Policy 0 – Service Writer - Sales Process

Purpose: To outline step by step how to do a successful sale 95% -100% of the time.

Policy: Follow the sales process below, keeping in mind these key points: ASSUME THE SALE. BE CONFIDENT. DON'T ASK, TELL. CUSTOMER "AGREEMENT" WITH YOU EACH STEP OF THE WAY IS A KEY.

<u>Definition of "agreement":</u> harmony or accordance in opinion or feeling

Broke cars – do not put a level one on it yet. DO put a tire pressure check on it as all cars are required to have a tire pressure check.

When we are working on a broke system, look through the entire system and address everything in the system that could be addressed. For example, if there's a coolant leak, maybe the coolant hoses should be replaced, the thermostat, cooling system service, clamps, etc. Fully inspect the entire system and recommend all items that could be serviced in that system. Report back to service advisor using the electronic diagnostic form and Parts and Labor Request.

Service advisor, once you get the report back from the tech on the customer concern, then sell just the customer concern. Once they buy the repair, casually mention that while our tech is in there doing the repairs he'll do a complementary full vehicle inspection just to make sure everything looks ok. The good news is I can get the parts soon and get your vehicle repaired, is this the best number to call you back with updates?

Then fix the customer's original complaint completely and make sure the Level 1 is on there before you contact customer so you can get GP correct, tech does level one, and the sell the stuff on the level one.

Procedure:

1. Have the work order pulled up. If it was a broke car, you will have just added the Level 1 while preparing estimate for correction of what was broken to get your GP right. Print out the FSI script, fill it out, drill the sale with a colleague until comfortable. If it was in for and oil service or K-maintenance then a Level 1 should automatically populate if you use the Standard Task, in which case you use the PMI script and go over what was found on the Level one.

2. **<u>Start of FSI call:</u>** Call the customer and say "hi, this is _____from K-Tech/Pauline's Automotive. Is now a good time to go over what we found on your vehicle?"

3. Wait for the customer to say "yes." Do NOT proceed with telling findings until the customer says "yes." Them saying "yes" is us getting their agreement to hear the findings of the vehicle. If you skip this step and just start talking, you will jeopardize the sale.

4. Once the customer says "yes," tell them "in regards to (the complaint they brought it in for), our technician tested (lists some component tested here) and found that _____is faulty and needs to be replaced. After we replace the _____, we'll clear the code and recheck the vehicle to see if any secondary issues come up. We can see that the _____ is definitely bad and needs to be replaced. I ordered the part and it will be here (this afternoon, or whenever it will be in).

- **KEY POINTS:** Don't pause during this talking process so as not to give the customer an opportunity to ask how much that repair costs. We want to only give them a cost at the end when they ask. Otherwise you jeopardize the sale. <u>Do not give the price until they ask</u> (we don't want them focused on price, we want them focused on quality and professionalism and trust. Once they ask, say **"Absolutely! Including the diagnostic, replacing the _____,the _____, the _____(continue to list out each task on the RO to build value), the total is $_____, and I'll contact you this afternoon with an update**. (Again, roll right through the price, the price should never be the last thing you say.)

- **KEY POINTS:** The .5% of customers who say go ahead but don't ask the price – say **"great, I'll get my tech started on it right away, just so we're on the same page to do the _____, the _____(continue to list out each task on the RO to build value), the total is $_____, and along with that comes a complementary vehicle inspection where the tech does an inspection of the visible parts of the vehicle, and I'll contact you this afternoon with an update."** (Again, roll right through the price, the price should never be the last thing you say.)

5. WHEN FSI WORK IS COMPLETE AND VEHICLE REPAIRED, THEN YOU MOVE INTO THE PMI SCRIPT. PRINT IT, FILL IT OUT, WHEN DONE ATTACH TO RO IN REVERSE CHRONOLOGICAL ORDER FOR THE AUDIT.

6. Say something like "well I have great news! The repairs were a success. The _____is repaired and operating correctly at this time. Now during the complementary inspection, the tech did not a few items that need attention. Would you like to hear about those?" Wait for customer to say "yes." (They pretty much never say "no.")

7. If the vehicle is NOT fully repaired for what they brought it in for, deal with that first and don't go over the PMI until what they brought it in for is fixed. Except for noted major safety issues, those should be mentioned promptly.

