

ABC MOTORS SOP PARTS PROCESS

April 2022

OVERVIEW

SOP parts are costly to carry and may result in penalty charges to our department if they are not delivered and paid for as expected. The following info will help streamline our process to better serve our clients while controlling inventory excess and waste.

Order Process

- All SOP orders must be properly documented at ordering.
 - Refer to partner dealer SO Form attached
- Client information required even for over-the-counter orders.
 - No customer number or RO number = no part order.
- Parts are prepaid whenever possible but always for VIN specific non-returnable orders like keys and preprogrammed control units.
 - This means most orders should be prepaid
- Provide receipt to client for ordered part with statement of expectations such as “client to be notified upon parts arrival” and “parts not held over 30 days”
 - By providing receipt it confirms client info is accurate in case a, “you never called me” comment is made in defense of a no-show client.

Follow Up Process

- Upon SOP part arrival the ordering parts person receives SOP part ticket
- Ordering parts person notifies :
 - Client directly for over-the-counter orders or
 - The service advisor for RO orders or
 - Wholesale account rep
- For RO orders the service advisor notifies BDC to set appointment
 - Advisor notifies BDC to prevent appointment being set for an SOP part that was not needed.
 - Follow up on issues related to unneeded parts being ordered.

Internal Management Process

- SOP parts list is reviewed weekly
- After 30 days of being on the list it is sent back to OEM where possible
 - o Service advisors, parts advisors, and parts manager for follow up.

CONCLUSION

Following these steps will ensure a healthy parts department that has a current understanding of outstanding SOP's to prevent excess buildup of parts. It will hold "in house" customers accountable for orders and prevent waste from wholesale and counter clients.



Date Service Advisor

 R.O. Number

Customer Information:	Vehicle Information:
Name: <input type="text"/>	<input type="text"/>
Primary Phone: <input type="text"/>	Full VIN
Secondary Phone: <input type="text"/>	Year <input type="text"/>
Appointment Date: <input type="text"/>	Make <input type="text"/>
	Model <input type="text"/>

Qty.	Part No.	Description	Cost	ETA

NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS. THERE WILL BE A 20% HANDLING CHARGE ON ALL RETURNED GOODS. ALL PARTS LEFT AFTER 30 DAYS WILL NO LONGER BE GUARANTEED FOR THE CUSTOMER. PLEASE ADVISE PARTS IF A SPECIAL HOLD IS NEEDED OVER 30 DAYS.

ADVISORS – Fill out the form on your computer. Save the form with the file name: *SO-CustLastname* *. Send completed form to MazdaParts@WalkersRenton.com with the subject line: *SO-CustLastname* *. You will receive an email reply confirming that the Parts Department has received the form. SO from must be submitted by 1:30pm for parts to be ordered same day. *Input customer last name and full VIN.

PARTS – Determine part number (if needed), ETA and total cost (including any freight expense). Send completed form back to the advisor. Print form and place with the days order. Upon arrival of all parts, update the form with date of arrival and forward the completed form to: MazdaBDC@WalkersRenton.com and CC the advisor.

Parts Department:

Parts Ordered on Order #: Arrival date of all parts: