

# SPECIAL ORDER PROCESS

## RETAIL COUNTER:

- ACQUIRE CUSTOMER CONTACT INFO AND ENSURE CORRECT PART IS BEING LOOKED UP BY DOUBLE CHECKING INFO
- FOR RETAIL SPECIAL ORDER PARTS THIS DEALERSHIP REQUIRES PRE-PAYMENT IN FULL BEFORE PART CAN BE ORDERED. ANY SOP MUST BE PREPAID IN FULL OR WILL NOT BE ORDERED. DEALER POLICY AND MUST BE EXPLAINED TO CUSTOMER. NO RETURNS ON SPECIAL ORDERED PARTS OR ELECTRICAL.
- ORDER IS PLACED USING A COPY OF THE SOR FOR THAT INVOICE AND HUNG ON A CLIPBOARD TO BE ORDERED AT 4PM EACH DAY
- WHEN SAID SOP ARRIVES IT IS CHECKED IN AND TAGGED TO CUSTOMERS ORDER AND UPDATES IN THE SYSTEM AS RECEIVED. STICKER GETS PUT ON PART WITH CUSTOMERS NAME AND INVOICE NUMBER.
- FROM THERE SHIPPING AND RECEIVING MANAGER ALERTS COUNTERMAN THAT THE RETAIL CUSTOMERS PART HAS ARRIVED AND SOR PAPERWORK IS HANDED TO THAT COUNTERMAN.
- THAT COUNTERMAN CONTACTS CUSTOMER DIRECTLY BY PHONE USING THE INFO HE TOOK FROM CUSTOMER WHEN SOP WAS REQUESTED. NOTIFYS THE CUSTOMER OF THE HOURS WE ARE OPEN AND WHEN THE BEST TIME WOULD BE TO PICK UP PART
- UNTIL PART IS PICKED UP BY CUSTOMER SHIPPING AND RECEIVING MANGER GIVES THAT PART AN SOP LOCATION.
- COUNTERMAN KEEPS THE SOR PAPERWORK UNTIL PART IS PICKED UP BY RETAIL CUSTOMER. COUNTERMAN WILL CHECK OPEN UNPICKED UP SORS DAILY TO ENSURE CUSTOMER IS COMING IN TO PICK UP PART.

## WHOLESALE COUNTER:

- SAME PROCESS AS RETAIL HOWEVER SPECAIL ORDER PARTS DO NOT HAVE TO BE PREPAID
- WHEN PART ARRIVES AND COUNTERMAN IS NOTIFIED BY RECEIVING MANGER THE WHOLESALSALE CUSTOMER IS NOTIFIED.
- PICK UP OR DELIVERY OPTIONS ARE DISCUSSED AND CUSTOMER IS GIVEN AN ETA IF DELIVERY IS REQUESTED
- COUNTERMAN KEEPS SOR PAPERWORK IF THE CUSTOMER CHOOSES TO PICK UP AND REVIEWED DAILY TO MAKE SURE CUSTOMER IS COMING IN
- ANY PART NOT PICKED UP OR IS CANCELLED BY WHOLESALSALE CUSTOMER WITHIN 30 DAYS IS REVIEWED FOR RETURN OF STOCKING.

## SERVICE DAPARTMENT SOP PROCESS:

- ALL SERVICE DEPARTMENT SOP'S MUST BE ORDERED ON A REPAIR ORDER. NO EXCEPTIONS. PARTS WILL NOT BE ORDERED WITHOUT ONE.
- TECHS, ADVISORS, AND MANAGMENT CAN ORDER PARTS. ANY PART OVER 1K HAS TO BE APPROVED BY SERVICE MANAGER IN ADVANCED.
- ANY WRONG PARTS APPROVED BY MANAGEMENT WILL BE PLACED ON SHOP TICKET OR RETURN FEE WILL BE CHARGED TO SERVICE.
- CASH REPAIR ORDER SOP'S MUST BE PREPAID IF CUSTOMER CHOOSES NOT TO LEAVE VECH AND DECIDE THEY WILL COME BACK. PART WILL NOT BE ORDERED WITHOUT PREPAYMENT.
- WHEN PARTS ARRIVE, THEY ARE RECIEPTED IN DMS AND STICKER WITH CUSTOMER RO# AND INFO IS PLACED ON PART. RECEIVING MANAGER TAKES SOR AND MAKES A COPY. 1 COPY GOES TO PARTS MANAGER FILE AND OTHER COPY IS HANDED TO SERVICE ADVISOR TO NOTIFY THE CUSTOMER THEIR PART HAS ARRIVED AND NOTIFYS SERVICE DISPATCHER AS WELL IF VECH IS ON THE GROUND.
- TECH COMES TO COUNTER WITH REPAIR ORDER AND REQUEST SOP THAT WAS ORDERED. COUNTER MAN GOES TO SOP LOCATION AND HANDS OUT PART TO TECH AFTER CHARGING OUT ON REPAIR ORDER. COUNTERMAN DELETES SOP BIN LOCATION AFTER PART IS HANDED OUT.
- SOR'S ARE REVIEWED WEEKLY BY PARTS MANGER. ANY SOP PARTS AGEING ARE REVIWED AND DISCUSSED WITH SERVICE DEPARTMENT FOR CUSTOMER APOINTMENT OR STATUS.
- ANY PARTS OVER 30 DAYS WITH NO STATUS ARE REVIEWED AND EITHER GIVEN A BIN LOCATION IN NORMAL STOCK ROTATION IF PART IS DEEMED STOCKABLE OR RETURNED FOR CREDIT.

SYSTEMS FOR SPECIAL ORDER PARTS ARE VERY IMORTANT. BOTH PARTS AND SERVICE MUST UNDERSTAND WHOS JOB IT IS TO CONTACT CUSTOMERS AND MUST BE ON THE SAME PAGE. FACE TO FACE INTERATION IS VERY IMPORTANT TO CLAIFY THE SITUATION. WEEKLY SIT DOWNS WITH PARTS AND SERVICE MANAGERS GOING OVER SPECIAL ORDERS STILL UNINSTALLED WILL HELP TO ENSURE YOU DONT GET STUCK WITH THE SPECIAL ORDER PART BECOMING IDLE.