



## **Supplier Expectations**

**What the Autocar Parts team expects of your company, and what you can expect from us.**

### **Pricing Expectations**

- ***Your Prices are Market Competitive***

To stay viable in the marketplace, your pricing must be competitive. We understand that quantities, purchase frequencies, and quality levels all impact pricing; at the end of the day, we need you to be reasonably priced against your competitors.

- ***Your Pricing must be Current and Accurate to Agreement***

When quoting prices to Autocar Parts, you must use the current agreed-to pricing. Accurate pricing is essential. Unless otherwise agreed, Autocar Parts expects your pricing updates to come to us yearly, between November 1<sup>st</sup> and December 31<sup>st</sup> of the New Year, so we can load them into our system, and notify our customers appropriately. Your pricing updates must include all parts available to Autocar Parts, with complete information on part numbers, descriptions, pricing for shipments to our PDC's and for Direct Shipments, any minimum order quantities, volume tier pricing if available, any rebates or promotions, and lead-times.

- ***Rapid Response***

Your turn time on pricing requests from Autocar Parts is critical to our ability to close customer orders. Our clients have choices in the marketplace, and they will take their business elsewhere if we are not punctual with our quotes. Written or electronic quotes should be sent to Autocar Parts at the earliest opportunity, and as a normal practice, no longer than two business days from request.

- ***Your Quote must be Documented***

Pricing needs to be presented to Autocar Parts in a documented Quote. This can be an e-file (preferred) or a hard-copy. Verbal quotes must be followed up with documentation in a timely fashion. Quotes must include lead-time from order to shipment.

## Purchase Order Expectations

- ***Autocar Parts' Purchase Order is Sole Authority***

The Autocar Parts Purchase Order is the only recognized authority for you to process our orders for manufacturing or shipment. If you receive a verbal purchase commitment from an Autocar Parts representative, you must receive a Purchase Order (by e-file or hard-copy) within 24 hours. Accepting a verbal Purchase Order is at your risk, not Autocar Parts. If you don't receive a formal Purchase Order promptly from Autocar Parts on a verbal purchase, please contact your buyer and request the documentation. If the Purchase Order is not forthcoming, you may escalate to Tim Karevich or Joe Brightwell.

- ***Purchase Order Acknowledgement***

We need you to acknowledge receipt of our Purchase Order and provide confirmation that you are proceeding with the work requested. We ask for acknowledgements to come back to us within 48 hours. Purchase Order Acknowledgement should include commitment to delivery date.

- ***Purchase Order Changes***

Any changes to pricing, specifications, timing or quality must be re-quoted to Autocar Parts. We will then, upon agreement, issue a revised Purchase Order to cover the needed changes. Change activities must occur prior to invoicing.

- ***Information on our Purchase Orders***

The normal content of an Autocar Parts Purchase Order includes our Purchase Order Number, our Billing Information, the Ship-To Location, the Quantity Ordered, Specification Information (can be part numbers and brief description), Due Date, Shipping Method, and any Special Instructions.

## Shipping Expectations

- ***Routing Guide***

The Autocar Parts Routing Guide is included at the back of this document. It is our expectation that your shipments will be routed according to the instructions provided in the Autocar Parts Routing Guide. Any deviations from our Routing Guide instructions need to be approved by the Autocar Parts buyer.

- ***Packaging Suitability***

All packaging needs to be suitable to protect the parts and components that Autocar Parts purchases from your firm, during shipping, storage, and re-shipment. Damaged parts cost you, us, and our customers. Our preferred method is to have packaging properly tested (crushing, drop, vibration, etc.), and obtain a lab certification for the packaging.

