

AUTOMOTIVE PARTS ORDER CHECK-IN PROCEDURE

Standard Operating Procedure for Dealership Parts Departments

PURPOSE

This standardized check-in procedure ensures accurate inventory management, reduces discrepancies, prevents delays in parts availability, and streamlines communication with the manufacturer's parts distribution center. Proper adherence to these procedures maintains accurate shelf inventory and protects inventory investment.

SCOPE

This procedure applies to all parts department staff responsible for receiving and checking in parts orders, including both stock orders (regular replenishment) and critical orders (urgent, customer-specific, or backorder parts).

KEY DEFINITIONS

Term	Definition
Stock Order	Regular replenishment orders for inventory maintenance; typically scheduled deliveries
Critical Order	Urgent parts needed for customer repairs, backorders, or special requests requiring immediate processing
Bill of Lading (BOL)	Shipping document listing all parts included in the delivery
Parts Distribution Center (PDC)	Manufacturer's central warehouse that ships parts to dealerships

PARTS CHECK-IN PROCEDURE

1. DELIVERY ARRIVAL & INITIAL INSPECTION

When the delivery truck arrives:

- **Stop current tasks** and prioritize the delivery to prevent delays
- **Verify the delivery** - Confirm the truck is from your authorized PDC
- **Obtain the Bill of Lading (BOL)** - Request all shipping documents from the driver
- **Count packages** - Verify the total number of boxes/pallets matches the BOL
- **Visual inspection** - Look for obvious external damage to packages (crushed boxes, torn wrapping, leaking fluids)

■■■ IMPORTANT: If you observe significant external damage, note it on the BOL and have the driver acknowledge it before signing. Take photos of damaged packaging.

2. SEPARATE STOCK vs. CRITICAL ORDERS

Immediately upon unloading, separate the orders into two distinct categories:

Stock Orders	Critical Orders
<ul style="list-style-type: none">• Regular replenishment• Can be processed in sequence• Lower time sensitivity• Stored in receiving area	<ul style="list-style-type: none">• Customer waiting• Backorders• Special requests• Process IMMEDIATELY

Priority Rule: Always process critical orders first to minimize customer wait time and vehicle downtime.

3. PROCESSING CRITICAL ORDERS (IMMEDIATE)

- Step 1: Identify** - Locate all boxes marked as critical/urgent/backorder
- Step 2: Open immediately** - Carefully open packaging to inspect contents
- Step 3: Match to BOL** - Compare each part number and quantity against the bill of lading
- Step 4: Verify part condition** - Check for damage, correct part number, and quantity
- Step 5: Notify immediately** - If the part is for a waiting customer, inform the service advisor
- Step 6: Enter system** - Scan/enter the parts into your DMS immediately to update inventory
- Step 7: Stage for delivery** - Place in technician pickup area with clear identification

4. PROCESSING STOCK ORDERS

After all critical orders are processed, proceed with stock order check-in:

- Step 1: Organize** - Arrange boxes in a logical sequence for efficient processing
- Step 2: Open systematically** - Process one box at a time to maintain organization
- Step 3: Cross-reference BOL** - Match each part number and quantity to the shipping document
- Step 4: Check quantities** - Count items carefully (especially small parts like clips, fasteners)
- Step 5: Inspect condition** - Examine each part for damage before accepting
- Step 6: Group by location** - Sort parts by their shelf location for efficient stocking
- Step 7: Enter into DMS** - Scan or manually enter all parts to confirm receipt
- Step 8: Stock shelves** - Place parts in designated locations, rotating older stock forward

5. HANDLING COMMON ISSUES & DISCREPANCIES

Proper documentation and communication are essential when issues arise. Follow these procedures for common problems:

A. DAMAGED PARTS

- **Do NOT accept damaged parts into inventory**
- **Photograph the damage** - Take clear photos showing: (1) The damaged part, (2) The part number label, (3) The packaging condition
- **Quarantine the part** - Place in a designated 'DAMAGED - DO NOT USE' area, clearly marked with red tag or label
- **Document on BOL** - Write 'DAMAGED' next to the part number on the bill of lading
- **Complete damage report** - Fill out your dealership's damage claim form (or PDC damage form)
- **Contact PDC immediately** - Call or submit online damage claim within 24 hours, providing photos and part details
- **Obtain RGA number** - Request Return Goods Authorization for replacement
- **Note in DMS** - Create a note in your system that the part is damaged and a replacement has been requested

Visual Documentation Example: Photo should clearly show the part number, visible damage (cracked housing, bent component, etc.), and any packaging issues. Include a reference object for scale if damage is subtle.

