



# **Direct Ship Supplier Training**

**September 2015**



## **Direct Ship Supplier Cost Files**



## How and When to Submit Costfiles?

- Navistar must receive all change request on the required Costfile template 90 days prior to the cost effective date
- 90 days starts from the date a complete Costfile on the Navistar template is received
  - Any Costfile without all necessary fields is considered incomplete and will not be processed
    - Mandatory Multiple Quantities
    - Currency
    - Countries of Service
    - Quantity Breaks
    - Mix and Match Pricing
    - Catalog Description
    - Part Categories
    - Navistar Part Number

## Where to Submit Costfiles?

Costfile Type	Country of Service	Global Specific Pricing	Where to Send
Promotion – Direct Ship	US, Canada, US and Canada, Global	No	Navistar Product Manager
Promotion – Direct Ship	US, Canada, US and Canada, Global	Yes	Navistar Product Manager
Cost Increase/Decrease (Direct Ship)	US, Canada, US and Canada, Global	No	<a href="mailto:DS_Programs@navistar.com">DS_Programs@navistar.com</a>
New Parts, Replacement Parts, Obsolete Parts (Direct Ship)	US, Canada, US and Canada, Global	No	<a href="mailto:DS_Programs@navistar.com">DS_Programs@navistar.com</a>
PDC Costfiles			Navistar Supply Manager
PDC Part # Changes			Navistar Supply Manager



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# Understanding Cost Structures and Terms

Template Attribute Dictionary		
A	Supplier Name	Please provide your company name.
B	Vendor Pay Country	If pricing is different in the US vs. Canada or US vs a Global Region, please note
C	Vendor Code	Navistar 5 digit Vendor Code (VC)
D	Supplier Brand	Supplier Brand, if several product brands without your product line, please provide
E	New or Obsolete? N=New O=Obsolete	Please enter O=obsoleted, N=new, R=replacement, depending on the status of this
F	Supplier Part Number	Supplier part number
G	Navistar Part Number - Supplier part number	Supplier part number with Navistar prefix. If prefix is unknown, please enter
H	Old/Replaced Navistar Part Number (if t	To be used only if Column E is coded as R=replacement. Notate the part number
I	Competitor Cross Reference Name - if m	Cross Reference Competitor Name
J	Competitor Cross Reference Part #	Cross Reference Competitor Part Number
K	Group Description	Navistar groups all its parts into the following categories, this allows dealer to find your parts in our Parts Catalog when searching by category: 01 - Frame 02 - Front Axle 03 - Suspension 04 - Brakes 05 - Steering Gear 06 - Propeller Shafts 07 - Exhaust 08 - Electrical 09 - Front Sheet Metal 10 - Miscellaneous 11 - Engines 12 - Transmissions 13 - Rear Axle 14 - Fuel Tanks 15 - Cab 16 - Wheels 17 - Bus - Structure, Doors, Hardware 18 - Bus - Storage, Insulation, Decals, Flooring 19 - Bus - Windows, Floor Covers, HVAC, Seats, Barriers 20 - Bus - Electrical, Mirrors, Safety Equipment, Body Access
L	Product Categorization	This is a Product Categorization assists with Product Categorization as it pertains to parts sales, it will allow the Product Manager to view where our dealers are trending on specific product types by Supplier
M	Supplier Product Category	If the Supplier has their own Product Categorization, please insert here to align how the programs are tracked
N	CATALOG DESCRIPTION	Please exclude any extra zeros, /, -, ", ' or other special characters. This is the description seen by Navistar dealers in our Parts Catalog, the more robust the description, the better visibility to our dealers.
O	Country of Service?	If your part is not available in USA and CAN, please mark that here
P	Global Region	Enter the Navistar cost. Use number format.
Q	Cost Effective Date	If there is a core Cost, enter Core Cost.
R	New Cost?	If there are price breaks for certain part quantities enter here. (Ex: 1-25, 25-50) If
S	Cost Currency US,CAN,Pesos, etc.	Y or N? Is this a product that qualifies for mix and match pricing.
T	Navistar DS Cost	Please enter currency type: US\$, CAN\$, Pesos, etc.
U	Core Cost	If this part needs to be ordered in a package quantity, what is that quantity? Costs
V	Quantity Breaks	If cost provided is per piece, enter "Unit Cost" if cost is per case, enter "Package Cost". Example: Part 12345 1-5 pieces Cost=5.00, 6-10 pieces Cost=4.75, 11-25 pieces Cost=4.50
W	Mix & Match	Do the discount prices listed in quantity breaks apply if a total of pieces on the order call for a quantity break cost? Y or N. Example: If 1-36 pieces are ordered one cost for all parts applies, if 37-150 pieces are ordered another cost is applied to all parts, etc.
X	Reference Price Type	Wholesale or Retail
Y	Price	Wholesale or Retail Suggested Pricing
Z	Reference Price Type	Wholesale or Retail
AA	Price	Wholesale or Retail Suggested Pricing
AB	Begin Service Date	Is there a begin service date for this part
AC	Customer Return Eligibility	Is the customer able to return this part?
AD	Country of Origin	What is the manufacturing country
AE	ITAR? Y/N (Commercial or Military)	Is this an ITAR (Military) part? Y for Yes, N for No
AF	SDS? Y/N	Is an SDS required for this part?
AG	Dimensions	What are the dimensions of the packaged part if available



