

1) Follow a part exercise:

Stock part: parts demand for this part was 9 sold in 12 month period

- a) Part received around 5:30 am
- b) Shipper/receiver receipts part into PBS with either scan tool or manual entry by part number
- c) Part is placed in the bin that is pre-assigned based on the part number.
- d) Packing slip goes to parts manager to match with invoice. Invoice was already pre-coded for financial statement and given to accounting for payment. Packing slip is kept for about 3 months in case there are any errors.

After Market Part ordered for a customer's vehicle:

- a) Part is receipted into PBS (add part manually if part number has never been entered into PBS)
- b) Quick receipt in PBS, attaches to R/O, invoice number written on receipt.
- c) Part is placed on back counter with work order number for technician and service advisor is made aware that the part is now here. (if the technician is waiting for the part the technician will be paged or the part will be walked out to the technician in the shop)
- d) Parts manager codes and stamps posted then gives to accounting to enter into PBS for financial statement.

2) Perpetual Inventory Bin Counts

- a) Inventory Bin Count - 13B01
- b) Inventory was accurate for every bin except one.
- c) The reason for the discrepancy was that a part was pulled for refund put was not yet posted in PBS

3) Special Order parts process

- a) Every special order part is either ordered on a work order or an appointment.
- b) The appointments will always be set for 12/25 of that year as there is no actual appointment yet.
- c) The advisor goes through their appointments and open work orders daily to keep track of parts they have on order and notify the customers once all parts are here.
- d) The parts personnel will also notify the advisor when parts are here through notes in PBS.
- e) Once the part hits 45 days the parts manager emails the advisor to let them know the part has been here 45 days.
- f) The max date of return for SCO ordered parts is 120 days and will be returned to OEM before that time.