

# **North America Supplier Materials Management and Delivery Manual**

# **ISUZU**

## **INAC**

**Isuzu Motors North America Corporation**



**Version 1.0  
September 12, 2022**

This Isuzu North America (INAC) Supplier Materials Management and Delivery Manual has been reviewed, approved and signed by the Purchasing and Materials Management leadership.

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Vice President, Purchasing  
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# ISUZU MANUFACTURING PLANT INFORMATION

Receiving docks open from 6:00AM-2:00PM EST Monday thru Friday  
Plants are contract manufacturing by Builtmore (Shyft group)

## **NGAS PLANT #5**

1055 Mikesell St.  
Charlotte, MI 48813  
- Class 3-5 Trucks  
- Gas Engine

## **FTR Plant #12**

1023 Reynolds Rd.  
Charlotte, MI 48813  
- Class 6-7 Trucks  
- Diesel Engine

# Isuzu Motors North America Supplier Materials Management & Delivery Manual

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## 1. Introduction

The Isuzu Motors North America Corporation (INAC) Supplier Materials Management and Delivery Manual (SDM) serves as a guide for aiding Suppliers in understanding the key elements of INAC Materials Management and Delivery requirements and expectations. The SDM sections are the minimum practices that Supplier facilities are required to effectively implement.

These requirements apply to ALL SUPPLIERS of:

- Production Materials
- Production or Service Parts Distribution Centers
- Port Installed Options (PIO) *post assembly plant part installation*

All INAC Suppliers are required to meet or exceed all INAC stated or implied Materials Management and Delivery requirements identified in this document. Use of the words “shall” and “must” indicate that the statement is a requirement.

It is INAC’s mission to provide our customers with defect-free products and services and to supply them at the lowest total cost and delivery timing. This goal can only be achieved with the support and commitment between you, our Supplier, and us. Clear, concise expectations and requirements will make the Supplier-Customer relationship more rewarding and effective for all.

When referenced, INAC includes, but is not limited to, the products produced by ISUZU, Builtmore (contract manufacturer) and at Assembly Ports where PIO parts are received and installed.

All INAC Suppliers are required to support any identified INAC priorities.

### Quality Policy

Isuzu Motors North America Corporation (INAC) is devoted to the building of innovatively designed, durable and high quality trucks. INAC is committed to the achievement of zero-defect production with continuous improvement and customer focus. *On-time delivery is a key aspect of this policy.*

### AIAG Documents

All AIAG specific documents referenced can be obtained by contacting AIAG at their latest phone number. Documents can also be ordered by accessing the website at [www.AIAG.org](http://www.AIAG.org).

### Note to Suppliers:

This manual is not intended to be comprehensive and “all-encompassing”; however, certain circumstances will prompt questions. If you have any questions regarding any part of this manual, you are encouraged to contact your respective INAC Supplier Production Delivery Contact and/or INAC Purchasing personnel. Referenced documents within’ this SDM can be found at the ISUZU website (<http://www.iszapurchasing.com>).

## 2. Purpose

The purpose of this SDM is to provide a uniform method to communicate general requirements, expectations, customer specific requirements and guidelines to the INAC Supply Chain.

## 3. North America Procurement and Supply Chain (INAC-P) Vision

The INAC-P Vision is to develop world-class procurement and supply chain team members providing the best in logistics, quality, new product development and competitiveness to the INAC facilities.

## 4. North America Procurement and Supply Chain (INAC-P) Responsibilities

All raw material and components are obtained through the corporate purchasing process. All raw materials and component parts will be classified by product type to develop consistency across all Suppliers within that product line and INAC facilities.

## 5. Quality Management System

All Suppliers to INAC are expected to be certified to the latest version of ISO9001, IATF16949 and/or VDS 6 standards by an accredited third party registrar. Non-compliance to this expectation may have an impact on future business. Reference separate INAC Supplier Quality Manual (INACManual001) on the ISUZU website for additional quality information/requirements.

Compliance to the AIAG Materials Management Operations Guidelines Logistical Evaluation (MMOG/LE) assessment is preferred to support an effective materials management and delivery system is in-place at the Supplier manufacturing location through completion of the MMOG/LE assessment questions. This document can be found at the AIAG website [www.AIAG.org](http://www.AIAG.org).