## PDC Expectations

### - PDC Addresses (Always follow PO Ship-To Direction!)

Ship to Locations	Small Packages	Container/LTL Shipment
<b>Louisville, KY PDC - SDF</b>		
Autocar Parts, LLC 8181 National Turnpike Louisville, KY 40214	UPS # 5V8433 Bill Receiver	Evans Transportation <b>Website:</b> <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> <b>Contact #</b> 800.886.7799
<b>Harrisburg, PA PDC - MDT</b>		
Autocar Parts, LLC 300 Quality Circle Harrisburg, PA 17112	UPS # 3870V6 Bill Receiver	Evans Transportation <b>Website:</b> <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> <b>Contact #</b> 800.886.7799
<b>Sparks, NV PDC - RN4</b>		
Autocar Parts, LLC 301 Vista Boulevard, Suite 102 Sparks, NV 89434	UPS # W8Y850 Bill Receiver	Evans Transportation <b>Website:</b> <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> <b>Contact #</b> 800.886.7799

**\*NOTE** Pre-paid freight agreements take precedence as reflected on the purchase order.

- Do not ship anything collect.

Any orders shipped to locations other than identified on the purchase order will be the sole responsibility of the supplier to resolve.

- **Our Routing Guide, to assist you in setting up shipments for Autocar is shown on Page 10 of this document.**
- **Packaging Uniformity**
  - **Weights**

The weights of specific part packaging must be uniform, to promote efficiency in shipment, and to minimize the number of SKU's Autocar Parts needs to keep in or PDC's. These weights must match the information your team provides the Autocar Parts buyers.
  - **Dimensions**

The dimensions of specific part packaging must be uniform, to promote efficiency in shipment, and to minimize the number of SKU's Autocar Parts needs to keep in or PDC's. These dimensions must match the information your team provides the Autocar Parts buyers.
  - **Case Counts / Loose Cartons**

When quantities of parts to be shipped to Autocar Parts warrant the use of a case to consolidate the part cartons, the cases must be uniform in weight and dimensions, with the number of cartons contained clearly marked, along with the correct part number. If a shipment quantity requires cases plus loose parts (as an example, if we order 103 parts, and your case holds 10 parts, we would expect a shipment of 10

cases and 3 loose cartons), please indicate the number of cases (noting the number of part cartons per case) and the number of loose part cartons on your Bill of Lading.

- **Acceptable Pallet Size**

The Autocar PDC's are set up to move and store GMAC Standard Pallets, 42"x40". We can accept over-size pallets when part size exceeds a standard pallet.

- **Uniform Carton Counts on Pallets**

When shipping multiple pallets of a specific part to an Autocar Parts PDC, the quantities of part cartons on each pallet should match. As an example, if we are going to receive 51 parts, and a standard skid holds 10 parts, we would ask that 5 skids with 10 parts would be shipped, with either 1 of the 5 skids having 11 parts, or that you would ship 5 pallets of 10 with 1 loose carton. This helps us in the efficiency of our receiving, and in inventory management.

- **Paperwork and Labeling Instructions**

- **All shipping documents must include the Autocar Parts Purchase Order number(s) and shipper's reference number.**

- **Every part is required be labeled with the correct Part Number.**

- **Aftermarket packaging required.**

- **Use of barcodes (Barcode128) is preferred.**

- **Example:**



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- **Damaged Shipments - Time is of the Essence**

- **Documentation**

The receiving Autocar Parts PDC will note any observed shipping damage on the Bill of Lading accompanying the shipment. Our PDC Receiving Department will also take photos of the damaged cartons / cases / pallets, and keep them on file.

- **Notification**

Autocar Parts PDC Receiving Department will notify the Autocar Parts Buyer of any observed shipping damage. The Autocar Parts buyer will bring any damage deemed not caused by Autocar Parts' carrier's abuse or mishandling to your attention.

- **Resolution**

On damaged shipments resulting from poor packaging, the Autocar Parts Buyer will request a credit from you for parts that are not reshippable, with replacement parts to be shipped at your expense (replacement parts are billable to Autocar Parts). On parts shipped in compliance with the Autocar Parts Routing Guide, all damage from carrier abuse or mishandling will be directed by our Buyer to the Autocar Parts 3PL for resolution.

- **Part Quality Issues - Time is of the Essence**

- **Documentation**

Either the Autocar Parts PDC Receiving Department or the Autocar Parts Customer may observe a quality issue with parts sold by your firm. The nature of the quality issue will be documented to the extent possible by the observing party (write up, with photos if possible).

