



## SERVICE PARTS DIRECT SHIP

### BUSINESS PROCESS GUIDE Revised 8/21/2012


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Service Parts Business Process Guide	
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## 1. *Transaction Definition*

Type: Regenerative with each message

Frequency: Variable -- Parameter Controlled

EDI Transactions: ANSI-X12 / AIAG-850, 860, 855, 856, 810, 824 and 997

Application: These transactions are associated with our Dealer Direct Ship Programs & Global Export Order Processing.

The **EDI 850 (Purchase Order – Version 003040NAV)**

The **EDI 860 (Purchase Order Change – Version 003040NAV)**

The **EDI 855 (Purchase Order Acknowledgement – Version 004010)**

The **EDI 856 (Advance Ship Notice – Version 003050)**

The **EDI 810 (Electronic Invoice – Version 004010)**

The **EDI 824 (Application Advice – Version 003040)**

The **EDI 997 (Functional Acknowledgement – Version 002040 outbound / Any version inbound)**

### 1.1 *Direct Ship Purchase Order Definitions*

**NAVISTAR'S** Direct Ship purchase order numbers will be conveyed in the following format.

**US Based Dealer Orders** - are twelve positions with US in the first two positions followed by a dash followed by 9 numbers. I.e. US-822222222. These orders are generated by Parts Support and Global Parts Associates within Navistar's Service Parts organization.

**CANADA Based Dealer Orders** - are twelve positions with CA in the first two positions followed by a dash followed by 9 numbers. I.e. CA-222222222. These orders are generated by Canada Customer Service within Navistar's Service Parts organization

**MEXICO Based Dealer Orders** - are twelve positions with MX in the first two positions followed by a dash followed by 9 numbers. I.e. MX-322222222. These orders are generated by Mexico Customer Service within Navistar's Service Parts organization.

**Globally Based Dealer Orders** - are twelve positions with GL in the first two positions followed by a dash followed by 9 numbers. I.e. GL-622222222. These orders are generated by Global Parts Associates within Navistar's Service Parts organization.

## 2. ***Business Procedure Overview***

These transactions are associated with our Dealer Direct Ship Programs & Global Export Order Processing. **NAVISTAR** terms and conditions apply to all purchase orders placed in this manner. **NOTE: This does not include 00D government orders, 00C critical faxed orders, Blue Diamond D orders, or 1000, 2000 or 3000 series orders for PDC, Packager or Unit Down to Dealers**

The **EDI 850 (Purchase Order – Version 003040NAV)** transaction will be used by **NAVISTAR** to communicate the purchase of goods and services which are shipped directly to our Dealers, Customers or Global Dealer freight forwarders.

The **EDI 860 (Purchase Order Change – Version 003040NAV)** transaction will be used by **NAVISTAR** to communicate changes to Direct Ship Purchase Orders generated for the purchase of goods and services which are shipped directly to our Dealers, Customers or Global Dealer freight forwarders.

The **EDI 855 (Purchase Order Acknowledgement – Version 004010)** transaction will be used by **NAVISTAR** to receive Supplier acknowledgement and ship promises in response to Direct Ship Purchase Order and Purchase Order Changes sent to Suppliers.

The **EDI 856 (Advance Ship Notice – Version 003050)** transaction will be used by **NAVISTAR** to receive notification that Supplier has shipped material to Dealer, Customer or Global dealer freight forwarders as designated on Direct Ship Purchase Orders or Purchase Order Changes assigned by Navistar.

The **EDI 810 (Electronic Invoice – Version 004010)** transaction will be used by **NAVISTAR** to receive invoice from Supplier corresponding to shipment of material to Dealer, Customer or Global Dealer freight forwarders as designated on Direct Ship Purchase Order or Purchase Order Changes assigned by Navistar.

The **EDI 824 (Application Advice – Version 003040)** transaction will be used by **NAVISTAR** to communicate Application Errors encountered when processing the **EDI 810, 855 and 856** associated with the Direct Ship & Export business.

The **EDI 997 (Functional Acknowledgement – Version 002040)** transaction will be sent by **NAVISTAR** to acknowledge all inbound transactions from Supplier. **NAVISTAR** expects to receive **997** from Suppliers for all transactions sent. Any version on inbound 997 is accepted.