## 6. Supplier On-Boarding/New Program Process (New Supplier Process)

Supplier On-Boarding/New program (INACForm037) is a defined process involving INAC Purchasing, Quality, Engineering, and Manufacturing working together to bring a new Supplier into our system with limited disruptions and is a training tool for the Supplier to better understand INAC systems, processes and documents.

Please reference the INAC Purchasing Manual (INACManual003) for additional details of this process on the ISUZU website (<http://www.iszapurchasing.com>).

## 7. North America Supplier Quality/Delivery Audits (A/B-Audit & MMOG/LE)

The INAC-Purchasing A/B-Audits are used to assess the Supplier's capability and process in accordance with their Quality Management System. If a Supplier is ISO 9001, IATF 16949 and/or VDA 6 registered to the latest standard, and in good standing, INAC personnel may choose not to perform a site audit. Please reference the separate INAC Supplier Quality Manual (INACManual001) on the ISUZU website (<http://www.iszapurchasing.com>).

Additionally, a materials management and delivery system audit may be required if Supplier does not comply with the latest version of the AIAG MMOG/LE assessment results. Upon request, MMOG/LE audit results to be made available to INAC personnel.

## 8. Forecasts and Delivery Orders

### 8.1 Planning Forecasts

- Weekly planning schedules are reported on the Estimate & Authorization Report via e-mail PDF or via EDI 830 for 14 weeks from the date of issue.
- **Once a Delivery Order (FIRM ORDER) is issued, that quantity will drop off the planning forecast report the following week. NON-CUMULATIVE System.**
- ISUZU reports do not indicate past due orders. The Supplier should keep record of each Delivery Order until that order is fulfilled. Firm Orders will only transmit one time.
- Order forecast/sequence (14 weeks):
  - Firm orders are issued the third week prior to the delivery date (2 weeks firm);
  - The third and fourth weeks are Fabrication;
  - The fifth, sixth, seventh and eighth weeks are Raw Material;
  - The remainder of the E&A Report quantities are estimates and are to be used **only** for planning purposes.

## Forecasts and Delivery Orders (continued)

### 8.2 Delivery Orders

- The **weekly firm orders** are issued on the Delivery Order Report.
- Once a Delivery Order is issued, it is required to be delivered on the **DELIVERY DATE** indicated on the Delivery Order at the INAC/identified facility address.
- If the Supplier encounters a problem fulfilling a Delivery Order, the Material Control Administrator should be contacted immediately for they may properly plan for late delivery.
- The Supplier is also required to propose and send a **RECOVERY SCHEDULE** to the Material Control Administrator, which may include the Delivery Corrective Action Request (INACForm002).
- Upon shipment, those Suppliers not on EDI, are required to email the packing list to the Material Control Administrator. **This must be done to ensure timely payment.**
- A packing slip must be included with every shipment. Packing slip should have system purchase order (PO) number and delivery order number (DO) referenced on the slip.
- **INAC's logistics provider, Itochu, will provide exact delivery pick-up day and quantity**

## 9. Manual Purchase Order/Drop In Order

- A Manual Purchase Order/Drop In Order is used for an urgent request for a part.
- Reasons for issuing a Manual Purchase Order include:
  - Inventory loss
  - Part Change
  - Change in Production Schedule
- The Manual Purchase Order will not show up on your weekly Delivery Order Report.
- The Manual Purchase Order will not be transmitted via EDI.

The Manual Purchase Order will be initiated by the Material Control Administrator and will be sent by email.

## 10. Claim Procedures

### 10.1 Basic Policy

- The Supplier is responsible for the condition of the parts shipped or delivered to an INAC facility. INAC is not able to verify the condition of the parts until they arrive at our facility.

### 10.2 Types of Claims

#### 10.2.1 Delivery Claim – Non-Conforming

- This policy applies to non-conforming parts that include, but are not limited to, discrepancies or problems with:
  - ASN Not Received
  - Part or Container Mis-Labeled
  - Late Delivery
  - Early Delivery
  - Incorrect Part Quantity in Container
  - Over Shipment
  - Under Shipment
  - Packaging Damage
- INAC will verify that the non-conformance is the Supplier's responsibility prior to the decision to issuing a Delivery Corrective Action Response (DCAR) form (INACForm002).

