

YOUR GUIDE TO

# Managing Your Online Parts Counter

You've got a busy workday—we get it. But there are easy ways to integrate processing your online orders to your daily schedule. It's no harder than processing a wholesale order over fax! Here's what an ideal day looks like to the parts manager selling online.



## FIRST THING IN THE MORNING

**Check for new orders and notes.** Sometimes a customer is looking for parts that can be shipped out on the same day. When you find an order like this, prioritize it so it can be handled proactively and your customers can stay happy.



## AFTER YOUR MORNING RUSH

**Evaluate orders for fraud and check fitments.** High-dollar orders sometimes need closer attention because they are at a higher risk for fraud. Evaluate the legitimacy of orders over \$300, and also check fitments of other orders.

**Type up and print orders.** You'll want to make sure you enter orders into your DMS throughout the day so there's time to get it in before the stock order deadline in the afternoon.



## AFTER LUNCH

**Take a second look at current orders.** There may be a new order that can be shipped out of on-hand inventory.



## BY 3PM OR YOUR PARCEL PICKUP TIME

**Get your shipments in order.** Have your orders boxed and ready to go by 3 p.m. or your designated pickup time. If you don't have a time scheduled, you should request one from your local Australia Post office.



## END OF THE WEEK

**Take stock of your shipping supplies.** Take stock of your shipping supplies. Place orders for any items that are running low.



## ONTO ANOTHER WEEK!

**Rinse and repeat for another successful week selling parts online!**