FOLLOW A PART EXERCISE:

When a part comes in, it is stocked in by the parts dept. They use a scan gun to scan the label and that puts in into our dms. Our service manager assigns the parts to accurate accounts...so our office manager will get that report from the parts department. Jim, our parts manager, assigns the correct account numbers. Bill of lading or shipping docs details are included in the stocking in process that Jim does. Ford uses "RIM" which is an automated parts ordering system. According to the department, parts are supplied based on demand history.

I brought an example of a part that was purchased on the outside with the intention of installing on a customers vehicle. Once it was receipted in, it was assigned to the tech who had the open ticket. The repair was made, and the ticket went to the cashier, where the customer paid. The cost of the part from the outside was entered when we purchased it and stocked it in.

Our perpetual inventory bin count was matching. I went thru it with my parts counter clerk and we checked it off part by part to match the report.

He also told me that RIM parts that sit for 12 months automatically get taken back by Ford at no cost.

We average $7k a month in parts that go back to Ford.