### Claim Procedures (continued)

- Prior to issuing the DCAR, the Material Control personnel should contact the Supplier to notify the Supplier of the problem and discuss immediate actions to be taken. A DCAR form will then be issued by e-mail to Supplier representative that has been identified for starting the corrective action response and associated activities.
- The Material Control personnel and Supplier will need to follow the INAC Supplier Corrective Action procedure (INACProc001) including the following highlights:
  - Production downtime at the INAC plant shall be the responsibility of the Supplier including any associated downtime costs incurred.
  - A standard Claim Package, referenced below, will be issued to recover expenses / costs associated with the Supplier caused non-conformance/delivery issue.

#### 10.2.2 Packaging and Container Claims

- A Packaging Claim will be issued when INAC personnel has verified that the Supplier's action or inaction has caused a non-conformance/delivery issue. For example, parts or material that were inadequately secured in the container and arrive at the plant damaged or wrong packaging inserts.
- A standard Claim Package, referenced below, will be issued to recover expenses/costs associated with the Supplier caused non-conformance.

#### 10.2.3 Shipping Non-Conformance

- A Shipping Claim will be issued when the Supplier has caused shipping or transportation related non-conformity.

#### 10.2.4 Shortage of Parts or Mis-Delivered Parts

- If INAC discovers missing or mis-delivered parts, one of the following two actions will be taken:
  - Require the Supplier to replace the mis-delivered parts at the Supplier's cost.
    - A Manual Purchase Order will be issued. The INAC Production Plant will determine if a manual purchase order is necessary to immediately replace the mis-delivered parts.
  - Require the Supplier to supplement the short delivered parts at the Supplier's cost.
    - A Manual Purchase Order will be issued. The INAC Production Plant will determine if a manual purchase order is necessary to immediately replace the short delivered parts.

#### 10.2.5 Over Shipment of Parts

- In the case of an over shipment, INAC personnel will work directly with the Supplier to decide the best way to handle the over shipment. The two most common options are:
  - Supplier will be required to short-ship the next order.
  - Supplier will be requested to take back the parts at Supplier's expense.
- In the case of an over shipment of parts at vehicle build out, INAC personnel will inform the Supplier of the over shipment. Supplier must immediately take back the excess
-

### **Claim Procedures (continued)**

- Parts at Supplier's expense. If the Supplier does not respond, INAC will scrap the parts at the Supplier's expense.

#### **10.2.6 Split Shipments**

- If the Supplier splits a shipment, the Supplier will be held financially responsible for the transportation costs of the additional shipment(s). INAC will pay the cost of transportation for one shipment per order, with the exception of full truck load commodities.

#### **10.2.7 Late Shipments**

- If the delivery order schedule is not met (late shipment), the Supplier will be responsible for any expedited freight.

#### **10.2.8 Unauthorized Freight Carrier**

- Itochu/INAC (logistics provider) provides detailed routing instructions to all Suppliers.
- Suppliers, who utilize a carrier other than the carrier designated by Itochu/INAC, will be held financially responsible for the variance in actual freight expense incurred.

#### **10.2.9 Freight Damage**

- All freight damage claims will be addressed directly with the logistics carrier selected.

## **11. Standard Claim Package**

Reference the separate INAC Purchasing Manual (INACManual003) for additional information on the ISUZU website (<http://www.iszapurchasing.com>).

## **12. Product Delivery Concern**

### **Corrective Action Requirements for Suppliers**

INAC will notify Suppliers of problems regarding quality, delivery, packaging and services in writing. Initial response and containment is expected within 24 hours. This initial response includes, at a minimum:

- Utilization of a documented Delivery Corrective Action Requested (DCAR) form (INACForm002)
  - The problem description
  - All personnel assigned to resolve the concerns
  - Containment actions taken or in-process (Sorting on-site at INAC facility by the Supplier or a third party company)
  - Containment of all in-transit material

The completion of the final corrective action report should be furnished to INAC no later than 45 days after the initial request. Corrective actions should focus on addressing root causes by making improvements to the materials management/delivery process and Supplier's system. There may be an administrative fee for each corrective action issued to a Supplier.

