

Sort Source: 100

	NBR OF PARTS	PERCENT	PARTS PIECES	PERCENT	PARTS COST	PERCENT
	-----	-----	-----	-----	-----	-----
Inventory Balance	14,093		17,137		960,400.93	
Active Parts	3,330	23.62	9,448	55.13	429,960.60	44.76
NS Parts	8,057	57.17	1,884	10.99	193,658.73	20.16
MO Parts	5	0.03	30	0.17	27.90	0.00
AP Parts	2,468	17.51	5,121	29.88	263,795.40	27.46
DP Parts	206	1.46	654	3.81	72,958.30	7.59
SP Parts						
DEL Parts	27	0.19				
Parts With No Cost	375	2.66	354	2.06		
Parts With Negative On-Hand	5	0.03	6		-41.00	
Core/Exchange	216	1.53	279	1.62	77,845.00	
Memos On File	2,853					
Parts Added	782	5.54	689	4.02	28,704.85	2.98
Active Parts	140	17.90	547	79.39	20,339.90	70.85
NS Parts	635	81.20	127	18.43	8,170.25	28.46
MO Parts						
AP Parts	6	0.76	1	0.14	59.60	0.20
DP Parts	1	0.12	14	2.03	135.10	0.47
SP Parts						
Parts & Memos Deleted	609					
Inventory Movement - Sales						
0 to 3 Months	3,384	24.01	7,375	43.03	314,636.69	32.76
4 to 6 Months	1,711	12.14	2,551	14.88	164,393.28	17.11
7 to 12 Months	2,197	15.58	3,237	18.88	179,724.23	18.71
Over 12 Months	2,209	15.67	3,080	17.97	222,984.15	23.21
New Parts No Sales	4,592	32.58	894	5.21	78,662.58	8.19
Inventory Movement - Receipts						
0 to 3 Months	3,201	22.71	6,258	36.51	350,989.76	36.54
4 to 6 Months	1,834	13.01	2,433	14.19	194,793.39	20.28
7 to 12 Months	2,263	16.05	2,202	12.84	147,013.53	15.30
Over 12 Months	2,397	17.00	5,812	33.91	234,208.65	24.38
New Parts No Receipts	4,398	31.20	432	2.52	33,395.60	3.47
Outstanding Orders	1,018	7.22	3,140		353,381.65	
Stockorders	544	53.43	1,361	43.34	129,500.50	36.64
Supplemental Orders						
Customer Orders	526	51.66	1,747	55.63	215,037.15	60.85
Backorders	6	0.58	32	1.01	8,844.00	2.50
Stockorder Backorders	3	0.29	3	0.09	6,307.00	1.78
Supplemntl Backorders						
Customer Backorders	3	0.29	29	0.92	2,537.00	0.71
Outstanding Forced Orders						

Sort Source: 100

	NBR OF PARTS	PERCENT	PARTS PIECES	PERCENT	PARTS COST	PERCENT	TRANS COUNT
	-----	-----	-----	-----	-----	-----	-----
Gross Sales	1,459	10.35	4,235		279,238.56		3,163
Regular	1,459	100.00	4,235	100.00	279,238.56	100.00	3,163
No History							
Drop Ship							
Wholesale							
Wholesale No History							
Wholesale Drop Ship							
Warranty							
Warranty No History							
Warranty Drop Ship							
Lost Sales	8	0.05	12		661.90		9
Return Sales	351	2.49	891		62,998.24		497
Regular	351	100.00	891	100.00	62,998.24	100.00	497
No History							
Defective							
Wholesale							
Wholesale No History							
Wholesale Defective							
Warranty							
Warranty No History							
Warranty Defective							
Receipts	1,025	7.27	3,566		223,965.69		1,425
Stockorders	416	40.58	1,452	40.71	74,152.33	33.10	530
Supplemental Orders							
Customer Orders	543	52.97	1,225	34.35	111,264.15	49.67	593
Emergency Purchases	135	13.17	324	9.08	16,630.76	7.42	248
Other Receipts	45	4.39	565	15.84	21,918.45	9.78	54
Overages							
Net Adjustments	62	0.43	169		-127.44		71
Plus	26	41.93	35	20.71	5,885.21		32
Minus	36	58.06	134	79.28	-6,012.65		39
Factory Returns							
Net Appreciation	54	0.38	460	2.68	3,320.20		99
Positive	47	87.03	454	98.69	4,043.85		79
Negative	7	12.96	6	1.30	-723.65		20
Parts Updated With Cost	12	0.08	1		136.00		12
Parts With Comments	1						
Misc & Sublet Items							
Gross Sales							
Lost Sales							
Return Sales							
Parts Not On File, But Sold							
Gross Sales			36		1,345.18		32
Lost Sales							
Return Sales							

