

## Midwest 2022 Spare Parts Procedures

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### Midwest Spare Parts Procedures Dalby Queensland Facility

The following contains all the guidelines, procedures and other key information required to facilitate dealer spare parts ordering and supply with Midwest Fabrication.

Following these procedures will ensure that Midwest customers and dealers will receive defined levels of delivery service of Midwest spare parts to customers and dealers to ensure maximum machine uptime during harvest.

#### Updates:

Any updates to these procedures will be communicated by Spare Parts Bulletins issued by email to dealers, and posted on the Midwest Dealer Web Portal, under Parts Bulletins

#### Contents:

- Section 1: Dealer Web Portal Access**
- Section 2: Machine MY Identification**
- Section 3: Spare Parts Manuals**
- Section 4: Spare Parts Price File**
- Section 5: Recommended Spare Parts Stocking Lists**
- Section 6: Spare Parts Ordering, Confirmation, Invoicing**
- Section 7: Spare Parts Order Types**
- Section 8: Spare Parts Freight**
- Section 9: After Hours Emergency Spare Parts**
- Section 10: Spare Parts Return**

### Section 1: Dealer Web Portal Access

Midwest utilises a Dealer Web Portal to enable Dealer personnel to access secured information and data around the Midwest product for the dealer group.

In particular, from a spare parts perspective, all Midwest service and parts bulletins, warranty procedures, spare parts catalogues, parts changes, etc., are all contained within this secure dealer web portal.

To access:

- To log in go to [www.midwest.net.au](http://www.midwest.net.au)
- Select dealership combine brand from the drop-down menu
- Enter your username and password that has been issued for you
- Tick the remember me and log in.

**NOTE:** Please note the username & password are case sensitive.

Take some time to log into our dealer web portal and familiarize yourself with the information contained within.

If you have any parts personnel who require access to the Midwest Dealer Web Portal, please advise as User ID's and passwords can be generated.

If you have any questions, please be in direct contact with Midwest Spare Parts on 07 4662 2137.



## Section 2: Model Year (MY) Identification

All Midwest Spare Parts Manuals are based on Model Year build. Knowing the Model Year will ensure you interpret from the correct parts manual for your customer.



The Model Year identifier is located within the machine serial number plate located as shown here on the LHS of the machine. A typical serial number should look like: **MWF-22010000**

The **first two numbers** provide the **year of manufacture**, in this case the **Model Year is 2022** while the second two numbers are the month of build **Month is January**. This is the same for all Midwest model year Platforms, i.e. 12031000 is Model Year 2012 and the build month is March.

## Section 3: Spare Parts Manuals

Midwest Spare Parts Manuals for Midwest platforms from Model Year pre 2011 to current production have now been updated and loaded up on to the web or will be updated.

The current Spare Parts Manuals are:

- **2015/18 Durus/Durus Premium Spare Parts Manual (Includes 60')**
- **2014 Durus/Durus Premium Spare Parts Manual (Version 4 06/16)**
- **2013 Durus/Durus Premium Spare Parts Manual (Version 4 06/16)**
- **2011/2012 Crophawk Spare Parts Manual (Version D 06/16)**
- **Pre 2011 Crophawk Spare Parts Manual**

And can be located both on:

- Midwest public website, [www.midwest.net.au](http://www.midwest.net.au)
  - (Bookmark this page on your computer for easy access)
- Midwest Dealer Secure Web Portal under "PARTS"

Midwest Parts Manuals have a Version No. and a Date, so please ensure that you use the applicable version.

## Section 4: Spare Parts Price File and Supersession List

This electronic spare parts price file can upload Midwest part numbers, descriptions, classifications and their respective prices into your dealership business system.

The spare parts price file is in a Microsoft excel format, and it is dated to ensure that you have the most current data in your system.

It contains the pricing for all Midwest A, B & C Class spare parts.

Access to the file on the Dealer Web Portal.

A Supersession listing containing 200+ lines is also available to reflect Part Number changes.

