

Goal- Our goal is to improve our SOP process so it is seamless and in turn it will lower our "Total days on shelf."

There are 3 entry points to how SOP happens:

-Service client comes in; RO is opened result of diagnostics SOP is required. It is then determined whether it is warranty or customer pay. If customer pay all parts are pre-paid on RO's.

-Parts Usually a phone call or email comes in with someone requesting a SOP. Parts Consultant will ideally attach SOP to an RO if part is greater than \$500 a security deposit is required via email or money transfer

-Sales Usually attached to vehicle sale, part or accessory put on to due bill or make ready and RO opened

- Ensure the Service Advisor or Parts consultant gets all information needed to special order. This includes VIN#, Part # make and model of the vehicle, preferred contact phone number and email. Before ordering it is confirmed with the client that all the above information is correct and an RO is opened. Customer is given an ETA of when the part will arrive.
- Customer copy printed off and signed by customer and our policy of pickup within 30 days of arrival is discussed, NO EXCEPTIONS

- SOP gets scanned in by the receiver in parts, it is immediately determined how the part was ordered, Service/Parts/Sales. The part is then placed in the designated BIN (Service) (Parts) or Sales

- If the SOP is for Service, Sales or Parts and installation is required, the appointment coordinator will contact the customer to book an appointment and installation is completed.

- If the SOP is just client pick up, Parts will contact the client to come in and pick up the part

- If the Part is not picked up within the first week of arrival, the client is then contacted again and reminded of our 30-day policy. If the part is not picked up within 30 days the part will be returned to the manufacturer.
- If the part is covered under warranty and not picked up it is either returned to manufacturer or put into stock
- If the technician misdiagnosis the vehicle and the wrong part is ordered, it is returned and the correct part is ordered immediately
- If a technician orders the wrong part without approval and it is the wrong part, the part will be returned if possible and the technician will be reminded he needs approval, if it happens again the part may be charge to the technician.
- If a wholesaler wants to return a part that cannot be returned, the general rule would be we will not process the return. A judgement call can be made by the Parts Manager if they are deemed a longtime loyal customer
- If a part is placed on the shelf without an RO or customer information the shipper/receiver will then question who put it there and ensure it gets properly labelled
- If a customer comes in to pick up a part they ordered and it is the wrong part, we then refer to the signed RO copy, if we can accommodate the client and re-order we will.
- In the case of an SOP that was ordered by service via the regular stock order, we would then trace it back to who placed the order and follow the RO to determine if it was a SOP or if needs to be returned
- If an SOP arrives and there is no information it is traced back to who ordered it and is determined if the part is needed or can be returned