SPECIAL ORDER PROCESS

1

REQUEST

Customer or Service Advisor Requests Part

2

VERIFY

Verify correct parts is being ordered using VIN

3

SET EXPECTATIONS

Check availability and provide ETA

4

ORDER

Collect pre-payment & place order

5

NOTIFY

Contact customer or service advisor when part arrives

6

FOLLOW-UP

Check weekly for any parts not picked up or without an appointment

7

FINAL ATTEMPT

At 20 days, make final attempt to contact

8

RETURN

At 25 days, return the unclaimed part.