

1. **Follow a part exercise:** When a part arrives either via Stock Order or from an outside purchase for immediate installation you must follow the part and paper trail and **document all your findings.**

- Stock order for shelf: Receipt in the part (do this yourself with stock clerk). What stocking status is the part, what was the parts demand history (demands in 12 months) which instituted the order? Ask where the Bill of Lading or shipping documentation goes from there noting each step. Go to the Controller and see how the order is charged on your Parts Statement.
 - Volvo we only we do not get a bol they drop and go.
 - we ensure the parts have all arrived before telling the advisor/customer
 - we print 3 copies 1 for the RO 1 for advisor 1 for parts we follow them till we get all parts all in then we tell the adviser or customer all parts are here
 - my parts advisor puts all parts in the proper bin
 - when we are done scanning, we print out a list of parts that arrived that day.

- Follow a part that was purchased on the outside with the intention of installing it on a customer's vehicle. Receipt the part in, follow the part to the back parts counter; then follow the part to the technician noting each step a computer and screen number an entry was made. After the vehicle has been repaired - follow the repair order until it ends up with the cashier.
 - We get are order early so we try to scan it before tech's arrive
 - The parts counter looks for the special orders first
 - We have a Ro table we put the parts on for techs so when they are ready for them it's ready to go.
 - We confirm all parts are here and billed before we put it on the table.
 - All statements are processed and then given to the controller