8. Say "ok, great. Are you able to open up that electronic inspection I emailed you so we can look at it together?" (re-email it now if necessary). "All in all your vehicle is in really good condition (is if is – most are) but there are a few items that need to be addressed. The tech found that the _____looks good at this time. The _____is showing signs of _____so that means the _____ should to be replaced."
   1. Continue to go through electronic inspection with customer like this, essentially line by line stating what is good to build value in the vehicle, and what is not good. Reds should be done now (we avoid the word "needs" at least on paper because the BAR does not like that, so we say "the tech recommends replacing it now because _____-(state what could happen if it's not replaced, or why it's important, but be careful to avoid "scare tactics".
   2. Yellow are suggestions and as you explain them say "the tech suggests replacing the _____due to _____.
   3. ASSUME THE SALE. <u>DO NOT ASK</u> IF THEY WANT TO DO THE REPAIRS – ASSUME THEY DO. DON'T WORRY, THEY'LL TELL YOU IF THEY DON'T WANT TO DO THEM. ASSUME THEY DO. BE CONFIDENT.

9. Summary of #8: Go over good items to build value in the car, yellow items to show that we care and are prioritizing for them, and red items because they are needed now. After you've gone over everything, ask the customer if they have any (more) questions. You are basically waiting for signs that they **agree** the vehicle needs these repairs. Listen for and handle any objections

using your sales training and skill. You do NOT state the price until they ask. Right now they are still processing what you said until they actually ask for the price. That indicates their agreement that the repairs are needed.

10. Once you have the customer's agreement the repairs are needed, say "I'll go ahead and order all these parts right now and get my tech right on it. I'll reach out to you this afternoon (or tomorrow morning depending on the time of day) and give you and update. Is this the best number to reach you on?"

11. Wait for them to ask the price.

12. After they ask the price, say "absolutely – to do (list out task names here to build value), it will be (total $ cost here) and the parts are readily available so I'll have them here shortly and get my tech right on it. It will likely be tomorrow before it's completed, and I'll keep you updated. Is this the best number to call you one when it's done?"
    ○ **Key point**: you are <u>rolling through the price</u> to minimize it in their minds. The focus should be on fixing the car, on quality, on professionalism, our 2 year nationwide warranty, etc - not on the price. <u>Roll through the price </u>and continue talking as listed above. "Roll through" means don't make the price the last thing you say, say it casually and say things after it that solidify the assumption that they are saying yes to all the repairs.

13. Then they will say yes and you hang up and immediately CNTRL + Q to properly record the authorization ADDITIONAL amount and items upsold, do your reprint (should already have tech notes on it by now, then immediately order the parts if you haven't done so already, and dispatch the work.

14. **NOTE:** Staple the RO docs in reverse chronological order (newest on top) as you go, so they stay in order and you don't have a mess to go through and put in order at the end. You should be doing this the entire time as you go. Be careful to NOT STAPLE THE PARTS INVOICES to the RO by accident.

Result: The service writer follows the sales process and gets 95-100% of the sales they go for.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 1.5 - Service Writer – Counting the Petty Cash box

8.19.22
To: Cashier, Service Writer

PURPOSE: To make sure the cash box is at $200 everyday to have proper change for your customers.

POLICY: Count the cash box each morning to verify that the amount is correct at $200.

PROCEDURE:

- Count cash box (petty cash only, not deposits) – note and track down any discrepancies. There should be exactly $200 in the petty cash box. If there is not, track down why. If you can't figure it out and fix it, then let your supervisor know the petty cash box is off.
- **Enter the petty cash dollar amount total that is *actually* in the petty cash box in the Winworks startup screen when prompted to enter amount that was in cash box.**
- Record the amount in your cash box on your daily check list.

RESULT: Verify your cash box every morning to have the correct amount of $200 to have the proper change for your customers.

I have read and understood this policy

_____print name

_____signature

_____date

Policy 1 – Service Writer – Doing Start of Day Procedures

8.19.22
To: Service Advisor, Manager

PURPOSE: We have start of day procedures to make sure we start the day out right and handle all new customer communications properly and promptly to maximize sales.

POLICY: Check and respond to customer emails and phone calls asap. Get the shop ready to operate asap in the mornings.

