

AUTOMOTIVE PARTS CHECK-IN

Standard Operating Procedure

Document Type:	Standard Operating Procedure
Audience:	Dealership Parts Department Staff
Effective Date:	November 2025
Version:	1.0

PURPOSE

This procedure establishes a standardized process for checking in stock and critical parts orders at automotive dealerships. The goal is to ensure order accuracy, maintain inventory integrity, reduce discrepancies, and facilitate timely communication with the manufacturer's parts distribution center.

SCOPE

This procedure applies to all parts department personnel responsible for receiving, inspecting, and processing incoming parts deliveries from the manufacturer's distribution center.

ORDER TYPES: KEY DIFFERENCES

Characteristic	Stock Orders	Critical Orders
Definition	Regularly scheduled replenishment orders for inventory	High priority orders for parts critical to customer repairs or immediate service needs
Frequency	Daily or scheduled deliveries	As needed, often same-day or next-day
Priority	Standard processing	HIGH PRIORITY - Process immediately upon arrival
Documentation	Standard bill of lading	May include rush tags, customer work order numbers
Shelf Location	Standard bin locations per parts catalog	Hold for specific technician or work order
System Entry	Receive into inventory	Receive and immediately allocate to work order

■ CRITICAL ORDER ALERT: Critical orders must be identified immediately upon delivery and processed before stock orders to minimize vehicle downtime.

PARTS CHECK-IN PROCEDURE

Follow these steps from delivery arrival through system confirmation:

STEP 1: DELIVERY ARRIVAL & INITIAL VERIFICATION

- 1.1 Greet the delivery driver and note the arrival time in the parts receiving log.
- 1.2 Request the bill of lading (BOL) and any accompanying delivery documentation.
- 1.3 Verify driver identity and delivery company authorization (check ID badge if required by dealership policy).
- 1.4 **IDENTIFY ORDER TYPE:** Check for rush tags, red labels, or "CRITICAL" markings on boxes or documentation.
- 1.5 Count the total number of boxes/packages and compare to the quantity listed on the BOL.
- 1.6 Conduct a visual inspection for obvious external damage (crushed boxes, torn packaging, leaking fluids).

✓ CHECKPOINT: If package count does not match BOL or significant damage is visible, note discrepancies on BOL and have driver sign acknowledgment BEFORE unloading.

STEP 2: UNLOADING & STAGING

- 2.1 Unload all packages from the delivery vehicle to the designated receiving area.
- 2.2 **SEPARATE ORDER TYPES:** Place critical orders in a clearly marked "CRITICAL/URGENT" staging area, away from stock orders.
- 2.3 Organize stock order boxes by invoice number or order number for efficient processing.
- 2.4 Keep the bill of lading with the corresponding shipment at all times during the check-in process.
- 2.5 For temperature-sensitive parts (batteries, fluids, electronics in extreme weather), prioritize inspection and move to climate-controlled storage.

STEP 3: DETAILED INSPECTION - CRITICAL ORDERS FIRST

3A. CRITICAL ORDERS (Process immediately)

- 3A.1 Open each critical order package carefully using a box cutter (cut tape, not the box).
- 3A.2 Match each part to the critical order invoice and work order documentation.
- 3A.3 Verify part number, description, and quantity match the order.
- 3A.4 Inspect each part for damage: check for cracks, scratches, bent components, missing hardware.
- 3A.5 If part is correct and undamaged, immediately deliver to the requesting technician or service advisor.
- 3A.6 If discrepancy or damage found, see STEP 5 (Handling Issues) before notifying the service department.

3B. STOCK ORDERS (Process after critical orders complete)

- 3B.1** Open each stock order package systematically, working through invoices in numerical order.
- 3B.2** Match each part to the stock order invoice line by line.
- 3B.3** Verify part number, description, and quantity for every item.
- 3B.4** Inspect for visible damage or defects.
- 3B.5** Set aside parts with issues (see STEP 5) and continue checking remaining parts.
- 3B.6** Check for manufacturer's packing lists inside boxes - these may contain important notes.

STEP 4: SYSTEM ENTRY & CONFIRMATION

- 4.1** Log into the dealership parts management system (DMS).
- 4.2** Navigate to the 'Receive Parts' or 'Check-In' module.
- 4.3** Enter the invoice number or scan the barcode from the bill of lading.
- 4.4 FOR CRITICAL ORDERS:** Confirm receipt and immediately issue parts to the specific work order. Verify technician or service advisor receives notification.
- 4.5 FOR STOCK ORDERS:** Confirm receipt of each line item. System will update inventory quantities and bin locations.
- 4.6** Review the on-screen summary for accuracy before final confirmation.
- 4.7** Complete the receiving transaction in the system. Print receiving document if required by dealership policy.
- 4.8** Attach the receiving document to the bill of lading and file in the daily receiving folder.

STEP 5: HANDLING COMMON ISSUES

When discrepancies occur, immediate documentation and communication are critical to resolution:

ISSUE A: DAMAGED PARTS

A.1 DO NOT remove the part from the original packaging.

A.2 Take clear, well-lit photos showing:

- The damaged part from multiple angles
- The part label/part number visible in the photo
- The damaged packaging (exterior and interior)
- The shipping label and box markings

A.3 Place a highly visible RED "DAMAGED" tag on the package.

A.4 Move the damaged package to the designated damage holding area (separate from regular stock).

A.5 Note the damage on the bill of lading: write "DAMAGED" next to the line item and initial.

A.6 In the DMS system, do NOT receive the damaged part. Mark as "damaged in transit" or use your system's rejection code.