**Promotional Pricing** – All promotions must be submitted directly to your Navistar Product Manager. The promotional pricing is loaded into our system marking it as promotional cost and setting it with an end date. There are special Supplier Participation Forms that must be completed in order for any promotion to be approved by Management.

### **Checklist for Approval Costfiles:**

- Have you provided the file with the 90 required days?**
  - Navistar requires 90 days notice of all cost changes. The count starts from the date the file is received by Navistar
  - If the file is not in the Navistar format, is missing vital information to process the file (quantity breaks, mix and match pricing, cores), the file will be sent to the supplier and the count will start once the new template is received
- Is this a promotional cost or for specific customers?**
  - Costfile must be submitted to your Navistar Product Manager to be sure we make the system adjustments to support your promotion or dealer specific pricing
- Program available in US only? Canada Only? Global Only?**
  - If yes, be sure the cost currency is accurate
  - Global Direct Ship Purchase Orders will utilize North America (US) costs unless specific Global costs are provided
- Program available in US and Canada but the costs are different?**
  - If yes, be sure the Canadian costs are labeled as Canada for Country of Service and US costs are labeled as US for Country of Service
- Program available in US and Canada and costs are the same?**
  - If yes, be sure the form shows the cost is for US and Canada and the currency is accurate
- Program available in US, Canada and has special costs for Global PO's?**
  - If yes, be sure the form specifies which country the cost is for and Global costs must be noted on the Costfile in Column P.

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- Does your program have core costs?**
  - If so, be sure the core costs are provided by the Supplier. Every time a file is submitted core cost must be provided. If they are not, Navistar will not pay the core and we will not create a core dnet. This means no core eligibility for those purchases. Fixing a part that was provided incorrectly will result in a debit and a large amount of work for Supplier and Navistar Accounting.
- Program has quantity breaks?**
  - If so, the supplier must complete the quantity breaks in the appropriate column on the template. If it is placed in the incorrect column, it will be sent back to the supplier and they will be asked to resubmit the file. The 90 day notification is only valid from the time the corrected template is received by Navistar.
- Program has mix and match?**
  - If you are adding mix and match or taking it away, be sure the Costfile reflects this and have the conversation with your Navistar Product Manager. To create, Navistar will have to review and ensure the program being proposed can work with our systems and decide on a timeline for implementation and communication to the Navistar dealer network.
- Program has parts with set package quantities?**
  - There is a Package Quantity Field on the Costfile, this must be accurately completed by the supplier. Anytime this is changed be sure you communicate that in the email when the file is submitted.
- Program has parts with MOQ?**
  - MOQ on a part number level cannot be systematically set. The MOQ on an order level can be set by \$ or quantity on the program level. To be corrected, we need a minimum of 1 months notice to update our systems and communicate the changes to our dealers.
- Supplier is updating their freight policy?**
  - Please send this information along with the Costfile and be sure you receive notification from your Product Manager that the freight policy has been updated in our system. We need a minimum of 1 months notice to update our system and communicate the changes to our dealers.

