

3 STEPS OF BASIC UNDERSTANDING PARTS PROCESSES:

- 1.) Follow the Part Exercise:
 - a. Stock order for shelf example
 - Scan in part (will tell you how many on order and how many in stock)
 - The stocking status of the part was stocked
 - The part demand was 40 in 12 months
 - Match the Honda shipping report to the Honda invoiced report
 - Turn in invoice to the controller to input on parts statement
 - At the end of the month print parts statement in our dms and reconcile it with the Honda parts statement
 - b. Outside parts purchase example
 - Brake pads from O'Reilly's
 - Invoice comes in and has a PO on it
 - Type PO in system to find out which employee requested it and what RO the part needs to go to
 - Then type in the RO number and select the line on the ticket the part needs to go to. Next, type in the cost, price and account number for the part
 - Manually link the RO to the PO
 - Walk the part to the technician to complete the job
 - After the job is completed, the technician takes the RO to the service advisor to collect payment and close ticket
- 2.) Perpetual Inventory Bin Count
 - First go back in the parts department and select the bin/shelves I will want to pull a report on in the system
 - After you physically select the shelve/bin you want to run an inventory count on, go print the inventory in the system and walk back to the shelve/bin to count what is physically inventory compared to what is showing in the system
 - Our example everything matched and was zero variance
- 3.) Special order parts exercise:
 - a. Special Order Parts Process:
 - After a technician or customer orders a special-order part, the ticket will remain open if the vehicle stays at the dealership. If the vehicle leaves the dealership, we charge a deposit for 100% of the part price paid by the customer and then we close the ticket. When the part arrives, we scan in the part and print the label showing the customer's name and RO the part is assigned to. Next, we deliver the label to the service advisor to set an appointment with the customer to complete the job. With Honda, you have 21 days to return the part with no penalty so at day 14 we start the return procedure if the customer does not respond back to us.