SOUTHERN CHRYSLER JEEP GREENBRIER
 MONTHLY SUMMARY REPORT

Grand Total

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Gross Sales			36		1,345.18		32
Lost Sales							
Return Sales							

Pre-Parts Class Preparation – Fixed Operations 1 Parts

Below is a list of instructions and items which you need to bring for your next classroom session, Fixed Operations I – Parts class.

- Bring a copy of your Parts Department's DMS generated management reports for the month showing your inventory sales profile, sales movement, aging, etc. Examples of each DMS report can be found on your Class Site.
This is a paper turn in on Monday of your class week.
- Complete the 3 Steps to Basic Understanding Parts Processes (Pre parts Class Exercise) and please upload the Excel template to Pre work the **DROPBOX** location on your class site. ***This is due by Monday the week before your class starts*** (This is not necessary for visiting students inbound with current students)
- Bring your dealership's organizational chart as it pertains to the Parts department. It is okay to do a stick chart so that **you** know who is working in that department.
- Submit pictures of your Parts Display/Boutique **as is**, an honest representation to the **DROPBOX**.
- Find out and bring to class how much of your OE parts factory return dollars you have accumulated in parts for the year, how much you still have not claimed and, and when your next return is scheduled.
- Bring the dealership's Financial Statement (F/S) that matches #1.
- Bring a **Copy** of 1 Parts Invoices for parts that you have purchased from your same make competitor (not NAPA/AutoZone) that have already been entered into the General Ledger/Accounts Payable system).
- Participate in the Parts Pre-class Introduction Threaded Discussion found on your class site which will close on the Sunday before your class starts. (You may be quizzed on this Monday morning)
- Class will be dismissed at 12:00 p.m. on Friday of your Parts class week. Visiting students not attending the next class can leave at 11:00 am.
- If you have any questions. Please contact us via your cell phone at Mark Michalski mmichalski@nada.org at 443-801-7768 cell or Brian Crossin bcrossin@nada.org at 703-395-1570 cell.

Class Paper Turn in

#1 DMS Report (early Monday morning)

Class site location

#2 20 SOP Template

#3 Display / Boutique Photos

Standard parts ordering procedures.

Ordering parts on Dealerconnect

Step 1) Change the order type on your SOR to a type that **DOES NOT** transmit through CDK i.e. **S3** (standard overnight) **PS3** (Pre-paid overnight) or **WR** (warranty overnight).

Step 2) Add order through the normal process on Dealerconnect.

PARTS>ORDER ENTRY>ADD ORDER # (SOR)>ADD PART>SAVE>SUBMIT

Ordering parts for service/counter customers

VOR all special order warranty parts **NOT** shipping from NY.

All customer pay parts **MUST** be ordered Prepaid without exception.

For service RO's identify customer pay parts via labor type or the service advisor. Order the parts in the standard pre-pay manner

Qty Ordered: **1**

Qty Filled: **0**

Qty Sold: **1**

Backordered: **1**

CHANGE SOR TYPE TO PSTK!

All prepaid parts must be identified as such according to sor type, i.e.

PSTK- normal customer pay special order

PS3 – customer pay manual order placed on dealerconnect.

Parts Ordering Process

- All parts are to be ordered the day the vehicle is diagnosed
- You're required to upgrade the order to special handling when parts can't be supplied by the PDC next day
- You're required to upgrade to VOR status if special handling isn't available from Winchester PDC within 2 business days of vehicle being diagnosed

If you have not put the car on VOR and/SH then rental will not be paid*

-Management

SHIPPING AND RECEIVING DAILY CHECKLIST

- Check in the morning order and put all special orders in appropriate spots. Print SOR's and label by advisor and give to The Parts Manager.
- Assist the parts driver with gathering parts for deliveries, have invoices printed and ready.
- Check cores for eligibility and begin the return process to have them labeled and ready for the end of day return.
- Check PRAS* for any warranty requests, print packing slips and stage for shipping via: UPS.
- Locate all special order parts that come in that are not prepaid, if you need assistance for order types, please ask!
- 5 bin checks per day, this is to ensure that our inventory is correct.
- Assist with UPS delivery and put all parts in appropriate spots.
- All tires are to be put in the appropriate location, locate all parts from the "locate shelf" and make sure your work space is clean and neat and ready for the next day! ALL PARTS SHOULD HAVE A HOME...