### 2.1 ***Frequency and Responsiveness***

**NAVISTAR** sends direct ship purchase orders on demand to suppliers every 10 minutes during **NAVISTAR's** process day. For instance, NAVISTAR will generate notices at 12:00 am, 12:10 am, 12:20 am, 12:30 am, etc. throughout the day with the exception of OFF-HOURS

## 2.2. Availability

NAVISTAR's processing of the Direct Ship transactions occurs 7 days a week based on the following hours. Navistar will process any Direct Ship transaction every 10 minutes during the process window.

**Navistar EDI Transaction Processing Window**

	From	To
Monday-Friday	00:00 hrs	23:00 hrs
Saturday	00:00 hrs	17:30 hrs
Sunday	22:00 hrs	00:00 hrs

All times are for the Central Time Zone.

Any EDI transactions submitted to Navistar during a downtime will remain in NAVISTAR'S mailbox until the process is resumed.

## 2.3. Off Hours

For Off-Hours Support, NAVISTAR provides a voice mail system for the EDI Direct Ship Coordinator - call 331-332-6421. Suppliers should leave a message indicating the problem and any related information available about the problem along with a contact and telephone number. Questions regarding order content should be referred to Order Contact as specified on transmitted purchase order. Calls will be returned next business day.

Any EDI transactions that are sent to NAVISTAR by the supplier will be retained in NAVISTAR's mailbox until Navistar's system becomes available. Any EDI transactions that NAVISTAR has to deliver to supplier will be retained and distributed as soon as NAVISTAR's system becomes available.

## 2.4. NAVISTAR's Expectations of Suppliers

NAVISTAR expects the supplier to receive and process Direct Ship transactions at 30-minute intervals throughout the day. Supplier must ensure that all emergency and same day shipment orders are processed prior to the cut-off time for same day shipments. NAVISTAR expects the supplier to use the SCAC code listing provided by Navistar and ship each order according to the specified SCAC code routing conveyed in the PO.

NAVISTAR expects supplier to abide by transaction specifics outlined in **section 2.8**

## 2.5 Impact on NAVISTAR's Supplier Scorecard System

Failure to comply with Navistar Service Parts Direct Ship EDI requirements as defined may result in a penalty on Supplier's Scorecard Rating.

## 2.6 ***GLOBAL EXPORT- Procedure for Handling NAVISTAR Service Parts Direct Ship Global Export Orders***

When processing a Direct Ship parts order to one of **NAVISTAR's** Global Export distributors via the Freight Forwarder identified by Navistar the following procedures are required:

- The D-13 Packing and Shipping Standards govern all shipments to our Freight Forwarders for exportation and processing. This includes, but is not limited to, packaging, labeling, freight, ISPM 15 requirements, etc.
- Only domestic packaging is required and no special charges are to apply unless specified on the purchase order.
- Suppliers must provide all required documentation for the storage, handling, transportation, and customs clearance of hazardous and non-hazardous material included on shipments. The majority of this information is to be transmitted on the EDI 856 Advance Shipping Notice document, including the following:
  - Country of Origin (COO) for Each Line Item
  - Hazard Materials Y/N indicator for each Line Item
  - Weights and Dimensions for Each Container Level in the Shipment
- While we do not require suppliers to provide special export packaging, export documents, or extra charges, we do expect that all shipments meet the domestic standards defined in the D-13 Supplier Packing and Shipping Standard.

On January 1, 2006, **NAVISTAR** incorporated our Freight Forwarders into our PR/R – Problem Reporting / Resolution process for export shipments to assure compliance and to recover costs associated with non-compliance. Allowing Freight Forwarders access to the PR/R system helps us expedite the quality and timeliness of “our” shipments to the end customer. In order to accomplish this, **NAVISTAR** expects the product to be received and shipped by the Freight Forwarder expeditiously. When non-compliance occurs, **NAVISTAR** has authorized a recovery fee of \$50 per hour plus material costs, with a minimum recovery fee of \$500.

### **Summary**

Direct Ship orders sent to Freight Forwarders are to be processed in a similar fashion to domestic shipments with the following variations:

## 2.6 **GLOBAL EXPORT- Procedure for Handling NAVISTAR Service Parts Direct Ship Global Export Order. (Continued)**

### **Suppliers that receive their orders via iSupplier Portal or E-Mail**

- Same D-13 Packing and Shipping Standards, terms and conditions apply as domestic programs
- **IMPORTANT INSTRUCTIONS** clause as provided on PDF copy of purchase order must be followed. (see below)
  - A. Please acknowledge receipt of this order and advise via fax.
  - B. Any changes in quantity or part number must be advised.
  - C. When material is shipped, provide pieces, weights/dimensions, inland freight charges, invoice and packing list to the Navistar contact name and address shown above, otherwise payment cannot be made.
  - D. PDC, Ship-To-Code (STC) and **NAVISTAR** Purchase Order number must appear on Invoice.
  - E. In order to be compliant with the ISPM 15 regulations for wood packaging material, all wooden pallets and packing material must be treated.

