

Parts Processes

Stock Order for Immediate Installation:

Part comes via a dedicated Delivery service, often by 6am. At that point, I worked with our shipping and receiving clerk utilizing a scan gun to scan parts and process special order and stock parts.

1. Part is Received by S&H Clerk. Labeled with a scan Gun with the special order information
2. Part is then matched to the original three part order form listing all expected parts. Once complete, one of the yellow copies is attached to the parts and then Passed off to the service advisor to dispatch to the technician or shop forman. Part is place on Special order bin until Tech comes to install.

Stock Order for Shelf

1. Parts recieved are all label by the manfcature with the parts location.
2. Parts are suggested by Manufacturer stock ordering program. (AOR/StockPro)
3. Everyday, the stock suggestion is supplied by the manufacture. (All guaranteed for return and does not affect return allowances)
4. Newly suggested parts are evaulated with in the AOR Program. (Mercedes Benz StockPro)
 - a. Looked at Local Dealership stock
 - b. Looked at 12 month history
 - c. Evulate type of part and size of part. Mostly exludes sheet metal and large body items. Higher sales history required for body parts.
5. Typically the stock is suggest based on sales or lost sales posting. In some occasion the parts were part of a forecast model. So long as it is suggested by the manufacture it is approved to be ordered. Typical protocal is 3 hits in 3 sepeate months. But we have moved to 1 hit in 12 months. So long as other dealers stock. It is evaluated also, on age of vehicle that it fits. IE, a 1979 MB that needs a tie rod end would not be brought in. But a 2023MY would be brought into stock. Again, all Manufacture parts are guaranteed returnable with out effecting return allowance.
6. Part department utilizes ScanIt Software.
 - a. Part order generated in Reynolds is brought over along with all the customer info.
 - b. The packingslip is imported from Mercedes
 - c. The Invoice is imported
 - d. The part is then Scanned.
 - e. Part scanned is compare to the DMS Order, the Packing Slip and the Invoice. Any discrepancy in quantity/PO#/Price is printed and reconciled.
 - f. Invoice is then coded with accounting information and signed by PM
 - g. Invoices is logged in excel. With the account numbers, amounts. dates and Invoice number.
 - h. Invoice that has been approved by the parts manger is then handed to accounting.
 - i. Accounting Checks for Proper Documentation (IE Signed Packing Slip/Expection report in our store)

- j. Accounting then Enters the Invoice with the account numbers designated by the Parts Manger.
- k. At the EOM Accounting reconciles the Factory Statement to confirm all Invoices are entered. Any variances are provided to the parts manager to review and turn in if needed.

Parts from Outside Vendor.

1. In this situation, part is picked up by our porters or delivered by the vendor.
2. In most cases, part is charged as a I/O (In out sale) Records Purchase and sale. The part does not go into the pad or tracked. If the Part is of the same brand from another dealer, it is then received manually and purchase history is recored. In 2063 (R&R Manal Reciepts)
3. In these situations, the parts advisor cofirms that it is on the RO, and walks the part out to the technician. Utilizing MS Teams we will notify the Service Advisor the part arrived and hand to tech.
4. Once vehicle is completed, it is processed by the servce advisor, customer notified to pick up vehicle. In all instances, the customer is sent a text message & email with a link to pay the invoice prior to arriving. If not paid online, then the customer will pay instore.
5. All Items/Services Purchaced out side of the OEM, get a Purchase OrderAssigned and Attached. (OEM Purchaces do not follow this same process)
6. If these are OEM Parts purchased from a competing dealer, cost is not changed. A COGS (6790) is adjusted with the varience in price. Parts from Autozone are generally for other makes and handled the same as the other but no COGS (6790) Adjustment.
7. Part invoice approved in 2720 (PO Reciepting Screen) and recorded in Spreadsheet, and handed over to accounting.
8. Accounting Updates the PO and Enters the invoice, confirming it was approved in 2720 by the parts manager and confirms copies of the invoice are signed by the PM. Later They are matched to the statement. Rarely do we make purchaces that are not on Charge. Basically the same process but a check request is required prior to receiving the parts.

Perpetual Inventory Bin Counts

1. Attempt to do three times a year
2. BIN Counted are tracked on a Sheet posted in the department. With Date and intials of Individuals counting the bin.
3. A Blind Count is Conducted by Parts Advisors and evulated by the parts manager. (PM Retiains a duplicate copy with the on hand value. Ran at same time.
4. Any discrepancy is inspected to check for the reason behind the discrepancy.

Discrepancies of Bin Counts.

1. Parts manager compares the blind count to the on hand sheet. Notes any difference and begins to investigate.
2. Look for the following. Open Purchase orders, Open Repair Orders. (It was pointed out that open parts invoices do not affect on hand quantity, only available quantity)
3. If nothing is noted in open orders and the part value is low. Typically less than \$10 and nothing standes out in step 2. Then we make a Adjustment in Screen 2010.

4. If higher value, we look at transaction history. First Purchase history, and compare to OEM Orders. Look for previous adjustments that may have occurred previously. Look for recent Sales, Perhaps paid on phone, and customer did not pick up yet. Or incorrect quantities charged out. IE Roters are always sold in sets of two. If we see a sale of 1, then its assumed that Service did not catch, and the advisor fat fingered the Quantity. With MB there is also a Major Issue with Supersessions.
5. Once all adjustments are checked, a P&M Report is generated and compared to the differences to confirm update are made. Printed and attached.
6. Prior to any adjustments, PM Double checks the Count.

Special Order Parts Process.

There is no written process.

1. For the shop we provide tickets to the advisor notifying them of the receipted parts.
2. In parts, for retail customers. They received the same tickets as the advisors, and call customers.
3. Parts advisor reviews 2710 Report weekly and follow up with customer/advisors.
4. In the case that the part is no longer needed. In a normal situation, we would review all parts on Special order shelf, pull items over 90 days and return. Due to CPPP requirements, they now assign Bin Location and Return when it hits aged criteria of 12+ Months with now sale. Often if it is a part that has never been sold before, this hits that report quickly. Often in the same month. (Our DMS ages items based on last sale date not purchased date)