- ***Notification***

Autocar Parts PDC Receiving Department or the Autocar Parts Customer will notify the Autocar Parts Buyer of the quality issue observed. The Autocar Parts buyer will notify your firm of the quality issue, with as much documentation as we have available.

- ***Resolution***

For parts that are not useable due to quality issues, the Autocar Parts Buyer will request a credit from you for the unusable parts, with replacement parts to be shipped at your expense (replacement parts are billable to Autocar Parts).

- **Count Discrepancies - Time is of the Essence**

- ***Documentation***

The receiving Autocar Parts PDC will note any part count discrepancies on the Bill of Lading accompanying the shipment. Our PDC Receiving Department will notify the Autocar Parts buyer of the count discrepancy.

- ***Notification***

The Autocar Parts buyer will bring the count discrepancy to the attention of our 3PL. If the 3PL was not responsible for the count discrepancy, the Autocar Parts Buyer will notify your firm.

- ***Resolution***

On count discrepancies with part shortages, caused by your firm, the Autocar Parts Buyer will request a credit from you for the missing parts, with replacement parts to be shipped at your expense (the replacement parts are billable to Autocar Parts). On count discrepancies with too many parts delivered, caused by your firm, Autocar Parts may elect to return the parts freight collect to your firm, or amend our Purchase Order to add the overage, and receive the parts at our PDC. On count discrepancies caused by the Autocar Parts 3PL, the Autocar Parts buyer will settle the shortage with the 3PL, and place a new Purchase Order as needed with you.

- **Contact for Receiving Issues**

If you are contacted by the Autocar Parts Receiving Department, or by the Autocar Parts 3PL, regarding a receiving issue, please work through your Autocar Parts buyer to resolve the issue.

- **Back-Orders - All efforts should be made to ship complete. Partial shipments will drive additional freight costs, and must be authorized by the ACP Buyer in advance**

- ***Documentation***

All Back-Order shipments must be communicated at your firm's earliest discovery to the Autocar Parts Buyer, preferably before the shipment leaves your facility. The

receiving Autocar Parts PDC will note the shortage versus the Autocar Parts Purchase Order on the Bill of Lading accompanying the shipment. Our PDC Receiving Department will notify the Autocar Parts Buyer of the Back-Order if your firm has not.

- **Resolution**

Your firm is responsible to fill the Back-Order at the earliest possible timing. On Back-Orders where your team did not communicate to the Autocar Parts buyer before the shipment, your firm will be responsible for the shipping cost to fill the Back-Order.

## Invoicing Expectations

- **Autocar Parts Invoicing Address**

- ***Invoices should be E-mailed to the following:***

Autocar Parts Accounts Payable

[App@autocartruck.com](mailto:App@autocartruck.com)

Contact: 630.480.2016 or 765.489.1944

- **NOTE:**

- Discrepancies are to be addressed directly with the purchase order author (Buyer).
- Supplier must provide delivery provided upon request.
- To avoid invoice issues please confirm the original order properly.

- **Invoice Requirements**

- Autocar Parts Purchase Order Number
- Your Company's Autocar Parts Supplier Number
- Your Company's Invoice Number
- Your Company's Invoice Date
- Part Numbers
- Quantities
- Pricing & Extensions
- Shipment Tracking (if available)

- **Your Invoice Must match Autocar Purchase Order**

- ***Your Invoice must match all details of your Autocar Parts Purchase Order. Invoices that do not match may be returned unpaid.***

- **Your Invoice Must match Your Packing Slip as Well**
  - *Your Packing Slip must match all details of your Autocar Parts Purchase Order (with the exception of pricing). The details in your Packing Slip must match the details in your Invoice.*
- **“Three-Way Match”**
  - *Autocar Parts Account Payables Team uses a “three-way match” method to approve your Invoice for payment. Your Invoice must match your Packing Slip and your Autocar Parts Purchase Order to be approved for payment. Any mismatch will cause a review, and will delay our payment of your invoice, potentially causing the return of your invoice unpaid.*
- **Incorrect Invoice Process**
  - *It is your firm’s responsibility to submit accurate invoices to Autocar Parts for payment. Incorrect invoices will be subject to review, causing payment delay, and may be sent back to your offices unpaid, with a request for a correct, accurate invoice.*
- **Payment Terms**
  - *Standard payment terms for Autocar Parts are Net 60 Days, unless otherwise agreed upon in writing.*
- **Contact for Invoice Issues**
  - *Contact the Buyer (author of your Purchase Order).*

