



25-Jan-18

CPMG Distributor Reference Guide

1.0 Introduction:

- 1.1 This reference guide covers normal operating procedures with Cimline Pavment Maintenance Group (CPMG) and its Dealers and is divided into the following: Operating hours, order entry, pricing, order verification, order deviation or cancelation, shipments, availability, expediting, invoicing, and warranty.

2.0 Operating Hours:

- 2.1 Hours of Operation are from 7:00 AM to 5:00 PM CST, Monday through Friday.
- 2.2 Shipping Hours are from 8:00 AM to 4:00 PM CST, Monday through Friday.
- 2.3 Trucks arriving after 3:00 PM CST may not be loaded until the following day without contact through Cimline Customer Care.

3.0 Order Entry:

- 3.1 Orders should be faxed or scanned & e-mailed to CPMG, Attention: Customer Care. If phoned in, a copy of your purchase order should be faxed / scanned & e-mailed in immediately to prevent shipping delays. Prior to shipment, a copy of the purchase order or a signed CPMG quotation form must be received by CPMG. CPMG takes no responsibility for orders that are placed verbally or are on a blocked status due to credit hold, margin hold, or other hold codes. Orders will only be processed on a released status for shipment.
- 3.2 Any PO submitted needs to contain proper part numbers, a Purchase order number, and copy of RSM quote if applicable. Submission is preferred at the email address: customercareorders@plymouthind.com / parts@durapacher.com or through your RSM for new equipment orders.
- 3.3 CPMG Customer Care P: (763) 694-2665 F: (763)-557-1971 TF 877-841-848 E: customercareorders@plymouthind.com / parts@durapacher.com

4.0 Pricing:

- 4.1 Pricing will be calculated based on current CPMG List Price minus a 30% discount for stocking distributors. The Sales Manager of CPMG must approve all deviations or additional discounts.

- 4.2 Pricing for any national purchasing contract held by CPMG such as HGAC, BuyBoard, MNDOT Contract, NJPA, etc. will be priced at 30% off the CPMG Price List for the contract bid period. (Example. BuyBoard bids in October of 2016 and dealer sell unit in May of 2018 on the current contract. The 2016 CPMG Price List and standard dealer discount of 30% is used.)
- 4.3 Any part order that is drop shipped directly to a customer address and not the dealer will be at current CPMG prices minus a 20% discount level for drop ship.
- 4.4 CPMG holds the right to update prices at any time without mass notification.

5.0 Order Verification:

- 5.1 All orders will be confirmed and order verification will be emailed to the email address on file. If customer is not receiving please verify email address on file with Customer Care. Only 1 (one) email address can be stored as main point of contact for customer for verification reports.

6.0 Deviations and Cancellations:

- 6.1 All CPMG pricing deviations or order cancellations are to be authorized by the Sales Manager of CPMG.
- 6.2 All cancellations are subject to a restocking or cancellation charge to be determined by approver.

7.0 Shipments:

- 7.1 UPS shipments of in stock parts entered by 2:30PM CST will ship the same day.
- 7.2 LTL / Freight shipments of in stock parts will ship the next business day.
- 7.3 Customer arranged pickup must be scheduled with CPMG Customer Care prior to pick up.
- 7.4 Customer arrange pickup must allow a minimum of 3 (three) hours to process for will call.
- 7.5 Customers must use the main entrance when picking up parts and sign in at front desk. Main entrance is located on the EAST side of the building facing Niagara Lane.

8.0 Return Parts:

- 8.1 All factory certified parts sales of current production will have a 0% restocking fee for the first 12 months as long as the returned part is in new, clean, and working order. RMA must be issued prior to return by CPMG Customer Care.
- 8.2 All factory certified parts sales of current production will have a 25% restocking fee from 13 months to 24 months as long as the returned part is in new, clean, and in working order. RMA must be issued prior to return by CPMG Customer Care.

- 8.3 All factory certified parts sales of current production will have a 50% restocking fee from 25 month to 36 months as long as the returned part is in new, clean, and working order. RMA must be issued prior to return by CPMG Customer Care.
- 8.4 All factory certified parts that are “special order” or “not of current production model” will have a 50% restocking fee for months 0 to 3 and after 3 months will be accepted only on a case by case basis determined by the inventory turn of the manufacturer. RMA must be issued prior to return by CPMG Customer Care.
- 8.5 RMA number must be listed on outside of package on all returns. If multiple RMA's are being returned in the same box, all RMA numbers must be listed on outside of package.
- 8.6 If parts are not returned within 60 days of RAM issue the RMA will be CLOSED.
- 8.7 Dealer to pay all return freight costs.

9.0 Availability:

- 9.1 Current Production equipment, parts and accessories will be produced and stocked based on the best planning information available. Having stock on commonly sold items is always our goal but without dealer planning or forecasting, our models are susceptible to significant deviation. All efforts will be made to keep shipments to less than 3 week lead-times from order placement so dealer stocking levels should be set at one month of demand.
- 9.2 Pruned / Legacy Procuts CPMG will support and have available parts/assemblies for discontinued products up to 5 years from discontinuation date.
- 9.3 Lead time and pricing is subject to change on all discontinued product.

10.0 Expediting:

- 10.1 All requests for expedited service for orders will be handled by the CPMG Customer Care Group working in conjunction with sales and operations. All responses will be communicated back within 24 hours of submission.

11.0 Invoicing:

- 11.2 Invoicing discrepancies on pricing / discounts will be managed and reported through the CPMG Customer Service group.
- 11.3 Terms for CPMG Distributors are Net 30 on all orders. Any account that is past due is subject to be placed on credit hold. If a portion of the balance goes past 60 days the account will automatically be placed on credit hold and only emergency parts orders requested to drop ship to a distributor customer will only be accepted by credit card payment only.

12.0 Warranty Procedure:

- 12.1 When filing a warranty claim and or making a warranty repair an RMA number must be issued from CPMG Customer Care.

- 12.2 Full 17 digit VIN number or serial number, hour meter, in-service date and RMA number and all item boxes must be completed. Photo of hour meter may be requested.
- 12.3 Must list all invoice numbers for parts used in repair. Parts orders involved for the same claim, may have multiple parts orders or come from distributor inventory.
- 12.4 Warranty claim must be filed within 4 days of work being completed to receive warranty consideration.
- 12.5 Shipping of parts is covered at a UPS Blue or Ground rate only.
- 12.6 Once an RMA is issued by customer care for warranty or item return the distributor has 60 days to complete or CPMG will close the RMA with no refund.
- 12.7 Verify warranty matrix for mileage coverage and labor hours. If no mileage is covered in the warranty matrix the unit must be brought into the distributor shop for repair. Distributors can request an exception to this policy if customer care authorizes the trip prior to repair.
- 12.8 Parts returns will be sent to the appropriate manufacturing facility per product line as outlined on the warranty claim form.
- 12.9 Warranty repairs on equipment where the servicing dealer did NOT sell the machine, or the CPMG customer is working outside its normal trade are will be covered at a rate of \$85.00. Dealer can submit warranty following the standard practice to CPMG Customer Care. CPMG will not reimburse taxes on any claim.
- 12.10 CPMG Customer Care will process all warranty claims. P: (763) 694-2665 F: (763)-557-1971 TF: 877-841-0848 E: customercareorders@plymouthind.com / parts@durapatcher.com