PROCEDURE:

1. Open Shop – gate, office door, front shop doors by 7:50am at latest.
2. Turn on lights and turn on Computers/Monitors/laptop in office
3. Count the petty cash (including all change). (Exclude deposits.)
4. Open Winworks on main desktop computer and enter the dollar amount of petty cash box.
5. Open Internet Chrome Browser
6. Open WorldPac.
7. Handle Early Bird drop off's – call customers for approval after writing up their estimate.
8. **Handle customers at counter –** THIS IS PRIORITY OVER EVERYTHING ELSE
9. Dispatch work promptly to keep techs busy

10. <u>**MONDAYS**</u>

   - **Thank You Cards** – Generate for New Customers from prior week and put in mailbox for carrier to pick up.

   - **Check Online reviews** – print out copies of new reviews, keep a copy for the meeting and turn in to your supervisor
     - Yelp
     - Google
     - My Shop Manager
     - Kukui

RESULT: The service advisor opens the shop promptly and gets ready to make sales right away in the morning. The service advisor handles all customer communications promptly and efficiently and gets all cars written up right away to maximize sales.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 2.5 - Service Writer – Using the Progress Board in Winworks

8.19.22
To: Service writer, manager

PURPOSE: For office staff to use the "lookup screen" in Winworks as a progress board for cars that are in the shop, and make sure that any new person walking into the office to cover you understands the status of each vehicle in the shop just by looking at the "lookup screen" data.

POLICY: Keep the "lookup screen" accurate and up to date at all times.

PROCEDURE:

1. The "lookup screen" is accessed by the binoculars icon at the top.

2. Reference Info Box: When you open an RO or estimate, the "Reference Info:" at the top right is where you put the name of the tech working on the car in ALL CAPS. Also include on that line the date discussed with the customer that they expect their car back.

3. Repair Instructions Box:

   • The first entry should be the full key tag number. (**DO NOT DELETE THIS**).

   • The next thing should be if the vehicle is a "Tow In, Early or Late Drop off" (**DO NOT DELETE THIS EVER – BAR REQUIREMENT**.)

   • The next thing should be a note if you "can't get the mileage due to digital cluster and no power to cluster due to no start." (**DO NOT DELETE THIS EVER – BAR REQUIREMENT**.)

   • The customer's phone number should NOT be in this box as this gets printed on the tech copy.

   • You can use this box to keep track of certain things as you go, such as dates and times you talk to the customer and what was discussed (**DO NOT DELETE THOSE NOTES, WE MAY NEED THEM LATER**), special parts situations, etc.

   • Some items may be in appropriate to remain in the Repair Instructions box like vendor names, pricing, etc, so either don't put them in there or make sure to delete before printing the invoice.

4. Update "Look Up Screen" in morning and promptly throughout the day as progress changes. Do this by opening a task in the RO, then in the dropdown menu right under the task name select either "not started," "in process," or "complete." Doing this changes the color on the Look up screen to indicate the status of the vehicle.

   • White = Estimates, Counter Sales
   • Yellow = New Work Orders
   • Aqua = In-Process Work Orders
   • Green = Completed Work Orders
   • Gray = Paid/On-Acct Work Orders

RESULT: The service writer keeps the Look Up screen progress board updated at all times, so that office staff member looking at it knows if a task is not started, in progress, or completed, the name of the tech working on the vehicle, and any special notes about the vehicle.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 2.6 - Service Writer – Updating the Productivity White Board for Techs

8.19.22
To: Service Advisor, Manager

PURPOSE: The dry erase Productivity Board is primarily to help the techs keep track of what cars they are working on, the number of billed hours sold on each car, and the total hours sold on the vehicles they are working on so far this week. It also help the service advisor make sure work is getting distributed evenly and helps with dispatching.

POLICY: Each tech has a column on the Production Board – keep it updated at all times.

