

Follow The Part Exercise

PART FOR STOCK

For this exercise we used a Hancock tire Part # 42751hnk006. The demand for this part is decent we turned 43 of them in the last 12 months. When the tire arrives it goes to the parts manager who then stocks the part into inventory. The bill of lading and packing slip goes on the part manager's desk to match with the invoice from Honda when it arrives (usually within 24 hours). After the paperwork is matched the account # for the part is put on the document and sent to the office. Once the documents reach the controller the part goes into our balance forward account with Honda until the part is eventually sold through an R.O and charged out.

PART FOR CUSTOMER

In this case we ordered a part from advanced auto parts for a client. We ordered a belt tensioner (SKU 10457911) and a pressure hose (sku 20990031) at this point when the part arrives a R.O # is put on the invoice from the parts store. The account number associated to the part is also put on the parts invoice from the parts store. After the part has an associated account # the part is given to the tech for installation. Once the job is done and the part is installed the tech does a test drive in the vehicle to make sure the associated issue has been resolved. At this point the tech brings the R.O to the writer so the writer can notify the client there car is ready. Once the customer arrives the writer does an active delivery with the client to ensure there satisfaction and passes the R.O to the cashier to make sure the R.O is paid and closed.