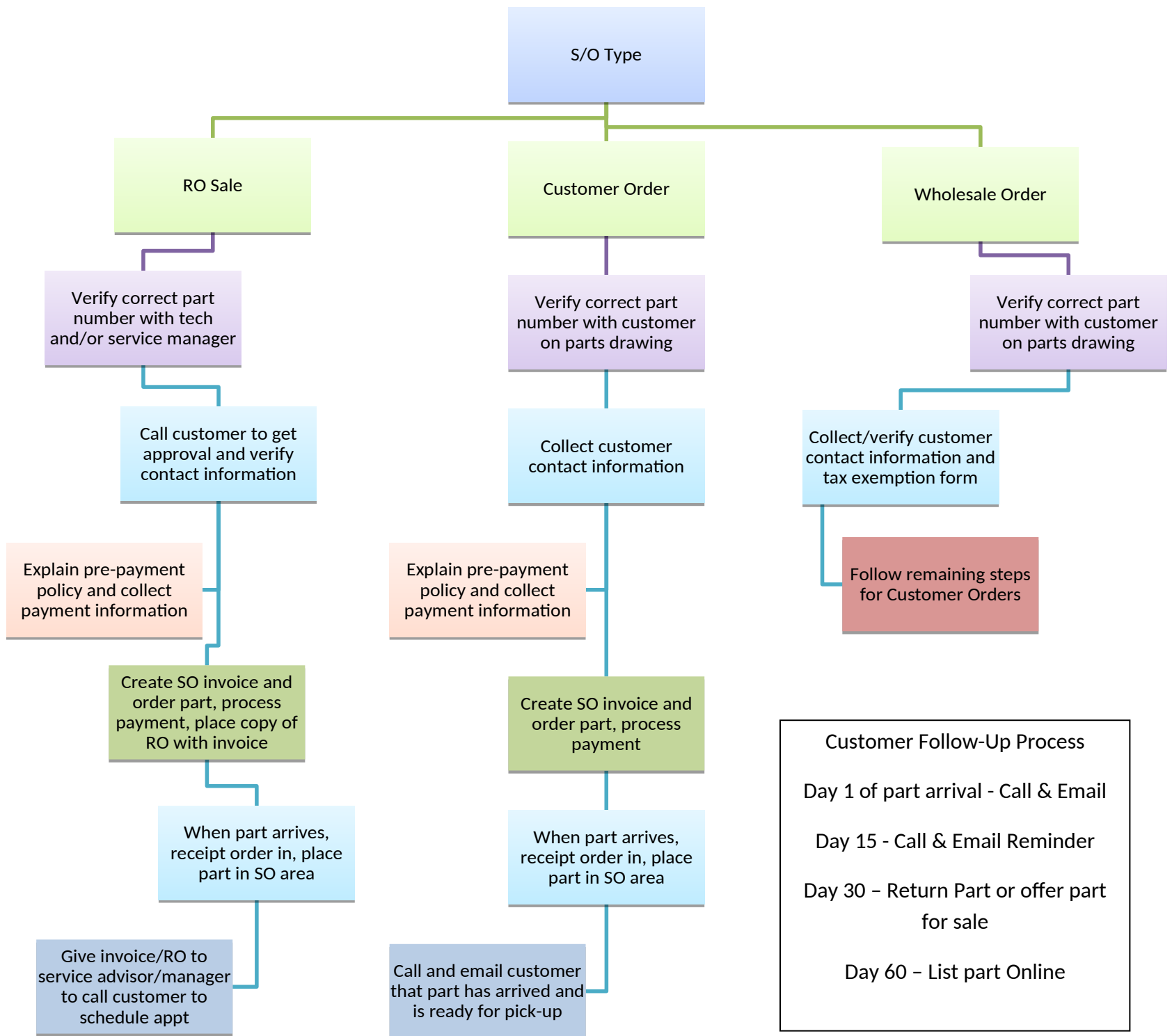




Additional Dealer Policies

- Pre-payment is required for all Special Order Parts.
- Any employee/technician Special Orders over \$100 must be pre-approved by manager.
- Invoices/RO's for SO parts that are received should be organized in a SO filing system and a spreadsheet to track calls made to customers and how long parts have been at the dealership.
- Parts need to be organized in the SO parts location by customer name, with copy of invoice or RO with the part.
- When parts arrive:
 - o Service personnel are responsible for contacting customers with SO parts needed for open RO's or new RO's.
 - o Parts personnel are responsible for contacting customers with SO parts being purchased over-the-counter.