B. MISSING ITEMS (SHORT SHIPMENT)

- **Verify the shortage** - Double-check all packages to ensure the part wasn't misplaced
- **Check BOL carefully** - Confirm the part was actually listed on the bill of lading
- **Document the shortage** - Note 'SHORT' or 'NOT RECEIVED' next to the part number on BOL
- **Do NOT enter into DMS** - Do not confirm receipt of parts you didn't receive
- **Contact PDC** - Report the shortage within 24-48 hours via phone or online portal
- **Request expedited shipment** - If it's a critical part, emphasize urgency
- **Create backorder alert** - If the part was for a customer, notify the service advisor and flag in system

C. INCORRECT PART SHIPPED

- **Verify the error** - Confirm the part number on the physical part doesn't match what was ordered
- **Do NOT stock the wrong part** - Keep it separate from inventory
- **Check if it's needed** - Verify whether the wrong part is needed elsewhere in your inventory
- **Photograph documentation** - Take photos of: (1) Part number on box/label, (2) Actual part number on component, (3) BOL showing what should have been shipped
- **Mark on BOL** - Write 'WRONG PART SHIPPED' with details
- **Contact PDC** - Report the error and request correct part to be shipped

- **Obtain RGA if needed** - Get return authorization if PDC wants the incorrect part returned
- **Update DMS** - Do not receive the wrong part into inventory; keep backorder status for correct part

D. BILL OF LADING DISCREPANCIES

- **Extra parts not on BOL** - Set aside, photograph, contact PDC to verify if they should be kept or returned
- **Quantity mismatches** - Count carefully three times; if still incorrect, document and report to PDC
- **Invoice vs. BOL differences** - Compare invoice to BOL; report discrepancies to PDC and accounting
- **Missing BOL** - Refuse delivery or request documentation from driver before accepting shipment

6. SYSTEM CONFIRMATION & FINAL STEPS

The check-in process is not complete until all information is accurately entered into your Dealer Management System (DMS):

- **Scan or enter part numbers** - Use barcode scanner when possible for accuracy
- **Verify quantities** - Ensure system quantities match physical counts
- **Confirm receipt** - Complete the 'receive order' transaction in your DMS
- **Print receiving report** - Generate confirmation report for your records
- **Update shelf locations** - If parts go to new locations, update in system
- **Attach BOL** - Staple or file the bill of lading with receiving report
- **Note exceptions** - Add notes for any damaged, missing, or incorrect items
- **File documentation** - Store in designated location per dealership policy (typically 30-90 days)

■■ CRITICAL: Never confirm receipt in the system for parts that were damaged, missing, or incorrect. This creates inventory discrepancies and financial errors.

7. COMMUNICATION WITH PDC

Contact Methods (in order of preference):

Issue Type	Method	Timeframe
Damaged parts	Online portal + photos	Within 24 hours
Missing critical parts	Phone call	Immediately
Missing stock parts	Online portal or phone	Within 48 hours
Wrong part shipped	Phone call + photos	Within 24 hours
General questions	Email or phone	As needed

Information to Have Ready When Contacting PDC:

- Dealership name and account number
- Invoice or order number
- Bill of lading number
- Part number(s) in question
- Delivery date
- Description of the issue
- Photos (if applicable)

- Whether the part is critical/urgent

8. BEST PRACTICES & TIPS

- **Create a dedicated receiving area** - Keep it organized and free from clutter
- **Process deliveries immediately** - Don't let boxes sit unopened; inventory accuracy depends on timely processing
- **Use a systematic approach** - Always follow the same sequence to avoid missing steps
- **Double-check critical parts** - Verify part numbers match exactly, especially for expensive components
- **Keep BOLs organized** - File chronologically for easy reference during audits or disputes
- **Maintain photo documentation** - Keep a dedicated folder (digital or physical) for damage/discrepancy photos
- **Train all staff** - Ensure everyone who receives parts knows this procedure
- **Rotate stock** - When stocking shelves, move older inventory forward (FIFO - First In, First Out)
- **Clean as you go** - Dispose of packaging properly and keep receiving area clean
- **Communicate proactively** - Keep service advisors informed about critical parts status

QUICK REFERENCE CHECKLIST

✓	Step
■	Delivery truck arrives - verify and obtain BOL
■	Count packages and inspect for external damage
■	Separate critical orders from stock orders
■	Process critical orders IMMEDIATELY
■	Match all parts to BOL and verify quantities
■	Inspect all parts for damage or defects
■	Document any discrepancies with photos
■	Contact PDC for damaged/missing/wrong parts
■	Enter all received parts into DMS
■	Print receiving report and attach BOL

■	Stock parts in proper shelf locations
■	File documentation per dealership policy

Remember: Accurate parts check-in is the foundation of effective inventory management. Taking the extra time to follow this procedure carefully will prevent costly errors, improve customer satisfaction, and strengthen your relationship with the parts distribution center.