

PARTSbuzz

PARTS BUZZ NEWSLETTER IS PUBLISHED BY THE KOHLER POWER SYSTEMS AFTERMARKET PARTS DEPARTMENT **KOHLER** POWER SYSTEMS
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Accessory Kits Available Immediately

Finding it hard to tell your customer it will be awhile before they can get an accessory kit? Well wait no longer! As you may already know some accessory kits are stocked and available through aftermarket parts. The list of available kits frequently changes. Before you tell your customer to wait, visit the Service Parts and Literature Tools link on KOHLERnet to find the latest list of stocked accessory kits. The list of kits is in the file: *Accessory Kits Available Through Aftermarket Parts*. If you have any questions or concerns regarding accessory kits please contact aftermarketparts@kohler.com.

The Clearance Rack!

Aftermarket Parts monthly publishes a list of clearance item in Power Talk. Items on the list include discontinued or blemished sales items and service parts at a significantly reduced price. The clearance list is sorted by commodity type, and each commodity is sorted by part number. In addition, each part includes the model on which it is used. You can find the most up-to-date clearance parts list in the Service Parts and Literature Tools section of KOHLERnet. The file is called *Close-out Items Sorted By Part Number*. If you are interested in any of these parts contact your parts coordinator to order.

Introducing Nicole Sherman—Aftermarket Parts Sales Coordinator

Nicole Sherman joined the Aftermarket Parts Department in June 2008 as a Sales Coordinator. Nicole is primarily responsible for the Buckeye, Kraft, Clifford, Boatswains, and Total Energy accounts. As Nicole becomes more familiar with the aftermarket parts business she will be responsible for more accounts.

Nicole joined Kohler Co. in 2007 as a Marketing Co-op with the Kohler Rental division. She graduated in 2007 with a Bachelor of Science degree in Business Administration-Marketing.

Nicole looks forward to serving your needs. Nicole can be reached at 920-453-5871 or aftermarketparts@kohler.com.



2008 Service Parts Price Change

Effective September 1, 2008, the Kohler Service parts prices increased a weighted 6.5% to offset increased commodity and transportation costs. All orders received on or after September 1 assumed the new pricing. Even though the prices of some parts are lower, the overall effect on your inventory value and warranty reimbursement is a 6.5% increase.

Kohler sent an electronic price list on CD-ROM to all service file holders. You can place orders for additional electronic price lists, part number TP-6070-CD, list \$2.50. The content of the CD-ROM is also located in the Service Parts and Literature Tools section of KOHLERnet.

Commodity Increases. Please note that prices of aftermarket items with a high content of material affected by commodity increases may increase prior to the next general price change. Announcements will be sent to you if price increases are required.

As always we welcome your comments on the price change. The price CD-ROM contains a feedback form to facilitate your comments. You can fax your comments to Katie Tschudy-Paulsen at 920-803-4816 or email them to katie.tschudy-paulsen@kohler.com.

KOHLER^{net} Stock Check Enhancement

Did you ever check stock on a part to find no inventory is available but after contacting your parts coordinator found that inventory is available in a remote warehouse? If so, some changes made to KOHLER^{net} may make your job a little bit easier. KOHLER^{net} is now enhanced to show stock available on service-only parts (parts that are not shared with production) that are located in remote warehouses. Next to the *main whse availability* column is a column entitled *remote qty*. When insufficient stock is available in the main warehouse and additional stock is available in a remote warehouse, the remote quantity column displays the available quantity in remote warehouses.

Summarizing . . .

1. The stock check screen includes columns titled "Main Whse Qty" (previously titled *Available Qty*) and "Remote Qty." These columns indicate the locations of available stock.
2. For parts used by both service and production, the message "contact factory for availability" appears when there is insufficient stock in the main warehouse to cover your requested quantity. There is a chance that production has stock that Aftermarket Parts can use. If stock is not available, your parts coordinator will provide a lead-time on the requested part.
3. Parts that appear in remote warehouses, such as radiators, stators, rotors, and alternators, may take an additional day to pack and ship. *Note: Emergency orders placed by 1 p.m. that don't require additional processing can ship the same day unless we notify you otherwise.*

4. Stock status is accurate only at the time of inquiry. For critical parts, please inquire again at time of order placement to determine current availability.

Below is an example of the different scenarios that may appear under the new stock price check screen.

- Line Item 10: Because the main warehouse has sufficient inventory to cover the requested quantity for this impeller, the requested quantity appears only in the main warehouse column.
- Line Item 20: There is no stock in the main warehouse to cover the requested quantity for this panel, so the main warehouse quantity column displays zero and the remote quantity column displays the requested quantity.
- Line Item 30: There is insufficient stock at the main warehouse to cover the requested quantity. The main warehouse quantity column displays the quantity available, and the remote warehouse column displays the quantity needed to fill the request.
- Line Item 40: The requested quantity is 100. There is one in the main warehouse and there are 83 in the remote warehouse. Since 84 isn't enough to satisfy the requested quantity the message "contact factory for availability" appears.