Access to supersession listing file on the Dealer Web Portal.



## Section 5: Harvest Recommended Spare Parts Stocking List

Located on the Midwest Dealer Web Portal, is the Harvest Recommended Parts Stocking List of all Midwest spare parts for this year.

This listing contains an updated recommended stock listing from last year, to reflect:

- A number of new “high turn” parts added to the list
- Recommended stocking lines going into harvest
  - **A Class** recommended parts
  - **B Class** recommended parts

Access to the file on the Dealer Web Portal is via dealer log in credentials, Midwest supplied “User Name” and “Password”.

## Section 6: Spare Parts: Ordering/Confirmation

This section sets out the procedure for the email ordering of Midwest Spare Parts and the subsequent documentation following that initial email.

Using this facility, it will facilitate easier and more reliable ordering of Midwest Spare Parts from your dealership, and improve the parts ordering process between Midwest and the Midwest Dealer.

At all times, Midwest will only accept and confirm spare parts orders received by email at this address only.

### Midwest Spare Parts Ordering

All Midwest Spare Parts dealer orders will now be accepted **only** on orders sent through to;

[spares@midwest.net.au](mailto:spares@midwest.net.au)

**Please add this email address** to all your parts staff email directories.

This is a group email at Midwest, so that all Midwest Spare Parts staff will now be able to accept and then timely process your dealer parts orders.

**NOTE:** Spare Parts Orders received by phone/fax/email to any other address/etc. may not be processed.

**NOTE:** When ordering Spare Parts, please specify on your order any special nominated freight method.

**NOTE:** All special instructions are to be noted on the purchase order.

### Midwest Spare Parts Order Confirmation

All dealer spare parts orders on Midwest that have been accepted and loaded into the Midwest business system, the system will;

- Generate a **Dealer Order Confirmation** by email back to your designated dealer parts email address, to advise those parts that have been accepted to be picked, packed and dispatched.
- If applicable, advise those parts that were not able to be filled from the dealer order that have been placed on **Back Order** at the Dalby facility.

### Midwest Spare Parts Tax Invoice

A Spare Parts Tax Invoice complete with consignment note details will be produced and emailed to your designated dealer email address on the day the goods are ready for dispatch.

A dispatch/packing slip will be attached to the shipment sent to the dealership or location specified. Only a packing slip travels with Spare Parts consignments.



## Section 7: Midwest Spare Parts Order Types

### **Midwest Spare Parts Order Types, for dealer Order Spare Part/s Requirements on Midwest**

#### **DAILY ORDER Margin**

Orders are typically sent daily by Midwest to connect with freight ex Dalby.

The Dealer Margin Discount on DAILY Orders is RLP less **20% ex GST**

Freight payable by Dealer on their nominated freight carrier.

#### **EMERGENCY ORDER Margin**

Emergency Orders take priority over all other orders and are acted on immediately. Customer walk-ins to Midwest Dalby to order/collect on dealer behalf are considered Emergency Status.

Dealer Margin Discount on EMERGENCY Orders is RLP less **15% ex GST**

Freight payable by Dealer on their nominated freight carrier.

#### **Wholegoods: Optional Accessories ORDER Margin when Ordered through Spare Parts**

Dealer Margin Discount on Wholegoods Optional Accessories ordered through Spare Parts will have the same Dealer Discount Margin as ordered through Wholegoods as per the "Wholegoods Price Page".

Dealer Margin Discount on Wholegoods Optional Accessories RLP less **15% ex GST**

Freight payable by Dealer on their nominated freight carrier.

## Section 8: Spare Parts Freight

When a Spare Parts consignment has been collected from Midwest by the assigned, nominated dealer transport company, the dealer has been advised already of the consignment note number and particulars of the consignment, responsibility is with the dealer to track and monitor the shipment as Midwest have provided all the detail and is now out of Midwest control enroute to the dealer location.

## Section 9: After-Hours Emergency - Spare Parts

This section sets out the policy and procedure for the after-hours emergency service (including weekends) of Midwest Spare Parts ex Dalby facility.