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- Supplier is updating their MOQ per order?**
  - **Supplier must indicate when they send in their Costfile with 90 days notice for us to have sufficient time to update your program's parameters in our ordering system and to update our dealer communications (Supplier Highlight Pages).**
- Have you received communication that your file was received and approved? If so, the Cost Effective Date?**
  - **Product Managers must communicate to the Supplier that the costs were approved and will be effective MM-DD-YYYY**
  - **If you have not received notification, reach out to your Navistar Product Manager for confirmation.**



## Direct Ship Debits





## What is a Direct Ship Debit?

- When an invoice is sent to Navistar for a Direct Ship order and the cost on the invoice is higher than the cost on the PO or BPA, Navistar pays the supplier the total and then automatically debits the difference.
- It could also be looked at as a shortpay.
- The supplier receives a paper copy of the debit explaining why the debit was generated.

DEBIT INVOICE			
Navistar Canada, Inc. International Accounting Center 1111 Northshore Drive Knoxville Tennessee 37919-3805 Tax ID: R103840948 (GST) / 1001820539 TQ0001 (GST) Mail Address: Caller Service 59009 Knoxville, TN 37950-9009			
Account of:		Supplier Code: 26635AX	
EATON FULLER		Debit Date: 5/30/2014	
2160 WILLIAMS PARKWAY		Debit Number: 240006Z	
BRAMPTON, ON L6S5X7			
CANADA			
To adjust payment of your invoice 240008 dated 4/28/2014 in accordance with our contract or purchase order.			
Part Number	Quantity Invoiced	Material Cost	
PO/Contract	Quantity Received	Expected Cost	Extended Amount
FULK3931	1	1527.29	1527.29
PO / 700063957	1	1239.79	1239.79
COMMENT:			
VAT Total			14.38
Total Material overcharge amount			287.50
Grand Total overcharge amount			301.88
<b>Note:</b>			
Please do not send a corrected invoice or credit. This amount will be deducted on a future payment. For quantity debits, please send a copy of your proof of delivery with any correspondence. For pricing debits, please send a copy of the contract and/or purchase order with any correspondence.			
For questions, contact:			
DirectShipPricingDebit@navistar.com			



## Direct Ship vs. PDC Debits

### Direct Ship

- **Quickship**
  - When a dealer calls the supplier directly and orders a part, the invoice is sent to Navistar
  - References only BPA, STC and part numbers
- **EBZ(Oracle)**
  - Oracle Direct Ship generated PO (5,6,7 or 8 prefix)
  - Supplier should be transmitting ASN's and EDI invoices
- **Tolas DS Orders**
  - Internal Navistar STC (UTC, Blue Diamond) still generating tolas PO's (00D prefix)

### PDC

- **PDC Stocking**
  - Cost pulled directly from Peoplesoft Service contracts
  - Pulls cost effective at the date the PO placed, if cost changes, the PO's will not automatically be updated
  - These orders ship directly to a Navistar PDC or Packager
- **Oracle PDC generated PO (1,2 or 3 prefix)**
  - Supplier must transmit ASN's per D13, all invoicing should be transmitted via EDI as well
- **Critical Orders**
  - These orders ship directly to the dealer and in some cases to a PDC or Packager first
  - Costs pull from Peoplesoft Service contracts or from Supplier Quotes provided to Accenture
  - Oracle PDC generated PO (1,2 or 3 prefix) or Tolas PO (00C prefix)
  - ASN's should still be sent for these PO's as well



## Why is a Debit Created?

- The cost on the invoice does not match the cost in Navistar's systems
- The quantity of parts on the invoice does not match the quantity on the ASN or the PO
- The ordering dealer places a claim with Navistar's CS group stating a shortage or overage on an order
- *\*These are all reasons why it is extremely important that the ASN and EDI invoice match the PO quantity. An enormous amount of manual intervention by multiple groups is required to adjust these (Dealer to submit the claim, CS to process and assign the claim, Supplier to provide POD, Knoxville to generate debit to supplier and credit to dealer, and reverse that all again to process the debit reversal)*