## **Marketing Program Participation**

- **Enhanced Content & Images**
  - *To assist Autocar Parts in marketing and selling your components, we ask that you provide as much information as possible for our use in catalogs and sell sheets. We also ask for current images of your product to help us sell your items. Please see the “Autocar Parts E-Commerce Style Guide” included below, Page 14.*
- **Co-Op Funds**
  - *When your firm has funds set aside for wholesale and/or dealership marketing, Autocar Parts wants to take advantage of your offering, to help us increase sales and promote awareness of your brands and products.*

## **Responsiveness**

- **Respond to Calls and E-Mails within 4 Hours**
  - *If you don’t have the answer at that time, tell us when you’ll have it.*

## Accuracy

- Be certain of the information you share with us. Double check if needed.
- Expect the same from Autocar Parts.

### ROUTING INSTRUCTIONS\*

*Failure to follow the routing directions will transfer full responsibility of charges to the supplier*

Ship to Locations	Small Packages	Container/LTL Shipment
<b>Louisville, KY PDC - SDF</b>		
Autocar Parts, LLC 8181 National Turnpike Louisville, KY 40214	UPS # W8Y850 Bill Receiver **New Account	Evans Transportation Website: <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> Contact # 800.886.7799
<b>Harrisburg, PA PDC - MDT</b>		
Autocar Parts, LLC 300 Quality Circle Harrisburg, PA 17112 ** Address effective April 3, 2020	UPS # W8Y850 Bill Receiver **New Account	Evans Transportation Website: <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> Contact # 800.886.7799
<b>Sparks, NV PDC - RN4</b>		
Autocar Parts, LLC 301 Vista Boulevard, Suite 102 Sparks, NV 89434	UPS # W8Y850 Bill Receiver	Evans Transportation Website: <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> Contact # 800.886.7799
<b>Direct to Customer/End User</b>		
Ship to location	UPS # W8Y850 Bill AutoCar Parts	Evans Transportation Website: <a href="http://www.evanstrans.com/index.html">http://www.evanstrans.com/index.html</a> Contact # 800.886.7799

#### \*NOTE

- Pre-paid freight agreements take precedence as reflected on the purchase order
- Do not ship anything collect

#### \*SMALL PACKAGES-ship via UPS Ground

- Shipments weighing less than 150 pounds should be shipped parcel ground **UNLESS PACKAGE EXCEEDS UPS LIMITS. Do NOT ship parcel, if any of the below conditions are true as UPS will charge a significant over size penalty. That may result in a debit being applied against your open invoices.**
  - Length is > 96"
  - Length + 2\*Height + 2\*Width > 165"
  - The weight of each package in the shipment cannot exceed 70 pounds
  - Item is fragile and requires special handling such as sheet glass
  - Please see <https://www.ups.com/us/en/help-center/packaging-and-supplies/weight-size.page> for clarification.



## \*CONTAINER/LTL SHIPMENTS-ship via Evans Transportation

- Shipments over 150 pounds require Container/LTL freight services, dispatched by Autocar Parts' freight broker Evans Transportation.
- Please contact at 800-886-7799 or e-mail to [autocar@evanstrans.com](mailto:autocar@evanstrans.com).
  - Evans Transportation will provide the BOL
  - The BOL Data shall include the original Purchase Order
  - Include a packing slip attached to the shipment (per pallet, if more than one)
- Bill of Ladings must read as follows:  
**BILL CHARGES TO:**  
Autocar Parts LLC. REF: (PO #)  
C/O Evans Transportation  
21755 Gateway Road  
Brookfield, WI 53045  
800-886-7799

### SPECIAL NOTES:

- **Do not** use Autocar, LLC Hagerstown, IN, or Birmingham, AL, Manufacturing Plant carriers and/or account numbers for any Autocar Parts, LLC shipments.
- **Do not** ship materials to Autocar, LLC Hagerstown, IN, or Birmingham, AL, Manufacturing Plant unless it is the designated "Ship to" location specified on the Purchase Order. Any orders shipped to locations other than identified on the purchase order will be the sole responsibility of the supplier to resolve.
- Supplier is responsible for any accessorial charges associated with pick-up location
- Please contact the appropriate buyer with any questions or concerns.