PROCEDURE:

1. Under the name of each tech, list the vehicles they have assigned to them and the amount of billed hours already SOLD for each vehicle.
2. Under the Tech's name, in each column, write "C" to indicate billed hours closed so far for the week. "DNC:" to indicate billed hours for vehicles that have been fully completed and QA'd and have not been picked up or closed in Winworks.
3. Update the numbers as more work gets sold.
4. Erase vehicles as they get completed and move their hours into either the C or DNC: sections.
5. Add up the hours and put the total for each tech at the bottom of their column.
6. Add up the total of all techs and write it at the bottom of the board, as well as the weekly goal for billed hours that we are seeking.
   Example:

John	Barry	Jane
C: 0	C: 0	C: 0
DNC: 3	DNC: 4.2	DNC: 5.2
06 Tacoma – 3.0	05 Taurus – 4.6	12 Mazda – 3.5
04 Prius – 6.8	15 Audi – 10.5	03 E320 – 6.4
Total: **12.8**	Total: **19.3**	Total: **15.1**

Total for week so far: **47.2**
Goal for week: **120**

RESULT: The service advisor keeps the dry erase Production Board up-to-date at all times, and does the final update each evening before sending reports to the supervisor.

I have read and understood this policy   _____print name

_____signature

_____ date

Policy 2 – Service Writer – Doing End of Day Procedures

8.19.22
To: Service Advisor, Manager

PURPOSE: To have streamlined end-of-day procedures so the paperwork and reports are done accurately for management and the bookkeeper.

POLICY: Follow the end-of-day procedure when doing reports.

PROCEDURE:
1. Make sure everyone is out of WinWorks and TechLink before proceeding with end-of-day in Winworks, otherwise glitches may result.

2. Make sure all Paid RO's have no balance due and tech initials are correct
    - NOTE: Right click on RO and view snapshot to check this.

3. Make a note of any RO's that were $0 charge to customer and for which the vehicle work is complete. You will need to know this further into the process.

4. Close any open Winworks windows, including the Look Up screen - leave the Winworks program window open.

5. Click "Options" at top
    - Select End of Day Processing.
    - Click the box for "Auto Support File" so all boxes are checked.
    - Click begin processing.
    - RESOLVE/REMOVE – REMOVE any RO's that are not both completed and paid, because we don't want to process them. RESOLVE any RO's that were $0 charge to customer and in which the vehicle is fully completed and ready for pickup by the customer. If vehicle is still here or still in progress, remove it. Only cars that are done and paid get processed.
    - **DO NOT RESOLVE UNLESS THE VEHICLE IS PAID IN FULL**
    - Counter Sales – remove if not paid.
    - Click "Process."

6. After performing end-of-day procedures, print out the following reports for the day. (Note: the Payments Report and Closed Sales Report should print automatically if the boxes remain checked. Sales Tax Summary you will need to print manually):
    - Payments Report (this one on top)
    - Sales Tax Summary
    - Closed Sales Report

7. Perform a credit card machine settlement by doing this **(K-Tech)**
    - Click green button for options.
    - Scroll down to option #8 "Settlement" and press green button.
    - Select option #1 to settle all transactions.
    - Select "Yes" to batch and deposit funds.
    - Receipt will print on it's own once finished.

Perform a credit card machine settlement by doing this **(Pauline's)**
- click the F4 button – Settlement
- press enter
- Receipt will print on it's own once finished.

8. **Match Credit Card settlement total and cash/check payments to Payment Report total** – if it does not match, **<u>FIND OUT WHY</u>** and note any reasons as to why they do not match on the Payment Report. (for example, if the payment was posted after end of day process was completed due to a customer arriving late – note the RO number, customer name and amount and type of payment)

9. Hand-write next to any "OTHER" payments on the report what type of payment it was – IE Go Local, CFNA, Synchrony. See policy in Cashier section.

10. Staple the settlement receipt to the front of the Payments Report By Type, Sales Tax Summary Reports, and Closed Sales Report in that order and put it in the "Dailies" folder. If you have any Accounts Receivable adjustments (meaning a customer paid off something on AR) then that goes next in the Daily packet, followed by any other receipts such as CFNA, Synchrony, etc.

11. **ALWAYS** include in the daily all receipts for all types of payments as listed in the line before this one and all AR adjustments, and staple them to the back of the daily for the bookkeeper.

12. **ALWAYS** make sure the numbers on all reports and settlement slip match up. You must stay at the shop and figure out any discrepancies before leaving - never turn in a daily that doesn't' match without first figuring out why it doesn't match and never delay determining why they don't match. This is the shop's money and must be taken seriously.

