

SERVICE SPECIAL ORDER PARTS PROCEDURE

- When a part is not in stock the ASM is to contact the customer, sell the job and explain that the part needs to be ordered. **The ASM is to set an appointment for the customer to have the parts installed at this time.** *When setting an appointment for a special order part the complaint line should start with with “SOP ref RO xxxxx (previous RO #xxxxx)” then restate the customer complaint from the previous repair order. This will enable the Parts Department to easily identify the SOP appointments on the appointment line.*
- The ASM is to then e-mail the parts department with RO number in the subject line. The body of the email must contain specific parts to be ordered, if the part is to be ordered prepaid or warranty, order type, and a date of return appointment. If in a time crunch a verbal request followed by an email is appropriate.
- **NO PARTS WILL BE ORDERED WITHOUT AN APPOINTMENT DATE**
- With the date of the appointment confirmed, the parts counter person will reply to the ASM via e-mail with confirmation that the parts have been ordered.
- The parts counter person will record the appointment date, payment/warranty status, and order requester on the SOR using the “comment” function.
- All customer pay non stock parts that are special ordered are to be paid for at the time the part is ordered including any additional freight.
- Expedited parts orders must completed before 3pm local time to get next day. (Example: If the part is in California it is 3pm PST. If it is in New York it is 3pm EST or Noon PST). This should guarantee that parts arrive next day for vehicles down or staying in our shop (excluding backorders and special circumstances orders). The ASM is responsible for quoting fees to the customer when selling the job. Please ask the parts dept for assistance if you are unsure of a fee.
 - \$0.01~\$100.00 part cost = \$22.00 freight charge.
 - Greater than \$100.01 part cost = 22% of part cost
 - If you need assistance in quoting freight please see the parts dept(do not guess please)
- Once a part arrives the Parts dept. will give the ASM a copy of the SOR slip. Prepaid parts will be held for 90 days. After 90 days the SOR may be closed and the part will be placed in an “unclaimed” bin. All non-prepaid parts will be held for a minimum 30 days and if not installed will be returned if possible on the next available manufactures return. **Parts that are non-returnable to the manufacture will be billed to the service department policy account. All returned parts are subject to a restock fee up to 20%.**

APPOINTMENT REVIEW PROCESS

Objective: A proactive approach to taking care of customers and shows great consideration of our customer’s time.

- Daily, the ASM and Parts Counter person will run a list of the next day’s appointments. Try and complete before 3pm expedite cutoff in case additional part need to be sourced.
- The Parts Counter Person will review the prewrite list to make sure that all special order parts coming in for the next day are here and correct (when possible). They will also confirm any normally stocking items for the following day appointments.
- If there is a problem with any part(s) on the prewrite list, the parts counter-person and the ASM will discuss the issue so that the ASM can contact the customer before they arrive for their appointment or take actions to procure aftermarket parts in place of OEM.
- Parts that are back ordered still should have an appointment set up in the system so that we can keep our customers in the loop on when those parts may be arriving. *Example: Set an appointment up for 2 weeks out with a notices on the SOP line that indicates “SOP part backordered, appointment for ETA checkup”