

Don Wood CDJR Parts System

- We use a 5-bin system and typically have 50 SOP's per week.
 - Bin 1 is numbered 1-50, Bin 2 is numbered 51-100, etc., up to bin 5 numbered 201-250.
 - We operate on a 5-week cycle where we return all SOP's that are age out of the 5-week period.
 - We also religiously write off parts if they have been in inventory for 12 months.
 - Upon arrival, each SOP is matched up with the customer information and relayed to the service writer to confirm the already scheduled appointment with the customer. If the SOP was backordered, then the service writer reaches out to the client to inform he/she the part(s) is/are in, and an appointment is then scheduled.
 - When the repair begins, the part is billed to the RO and the customer pays for the part on arrival.
 - If the SOP is counter retail, the customer pays up front.
 - Because of this process, we never have parts older that 35 days, allowing us to have great command of our inventory and consistency in tracking what is on hand.
 - Before we send the part back to Stellantis, we reach out to the customer one more time to ensure he/she no longer has a need for it.
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- Our parts department is unique in that we do a very large volume of online business. We created a website that sells OEM parts for each of the five stores in our group-Toyota, Hyundai, Ford/Lincoln, Chevrolet/Buick, and CDJR.
 - Our bin system is slightly different for our online volume, orders are fulfilled by each parts department at the respective store. Our website URL is: <https://www.oempartsquick.com/>

The screenshot displays the OEM Parts Quick website interface. At the top, there is a navigation bar with links for 'My Account', 'Track Order', 'Contact Us', 'Blog', and 'Cart'. Below this is a search bar with a dropdown menu currently set to '2021 Ram 1500'. The main header features a navigation menu with categories: 'ACCESSORIES', 'BUICK', 'CADILLAC', 'CHEVROLET', 'FORD', 'GMC', 'HYUNDAI', 'LINCOLN', 'SCION', 'TOYOTA', 'JEEP', 'CHRYSLER', 'DODGE', and 'RAM'. A large banner image shows a black Chevrolet truck with the text 'PERSONALIZE. CUSTOMIZE. ACCESSORIZE. CHEVROLET TRUCK ACCESSORIES'. Below the banner, the page title is 'OEM PARTS & ACCESSORIES'. A filter section includes dropdown menus for '2021', 'Ram', and '1500', followed by a 'BROWSE CATALOG' button. On the left, a 'Feedback' button is visible. The main content area is divided into three sections: 'ENTER YOUR VIN TO ENSURE FITMENT' with a text description and a VIN number 'TR7OS016KD01MKYXDE' above a small truck image; 'Search By VIN' with a search icon and a 'Need help finding a part?' link; and 'Ensure Part Fitment' with a 4.1-star rating and 'Google Customer Reviews' link.