

PARTS BUZZ

PARTS BUZZ NEWSLETTER IS PUBLISHED BY THE KOHLER POWER SYSTEMS AFTERMARKET PARTS DEPARTMENT **KOHLER** POWER SYSTEMS

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2013 Fall KOHLER Factory Parts Training



In the upcoming weeks you will be receiving an announcement containing

general information regarding the 2013 Fall Factory Parts Training session.

The annual training session is exceptionally beneficial to new and more experienced parts personnel. Topics from literature review, order entry, parts research, ATS and switchgear and other areas of interest are included in the training. Additionally, information regarding new systems user tips and tricks will be covered.

The training also provides a venue for exchange of ideas between all in attendance, as well as bench marking best practices with the group.

Please provide your ideas or feedback to Katie Tschudy at katie.tschudy@KOHLER.com or 920-451-4405.

Introducing two new Aftermarket Parts associates.....



Brian Smith joined the Aftermarket Parts Department in May, 2012, as a Sales Analyst. Before joining the department he worked as a Sales Analyst in the Customer Service

Department at KOHLER Generator. Brian received his Bachelor's Degree in Actuarial Science and his Master's of Science in Finance Analysis from the University of Wisconsin Milwaukee. Brian is responsible for pricing along with general analysis.

Andrea Rincon De Frias joined the Aftermarket Parts Department in November, 2012, as an International Sales Coordinator. Prior to joining Aftermarket Parts Andrea was with KOHLER Co's. Plumbing Division as a bilingual customer service



representative. Andrea is responsible for communicating with international customers to provide prices, availability, order status and part research results. Andrea holds an Associate's Degree in early childhood education and is a great addition to the Aftermarket Parts Department.

Returning Parts

In recent months we've received parts returns with damage to the parts and to the packaging. To ensure you receive optimal credit please package like parts together placing heaviest boxes at the bottom of the shipment. Packaging parts returns in this manner will prevent the parts from being damaged in shipment and secure the credit you are requesting.

Parts Order Change Requests

As we continue to strive to get orders out on time, we have a reminder regarding placing parts orders. We are asking that you carefully review all orders before submitting. Any changes are very difficult to accomplish, as there are hundreds of orders on the floor at any given time. Emergency orders are processed by the coordinators as quickly as possible to ensure they will ship out the same day. The orders are taken to the floor and picked, then brought back to the packers. This process moves along very quickly and it may not be possible to make a change to the order once it has been processed. Priority and stock orders are processed automatically by the system, and taken to the floor to be picked. Again, they can be anywhere on the floor among hundreds of other orders until they are brought back to the packing area.

Any changes – address, parts, or even the shipping method selected - require the coordinator to go to the floor and locate the order, make any changes on the paperwork, and then complete the changes electronically also. We are asking for your assistance by reviewing your orders before submitting to be sure they are accurate, therefore minimizing our time on the floor searching for them to make changes after the order is processed. This will allow us to better focus our time on your email requests and respond in a timely manner. We appreciate your cooperation, and as always, contact us with questions.

New Function in KOHLER Power Resource Center – Create Order

Those users of KOHLER Power Resource Center that would like to create an order for numerous parts at one time now have an easier way to enter the data. We've added the feature for KOHLER Power Resource Center of an upload button, which allows the uploading of a list of parts into your order from a .csv file. (Comma-separated values)

To do so, select the upload button at the bottom of the Standard Order in Process Screen.

- The Item upload screen will appear. Select the Order template .csv link and save the template.

Note: The Order template .csv file is also located in the KOHLER Power Resource Center User Guides section of the portal

****Please check out the revised User Guide on the KRPC site for complete instructions.**

From The Desk of the Aftermarket Parts Manager

2012 in Review/New for 2013

2012 was a record year in terms of Aftermarket parts for not only KPS (>15% increase over 2012) but also many of our customers. In addition to record sales we were also able to reach new record levels for on-time delivery.

In 2012 we shipped the following to our customers:

- 548,517 parts shipped
- 137,075 total shipments
- Overall On-Time Delivery 88.5%
 - Emergency orders 94% on-time
 - Priority orders 83% on-time
 - Stock orders 94.7% on-time

We also introduced a new pricing program for KOHLER Power Plus.

Objective:

- Make Power Plus access a condition of being a KOHLER registered Dealer at a low cost.
- More access to parts information should result in increased sales.
- More KOHLER Power Plus Access also means reduced research workload on distributor parts personnel.

