

# AUTOMOTIVE PARTS CHECK-IN PROCEDURE

*Standard Operating Procedure for Dealer Parts Departments*

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<b>Department:</b>	Parts Department - All Dealer Locations
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<b>Purpose:</b>	Ensure accuracy and efficiency in parts order check-in

## INTRODUCTION

This procedure provides a standardized approach for checking in stock and critical parts orders at automotive dealerships. Proper check-in procedures are essential to maintain inventory accuracy, minimize discrepancies, ensure parts availability, and optimize communication with the manufacturer's parts distribution center. Following this procedure will help reduce inventory dollar variances and prevent delays in vehicle service operations.

## KEY DEFINITIONS

- **Stock Order:** Regular scheduled parts deliveries that replenish standard inventory items. These orders typically arrive on predictable schedules (daily or multiple times per week).
- **Critical Order:** Emergency or special orders for specific customer needs or urgent repairs. These parts are often needed immediately and require priority handling.
- **Bill of Lading (BOL):** The shipping document that lists all items included in the delivery. This is your primary verification document.
- **Parts Distribution Center (PDC):** The manufacturer's central facility that ships parts to dealers.

## GENERAL CHECK-IN PROCESS

Follow this step-by-step process for all parts deliveries, whether stock or critical orders:

### STEP 1: DELIVERY ARRIVAL & PREPARATION

- Acknowledge the delivery driver immediately upon arrival
- Obtain the Bill of Lading (BOL) from the driver - do not sign until inspection is complete
- Verify the dealership name and address on the BOL match your location
- Clear adequate space in the receiving area for inspection
- Have the following tools ready: scanner, clipboard, pen, camera/smartphone, damage tags

### STEP 2: VISUAL INSPECTION OF SHIPMENT

- Count the total number of boxes/packages before unloading
- Verify the count matches the BOL package count
- Inspect all packages for visible external damage (crushed boxes, torn packaging, water damage)
- Take photos of any damaged packages BEFORE opening them
- Note any discrepancies on a separate inspection sheet

**■ IMPORTANT: Document all visible damage with photos before acceptance**

### STEP 3: PACKAGE VERIFICATION & OPENING

- Carefully open each package/box systematically
- Verify part numbers against the BOL line-by-line
- Check quantities received vs. quantities listed on the BOL
- Inspect each part for concealed damage (cracks, dents, missing components)
- Set aside any discrepant or damaged items in a designated area

### STEP 4: DOCUMENTATION OF ISSUES

If any issues are found, document them thoroughly before signing the BOL:

- **Missing Items:** List part numbers and quantities missing on the BOL
- **Damaged Parts:** Photograph the damage from multiple angles, attach a red damage tag to the part, and write 'DAMAGED' on the BOL next to that line item
- **Wrong Parts:** Note 'INCORRECT PART' on BOL, photograph the part and its label
- **Quantity Discrepancies:** Write actual quantity received next to listed quantity on BOL

## **STEP 5: SIGN & RELEASE DRIVER**

- Sign the BOL only after completing the inspection
- If discrepancies exist, make sure all notes are on the BOL before signing
- Obtain driver's signature acknowledging any noted discrepancies
- Keep the dealer copy of the BOL with all notations
- Release the driver

## ORDER TYPE SPECIFIC PROCEDURES

### A. STOCK ORDERS

Stock orders require systematic processing to maintain inventory accuracy:

- **Prioritization:** Stock orders can be processed after critical orders if time is limited
- **Bin Location Verification:** Confirm bin locations in the system match physical shelf locations
- **System Entry:** Scan or manually enter all received parts into the Dealer Management System (DMS)
- **Physical Stocking:** Place parts in correct bin locations immediately after system entry
- **Update Inventory:** Confirm inventory levels update automatically in the DMS
- **BOL Filing:** File the signed BOL in chronological order for audit purposes

### B. CRITICAL ORDERS

Critical orders require immediate attention and priority handling:

- **Immediate Processing:** Check in critical orders before stock orders
  - **Technician Notification:** Alert the requesting technician or service advisor immediately upon receipt
  - **Rush System Entry:** Enter critical parts in DMS with 'critical' or 'rush' flag if available
  - **Express Delivery:** Deliver critical parts directly to the technician rather than stocking on shelves
  - **Work Order Linking:** Ensure the part is properly linked to the customer's repair order in the system
  - **Customer Communication:** Notify service advisor to update customer on part arrival and revised completion time
- **PRIORITY: Critical order discrepancies must be reported to PDC within 1 hour of delivery**

## SYSTEM CONFIRMATION PROCESS

- **Receipt Verification:** After entering all parts, generate a receiving report from your DMS
- **Cross-Check:** Compare the DMS receiving report against the physical BOL
- **Inventory Balance:** Run an on-hand inventory report for received parts to confirm quantities updated correctly
- **Discrepancy Resolution:** Investigate any system-to-BOL mismatches immediately
- **Electronic Transmission:** If your system automatically transmits receipt confirmation to PDC, verify successful transmission
- **Final Confirmation:** Print or save a dated receipt confirmation record for your files