Corrective Actions may be issued for reasons including, but not limited to:

- Delivery
- Packaging
- Nonconforming material



### **Product Delivery Concern (continued)**

- Slow or no responsiveness to inquires
- Mis-Labels
- Incorrect quantity of product in containers

The INAC Corrective Action procedure (INACProc001) and Delivery Corrective Action Request (DCAR) form (INACForm002) can be found on the ISUZU website at (<http://www.iszapurchasing.com>). Reference the separate INAC Supplier Quality Manual (INACManual001) for additional information related to INAC requirements/expectations.

The Supplier is expected to address rejects and delivery failures regardless of whether INAC requires submission of a corrective action, in order to prevent recurrence of the problems.

## **13. Supplier Performance Monitoring/Scorecard**

The purpose of Supplier Performance is to identify the Supplier's conformance to INAC standards using a Supplier Scorecard, which is emailed to Suppliers. Parts and services furnished to INAC are expected to meet and maintain zero defects and 100% on-time delivery. Supplier Performance to the INAC identified priorities is monitored. This data will be used for sourcing decisions by the INAC Purchasing Department. If the Supplier's performance does not meet the expectations of INAC, the Supplier could be placed on New Business Hold (INACProc003) or removed from the supply base. The Supplier can request additional copies of the Supplier Scorecard containing Quality, Delivery and customer service performance by contacting INAC Quality or Purchasing personnel.

NOTE: The Supplier Scorecard, which is emailed to Suppliers, is not available on the ISUZU website at this time. Scorecards are typically emailed the month after the Quarter ends.

## **14. Delivery Rating Criteria**

The method used for monitoring Supplier delivery performance in the Supplier Scorecard is the following:

- On-Time Delivery percentage and trends
- Late Delivery events significant (downtime)
- Incorrect Quantities in Container
- Incorrect Labels
- Customer Service

## **15. Product Traceability**

The Supplier shall adhere to the ISO 9001, IATF 16949 and/or VDA 6 for Product Identification and Traceability and always identify its products from applicable drawings, specifications, or other documents, during all stages of production, delivery, and installation, where appropriate.

If traceability is a specified requirement, the Supplier shall use unique identification for product (serial number, batch number, etc.). This information must be documented and retained appropriately. This traceability requirement also applies to the Supplier's sub-tier suppliers.

## **16. Distributor Requirements**

Distributors shall have in-place a system to understand all parts origin, traceability to manufacturing location, and required specifications. The Distributor shall be responsible for proper handling and storage to prevent damage and product deterioration. Stock control shall

### **Distributor Requirements (continued)**

be implemented, as appropriate, for shelf life items and the removal of obsolete/unacceptable product. Packaging shall provide adequate protection to ensure safe delivery. The Distributor is responsible for corrective actions in regards to nonconforming product/delivery issues related to INAC. All requirements within this SDM manual apply to the Distributor.

## **17. Control of Customer – Supplied Product**

If ISUZU provides product for incorporation into the Supplier's product or related activities, the Supplier shall establish and maintain documented procedures for the control, verification, storage and maintenance of INAC product. Any such product that is lost, damaged, or is otherwise unsuitable for use shall be recorded and reported to INAC Purchasing. INAC owned returnable packaging is included in this specific requirement.

An affixed tag specifically containing the part number and/or ISUZU name to identify ownership is the preferred approach. However, this requirement may be met by using a Supplier designated number cross-referenced with clear traceability back to ISUZU.

## **18. Packaging and Shipping**

The Supplier shall provide for adequate facilities and instructions for handling, packaging and shipping to protect the products and prevent damage during storage and transit. The Supplier shall present recommended packaging information, both primary and secondary, on the ISUZU Packaging form (INACForm023) which is available at (<http://www.iszapurchasing.com>)

## **19. Identification, Preservation, Packaging and Packing**

The Supplier shall accomplish identification, cleaning, preservation, packaging, and packing in accordance with the applicable drawings, specifications, and instructions as referenced on the Purchase Order.

