

AUTOMOTIVE DEALERSHIP PARTS CHECK-IN PROCEDURE

Standardized Process for Stock and Critical Parts Orders

Effective Date: October 2026

Prepared for: Automotive Dealership Parts Departments

1. INTRODUCTION

This standardized check-in procedure is designed to help automotive dealerships improve the efficiency and accuracy of their daily parts order processes. Proper implementation of this procedure will reduce inventory discrepancies, avoid delays in parts availability, and streamline communication with the manufacturer's parts distribution center.

2. ORDER TYPES AND CLASSIFICATIONS

Stock Orders: Regular replenishment orders that follow standard delivery schedules. These orders typically contain high-volume, commonly used parts and are delivered on predictable routes. **Critical Orders:** Expedited or emergency orders containing urgent parts needed for immediate vehicle repairs. These orders may arrive outside normal delivery schedules and require priority handling.

3. STEP-BY-STEP CHECK-IN PROCESS

3.1 Stock Order Check-In Procedure

1. **Delivery Arrival Notification:** When the delivery truck arrives, verify driver identification and delivery manifest.
2. **Initial Verification:** Compare the Bill of Lading (BOL) with the expected purchase order in your dealership management system.
3. **Physical Inspection:** Inspect all packages for external damage before accepting delivery.
4. **Unloading:** Unload packages in an organized manner, keeping them separated by order type.
5. **Detailed Counting:** Count all items against the packing slip and BOL.
6. **System Entry:** Enter received quantities into the dealership management system within 2 hours of delivery.
7. **Shelf Placement:** Place verified parts on designated shelves according to part number and category.
8. **Documentation:** File all paperwork and retain copies for 90 days.

3.2 Critical Order Check-In Procedure

1. **Immediate Notification:** Critical orders should trigger immediate notification to the parts manager upon arrival.
2. **Priority Handling:** Process critical orders before any stock orders, even if received simultaneously.
3. **Expedited Verification:** Verify against the urgent parts request and confirm part numbers match service requirements.
4. **Rapid System Entry:** Enter into system immediately upon verification (within 15 minutes).

5. Direct Delivery: Deliver directly to the service bay or notify the requesting technician immediately.

6. Confirmation: Obtain signature confirmation from the receiving technician.

4. HANDLING COMMON ISSUES

4.1 Damaged Parts

Immediate Actions: • Do not accept visibly damaged packages without documentation • Take clear photographs of damaged packaging and contents • Note specific damage on the Bill of Lading before signing • Mark damaged items with red "DAMAGED" tags for visibility • Isolate damaged items in a designated quarantine area **Documentation Requirements:** • Complete Damage Report Form (Appendix A) • Include photos showing damage from multiple angles • Record part numbers, quantities, and extent of damage • Submit claim to manufacturer's parts distribution center within 24 hours

4.2 Missing Items

Verification Process: • Double-check all packages and packing materials • Verify against original purchase order and BOL • Confirm with driver if items were loaded at distribution center **Resolution Steps:** • Document missing items on Shortage Report Form • Contact manufacturer's parts distribution center immediately • Request expedited reshipment for critical missing items • Update dealership management system with actual received quantities

4.3 Bill of Lading Discrepancies

Common Discrepancies: • Part numbers don't match • Quantities differ from order • Wrong parts shipped • Pricing inconsistencies **Resolution Protocol:** • Do not sign BOL without noting discrepancies • Circle incorrect items and write correct information • Obtain driver's acknowledgment of noted discrepancies • Contact manufacturer's parts distribution center within 2 hours • Follow up with email confirmation of the discrepancy

5. COMMUNICATION WITH MANUFACTURER'S PARTS DISTRIBUTION CENTER

When to Contact: • All damaged shipments • Missing items exceeding \$100 value • Any discrepancies affecting customer service • Critical order delays or issues **Contact Information:** • Primary Phone: [Dealership-specific contact] • Email: [Dealership-specific email]

• After-hours Emergency: [Emergency contact] **Required Information for All Communications:** • Dealer Code • Purchase Order Number • Delivery Date and Time • Driver Name (if applicable) • Detailed description of issue • Supporting documentation references

6. BEST PRACTICES FOR ACCURACY

- Designate specific staff members for parts receiving duties
- Conduct regular training on this procedure
- Maintain clean, organized receiving area
- Use barcode scanners when available for verification
- Perform weekly audits of recent deliveries
- Keep receiving area well-lit and equipped with necessary tools

- Establish clear accountability for each step of the process