Item	Material Number	Description	Req Qty	Main Whse Qty	Remote Qty	Unit	List Price	Gross Unit Weig
10	250872	Impeller	3	3		EA	38.40	0.088
		Stock Available						
20	229362	Panel, rear left	1	0	1	EA	417.00	1.001
		Stock Available						
30	A-255604	Radiator assembly	12	1	11	EA	1,616.00	77.000
		Stock Available						
40	A-276522	Radiator assembly	100	1	83	EA	653.00	49.000
		Contact Factory for Availability						

Orange Return Labels Apply Only to Parts

Orange return labels are used only to return parts purchased through Aftermarket Parts. Packages with the



orange return label go directly to the main parts warehouse. We are seeing many other products returned using the orange return label that are not for Aftermarket Parts. Parts that are being returned for warranty issues or other reasons need a different label. Using the proper return label reduces confusion in Receiving and speeds up the process of issuing your credit for the returned parts.

Rotor, Stator, Alternator Lead-Time

The rotor/stator/alternator/exciter stock policy is to maintain stock for those parts with sales within the last year and those parts currently in production. We would expect it to be rare that we don't have stock for active parts. Current lead-times for rotors, stators, exciters, and alternators that are not in stock is 8 weeks. When ordering rotors, stators or alternators that are not in stock at the factory contact your aftermarket parts sales coordinator at aftermarketparts@kohler.com to get up-to-date lead-times as the part may be on order with our supplier and due to arrive at our plant in less than the 8-week lead-time.

Literature Release

Following is a list of parts-related literature that was released to the field since the June 2008 newsletter was issued. Please make sure that your parts department has a copy of each publication. Order additional copies from your supplier of Kohler Power Systems aftermarket parts.

Parts-Related Literature Releases		
Parts Catalog	Rev Date	Description
TP-6142	6/08a	P/C 20ROZJB/20-230REOZJB/20-200REOZJC
TP-6290	6/08	P/C John Deere 4024/4045/5030, Tier 2/3
TP-6581	6/08	P/C 7APU, Mobile
TP-6433	7/08	P/C MPAC 1500 ATS
TP-6443	7/08	P/C 40-180EOZC/D & 33-150EFOZC/D, Marine
Note: Include chargeable literature on parts orders, and mark all orders <i>ship complete</i> to avoid a small-order handling charge or disproportionate shipping charges.		

Kohler Employee Profile—Grant Markus

Grant Markus, a sales coordinator in the Aftermarket Parts Department, gives his insight and tips on serving his distributors.



Q. How long have you been employed with Kohler Co.?

A. 4½ years

Q. What are the main responsibilities of a parts sales coordinator?

A. Assist customers with parts research, spares lists, and processing their orders from entry through shipment

Q. What distributors/areas do you support?

A. FAA, GenRep, Loftin, Mid-America, Northrop Grumman, Palco, Power Depot, SDMO—North America, Steiner, and TAW

Q. What do you enjoy best about your position as a parts coordinator?

A. Helping customers solve difficult research requests.

Q. What do you find to be the most challenging about your position?

A. Finding enough time in the day to get everything done!

Q. Explain a situation where you went above and beyond to assist a distributor.

A. Several times I have gone out on the warehouse floor to pick the parts off the shelf and drive them to a UPS terminal to get the parts out on time.

Q. Do you have any tips to offer the readers to make their aftermarket parts experience more effective?

A. Always remember that there is more than one place to look for your part number—Kohler Power Plus, KOHLERnet, and yes, even the microfiche!

Q. What is your philosophy when serving your distributors?

A. Try to answer all of their emails and process all of their orders in the same day. I want my distributors to expect an answer on the same day they send a request.

Q. Explain a typical day in the Aftermarket Parts Department?

A. Answer distributor emails and phone calls, process orders, and ask myself, "where has all the time gone?"

Make Your Opinions Known

To help us better serve you, please take a moment to complete and return this survey to Katie Tschudy-Paulsen at the fax number below, or mail to Katie Tschudy-Paulsen, Kohler Co. Power Systems MS 072, 444 Highland Dr., Kohler, WI 53044. *Distributors* please answer all questions. *Dealers* please answer any questions that apply or comment on any parts topic. Thank you for your help.

Date: _____

To: **Kohler—Katie Tschudy-Paulsen, fax no. 920-803-4816**

From: _____
Name (optional, but extremely helpful in case we have questions)

Company

Customer Service Report Card #22

Number of times per week someone in your parts department contacts Power Systems Aftermarket Parts _____

Average **response time** to questions: _____ hours _____ minutes

	Satisfaction				Trend	
	Very Satisfied	Satisfied	Somewhat dissatisfied	Very dissatisfied	Improving	Declining
Accuracy of information received from Aftermarket Parts staff						
Knowledge of Aftermarket Parts staff						
Attitudes of Aftermarket Parts staff						
Friendliness of Aftermarket Parts staff						
Satisfaction with systems						
Overall competitiveness of Aftermarket Parts prices						
Package labeling						
Packaging quality						
Delivery turnaround						
Emergency Orders (same day shipment)						
Weekly Orders (5 business day shipment)						
Stock Orders (10 business day shipment)						
Overall Delivery turnaround						
Fill Rate						
Shipment Accuracy						

On a scale of 1 to 10 with ten being best, how helpful was the information in this newsletter to you? _____

Thank you for taking the time to complete this survey.