## How to Dispute a Debit, or request Reversal?

### For Quantity Error Debit

1. Supplier must send below information to [DirectShipQuantityDebit@navistar.com](mailto:DirectShipQuantityDebit@navistar.com)
  - a. Copy of Debit
  - b. Copy of Invoice
  - c. POD (proof of delivery)
2. Knoxville Analysts will review debit for reversal as long as all documents are sent with the original request.
3. Knoxville sends information to Navistar dealer for confirmation of stock received.
  - a. If dealer confirms receipt of material, Knoxville will reverse debit.
  - b. If dealer cannot confirm receipt, reverse denied.
  - c. If supplier disputes denial, information forwarded to Navistar Customer Service Managers for research

### Steps for Pricing Debit Reversal

1. Supplier must complete DRF (Debit Reversal Form) and send to [DirectShipPricingDebit@navistar.com](mailto:DirectShipPricingDebit@navistar.com).

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2. DRF must be completed accurately with debit numbers, debit date (taken directly from the Debit Reversal they received), quantity, Navistar PO #, part # on the PO, invoice cost and Navistar paid amount.
  - a. Debit Reversal request must be received within 6 months of the date the Debit was generated. No debit reversal requests for Debits that are older than 6 months old will be reviewed. Any request outside this period of time must be submitted by the Supply and/or Product Manager to [DirectShipPricingDebit@navistar.com](mailto:DirectShipPricingDebit@navistar.com) and may require additional signed permissions prior to researching.
3. Knoxville Direct Ship Financial Analyst will receive document, respond to supplier it has been received and that it is being reviewed.
4. Supplier can contact their Product Manager or the Financial Analyst to confirm progress.
5. Expect 30-45 days for complete processing. Part of the exercise is to identify root causes for these debit reversals. Expect the Navistar Direct Ship Product Team to reach out to you to resolve issues moving forward.

### Debit Reversal Form

Uncontrolled Document 06/26/06										Date:	7/21/2014		
Standard Cost Analyst													
Please honor pricing as shown below													
Supplier Name	V/C	Debit Number	Pricing Mgr or Buyer Code	Reason Code	Loc	Part Number	Blanket, PO, or Contract#	Orig. System Price	Authorized Matl Charge	Authorized Special Charge	Qty.	\$ Amount To Be Reversed	DEBIT DATE
Meritor	70240	187198582	Pete Ferreira	C1		3202G9003	800043332	\$ 132.46		\$186.70	4	-\$216.96	2/2/2013
Meritor	70240	187198582	Pete Ferreira	C1		3202G9393	800043332	\$ 222.83		\$286.57	4	-\$254.96	2/2/2013
Meritor	70240	187196692	Pete Ferreira	C1		R304809	800043495	\$ 113.57		\$123.21	2	-\$19.28	2/2/2013
Meritor	70240	187196692	Pete Ferreira	C1		R304822	800043495	\$ 83.99		\$89.87	2	-\$11.76	2/2/2013
Meritor	70240	187196692	Pete Ferreira	C1		R304825	800043495	\$ 35.85		\$39.49	1	-\$83.64	2/2/2013
Meritor	70240	187196692	Pete Ferreira	C1		R304808	800043495	\$ 115.59		\$124.73	1	-\$89.14	2/2/2013
Meritor	70240	187210252	Pete Ferreira	C1		3206T1346	800043671	\$ 113.92		\$154.30	2	-\$89.76	2/2/2013
Meritor	70240	187210252	Pete Ferreira	C1		3206U1347	800043671	\$ 118.72		\$163.06	2	-\$89.68	2/2/2013
										Reason Code A: Admin. Charge \$200.00 per debit reversal			
*Reason for Reversal Codes:										Net Amount to Supplier		-\$635.18	
Reversals without a reason code & required comments will be returned. A or K Unauthorized price(s) A1 Part not on contract for Rollins A2 Part is on contract, not Rollins B1 or K1 SQ&PO late update to contract/PO system with price/eff. date B2 or K2 SQ&PO late update to contract/PO system with special/pkg. charges B3 or K3 SQ&PO late update to contract/PO system with qty. breaks/UOM B4 or K4 Part not on contract (comment required) B5 or K5 Contract was pending for management signature approval/Set-up B6 Other (i.e. SQ&PO data entry error) (comment required) K8 Trade Fair pricing applies K9 Freight split shod/minimum											<input type="checkbox"/> The above reversal(s) will not be covered by a system update (see comments) <input type="checkbox"/> The above reversal(s) will be covered by a system update to (contract/PO - addendum #, if known). <input type="checkbox"/> Reverse the debit memo with the following action to the Supplier and/or dealer:		



## Important Details about Debits and Past Due Invoices

**Quickship** (the same applies for Tolas DS Orders)- Orders placed directly with supplier without a corresponding Navistar system generated PO.