Unless otherwise specified, all uncoated or unprotected ferrous and nonferrous metal surfaces (internal and/or external) must be protected for a minimum of thirty (30) working days from date of shipment against rust and corrosion and be suitably packed to prevent damage from handling or shipping. All openings (i.e. hydraulic tubes, electrical connections, hoses, etc.) must be adequately protected by closures/caps/plugs to prevent contamination or damage.

## **20. Isuzu Customs Operations**

### **20.1 United States-Mexico-Canada (USMCA) Trade Agreement**

This section applies to Suppliers of parts and components that originate in Canada or Mexico and are shipped directly to ISUZU or a facility designated by INAC in the United States.

### **20.2 USMCA Certification – General Requirements for Supplier**

- A copy of a USMCA certification document for each USMCA qualified part should be issued to the INAC Purchasing Department prior to the first shipment of that part for each calendar year.
- If a copy of the USMCA certification document will not be available prior to the first shipment to ISUZU for each calendar year, the INAC Purchasing Department must be immediately notified.
- The preferred method to receive the USMCA certification document is as an e-mail attachment. If unable to email with signature, please fax.
- USMCA certification document must only be issued to the INAC Purchasing Department. Under no circumstances should the certification document be issued directly to the motor carrier, customs broker or any other party without the consent of the INAC Purchasing Department.

## Isuzu Customs Operations (continued)

- The full 10 digit ISUZU part number must be shown on the USMCA certification document.
- Each USMCA certification document must be clearly legible, signed, and dated.
- The USMCA certification document must show the correct ISUZU company as importer. It is acceptable to show “various” if using the former NAFTA certificate as a certification template in the importer box if the part(s) will be imported by more than one ISUZU company.

### 20.3 USMCA Certification Document – H.S. Tariff Classification

- For new ISUZU parts, the determination of the correct H.S. tariff classification should be coordinated with the ISUZU Customs Department through the INAC Purchasing Department.
- For existing ISUZU parts in which the classification shown on the USMCA certification document doesn't match the classification in the Isuzu classification database, the ISUZU Customs Department will submit a classification change request to the INAC Purchasing Department. The INAC Purchasing Department will coordinate with the Supplier to revise the USMCA certification document.
- Please note that in Canada, this agreement is referred to as CUSMA (Canada-U.S.-Mexico Agreement) and in Mexico, it is referred to as T-MEC.

### 20.4 Free Trade Agreements General Provisions

USMCA, Chile Free Trade, Singapore Free Trade, and any other trade agreement certificates should be issued to the INAC Purchasing Department, in a timely manner each year, for “all” parts supplied to ISUZU. This enables ISUZU to comply with vehicle content origin and import regulations.

### 20.5 Customs - Trade Partnership Against Terrorism (CTPAT)

This section applies to all foreign suppliers. For the purposes of this manual, a foreign supplier is defined as any person, business or corporation that provides, sells, ships or distributes, directly to ISUZU, any product originating from outside the U.S. and U.S. Territories. ISUZU encourages all eligible foreign Suppliers to become certified C-TPAT members.

### 20.6 Each Foreign Supplier:

- Must review the “ISUZU CTPAT Expectations for Supplier” handbook. ISUZU strongly encourages each foreign supplier to comply with the security criteria and guidelines contained in the “ISUZU CTPAT Expectations for Supplier” handbook.
- Should develop security processes and procedures consistent with the CTPAT security criteria contained in the “ISUZU CTPAT Expectations for Supplier” handbook.
- Must complete the ISUZU “Security Self-Assessment for Suppliers” questionnaire. The completed questionnaire must be returned to the ISUZU Purchasing Department and updated as necessary.
- Must allow ISUZU to conduct periodic reviews and verification of foreign Suppliers’ processes and facilities as it relates to C-TPAT security criteria.
- Should indicate to the ISUZU Purchasing Department, and update as required, their status of participation in obtaining certification in a supply chain security program administered by a foreign Customs Administration.
- Complying with or meeting the CTPAT security criteria as set forth in the “ISUZU CTPAT Expectations for Supplier” handbook must submit a letter to ISUZU from a senior officer attesting to such compliance.