KPS will:

Invoice the distributor @ \$500. In addition the distributor will be invoiced \$30 net for each dealer.

- Provide training material and enrollment forms necessary for Power Plus.

Distributors should:

- Communicate with dealers to ensure 100% participation by KOHLER Dealers
- Provide training as necessary

In 2013 we have the following sales and delivery goals.

- Sales 20% growth over 2012
- 2013 On- Time goal >90%
 - Emergency 98%
 - Priority 85%
 - Stock 96%

In 2013 we will be introducing a new KOHLER Branded Fluid Analysis program.

- Purpose: To provide a KOHLER Branded Fluid Analysis program to our customers.
- Logistics: A KOHLER Branded Program administered by a 3rd Party LAB.
 - 5 labs in NA
 - Online unit history
 - Toll free number for customer call in that will be answered as KOHLER program.
 - KOHLER Forms and Literature
 - WebEx intro and training Q2
 - Implementation--late Q2 EARLY Q3 2013

I want to thank all of you for your hard work and support of the KOHLER line and KOHLER Brand and in making 2012 truly "The Year of the Aftermarket Part". 2012 is further evidence that we grow together. I look forward to your continued help in making 2013 **"The Year of the Aftermarket Part 2 To Be Continued"**

Thank you again and please let me know what we can do from our end to help you reach our mutual goals in 2013.

Manager – Aftermarket Parts

Order Reason Refresher

KOHLER Aftermarket Parts uses no-touch order processing. The business system automatically processes stock and priority orders so the parts coordinators have more time to spend providing you high quality customer service instead of processing orders. The parts coordinators no longer see the order notes for stock and priority orders. If your order needs special care or instruction send an email to aftermarketparts@KOHLER.com with the order number and instruction or comments for the order.

Here is a refresher to ensure you understand the order processing process.

- **Stock Orders**
 - Ships within 10 business days
 - Distributor allowed to place 2 per month
 - Extra 5% discount and free freight
 - Should not be used for parts needed ASAP but for stocking purposes
- **Emergency Orders**
 - It is truly an emergency/unit down situation
 - \$30 Emergency fee applies
 - ALL parts are in stock in order to be placed on emergency orders
 - ALL emergency orders will ship complete only
 - Cutoff time for placing emergency orders
 - 1:30pm CST for parts located in remote warehouses
 - 4pm CST for parts located in main warehouse

• Priority Orders

- Multiple shipments allowed unless the ship complete box is checked
- Drop ship orders are allowed
- Parts are expedited as needed as quickly as possible
- Ships within 5 business days for parts that are in stock
 - Selecting an expedited shipping priority will not expedite the order. If you need additional assistance send an email to aftermarketparts@kohler.com

Please note: In efforts not to slow down or hinder the shipping process, we will no longer be making changes to orders after it has been processed.

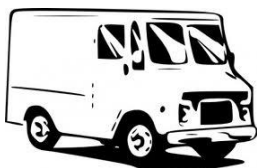
Save the Date...

Aftermarket Parts announces a WebEx training session to discuss the research tools available to you, and how to effectively use them in your everyday parts research. This class would be beneficial for any parts person, especially any new associates.

Topics covered will include how to use the Spec Index, View Bill of Materials feature, the Warranty site, and Microfiche tools. Training is currently scheduled for Tuesday, April 9th at 10am (CST). To register, please fill out the WebEx registration form on KOHLER Power Resource Center. The form can be found on the main page under the Training Section.

Residential (GM85000) & Marine (GM86792) Service Truck Kits

The Residential Kit is for the 14/20RES/RESA home units, while the Marine Kit is for 5&6EFKOD-7&9EFKOZD-9&11EKOZD. These kits contain the most common service parts. These kits not only offer considerable cost savings (see analysis below) but they also improve overall service by reducing additional trips to the job site and extra orders for parts that are routinely needed. Every distributor and dealer service truck that provides service to the models covered by these kits should always keep them in stock!



Part Number	Description	Kit List Price	Net List of Individual Parts in Kit	\$ OFF Individual List	% BELOW Individual List
GM85000	14/20KW Residential Service Truck Kit	\$3,600.00	\$5,036.17	\$1,436.17	28.5%
GM86792	Marine Service Truck Kit(5EFKOD-11EKOZD)	\$3,675.00	\$5,376.22	\$1,701.22	31.6%