- **Invoice cost > Navistar System Cost = debit**
- **Invoice cost <= Navistar System Cost = paid invoice**
- **Cost Changes sent to Navistar AFTER a debit is generated cannot be approved. In other words, retroactive pricing is not available in any Navistar system.**
- **Invoices sent as paper copies to Knoxville require either scanning or manual keying by Knoxville to process.**
  - **As a rule of thumb, these invoices can take a minimum of 7-10 days to process if the invoice is in the correct format and the parts are set up; but could take 60-90 days to process due to missing or illegible information on the invoice or the part is not set up in the Navistar system. Invoice must reference Navistar BPA, Navistar part number, quantity, cost, STC and a valid dealer reference PO #.**
- **EDI invoices**
  - **EDI compliance speeds up the invoice processing time by a minimum of 2-3 days.**
- **If a part is shipped which is not set up or priced in the Navistar system, the invoice falls into the “D Batch” error file and cannot be processed without manual intervention.**
  - **Steps to allow this invoice to be processed (billed to dealer and paid to supplier)**
    1. **Manual Review by Navistar’s Dealer Experience Team to verify part number and costs.**
    2. **Part number assigned and set up, a minimum of 24-72 hours for workflow approval.**
    3. **Part priced by Navistar’s Pricing Managers**
    4. **24 hours for pricing to feed into Quickship invoicing system (separate from all systems)**
    5. **Dealer Experience Team manually adjusts cost to be 1 day prior to invoice date (part by part, no mass uploads)**
    6. **Once part number, cost and pricing are available in Quickship invoicing system the invoice will clear (4-5 business days)**

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Navistar Issued PO's

US-800xxx, CA-700xxx, GL-600xxx

- **The cost on the invoice does not match the cost on the PO**
  - Invoice cost > PO cost = debit
  - Invoice cost <= PO cost = paid invoice
  - **The ASN and EDI invoice must match exactly in order for the invoice to be processed without delay**
    - **Quantities must match, Part #'s must match, PO # must match**
    - **If a substitute part, replacement part or additional parts(not on the PO) are sent, the invoice cannot be processed.**
      - **Modifying the PO after the shipment is made is manual and non-SOX compliant, supplier MUST request a change via the iSupplier portal and receive a revised or new PO (860 in EDI terminology) prior to shipment.**
      - **It takes a minimum of 15-20 minutes per PO line to send a correction to the supplier if the request is made after the supplier submits the invoice to Navistar. The supplier must have received a revised or new PO with accurate information in order to process the PO.**
  - **ASN and EDI Compliant**
    - **824 Error sent to the supplier stating the ASN and/or invoice do not match Navistar PO. EDI Suppliers are trained on how to interpret the 824 to send corrections.**
    - **Supplier either miskeyed the information and resends ASN and invoice, or they ask Navistar to modify the PO (see above points on fixing PO's after the invoice is created).**
  - **Invoice sent via EDI w/out ASN transmission = Manual intervention by Knoxville and IT to create a manual ASN (this is extremely tedious and delays supplier payment)**



## **Direct Ship iSupplier Portal**



## Understanding iSupplier, Benefits and Features

### What is the iSupplier portal?

- The suppliers' view of Navistar Direct Ship orders
- To manage and view:
  - Open PO's
  - Request PO changes (part numbers, quantities, cost)
- To download Costfile and check for accuracy
- ASN's and invoicing can be sent via the iSupplier portal if the supplier is not yet sending invoicing via EDI

### What are the benefits of the iSupplier portal?

- The portal change requests are reviewed by Navistar Customer Service and Navistar Product Team to identify root cause for change request
- Email communication will be sent to confirm active part numbers, costs, etc.
- If all matches, revised PO's will be sent within 24-48 hours
- Reduces debit issues
- Increases the volume of invoices paid on time
- Reduces the amount of invoices in the error file because Invoice quantity and order quantity will match
- Accurate reporting of Sales Volume
- Ease of doing business – you can keep track of the discrepancies on Navistar's side and vice versa

