

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	SPARE PARTS PURCHASE ORDER	Ref. No.
DEPARTMENT :	SPARE PARTS DEPARTMENT	SPD-15-12-001
TO :	BRANCH MANAGER, CASHIER, MARKETING ASSISTANT, MECHANIC	December 14, 2015

OBJECTIVE


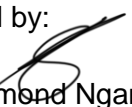
1. To be able to comply with our company's mission to provide excellent after sales service in line with our 3 S (sales/service/spare parts).
2. To provide speedy delivery and enough spare parts supply to all branches.
3. To guide the branch in proper ordering in replenishing their spare parts inventory.

POLICIES

1. All parts requisition to Spare Parts Department shall be covered by Purchase Order (PO) through web mail or fax.
 - 1.1. Order of parts to Spare Parts Department not sent through web mail or fax shall not be entertained.
2. Purchase Order of urgent parts must be e-mailed or faxed to Spare Parts Department a day before actual pick up.
 - 2.1. Always confirm the availability of the parts from the Spare Parts Department before making PO and collecting down or partial payment from the customer.
3. It is the responsibility of the Spare Parts Department to relay mode of delivery, delivery truck or courier, date and expected time of delivery and where to be delivered.
4. Spare Parts Department will inform the branch if some parts ordered will not be served and expected date it will be available.

PROCEDURE:

1. Mechanic
 - 1.1. Diagnose and check part (s) needed of motorcycle unit of the customer subject for repair.
 - 1.2. Prepare Job Order (JO) and Check available part in the branch inventory.
 - 1.3. Discuss part (s) and cost of the part (s) that needed to be replaced on his/her motorcycle unit and obtain approval from the latter.
 - 1.4. If part is not available, forward JO to branch cashier for preparation of Purchase Order to the Spare Parts Department.
2. Cashier
 - 2.1. Receive JO and request from branch mechanic for PO for needed part of the motorcycle unit of the customer.
 - 2.2. Coordinate with the Spare Parts Department for the availability of the part (s) needed in the customer's motorcycle.

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2.3. If part is confirm available, request customer to pay required down payment for the parts needed in his/her motorcycle unit.

2.2.1. As a matter of policy, any requisition of spare parts in the Spare Parts Department shall only be served if customer paid fifty (50%) percent of the total selling price of the spare parts being ordered.

2.2.2. The initial cash outlay or down payment made by the customer shall be covered by a Collection/Official Receipt indicating in the remarks portion "Spare Parts Deposit".

2.2.3. The amount collected shall be deposited together with the branch receivable collections.

2.2.4. This payment shall be included in the Spare Parts transaction in the Daily Performance Report (DPR) and using the Collection/Official Receipt number as the source document.

2.2.5. Upon delivery of the spare parts by the Spare Parts Department, the full payment shall be covered by a Sales Invoice-Spare Part. The total selling price must be shown in the face of the invoice and indicating therein the partial amount paid by the customer and the covering Collection/Official Receipt; and the amount still due from the latter.

Example:

Break pad	P 110.00
Less: Down payment OR No. 2042 dated 12-13-15	55.00
Amount Due	<u>P 55.00</u>

1.2.5.1. The VAT computation shall be based on the total selling price and shall be computed as follows;

Vatable Sale	P 98.21
VAT-EXEMPT Sale	0.00
Zero Rated Sale	0.00
Total Sale	<u>P 98.21</u>
12% VAT	11.79
Total Amount Due	<u>P 110.00</u>

2.5.6. Refund shall only be made on justifiable reason e.g. non-delivery of spare parts by the Customer Service Department; with the approval of the main office which shall be evidence by an authority number.

2.6. Encode part (s) in the Purchase Order in excel form and before forwarding to the Spare Parts Department check the following:

2.6.1. SKU number or part number of parts (whichever is available) for reference

2.6.2. Quantity

2.6.3. Name of Parts and its location (rear, front, Center, left, right, size, etc.)


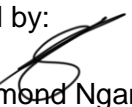
2.6.4. Model of unit or the parts requested

2.6.5. Purchase Order number

2.6.6. Color of motorcycle unit or part requested; and

2.6.7. Date of PO.

2.7. Send Purchase Order via web mail or fax to Spare Parts Department.

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SAMPLE OF FINISH ORDER FORM:

SYM **SPARE PARTS DEPARTMENT**
Purchase Order

Rush ☐
Regular P.O. ☐

Branch DH-BETTERLIVING
Date April 21, 2012
P.O. # 208-027

	SKU #	QTY.	DESCRIPTION	COLOR	MODEL	REMARKS
1		4	rear shock		bonusx	
2		10	sleeve axle		bonusx	
3		10	horn switch		bonusx	
4		5	sprocket rear 36T		bonusx	
5		5	motor assy starter		bonusx	
6		3	cable assy throttle		jet 4	
7		3	dimmer switch		jet euro 100	
8		1	headlight assy		magic rr	
9		5	shield, leg, rh	Black	bonusx	

Approved By:

Prepared By:

Branch Caretaker
Signature over Printed Name

Area Manager
Signature over Printed Name



Branch Mechanic-Better Living
Signature over Printed Name

LIFAN/MAKOTO **SPARE PARTS DEPARTMENT**
Purchase Order

Branch
Date
P.O. #

Rush ☐
Regular P.O. ☐

SKU #	QTY.	DESCRIPTION	COLOR	MODEL	REMARKS

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