### Special Instructions for Direct & Drop Ship Direct to End Users (Customers)

- Proof of delivery tracking and purchase order number, must be sent to the purchase order author at time of shipment in order to prevent any delay in processing invoices
- No paperwork shall include cost
- HTS codes and country of origin, shall be included on all paperwork where the shipment is going out of the US.

## PACKAGING, PAPERWORK, AND LABELING INSTRUCTIONS

- All shipping documents must include the Autocar Parts purchase order number(s) and shipper's reference number.
- Supplier's labeling and packaging shall comply with the National Motor Freight Classification Guide, as well as all additional specifications and guidelines required by Fed Ex, UPS Parcel and Autocar.
- Supplier's packaging for the end customer (the party using the service part) shall be strong enough to support its own weight when stacked eight (8) feet high on a pallet and
- Every part is required be labeled with the part numbers including the Uniform Symbology Specification (USS) Code 128 barcode.
  - Example:



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## INVOICING INSTRUCTIONS

- Invoices should be E-mailed to the following:

Autocar Parts Accounts Payable

[App@autocartruck.com](mailto:App@autocartruck.com)

Contact: 630.480.2016 or 765.489.1944

- **NOTE:**
  - Invoice discrepancies are to be addressed directly with the purchase order author (the Buyer).
  - Proof of delivery must be provided upon request.
  - To avoid invoice issues please confirm the original order properly.

### Why Product Information is Important

In order to set our parts up for success from an e-commerce perspective, we try to gather as much information as possible, including:

- Product Titles
- Product Attributes
  - Titles
  - SKU
  - UPC
  - Warranty
  - Cross references
  - Application
- Product Features/Descriptions
- Images

What we mean by these terms and a short summary of each are included below. When delivering this information to us, an Excel spreadsheet or CVS file in ACES/PIES format is ideal.

#### Product Titles

Complete product titles including brand and product information.

E.g. Horton Reman Kysor Fan Clutch.

#### Product Attributes

These refer to the details of a part.

E.g. dimensions, style, model, weight, and specific product measurements are all common attributes. These, in addition to the attributes outlined below, are preferential for our online presence:

#### SKU

Being able to match products and information to the appropriate SKUs makes the information acquisition process quicker and easier for us.

#### UPC

Universal Product Codes are identifiers that customers and companies use to locate specific products online. These identifiers are typically 12 digits long. Although not required they are very important for marketing and tracking efforts.

#### Warranty

Communicating warranty information to our customers can aid in their buying decisions and helps us from a customer service perspective.

E.g. 1 Year or 18 Months - Unlimited Miles

#### Cross References

Including cross references for your products can also help direct customers who are searching for a specific part number. Comma delimited or table/spreadsheet formats are preferred but we are able to ingest virtually any format given.

E.g.

Part Number	Manufacturer	Description
8200308	Delco Remy	Starter
RF8200308	WAI	39MT New Starter
2132-8200308	Mack & Volvo	STARTER

Also used in coma-delimited format e.g. 8200308, RF8200308, 2132-8200308

### Application

Whether your parts fit class 8 trucks, buses, severe duty vehicles or other applications can also play a large part in customer buying behavior. Comma delimited or table/spreadsheet formats are preferred but not necessary.

E.g.

2006 10.8 Liter L6 - 10834 CC, 661 CID, 2006 732 CID, 2011 Caterpillar, C15 -15.2 Liter CC 928 CID L6

### Features/Benefits

Chances are, your website lists features and benefits for parts. Including these in the product information you give us helps the customer know what to expect and what sets your products apart from the rest of the market.

### Images

When it comes to customer behavior, having a high-resolution photo of the product can make or break a buying decision. Having large, hi-resolution photos named by SKU are ideal, but let us know what you have available and we will work with you to find the best photo solutions.