### Who has access to the iSupplier portal? How can you request access?

- Each Navistar supplier's Customer Service department has access to the iSupplier portal
- Those with access to the portal can grant access to new users
- If you have access (login ID), and you do not know your password, email [SupplierSupport@navistar.com](mailto:SupplierSupport@navistar.com) with your login ID requesting a new password for the Direct Ship iSupplier Portal
- To ask who has access to the portal, first contact your Customer Service Manager, if they are unable to look up who has access, please email your Navistar Vendor Code [InsideSales.Parts@navistar.com](mailto:InsideSales.Parts@navistar.com) or [DS\\_Programs@navistar.com](mailto:DS_Programs@navistar.com) to receive a login ID.





### Can we update our BPA (costs) through the iSupplier portal?

- You can only request a change to existing dealer PO's through the portal.
- iSupplier portal does not currently allow suppliers to upload their costs to the portal on their own. All cost changes must be submitted by Navistar through [DS\\_Programs@navistar.com](mailto:DS_Programs@navistar.com)
- You can download and excel file of your costs through the portal and resubmit on the Navistar template to [DS\\_Programs@navistar.com](mailto:DS_Programs@navistar.com).

## iSupplier Training

<https://evaluated.internationaldelivers.com/dna-upk-ex/toc0.html>

- This link will bring you to online training
  - How to submit invoices and ASN's via the portal
  - View and acknowledge new PO's
  - Request changes to new PO's
  - Set up Notification Preferences

[www.navistarsupplier.com](http://www.navistarsupplier.com)

- Utilize the links in Navistar Supplier website to select the Direct Ship portal, utilize your login ID and password to view any open PO's.



## FAQ's about Direct Ship iSupplier Portal

- ❑ I do/do not receive my POs via email and prefer to login and view my POs on my own; how do I change this?
  - Utilize your preferences in the portal to set your email preferences. Navistar Supplier Support is unable to set your preferences for you, logging in allows you to set any and all portal preferences on your own.
- ❑ I have a new employee, who needs access to the portal; who can grant them access?
  - All Navistar Suppliers have at least 1 point of contact as an iSupplier Profile Owner/Admin. These users can set up, eliminate and change any user's access as needed. Any user can view if they have Admin access by logging into the portal. If you are unable to contact your own company's admin, you can contact [suppliersupport@navistar.com](mailto:suppliersupport@navistar.com) but you must provide your Navistar Vendor Code and state that you want access to the Direct Ship iSupplier Portal.
- ❑ The cost, minimum order quantity, sales set/pack quantity is incorrect on the PO and we cannot ship until it is updated; how can this be fixed?
  - You can request an update to the PO by utilizing the Accept PO function and selecting "Request Change" in the drop down portion of the PO. Online instructions are available online via <https://evaluated.internationaldelivers.com/dna-upk-ex/toc0.html>.
    - Please wait for the request to be approved and revised PO to be sent. If a change order is requested, and an ASN or invoice is sent to Navistar, we are unable to adjust the PO with manual intervention and it can delay processing of your invoice.
  - Navistar also suggest you confirm the BPA number, if it is Military/Government order, the costs may differ from Standard Navistar costs in your system. If it is not a Military/Government order and the cost, part number, pack quantity or minimum order quantity is incorrect, request the change and contact your Pricing Administrator about the error. This will allow both companies to review all part numbers quickly reducing the amount of future errors.
- ❑ How do we know our part number submissions have been loaded?
  - As an iSupplier user, any supplier can login and download their costs in excel at any time via the portal. Simply log in the PO search function, select BPA, open and export into excel.

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- **Who can a supplier contact with questions about a PO?**
  - **Call Navistar Customer Service 800-336-4500**
  - **Government/Military – Dave Fazzi 331-332-3025**
- **When can a supplier submit cost changes?**
  - **Navistar suppliers must submit all costfiles with 90 days of the effective date**
  - **Receiving the Costfile does not mean the Cost changes are accepted**
  - **Navistar suppliers will be notified by their Product Manager once the changes are or are not accepted**
    - **Send US, Canada and Global costfiles on the Navistar template to [DS\\_Programs@navistar.com](mailto:DS_Programs@navistar.com)**
    - **Send any Government and/or Military costs and quotes to – Dave Fazzi [dave.fazzi@navistar.com](mailto:dave.fazzi@navistar.com)**



**EDI**



# EDI – Benefits and Training

## EDI Definition

- EDI is the Electronic Exchange of routine business transactions (Purchase Orders, Material Release, Shipment Notifications, Invoices Etc.) using standard data formats and integrating them into software applications and business processes.

