

Good after noon Rick,

As far as the negative on hand article goes , I maintain them regularly, I run a negative on hand report very 1 to 2 weeks. I then research them to see if there are any possible errors and to keep my inventory as clean as possible. This will affect your inventory \$, s , it can affect your reordering parts unnecessarily, as well as your fill rate.

As far as the Customers on hold article. I would love to say we never do this, but the reality is we do. Not often but once is too much. If we do have to put a customer on hold we ask if they can hold, If we are busy helping other customers (phone calls, retail, wholesale, techs , service advisors , salesman etc..) we try to help them as quickly as possible, if they are unable to wait we take their name and phone # and any pertinent information and return the call ASAP.

As far as the lost sales go, this is imperative to the health of your inventory. This monitors the parts that are needed on your shelf. When the manufacture sends you this part based on lost sales and movement of these parts , they are “insured” , meaning after a set amount of time with no activity the manufacture will take them back w\o penalty. Unfortunately different manufactures have different parameters as to what a lost is.