# HANDLING COMMON ISSUES

## 1. DAMAGED PARTS

Action Step	Description	Timeframe
Document	Take clear photos showing: (1) External packaging damage, (2) The damaged part number visible, (3) Close-up image of damage.	Immediately
Tag	Attach a brightly colored damage tag to the part. Write: Part #, Date received, Damage type, Your initials	Immediately
Isolate	Place damaged part in designated "damaged parts" area, separate from regular inventory. Do NOT put into DMS inventory.	Immediately
Report	Contact PDC via phone or online portal. Provide: BOL number, Part number, Description of damage, Photos	Within 2 hours
Follow-Up	Request return authorization (RA) number or replacement shipment. Document communication.	Same day

## 2. MISSING ITEMS

- Verify:** Double-check all packages and packing materials to ensure the part isn't hidden or misplaced
- Document on BOL:** Write 'NOT RECEIVED' or 'SHORT' next to the missing item on the BOL
- Driver Acknowledgment:** Have the driver initial or sign next to your notation
- Immediate PDC Contact:** Contact PDC same day with: BOL number, missing part number(s), and quantities short
- System Handling:** Do NOT enter missing parts into DMS inventory
- Customer Impact:** If a critical part is missing, immediately notify the service advisor and customer
- Follow-Up Shipment:** Request expedited shipment of missing items and obtain expected delivery date

## 3. BILL OF LADING DISCREPANCIES

When the BOL doesn't match what was physically received:

- Quantity Variances:** If you receive more or fewer than listed, count twice to confirm. Write the actual received quantity on the BOL. Enter only the actual received quantity in DMS.
- Wrong Part Shipped:** Photograph the incorrect part with its label visible. Note 'WRONG PART SHIPPED' on BOL. Contact PDC for return authorization and correct part shipment.
- Duplicate Shipments:** If you receive parts already received previously, verify against previous BOLs. Contact PDC immediately - do not enter duplicates into inventory.
- Unordered Parts:** If parts arrive that were not ordered, isolate them and contact PDC. Do not put into inventory until PDC provides instructions.

## VISUAL DOCUMENTATION GUIDELINES

Proper photographic documentation is essential for resolving discrepancies with the PDC. Follow these guidelines when photographing damaged or incorrect parts:

- **Lighting:** Use adequate lighting - avoid shadows that obscure damage
- **Focus:** Ensure images are clear and in focus, not blurry
- **Multiple Angles:** Take at least 3 photos: (1) Overall view showing entire part, (2) Close-up of damage/issue, (3) Part label with part number visible
- **Context:** Include a reference object (ruler, coin) to show scale if damage size is relevant
- **Packaging:** For damaged shipments, photograph both the external packaging and the damaged part
- **Labels:** Always include at least one photo showing the manufacturer's part label clearly
- **File Management:** Name photo files with: Date\_PartNumber\_IssueType (e.g., '20231109\_AB12345\_Damaged.jpg')
- **Storage:** Store all documentation photos in a dedicated folder for at least 90 days

**Example:** For a damaged alternator, your photo set should include: (1) Photo of crushed shipping box, (2) Photo of alternator showing cracked housing with part label visible, (3) Close-up of crack in housing, (4) Photo of red damage tag attached to part. All photos should be date-stamped if your camera supports it.

## COMMUNICATION WITH PARTS DISTRIBUTION CENTER

Effective communication with the PDC is critical for rapid resolution of discrepancies:

### Contact Methods (in order of preference):

- **Online Portal:** Most PDCs have online systems for reporting discrepancies - use this for non-urgent issues
- **Phone:** Call PDC for urgent critical part issues requiring immediate resolution
- **Email:** Use email for documentation purposes and to create a written record
- **Fax:** If required by your PDC, fax signed documents with discrepancies clearly marked

### Information to Provide When Reporting Issues:

- Dealership name and account number
- BOL number and date of delivery
- Part number(s) affected
- Clear description of the issue (damaged, missing, wrong part, quantity discrepancy)

- Photos (attach or upload per PDC's process)
- Impact on customer (if critical part)
- Your contact information and preferred callback method

## BEST PRACTICES & TIPS

- **Consistency:** Use this procedure for every delivery - consistency reduces errors
- **Team Training:** Ensure all parts department staff are trained on this procedure
- **Backup Coverage:** Cross-train team members so check-in can occur even during absences
- **Time Management:** Schedule adequate time for thorough check-in - rushing causes errors
- **Communication Log:** Maintain a log of all PDC communications and resolutions
- **Regular Audits:** Periodically audit your check-in process to ensure compliance
- **Feedback Loop:** Share recurring issues with your District Parts Manager for systemic resolution
- **Technology Use:** Utilize barcode scanners and mobile devices to improve accuracy and speed

For questions or assistance with this procedure, contact your District Parts Manager or the Parts Distribution Center directly.