Manager Signature-

Special Order Parts Procedures

1. Parts are checked in via The CDK scanner at SCJ starting first thing in the morning.
2. Once parts are checked in we separate all special ordered parts and AR stock items. Then we separate by employee number. (SCJ employees or SD employees).
3. The SD parts driver picks up all parts and returns those parts to SD, once arrived all special order parts are placed in a specific area untouched until the parts manager checks parts for quality control and all is accounted for.
4. The shipping and receiver's then separate SOP's into three categories: Prepaid, Non-Prepaid, and Deliveries.
5. Prepaid Sops are filled and placed on a "prepaid shelf" in alphabetical order.
6. Non-Prepaid Sops are NOT filled and immediately given a location in the parts department.
7. Deliveries are staged on the "Delivery Shelf" to be ready for delivery the same business day.
8. Once all Sops are put in the correct location (This is done at both locations) We then run RRS to obtain copies of the (Special Order slips) and pass those out to our Service Advisor's, Service Managers, and Directors.
9. All Sop sheets that are not service department related like deliveries and retail orders are handled differently. Deliveries are then S rolled and invoices are printed out and placed on the delivery shelf for preparation to be delivered that day.
10. Retail order Sop sheets are distributed to all parts advisors to call the customer to notify of arrival and to coordinate pickup.

RETURNS

1. Parts returned from Wholesale Customers are written up using our return slips and credited back and charged a restocking fee depending on the situation for example: If parts weren't used or customer cancellation. Then the returned parts are checked for MRA eligibility and Dealer available MRA return allowance and processed for return back to Stellantis.
2. If parts are eligible to be sent back an MRA claim is submitted and the part is sent back to the mfg, in which a credit will be issued to the dealer once the part has been received and processed by the mfg.
3. If parts are fast moving and sold frequently they are put back into stock and in the corresponding location.
4. Parts with a core value are returned, and credited back to the customer and then tagged for core return back to mfg, in which a credit will be issued to the dealer once the part has been received and processed by the mfg.

Parts Advisor (Key Points to Success)

- Proper greeting to customers, in person or over the phone. ("Thank you for calling Southern Chrysler Jeep Dodge Parts This is... How may I assist you today?").
- Understanding the **NEEDS** of the **CUSTOMER** when obtaining part information while delivering accuracy. Don't guess or assume, ask questions and work through the motions of finding the correct part. (**ALWAYS ASK FOR THE VIN!**).
- **EXHAUST** all resources when locating parts that are not readily available. (Check the locator, check supersessions, and aftermarket sources). **WE DON'T GET PAID UNLESS WE CAN SUPPLY THE PART!!!**
- When a part is on **BACKORDER** it must be placed on **Special Handling**... Then using the Part Support Tab select to have the part upgraded to **VOR. THIS STEP IS MANDATORY!!!** Failure to do so will result in disciplinary action.
- Bin Checks are **Mandatory** every week and need to be filed with management. (**There will be a detailed description to follow**).
- Make sure that you're using the correct **ORDER TYPES!**
 - S3- Non prepaid manual order parts.**
 - PS3- Prepaid parts manual order parts.**
 - WR- Warranty parts that are manually ordered.**
 - STK- For parts that are one day out.**
 - PSTK- For all pre-paid parts.**
- Keeping a **CLEAN** and **WELL ORGANIZED** station helps lead to an accurate inventory and a presentable work space.

PARTS BY BIN LOCATION
SOUTHERN CHRYSLER JEEP GREENBRIER

PAGE NO: 2
DATE: 25 JAN 2023

BIN..... SO..PART DESCRIPTION..... MNS SS BSL. O.H. A.B.C.D.

TOTAL LINE ITEMS: 21