

SOP #20-001

MERITOR CUSTOMER ORDER PROCEDURE

Date: November 2020**Subject:** Meritor Customer Order Procedure

OVERVIEW OF ORDER TYPE & CHARACTERISTICS

VOR ORDERS

**Vehicle Off Road (VOR)
Same day dispatch***

- **Email subject and PO should clearly state VOR (If not order will be placed as a Emergency / Direct Ship or Stock Order)**
 - Number of lines can vary as long as they also all relate to the specific repair of the vehicle / assembly
- VOR cut-off for same day dispatch is 2:30pm depending on freight carrier selected
- Parts on the order must relate directly to a specific vehicle / assembly and repair solution

DIRECT SHIP ORDERS

**Emergency and Direct Ship
24 - 72 Hrs dispatch***

- **Order subject and PO should clearly state Emergency or Direct Ship**
- Non-critical repairs where the customer will call back to collect parts
- Multiple lines for different repairs if ordering for more than 1 vehicle / customer (lines must relate to repair quantities)
- For small stock orders - replacement of fast moving parts in between stock orders, limit of 5 lines and also quantities to be monitored so as not to be deemed excessive

STOCK ORDERS

**Stock Order
5 to 7 Days dispatch***

- Regular stock replenishment orders shipped on a weekly / monthly basis or in accordance with individual customer arrangements with Meritor

PICK UP ORDERS

**Pick Up Order
As per request**

- Pick up orders are bound by the above order / service types
- Must be collected within 3 working days of order placement
- Cut off for same day order and pick up submission 2:30pm
- Pick up must be completed by 4:00pm

Standard Processing Shipping Time for orders:

***Standard order processing / shipping times dependent upon part availability and time of order placement.**

***Days are calculated on a 5 day working week which excludes weekends and public holidays in Victoria.**

***Assembly builds, ratio changes and transferred parts are subject to production scheduling, lead time will be advised at the time of order.**

SOP #20-001

MERITOR CUSTOMER ORDER PROCEDURE

ORDERING PROCEDURE

- All emails to 'Clearly state' (Order number and Order / Service type in the subject of the email).
- All orders must be sent to *CVAAU.SALES@MERITOR.COM*
- If no level of service disclosed at all, order will be treated as either direct ship or stock order.

TRANSPORT MODE & VALID ACCOUNT NUMBER

- All orders must state a carrier of choice and include a valid account number (unless prior arrangements have been made). If no carrier is nominated, it will delay order dispatch.
- Small items can be shipped via prepaid airbag/s (3kg or 5kg) and will be charged.
- Dealers are advised to call and confirm availability prior to placing VOR and Direct Ship orders. This will assist us in minimising potential delays which can be caused by excess correspondence in relation to stock levels.

ORDER PROCEDURE CHANGES

- Meritor reserves the right to modify the terms of this order procedure with or without notice.