<u>EVERY NIGHT</u>

- Make reminder calls for next day's appointments by checking scheduler.
- Do your daily checklist and complete any tasks for that day.
- Text in the "STAT" chain which include the owner and GM an image of your daily checklist and your dry erase production board.
- Make sure the AC and/or Heat is turned off.
- Make sure compressor is turned off
- Make sure parts washer is turned off
- Make sure all water outside is turned off (except that needed for irrigation).
- Make sure all windows are closed and locked
- Make sure all lights are turned off
- Lock door
- Lock gate

RESULT: The service advisor follows end-of-day procedures to do the reports and procedures correctly, and makes sure garbage and recycling gets taken out.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 3 – Service Writer – Electronic Inspections 1 - Prep Customer for Electronic Inspection Upon Check-In

8.19.22
To: Service advisor, receptionist, manager

PURPOSE: We prepare the customer to receive the electronic inspection via email so that we can more smoothly walk them through the inspection results, which will result in better understanding from the customer and thus higher average repair order.

POLICY: When you are checking the customer in, prepare them that we will be emailing them the electronic inspection results. Make sure you have their email address before they leave. Show them the sample electronic inspection printout(s).

PROCEDURE:

- During the check-in process and your initial contact with the customer while you are going over the estimate with them, inform them that they will be receiving the inspection results for their vehicle via email.

- Tell them to keep an eye out for it.

- Show them what it looks like using the sample inspections on your desk.

- Make sure you confirm their email address before they leave.

RESULT: During the initial check-in of a customer, the service writer tells the customer that we will be sending them the results of their complementary vehicle inspection. The service writer shows the customer the nice fancy sample inspection we have on the desk so that they await it with anticipation and excitement. The service writer makes sure we have their correct email address before they go, and verifies the email address we have in the system.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 4 – Service Writer – Electronic Inspections 2 - Email the Customer the Electronic Inspection Before the Sale

8.19.22
To: Service Advisor, manager

PURPOSE: Electronic inspections provide a visual aid for customers to help them understand what is wrong with their cars and to feel more comfortable with spending money. "A picture is worth a thousand words." Making customers feel more comfortable about the repairs their cars need increases sales.

POLICY: Email the customer the electronic inspection before going for the sale.

PROCEDURE:

1. When the electronic inspection is completed by the tech, review and correct (or get the tech to correct) it for accuracy, spelling and completeness.
2. Have your estimate complete and get ready to sell.
3. Email the electronic inspection(s) to the customer.
4. Call the customer and do the sale – see next policy on how to use inspection to do the sale.

RESULT: The service writer reviews the electronic inspection to make sure it's ready to send to the customer, then the service writer emails it to the customer after the estimate is done, right before going for the sale.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 5 – Service Writer – Electronic Inspections 3 – Go Over the Electronic Inspection With the Customer

8.19.22
To: Service Advisor

PURPOSE: Going over the electronic inspection results with the customer, including all photos in the inspection, provides visual aids for customers to help them understand what is wrong with their car and help build confidence in them about the need for the repair. "A picture is worth a thousand words. The result is higher sales.

POLICY: Always go over electronic inspection results **TOGETHER WITH** the customer before and during the sale.

PROCEDURE:

1. You have already emailed the customer the electronic inspection(s) as per another policy.

2. Call the customer and greet them. Ask them if they are ready to go over the inspection results. Get their agreement to do so.

3. Ask them to open the email containing the electronic inspection and make sure they can see it ok.

4. Walk them through the inspection results line by line, what the results mean, and what each image is.

5. Go over each item line by line – don't take TOO much time, but make sure to point out good stuff (green items) to show it's a good car worth fixing. Explain any yellow or red item and what needs to be done to correct them. Get the **customer's verbal agreement/acknowledgement at this time (before talking money) that these items need to be repaired. If you don't know what this means, see your manager and ask.**

6. Complete the sale.

RESULT: The service writer gets the customer's agreement to go over the inspection results, makes sure the customer is looking at the inspection, and goes over the electronic inspection results with the customer on the phone before going for the sale. The service writer explains the results and explains what each image is. The service writer gets the **customer's verbal agreement/acknowledgment that the needed items need to be repaired.** The service writer THEN completes the sale.