### **Suppliers that receive their orders via EDI**

- Same D-13 Packing and Shipping Standards, terms and conditions apply as domestic programs.
- Supplier must acknowledge receipt of order by sending a 997 acknowledgement.
- Supplier must acknowledge receipt of Purchase Order with EDI 855 transaction. The 855 must contain ship promise date.
- When material is shipped, Supplier must provide ASN – Advanced Ship Notification in compliance with 856 Implementation Guide / examples.
  - A. **NOTE:** the following must be present:
    - Country of Origin for every item shipped
    - Hazardous Material indicator , Y/N, for every item shipped
    - Gross & Net Weights **AND** Dimensions for each container in Tare Loop
  - B. **NOTE:** If supplier ships a different part than what was requested on the PO, the ASN will reject and supplier will receive 824 error notifications. This requires a phone call to the Global Export contact provided on the PO transaction for resolution and sending a corrected ASN.
- Supplier must provide inland freight charges, invoice and copy of packing list to the Navistar contact provided in the 850 purchase order. Supplier must also provide copy of packing list to Address shown in the Packaging Marks and Numbers segments of the 850 Purchase order, **otherwise payment cannot be made.**
- Supplier must provide EDI 810 . Electronic Invoice . see 810 Business Process Guide.
- In order to be compliant with the ISPM 15 regulations for wood packaging material, all wooden pallets and packing material must be treated.

## **2.7 DEALER DIRECT SHIP PROGRAM - Procedure for Handling NAVISTAR Service Parts Direct Ship Orders for Dealer Direct Ship Programs.**

When processing a direct ship parts order to one of **NAVISTAR's** U.S. dealers identified by Navistar, the following procedures are required:

- The D-13 Packing and Shipping Standards govern all shipments to our dealers. This includes, but is not limited to, packaging, labeling, freight, etc.
- Only domestic packaging is required and no special charges are to apply unless specified on the purchase order.
- Suppliers must provide all required documentation for the storage, handling, transportation, and customs clearance of hazardous material included on shipments.
- While we do not require suppliers to provide special export packaging, export documents, or extra charges, we do expect that all shipments meet the domestic standards defined in the D-13 Supplier Packing and Shipping Standard.

### **Suppliers that receive their orders via iSupplier Portal**

- D-13 Packing and Shipping Standards, terms and conditions apply.
- All emergency and same day shipment orders must be processed prior to the cut-off time for same day shipments. **NAVISTAR** expects suppliers to use the SCAC code listing provided by Navistar and ship each order according to the specified SCAC code routing.
- **COMMENTS** as provided on PDF copy of purchase order must be followed. (see below)
  - A. Please acknowledge receipt of this order and provide Promise Date information via iSupplier Portal. Please email [insidesales.parts@navistar.com](mailto:insidesales.parts@navistar.com) if you have any questions
  - B. Any changes in quantity or part number must be advised.
  - C. PDC, Ship-To-Code (STC) and **NAVISTAR** Purchase Order number must appear on invoice.

### **Suppliers that receive their orders via EDI**

- D-13 Packing and Shipping Standards, terms and conditions apply.
- Supplier must acknowledge receipt of order by sending a 997 acknowledgement.
- Supplier must acknowledge receipt of Purchase Order with EDI 855 transaction. The 855 must contain ship promise date
- When material is shipped, Supplier must provide ASN – Advance Ship Notice in compliance with 856 Implementation Guide / examples.
  - A. **NOTE:** If supplier ships a different part than what was requested on the PO, the ASN will reject and supplier will receive 824 error notifications. This requires a phone call to Parts Support **(800) 336-4500** for resolution and sending a corrected ASN.
- Supplier must provide EDI 810 – Electronic Invoice – see 810 Business Process Guide.



## **2.8 Business Process Guide Revised for 850 Changes or Additions**

**NAVISTAR, Inc.** – Service Parts Organization now requires all suppliers to receive Direct Ship Orders electronically. These orders are associated with our Dealer Direct Ship Programs and Global Export. To accommodate these various Direct Ship order types, the following changes or additions have been made and strict compliance is required. Please see Implementation Guides for more detail and examples at end of guides.