A.7 Contact the parts distribution center within 24 hours (call or use online portal):

- Provide invoice number, part number, and description of damage
- Submit photos via email or parts return portal
- Request return authorization (RA) number
- For critical orders, request emergency replacement with expedited shipping

A.8 Complete a Parts Damage Report form (if required by your dealership) and submit to parts manager.

A.9 FOR CRITICAL ORDERS: Immediately notify the service advisor and explore alternative solutions (loaner part, local parts runner, etc.).

ISSUE B: MISSING ITEMS (Short Ship)

B.1 Verify the part is truly missing:

- Double-check all boxes in the shipment
- Check for separate packages that may have been staged elsewhere
- Look for packing notes indicating a separate shipment or backorder

B.2 If confirmed missing, note "SHORT" or "MISSING" on the BOL next to the affected line item.

B.3 In the DMS, receive only the parts physically present. Do NOT receive the missing part.

B.4 Check the system to see if the missing part shows as backordered or on a separate shipment.

B.5 Contact the distribution center same day to report the shortage:

- Provide invoice number and missing part number
- Verify if part was intentionally held (backorder) or is a shipping error
- Request expedited shipment if needed for customer commitments

B.6 FOR CRITICAL ORDERS: Immediately alert service advisor. Determine if the customer vehicle can wait or needs alternative arrangements.

B.7 Monitor the system daily until the missing part arrives.

ISSUE C: BILL OF LADING DISCREPANCIES

C.1 Wrong Part Number: Part received does not match part number on invoice:

- Do NOT put the part on the shelf
- Photograph the part and its label
- Note discrepancy on BOL: "INCORRECT PART - Ordered [correct #], Received [wrong #]"
- Set aside with a YELLOW "DISCREPANCY" tag
- Contact distribution center for return authorization and correct part shipment
- In DMS, receive the part number that was physically received (not ordered) or reject based on dealership policy

C.2 Quantity Discrepancy: Received more or fewer parts than invoiced:

- Count carefully and verify multiple times
- Receive only the actual quantity in the DMS (system will show discrepancy)
- Note actual quantity on BOL and circle the discrepancy
- If over-shipped, contact distribution center - do NOT place extra parts in stock without authorization
- If under-shipped, follow "Missing Items" protocol (Issue B)

C.3 Extra/Unexpected Parts: Parts in shipment not listed on BOL:

- Set aside and tag as "NOT ON INVOICE"
- Check if part was on a previous order or backorder list
- Do NOT enter into inventory until verified with distribution center
- Contact distribution center to determine correct invoice or if mis-shipped

STEP 6: SHELVING & ORGANIZATION

6.1 CRITICAL ORDERS: Should already be delivered to technician (Step 3A.5). Confirm with service advisor that part was received.

6.2 STOCK ORDERS: Place parts in their designated bin locations according to the parts catalog system:

- Verify the bin location matches the part number in the DMS
- Use FIFO (First In, First Out) principle - place new stock behind existing stock
- Ensure part labels face outward for easy identification
- For large or heavy parts, use appropriate material handling equipment

6.3 Update bin labels if stock levels require additional bins or location changes.

6.4 Set aside slow-moving or overstock items per parts manager guidelines.

6.5 Place any promotional items, sales literature, or technical bulletins in the designated communication area for parts manager review.

STEP 7: DOCUMENTATION & COMMUNICATION

7.1 Complete the daily receiving log with:

- Invoice numbers processed
- Number of line items received
- Any issues or discrepancies noted
- Time completed

7.2 File the bill of lading and receiving documents in the appropriate daily folder.

7.3 If any issues occurred: Send summary email to parts manager including:

- Issue type (damage, shortage, discrepancy)
- Invoice and part numbers affected
- Whether critical order was impacted
- Actions taken and RA numbers obtained
- Status (pending, resolved, awaiting callback)

7.4 For critical orders, confirm with service advisor that the technician has the parts and work is proceeding.

7.5 Ensure all pending issues are documented in the "Open Issues" tracking log for follow-up.

BEST PRACTICES & TIPS

- **Prioritization:** Always process critical orders before stock orders. A delayed critical part can cost the dealership customer satisfaction and revenue.

- **Documentation:** When in doubt, document it. Photos and detailed notes resolve disputes with distribution centers faster.
- **Communication:** Proactive communication with service advisors about critical order status prevents surprises.
- **Accuracy Over Speed:** Taking an extra minute to verify part numbers prevents costly errors and re-deliveries.
- **System Integrity:** Never put parts on the shelf without receiving them in the system. This causes inventory inaccuracies and financial discrepancies.
- **Same-Day Resolution:** Contact the distribution center the same day issues are discovered. Delays reduce the likelihood of successful claims.
- **Organized Workspace:** Keep receiving areas clean and organized. Clearly separate damaged, discrepant, and good parts.
- **Team Coordination:** If multiple staff handle receiving, use status tags ("CHECKED", "ENTERED", "SHELVED") to avoid duplication.

DISTRIBUTION CENTER CONTACT INFORMATION

Keep the following contact information readily accessible in your receiving area:

Parts Distribution Center Main Line:	_____
Returns/Damage Claims:	_____
Expedite/Critical Orders:	_____
After-Hours Emergency:	_____
Online Parts Portal:	_____
Parts Manager (Internal):	_____

Remember: Accurate parts check-in is the foundation of efficient service operations. Your attention to detail directly impacts customer satisfaction, technician productivity, and dealership profitability. Thank you for your commitment to excellence.