## EDI Position Statement

- Navistar Inc., communicates with all Trading Partners electronically utilizing ANSI X12 Standards and AIAG Implementation Guidelines.
  - EDI is a condition of doing business with Navistar and non-compliance will result in recovery of costs for manual intervention
  - EDI capability is achieved when the Supplier has fully implemented those EDI Transaction Sets necessary to facilitate the business process, as specified by Navistar's Business Units
  - EDI compliance is achieved when the Supplier meets Navistar's expectations using those EDI Transactions that support the business process in a timely and accurate manner
    - This includes D13 Label compliance

## Supplier Expectations

- Suppliers must access their EDI mailboxes to retrieve and process data in accordance with the specific transactions that support the required business processes.
- Suppliers must receive and transmit Functional Acknowledgements for all EDI transactions traded.
- Suppliers must transmit accurate and timely Advance Ship Notices (ASN) where the ASN matches the shipment and the invoice.
- Communicate systems downtime relative to outbound data to Navistar's EDI coordinators.
- On-time deliveries
- Appropriate packaging labels, including Quick Receive when required

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- **Appropriate paperwork accompanying load**
- **EDI capability and absolute compliance**
- **Quality and Quantity in accordance with Navistar's First Time Quality procedures.**
- **Thorough review of new contracts for agreement and understanding of terms and conditions.**

### **Navistar/Supplier EDI Requirements for Service Parts Direct Ship to Dealer**

- **824 Application Advice**
- **850 Firm Purchase Order (Unique PO sent once)**
- **860 Firm Purchase Order Change**
- **856 Advance Ship Notice**
  - **Sent when load is shipped, and available for retrieval when load is received**
- **810 Electronic Invoice**
- **855 Purchase Order Acknowledgment**
- **997 Functional Acknowledgement**

### **What is Expected of a Supplier?**

- **The supplier must be EDI Capable and Compliant.**
  - **EDI Capability – Supplier has systems and process infrastructure in place.**
  - **EDI Compliant – Suppliers adheres to all required EDI business processes.**
- **Supplier must make required corrections to 856 ASN when notified via EDI 997 or 824 and insure that the corrections have been submitted prior to the receipt of the material.**
- **Suppliers must make required corrections to 810 Invoices when notified via EDI 997 or 824.**
- **Suppliers must develop applications to receive EDI 820 Remittance Advice transaction.**
- **Suppliers must eliminate the use of Paper Invoices when Navistar Business Units are on ERS. (Does not include Service Parts)**
- **Implement Quick Receive Label (Truck, Engine & Service Parts PDC/Packager shipments)**

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### Summary of EDI Transactions

<u>EDI TXN</u>	<u>Purpose</u>	<u>Transaction Timing</u>	<u>Business Unit(s)</u>
810	Invoice	Received ' Event Driven'	Service PDC, Packager & Direct Ship
820	Remittance Advice	Transmitted on Demand	All
824	Application Advice	Transmitted on Demand	All
830	Material Release Plan Only	Transmitted Monthly	Service PDC / Packager
830	Material Release Firm & Plan	Transmitted Daily	Truck & Engine
846	Inventory Advice (SMI)	Transmitted on Demand	Engine
850	Purchase Order	Tranmitted on Demand	Service PDC, Packager & Direct Ship
855	Purchase Order Acknowledgement	Received ' Event Driven'	Service Direct Ship Only
856	Advance Ship Notification	Received ' Event Driven'	All
860	Purchase Order Change	Transmitted on Demand	Service PDC, Packager & Direct Ship
861	Receiving Advice	Transmitted on Demand	Truck & Engine
862	Shipment Authorization	Transmitted Daily	Truck
866	Sequenced Shipment Authrization	Transmitted Daily	Truck
864	Text Messages	Transmitted on Demand	Truck
997	Functional Acknowledgements	Transmitted/Received 'Event Driven	All



## **Direct Ship Returns and Claims Tracking**





# Understanding Direct Ship Claims and the DRT System

## What is DRT?

DRT is a portal for Direct Ship Return/Claim submission and return/claim status updates.

