

# Do's & Don'ts

## SUBLET REPAIRS POLICIES

The following information **MUST** be contained on the sublet invoice and/or written by the sublet shop. This information should be given to the sublet company prior to them arriving at your dealership. Most sublet shops create a computer generated invoice when they dispatch the work and/or generate a invoice at your dealership. Which ever way is true make sure the parts department understands the requirements. The parts department must not issue a purchase order without the following information present on the venders invoice:

- ❖ Sublet facility **MUST** include name, address and phone number of their company.
- ❖ **MUST** use preprinted invoices. **Do Not** accept store bought invoices.
- ❖ Purchase order number along with the repair order number **MUST** be present.
- ❖ Mileage **MUST** be present on the invoice and that it matches the repair order.
- ❖ **MUST** include the VIN of the vehicle being repaired.
- ❖ **MUST** include a description of all work performed. If labor is completed and there is not a corresponding labor operation, make sure this is itemized separately as a line item. The labor will be collected as OSL by using the actual cost if the charge is reasonable. Use Ford LTS operations were they apply.
- ❖ **MUST** separate parts and labor totals on the invoice.
- ❖ List all parts separately and the cost of each part used to complete the sublet repair. Attempt to supply any Ford part to the vender free of charge and include this on your warranty repair with the proper mark-up. If a Ford part is available for the repair completed it **MUST** be used. Failure to use Ford parts could result in a charge-back
- ❖ If you neglect to adhere to the above requirements, this could result in partial or complete charge-back of your sublet repair. ( Refer to the Warranty & Policy Manual section one page 36)

