1. A customer arrives at the parts desk ready to purchase a part that they have special ordered.
   1. The customer may have been called in and advised that their order has arrived. In this case the part has probably been set aside for them.
2. If the customer has not been called in to pick up the part the customer may just be checking in on the status or was advised to come in after so many days.
   1. The parts associate will verify the customers’ name and order. They will also check to see if the part was set aside for the customer.
   2. In the case that there is no part set aside the Parts Associate will check within the inventory system to verify if the part has been put into the system.
      1. Sometimes the part may not be in the physical inventory so the Parts Associate will have to check the packing slips from the orders that have arrived for the day for the customers’ part.
      2. Alternatively as well the part can say that it is in the inventory but not be physically in inventory.
   3. The part may not have been received yet and the customer will probably have to check in again later or wait for a call to come back in.
3. If the part has been retrieved for the customer then a customer invoice is generated and the customer will pay the remainder of their order.
   1. In cases where the part has not been located, may have been sold already, may have been used in repairs or may just not have arrived yet the customer can be refunded the deposit they paid.

PROBLEMS :

1. Customers are not always advised of when their part is available.
2. Parts can be sold before the person who orders them ever finds out.
3. In cases where the part is sold and the customer comes in at some point later the sale of their part may not have been tracked and they may be advised to wait for a part that will never arrive
4. Parts are not always set aside for someone.