

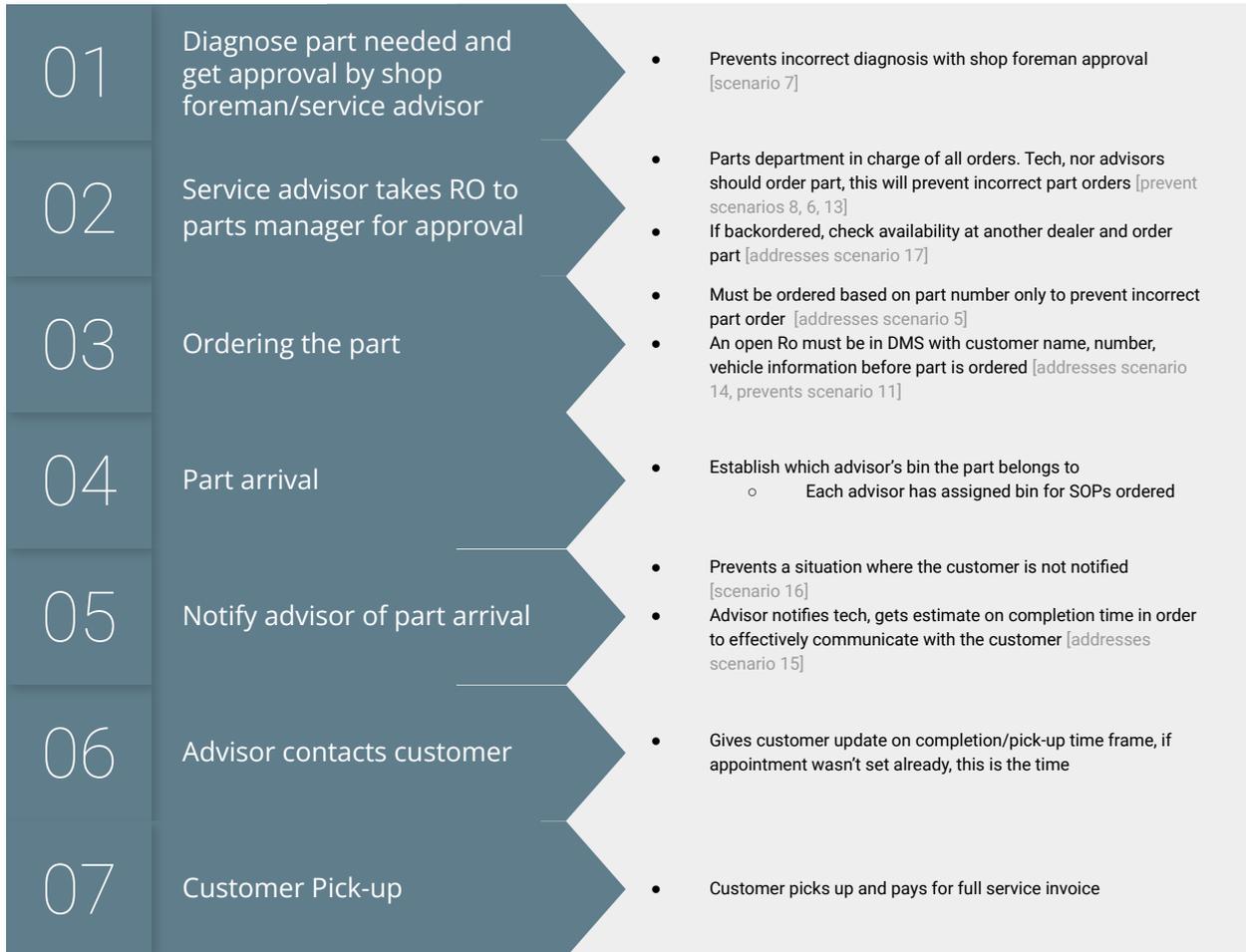
Special Order Parts



Parts SOP Policies

- 1] Collect all information: Customer name, contact information, vehicle information
- 2] Set appointments as early as possible. If customer calls in to service, create appointment before the part is ordered.
- 3] Parts personnel are the only associates who can place a special order upon approval requirements
 - Forward product image/detail to customer for approval of correct part
- 4] Nothing is ordered unless approved on an RO, or paid for up front
 - If customer refuses to pay, we cannot move forward with the process.
- 5] Return Policy:
 - No return on SOPs
- 6] Shelf life:
 - Weekly audits of SOPs on shelf
 - Return part after 30 days if manufacturer allows
 - If not allowed by manufacture look for ways to re sell the part to either a competitor store that may need the part or 3 party sites.
- 7] Parts manager is responsible for ALL SOP processing and tracking along with assigning bin location, etc.
- 8] Backordered parts: Check availability elsewhere and order part, or follow SOP process with manufacturer
- 9] Make notes in DMS system at every moment of the order process, especially at all moments information is being passed to another person and the customer is contacted
- 10] Customer will be attempted via text, email, and phone for 2 weeks before warranty SOP will be returned to OEM

SERVICE DRIVE CUSTOMER



CALL-IN CUSTOMER