**EMERGENCY vs. STOCK ORDER IDENTIFIER** – Additional BEG02 Qualifier  
DR indicates stock order. RO indicates rush order (same day shipment required).

**NOTES** – Change to NTE segment – Notes will continue to be supplied until such a time where all fields can be accounted for in data segments. Most special instructions previously contained in the NTE segment will not be sent as most of the pertinent information will instead be provided in appropriate segments.

**REFERENCE NUMBER SEGMENTS RELATED TO SHIPMENT** – Additional REF Segments / Qualifiers – We will send additional information in REF segment at the shipment / header level if applicable. The REF01 contains the qualifier, REF02 contains reference number and REF03 may contain the description of the reference number.

'**BE**' Qualifier in REF01 - identifies Business Entity generating the order. This REF segment follows the BEG segment or NTE segment, if present. 'D' - DIRECT SHIP or 'X' – EXPORT.

**CARRIER DETAILS** – Additional TD5 Element – SCAC code definition will provide Supplier with specific information about expected carrier. If the SCAC code is provided in TD503, the SCAC definition will be sent in the TD505. **NAVISTAR** expects supplier to ship accordingly.

**CARRIER DETAILS** – Additional TD502 Qualifier – In some cases a valid SCAC code will not be provided and we expect supplier to contact the Dealer for shipping instructions. If Qualifier '93' in the TD502, the TD503 will not contain valid Standard Carrier Alpha Code (SCAC). The TD505 will provide definition for non standard SCAC provided in TD503 i.e. SHIP the Best Way; Or will provide instructions for shipping.

**PACKAGING MARKS – THIS INFORMATION MUST APPEAR ON ALL PACKING LISTS FOR ALL GLOBAL/EXPORT SHIPMENTS** – MAN Segments – All **EXPORT** orders will contain MAN segments (marks and numbers) with information that is required on Packing List for all export shipments. **otherwise payment cannot be made.**

## 2.8 Business Process Guide Revised for 850 Changes or Additions (continued)

**SPECIAL SHIPPING ADDRESS** – Change/Addition – The ship to address will always be provided in the PO data in N3 & N4 segments following the N1\*ST segment.

If Dealer requests that material ship directly to a customer (special address), then customers address will be sent. In this case, the N1\*SO segment will be present and will contain the Dealers ship-to code. The N1\*ST segment will contain Customers name but will not contain a ship-to code. The N3 & N4 segments will contain the customers address.

If Dealer requests that material ship directly to dealership, then dealers address will be sent. In this case, the N1\*SO segment will not be present. The N1\*ST segment will contain the Dealers name and ship-to code and will be followed by the dealers address in the N3 & N4 segments.

**ADDRESS INFORMATION** – Change - we will allow additional address information and will send up to two N3 segments and both N301 & N302 may contain address info – giving us the ability to send 4 lines.

**REFERENCE SEGMENTS RELATED TO ITEM OR PART DATA** – Additional REF Segments / Qualifier – We may provide additional item or part information in REF segment in the PO1 loop if applicable. The REF01 contains the qualifier, REF02 contains reference number and REF03 may contain the description of the reference number.

'EQ' Qualifier in REF01 - If any Direct Ship order needs to convey specific part information, the specific part data will follow in REF02. I.e. mud flap logo, key code old speedometer reading or Vin Number

### 3 EDI Transaction and Business Examples

See individual Implementation guides for transaction examples using this link:  
[http://www.navistarsupplier.com/EDI/EDI\\_Implementation\\_Guides.asp](http://www.navistarsupplier.com/EDI/EDI_Implementation_Guides.asp)

### 4 Definition of *Navistar* Buying Party Location Codes

Buying Party Location Codes:

783	USA
970	CAN
883	MEX

## 5 **Navistar Specific Code**

The Purchase Order – EDI-850 transaction does not require any **NAVISTAR** specific codes.

## 6 **Conformance Testing Procedures**

Upon a Supplier declaring his readiness to accept the direct shipment **EDI 850 (Purchase Order)**, **NAVISTAR** will transmit to the supplier a set of EDI messages. The supplier should use this information to verify the actual readiness of their system to handle the **EDI 850 (Purchase Order)**. Supplier will need to reply with an **EDI 855, 856, 810** and also receive an **EDI 860 and 824** and send and receive **997's**. The conformance data that will be sent will be similar to the data that is reflected in the example section of the Implementation Guides.