The Midwest After-Hours Emergency Service is available only for "urgent" Machine Down orders.

Midwest cannot supply parts directly to end user customers without an order number from a dealer, this service is intended for the use of authorized Midwest Dealers only. Midwest customers must contact their local Midwest Dealer for their after-hours sourcing of all urgent parts under this service arrangement.

#### **Procedure:**

The Midwest After-Hours Spare Parts facility is only provided during both the summer and winter crop harvest season only, and is not offered throughout the full year. Dealers will be advised by Bulletin of the service availability in the lead up to each of these harvest seasons.

- It is the Midwest Dealer's responsibility to establish the required part numbers and quantities.
- The Midwest Dealer must contact the After Hours Emergency Number listed below, at which time the Midwest employee on that number will be able to take the call and investigate part availability from the local warehouse location, ahead of opening up the relevant parts warehouse.
- The Dealer can then place the appropriate order to the usual Midwest parts order email – [spares@midwest.net.au](mailto:spares@midwest.net.au).
- The Dealer order must be clearly labeled as After-Hours Emergency, and be supported by the Dealers PO (Purchase Order) Number.



**After Hours Service Number:**

The Midwest After-Hours Spare Parts contact number (Warehouses cannot be contacted directly)

**After-Hours Opening:**

The Midwest After-Hours Spare Parts warehouse opening is as follows:

- Dalby Warehouse
  - After-hours dispatch ex Dalby is limited due to limited after hours and weekend freight services.

**Midwest Spare Parts Dalby Warehouse Opening Charge Outside Business Hours:**

- The surcharge for opening the Midwest Spare Parts Dalby Warehouse is \$150.00 ex GST per call out.
- Dealer Margin Discount on EMERGENCY Orders is RLP less **15% ex GST**

**Section 10: Spare Parts Return**

The following guidelines will be applied to Dealers wanting to return parts to Midwest.

Most instances where spare parts returns will be required, are due to parts being incorrectly ordered, or ordered and then not used in service jobs, or not used by customers, etc.

The following will apply for Midwest Spare Parts Returns:

- **“A” & “B” Class Parts**
  - Non-returnable to Midwest. (These are parts which have high turns, and are contained in the standard Midwest Recommended Dealer Stocking List)
- **All Other Parts**
  - These parts can be returned to Midwest at Dalby under the following conditions:
    - Email [spares@midwest.net.au](mailto:spares@midwest.net.au) a **Parts Return Application**, found on the Midwest dealer web portal, listing the parts wanting to be returned and why.
    - Midwest will advise by return email, parts which will be accepted as returns.
    - The **Approved Parts Return Application** to be returned with the part/s.
    - Parts must be received into the Midwest Dalby Parts Warehouse in an as-new and undamaged condition clearly identifiable with part number.
    - Parts not confirming to this will be rejected as un-usable.
    - Freight into Midwest Dalby Parts Warehouse to be pre-paid by the dealer.
    - Parts were ordered no longer than 120 days before return application, Midwest discretion.
    - A Restocking **Fee of 15% will be applied to** these parts, example, list price less applicable dealer margin on invoice less the **restocking fee of 15% of DNP**.
- **Parts that are incorrectly supplied to the Dealer by Midwest**
  - These parts can be returned to the Midwest Dalby Parts Warehouse, by road freight, payable by Midwest.
  - Email [spares@midwest.net.au](mailto:spares@midwest.net.au) a **Parts Return Application**, listing the incorrectly supplied parts to be returned within 14 days noting the why for consideration.
  - Midwest will advise by return email, transport method for parts to be returned.
    - The **Approved Parts Return Application** to be returned with the part/s.

All Midwest Spare Parts returned to Midwest Dalby will be credited to the authorised Midwest Dealer Account, there are no payments in lieu.

MIDWEST SPARE PARTS MANAGEMENT



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[www.midwest.net.au](http://www.midwest.net.au)