

# Parts Department Policies & Procedures

In order for our Partnership to meet the marketplace's expectations of after the sale service, Bucher Municipal North America (BMNA) authorized dealers will be responsible for maintaining inventory levels and turns to support units in operation (UIO).

BMNA dealers will maintain at all times a stock of BMNA OEM parts that are adequate to meet service, maintenance and parts requirements in their assigned Area of Primary Sales Responsibility (APSR).

It is highly recommended that a dealer minimally stock \$4,000 on average of BMNA parts per Unit in Operation (UIO) to maintain a 'first pass fill rate' of 75%.

## Technical Assistance

In order for you to receive the best technical assistance, you MUST provide the EQ/Serial number, year and model (see example on next page). If this information is not provided, it is virtually impossible to provide accurate and timely information.

## Part Ordering Practices

- It is highly recommended that all parts orders be entered using the Johnston/BMNA website ([johnstonsweepers.us](http://johnstonsweepers.us))
- If orders cannot be submitted via our website, please email all parts orders to [parts@johnstonsweepers.us](mailto:parts@johnstonsweepers.us) to ensure your order is processed in a timely manner. Please reserve this email address for **PARTS ORDERS ONLY**.
- Any purchase orders submitted without stating "**Ship Complete**" are subject to multiple shipments.
- Back order parts will ship as soon as the part becomes available. Back orders are released from the oldest order first.
- Dealers are permitted to change or cancel lines on parts if BMNA has not started processing the order. "Build to order" parts may be canceled or changed before manufacturing starts on the part. The dealer is responsible for any charges that apply to either scenario when order processing or manufacturing has started.
- UPS is BMNA's preferred shipping vendor; if you have an account please submit account number on your purchase order and the freight charges will be invoiced directly to you.
- There will be a \$6 handling fee applied per package on all parcel orders including collect shipments
- There will be a \$20 handling fee applied per pallet on all freight (LTL) shipments including collect shipments.
- Additionally, there will be a \$20 handling fee applied per package to all overweight and all special packaging (i.e. crates).
- Any orders requiring Next Day, 2nd Day or 3rd Day Air must be submitted by 4PM EST for same day processing.
- Ground Orders are processed in the order that they are received.

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The EQ # is located on the rear of the truck under the hopper on the cross member.



## Part Receiving Practices

Proper receiving is required to prevent unnecessary losses to dealer's parts orders and facilitate handling of claims against carriers.

Dealers should observe the following instructions when receiving shipments from BMNA or its affiliates. Receiving of parts includes acceptance of the shipment from the carrier and processing of the shipment by the dealer. **Dealer assumes all responsibilities of ownership upon receiving of merchandise.**

If there is any container shortage, visible damage to containers, or loose pieces then the dealer should bring the damage or discrepancy to the attention of the Carrier's Driver. The dealer or Carrier's Driver needs to make a detailed notation on both copies of the Carrier's Driver's delivery receipt, showing the exact nature of the damage and/or shortage. It is strongly recommended that you take pictures and save until the claim is processed and paid. The dealer is responsible to sign and note any damage or shortage on any merchandise with the delivering carrier.

- 1 Check for visible damage to containers, cartons, packaging and loose pieces.
- 2 Check dealer name, order number, and piece numbers on shipping tags to make certain:
  - A. The exact number of containers (*i.e. pallets, crates, skids, cartons, boxes and bundles etc.*) or loose pieces received corresponds to the information shown on the delivery receipt, bill of lading or manifest.
  - B. Each piece is consigned to the dealer receiving the shipment.

**At no time will BMNA accept liability for any unattended delivery.**

**PLEASE NOTE:** UPS standard limits of liability is \$100 per package. Additional insurance can be purchased up to the full value of the shipment. Additional insurance is the responsibility of the RECEIVER and must be requested in writing on your Purchase Order. Additional insurance is sold in \$100 increments. UPS insurance rate is \$1.00 per \$100 of value with a minimum of \$3.00 or \$300. If damage is caused by fault of carrier (UPS) and no additional insurance has been requested, the receiver will only be reimbursed the \$100 minimum.

# Order Classifications

## STOCK ORDERS

- Minimum of \$3,500 at Dealer Net.
- Additional 5% discount off of dealer net. This discount is mutually exclusive of any special parts pricing.
- Dealer purchase order must be marked "Stock Order".
- Order will ship to Dealer's facility.
- Order cannot be an emergency or overnighted.
- Scheduled ship date is up to 3 business days after receipt of order.
- Frequency – Once a month.

## EMERGENCY/OVERNIGHT ORDERS

- Orders will ship same day if stock is available and the order is received by BMNA no later than 4PM EST which means 1PM PST, 2PM MST and 3PM CST.

## DROP SHIP ORDERS

- May be dropped shipped to end user as long as they are located within the dealer's Area of Primary Sales Responsibility (APSR).
- Emergency/Overnight orders may be dropped ship as well as ground freight orders.

*The following fees will apply to Emergency/Overnight and Drop Ship orders:*

**1** Emergency which includes Overnight, 2-Day & 3-Day expediting handling fee: \$20

**2** Drop Ship fee: reduced to 25% off parts list pricing.

**NOTE:** Both fees could apply to an order as directed by dealer when placing the order.



## Invoices

All orders are invoiced at day's end and emailed the following day by the Accounts Receivable Department.

Any authorized dealer personnel can be included on the invoice email distribution but an email from General Management or Dealer Owner authorizing such must be submitted to the BMNA Accounts Receivable Department.

## Returns

Follow the 30 Day RGA & Annual Parts Return Policies.

## Contact:

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**OR**

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