### 20.7 Country of Origin Marking

This section applies to all Suppliers that sells parts of foreign origin to Isuzu. Unless accepted by law, all parts and components (or its container) of foreign origin must be properly marked with the name of the country of origin. If there are any questions regarding specific requirements of this section, please contact the INAC Customs Operations Department through the INAC Purchasing Department personnel.

## Isuzu Customs Operations (continued)

The correct country of origin must also be noted on the commercial invoice or included in the ASN transmission.

### 20.8 Solid Wood Packaging Material (SWPM)

This section applies to all foreign Suppliers. The U.S. has adopted the international standard for Solid Wood Packaging Material (SWPM) used in international commerce that was approved by the International Plant Protection Convention (IPPC). Subject SWPM include most pallets, crates, dunnage and blocking and bracing materials. The international standard requires affected SWPM to be either heat-treated or fumigated in accordance to the established guidelines and marked with an approved international mark certifying such treatment. Import shipments found to contain non-compliant WPM will not be allowed entry into the U.S.. ISUZU requires all subjected SWPM to be properly treated and marked.

### 20.9 Forced Labor Laws

ISUZU will not accept any goods that are produced using forced labor. U.S. laws prohibits the importation of goods mined, produced, or manufactured, wholly or in part, in any foreign country by forced labor, including convict labor, forced child labor, and indentured labor.

## 21. Itochu Automobile America, Inc

### Transportation

- Itochu Automobile America, Inc. (IAAI) designated carrier will take delivery of parts at supplier's plant locations and transport them to ISUZU designated facilities.
- For some Suppliers, however, these basic conditions may not apply and individual negotiation shall be made between INAC and the Supplier.
- Pick-up frequency at Supplier plant location(s) will be determined based on production levels, volumes and geographic locations of plant sites.
- Manual purchase order shipments will be handled on a case by case basis.
- Supplier's designated plant location of pick-up will be scheduled at the same time on the same days of each week, if feasible.
- Suppliers should prepare shipments in advance, prior to the carrier's arrival at Supplier locations.
- Failure by the Supplier to meet scheduled pick-up times will result in additional logistics cost charged to the Supplier and will also affect Supplier's delivery rating.
- In the event that Supplier is not able to meet the established pick-up schedule, the carrier will be issued instructions to proceed to the next scheduled Supplier immediately, and the Supplier will be held financially liable for any and all transportation cost and detention charges.
- Supplier will also be held financially responsible for shipment of balance parts not prepared at scheduled pick-up times and dates, consistent with INAC's General Terms and Conditions.
- It is the responsibility of the Supplier to notify an IAAI representative if an alternative shipment plan is needed.
- All Suppliers designated to use LTL carriers will receive instructions from IAAI concerning the carrier or carriers to be utilized.
- Suppliers, who exercise independent judgment in utilizing an LTL carrier other than the carrier designated by IAAI, will be held financially responsible for the variance in actual cost incurred.
- The Supplier must show the correct shipping destination on all paperwork issued to the carrier.
- Specific plant designation for shipments going to ISUZU/Builtmore in Charlotte, MI must have the correct address and specific plant designation on the "Ship To".

**ITOCHU Automobile America, Inc. (continued)**

- Bills of Lading should be prepared by ISUZU Suppliers and must include a description of the material to be transported along with NMFC freight classification code.
- Bills of Lading should clearly state: **“Third Party Collect”** to  
Itochu Automobile America, Inc.  
33533 W. 12 Mile Rd., Suite 300  
Farmington Hills, MI 48331
- Although IAAI accepts the financial responsibility for authorized shipments, it will not assume the accountability for balance shipments. Any and all unwarranted invoices from LTL carriers will be denied and forwarded to the Supplier for payment. Suppliers should only issue one bill of lading per shipment. In the event the Supplier issues more than one bill of lading, the Supplier will be held financially responsible for any additional charges the carrier issues.
- Any questions or concerns regarding freight routing instructions can be direct to:  
Chuck Ave: Phone 765-449-9601: E-mail [cave@itochuauto.com](mailto:cave@itochuauto.com)  
Alfred Bryant: Phone  
After hours contact is: Chuck Ave at 765-631-2061

