

## Special Order Parts Process

Require pre-payment of all **customer pay SOPs** (if the car is not down in the shop).

Place the order for the SOP-Note if it is for a Car down in Shop

Place the order information from the DMS into the pending order file.

When the SOP arrives, receipt and tag the part then take it to the appropriate technician **(If the car is in shop)**

When the SOP arrives, receipt and tag the part, use the dated "Received" stamp to tag the part and the service advisor's copy.

Place the SOP into the Special-order parts bin.

Deliver the notification for the SOPs arrival to the advisor to notify the customer and to set the appointment.

If the customer does not come in with-in 30 days we give the part a normal stocking Bin location.