Questions:

Chris

Monica

3.7 How would you receive an invoice from the parts associate

Edwardo

How do you communicate with Jose Perez

Jose

Can you explain the process of one of your parts associates passing along an invoice to monica munoz

General/unsure

1.2 Did the change in ownership invoke change in any processes.

1.3 In which ways is data retrieval lacking/how are you receiving incorrect information

1.3 Inquire on what reports are being received by management, which are lacking, and which are non existent

1.4 is something with your technology solution lacking(Maybe poke around if their website is lacking)

2.1 how would the parts associate mark off parts that have been retrieved.

Would this happen before or after they retrieve the part

2.5

2.6 Can you explain the process that’s invoked when an order is to be placed with the regional warehouse

2.6 Can you give me an example of when a part order for a part not in inventory is placed in a manor other than with the regional warehouse

2.7 can you explain the process invoked when contents do not match the packing slip

3.1 Can we see a work order

3.1 what else does the service writer do other than use the AllData system to determine service charges

3.4 how are work orders assigned to service techs

3.4 how are service techs tracked

3.6 How would you determine if something is under warranty

3.7 How would you receive an invoice from the parts associate

4.2