**Parts Transportation Contact**

Itochu Automobile America, Inc.  
100 Saw Mill Road, Suite 2100  
Lafayette, IN 47905  
Phone: 765-449-9601  
Fax: 765-447-5454

**22. INAC Purchasing Manual**

The below highlighted items/topics can be found in the supporting INAC Purchasing Manual (INACManual003) on the Isuzu website for further reference and greater details of additional requirements/expectations of Suppliers: (<http://www.iszapurchasing.com>).

- Supplier Delivery Training Process
- Terms and Conditions
- Purchase Orders (System and Manual)
- Payments
- Tooling and Special Parts
- Tooling Maintenance
- Engineering Changes
- Notification of Changes
- Supplier Performance Monitoring/Scorecard

**23. INAC Supplier Quality Manual**

The below highlighted items/topics can be found in the supporting INAC Supplier Quality Manual (INACManual001) on the Isuzu website for further reference and greater details of additional requirements/expectations of Suppliers: (<http://www.iszapurchasing.com>).

- Product Delivery/Quality Concern
- Delivery and Quality Corrective Action Requirements for Suppliers
- Advanced Product Quality Planning (APQP)
- Repeat Product Delivery/Quality Concern
- Supplier Cost Recovery
- Supplier Performance Monitoring/Scorecard

## INAC Supplier Quality Manual (continued)

- Warranty and Cost Recovery
- Record Retention
- Sub-Tier Supplier Quality

You may reference our website at [www.iszapurchasing.com](http://www.iszapurchasing.com)

*Forms are periodically updated; please always confirm with INAC Purchasing that you are using the most current form or access the Isuzu website !*

## 24. Key Delivery/Shipping Points

- Isuzu North America has a Delivery Order Based system, **NOT** a cumulative based system. A Delivery Order Based system consists of weekly releases that include a forecast and a Firm Delivery Order.
- Each Delivery Order will have a unique Delivery Order (DO) number. The Delivery Order number should be transmitted on the ASN via EDI. Non-EDI Suppliers must include the Delivery Order number on the packing slip. It is required to send an email copy of the packing slip documentation to the INAC Material Control Administrator as soon as possible when the parts are picked-up/shipped:
  - Ngas – Doria Stults [Doria.Stults@isza.com](mailto:Doria.Stults@isza.com)
  - FTR – Khila Hamilton [Khila.Hamilton@isza.com](mailto:Khila.Hamilton@isza.com)
- Delivery Order is issued at the time it firms and will NOT be re-transmitted. There is **not** a systematic past due notification. Once an order firms, it is the Suppliers responsibility to keep the record and fulfill the order in sequence.
  - **CRITICAL VERIFICATION STEP:** The Supplier will need to take any action required to properly receive and process the Non-CUM order if their system is a CUM based system to avoid any processing, scheduling and shipping concerns.
- The date being sent via EDI to the Supplier is the required delivery date at INAC Charlotte, Michigan and **NOT** the date the Supplier should have parts available to ship from their facility through INAC logistics provider Itochu. Please contact Itochu for standard in transit time and please note you may need additional time if parts need to go through customs.
- Spot buy PO's do not transmit via EDI. They are sent manually via email with a PDF attachment.
- For production orders, the delivery point is INAC Charlotte, Michigan, per identified facility.
- Freight needs to be ready at your pick up location with enough lead-time to meet the delivery date noted on the Delivery Order. Any questions regarding proper lead time should be directed to the INAC logistics provider, Itochu. Please see Section 23 above – Itochu Automobile America, Inc.
- Deliveries that will not meet the timing determined on the Firm Order must be reported to the INAC production Material Control Administrator in advance. Failure to provide this

### **Key Delivery/Shipping Points (continued)**

information will be reflected negatively on Quarterly Supplier Scorecard. Any past due or fail to notify may result in Delivery Corrective Action (DCAR).

- INCO terms are FCA – Supplier. FCA is Free Carrier, and is noted on the Purchase Order (Blanket PO).