

**IV-10 Delivery Requirements**

**Purpose:**

ADVICS requires 100% on-time delivery from all suppliers. The Notification of a Delivery Problem (NDP) or Delivery Trouble Report (DTR) are used to identify delivery problems, premium freight occurrences and request corrective action for delivery problems.

**Supplier Responsibilities**

**General Requirements**

1. Notify ADVICS Manufacturing Plant(s) as soon you are aware that you will miss a delivery, have just missed a delivery, or foresee problems with your ability to meet the delivery requirements.
  - There is a ZERO TOLERANCE for lack of advanced notification (prior to time due) by the supplier.
2. Supplier is required to make all reasonable efforts to meet the deliveries of ADVICS.
3. Upon issue of a NDP or DTR:
  - Investigate to determine the cause of the issue
  - Determine and implement the needed countermeasures
  - Complete the required NDP or DTR response(s) within the instructions provided to by the issuing group.
4. ASN (Advanced Shipping Notice): If required, supplier will submit the ASN to ADVICS PC in the format designated by ADVICS PC.

**Premium Freight**

1. When premium freight occurs for the following reasons, the supplier is responsible for the freight expense and completing the Premium Freight form (IV-10-F01):
  - Freight charges incurred for shipping more than once against a release
  - Excess freight charges incurred by using a carrier different than the ADVICS designated carrier
  - Excess freight charges associated with using an expedited carrier
2. Complete Premium Freight Expense Form by entering the following prior to submitting it to your buyer:
  - Name of the Buyer
  - Date to complete the form
  - Name of the supplier
  - Name of the part
  - Number of the part (part number)
  - Date of occurrence
  - Reason for occurrence
  - Amount of the expense
  - Name of person completing the form
  - Phone number of the person completing the form
  - Enter yes or no for a DTR (Delivery Trouble Report) being issued to you from ADVICS

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Exceptions

1. The supplier is not responsible for the expense or form in the following situations:
  - ADVICS has not provided adequate planning lead-time for the release as agreed upon between ADVICS and the supplier in advance of premium freight occurrence.
  - ADVICS requests an expedited shipment.

Please contact your ADVICS buyer with any questions related to Premium Freight.

**ADVICS Responsibilities**

1. Notify the supplier of delivery problems upon the occurrence or notice of the issue.
2. Provide the supplier the instructions and requirements to complete the required response.

*Note: The general requirement for delivery problem management is the same through all ADVICS facilities: maintain 100% on time delivery, communicate, identify problems/solutions, and continuously improve. The ADVICS Group will continue to advance toward a more common procedure for delivery problem management. Until that time please work with your ADVICS contacts in the event you have a delivery error.*

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