I have read and understood this policy   _____print name

                                                 _____signature

                                    _____date

Policy 6 – Service Writer – Check My Shop Manager at least 3 Times a Day

8.19.22
To: Service Writer, receptionist, manager

PURPOSE: Check My Shop Manager at least three times daily so we make sure we get all customer communications promptly.

POLICY: Check My Shop Manager first thing in the morning, then mid-day, and before going home in the evening for customer communications.

PROCEDURE:

1. Set up My Shop Manager to open automatically via web browser if it is not set up already.

2. Log in and check the upper right-hand-corner for a red exclamation mark above the envelope icon. This indicates and unread communication.

3. Check and respond to all communications promptly.

4. Note: You may receive an email when a customer sends a message through My Shop Manager depending on how the settings are set up.

RESULT: The service writer checks My Shop Manager at least morning, mid-day and at the end of the day, and responds to all communications promptly.

I have read and understood this policy   _____print name

_____signature

_____date

Policy 11 – Service Writer -Entering Sublets Correctly in Winworks

8.23.22

TO: Service Advisor, manager

PURPOSE: To ensure proper and legal recording of sublets.

POLICY: The parts for a sublet should be entered separately from the labor, because the parts are taxable but the labor is not. This is a legal requirement.

PROCEDURE: First separate the sublet cost into Parts cost and Labor cost.

HOW TO ENTER SUBLET LABOR IF THE SUBLET LABOR IS NOT A STANDARD TASK:

1. Open the RO you want to add the sublet to.

2. Select "Orders" from the top menu, upper left of screen.

3. Select "Add Sublet."

4. To the right of "Sublet Task Name," enter the name of the task.

5. To the right of "Vendor," select the vendor who is doing the sublet. If the vendor is not in the list, add them to the list (see separate policy for instructions on this). ALWAYS DOUBLE CHECK THAT THE VENDOR IS CORRECT OR IT MAY CAUSE PROBLEMS LATER.

6. To the right of "Cost," enter our LABOR ONLY cost to do the job.

7. To the right of "Price," enter the amount we are charging the customer for the LABOR (see separate pricing policy.)

8. Leave the "Taxable (labor tax)" box unchecked so that tax is not charged on the labor.

9. In the "Sublet detailed description" box, describe the sublet being done in as much detail as is possible and needed.

10. Hit "Ok."

HOW TO ENTER THE SUBLET PARTS:

1. Open the RO you want to add the sublet parts to.

2. Hit the "Add" button to add a "task" – the "add button" is around the center of the screen.

3. Name the task "PARTS for (*whatever the sublet was, ie transmission overhaul, tires, etc*)"

4. Add the sublet parts just like you'd add normal parts to the task. (See other policies for how to do the pricing.)

RESULT: Correctly and separately entered sublet labor and parts. Tax charged on parts only.

I have read and understood this policy.   _____sign

_____print
_____date

Policy 12 – Service Writer – Entering Parts Correctly in Winworks

Date: 8.23.22
TO: Service Advisor

PURPOSE: To ensure accurate documentation of parts and part details. To make it easier if we need to go back and look something up. To ensure we are following the legal requirements for entering parts.

POLICY: Accurately enter parts data on every task of every work order.

PROCEDURE:
1. To add a part to a task in Winworks, open the task and select "add part" in the bottom left of the screen.

2. To the right of "Part Number," enter the part number from the vendor invoice.

3. To the right of "Part Description," enter the name of the part.

4. To the right of "Quantity," enter the number of that part to be used.

5. To the right of "Unit Cost," enter our cost for the part as per the vendor invoice (hint: this is the lower of the two numbers. The higher one is "list" price."

6. Hit the "Quick Price" button (Note: pricing is covered in a separate policy.)

7. Leave the "Haz Waste" field blank.

8. Leave the "Taxable" button checked.

9. To the right of "Vendor," select the vendor we purchased it from. If the vendor is not in the list, add it to the list (procedure for this is in separate document.)

10. Leave the "Dept:" field alone – it will default to "General Part Sales."

11. To the right of "Condition," select the condition of the part – New, Rebuilt, or Special Order.

 NOTE: Very important to note "Rebuilt" if part is rebuilt – this is legally required.

12. Hit "Ok" to complete the process.

RESULT: Parts entered correctly and fully into Winworks. And we always know where we bought a part.

I have read and understood this policy   _____name

_____date