## Benefits include

- Centralized location for Direct ship claims and returns
- Communication between Dealer, Supplier, and CSC
- Visibility to real time status updates
- For US and Canada only, Global Dealer claims are handled separately

## DRT access

- How to get access
  - Requests may be sent to [Insidesales.returns@Navistar.com](mailto:Insidesales.returns@Navistar.com)
- Where to send requests to reset password
  - Call Help Desk at 800-527-7879.

## Communication

- How suppliers should communicate with Navistar CSO
  - Change requests must be communicated through the iSupplier portal
  - Questions on claims and Return may added directly in supplier section of DRT
  - Parts Support Hotline: (800) 336-4500

DRT Link: <https://evaluate.internationaldelivers.com/partspts/Pts/login.do>



## DRT Supplier– Quick Tips

### TIP #1 – PROCESSING A RETURN

On the Listing page of the Direct Ship Return and Claim Tracking application, you are able to view the status of all dealer return requests. Those with a status of “Sent for Review” have been sent to you from Navistar Inside Sales, and are waiting to be approved or rejected.

1. On the listing page, select the claim number that you want to Approve or Reject.

Claims No.	Order / Invoice No.	PDC / Ship to Code	Dealer Location Code	Dealer Name	Created Date	Reason For Request	Status
RT000000000029	DA9439802	07762472	07762472	RECHTEN NTL TRKS INC	04/08/2009	Shipped In Error	Sent for Approval (SA)
RT000000000045	DA9439802	07762472	07762472	RECHTEN NTL TRKS INC	04/15/2009	Damaged	Sent for Approval (SA)
RT000000000159	DA9439800	07762472	07762472	RECHTEN NTL TRKS INC	05/13/2009	Ordered In Error	Sent for Approval (SA)

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## 2. Take one of the following actions:

- To approve the return, in the Status box, select **Approve**, and continue to Step 3.
- To reject the return, in the Status box, select **Reject**.
  - a. At the *Please provide the reason for the rejection in the Notes section* prompt, click **OK**.
  - b. In the Notes section, specify why the return is being rejected, and continue to Step 6.

Direct Ship Part Claim and Returns Request Form

Address	Zip	Contact Name	Email ID	Phone	Fax
7227 HW 74TH AVE	33166	Dealer, Test	nithin.devanand@ust-global.com	2423423	1231231
Code	Supplier	DCR	Created Date	Reasons For Request	Status
	CHAMPION LABORATORIES INC.	642	05/13/2009	Ordered in Error	Sent for Approval (SA)

City: 2

(Max Limit: 250 Characters)

## 3. At the *Please provide Address and RMA No. in Notes section* prompt, click **OK**.

Direct Ship Part Claim and Returns Request Form

Address	Zip	Contact Name	Email ID	Phone	Fax
7227 HW 74TH AVE	33166	Dealer, Test	nithin.devanand@ust-global.com	2423423	1231231
Code	Supplier	DCR	Created Date	Reasons For Request	Status
	CHAMPION LABORATORIES INC.	642	05/13/2009	Ordered in Error	Approved (A)

City: 2

(Max Limit: 250 Characters)

Windows Internet Explorer  
Please provide Address and RMA No. in Notes section.  
OK

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4. In the Address box, type the address of the location where the dealer needs to return the product.
5. In the RMA No. box, type the RMA number you are assigning to the return.
6. To notify the dealer of the approval or rejection, click Submit/Save.

The screenshot shows a web form titled 'Direct Ship Part Claim and Returns Request Form'. The 'Supplier Comments' section contains two text input fields: 'Address' and 'RMA No.'. Two orange arrows point to these fields. Below the 'RMA No.' field is a 'Comments' field. At the bottom of the form, the 'Submit/Save' button is circled in orange. The form also includes sections for 'Parts Ordered / Parts Received', 'Shortage / Overage', 'Notes', and 'Attachments'.

7. At the The details have been successfully updated prompt, click OK.

The screenshot shows the same web form as above, but with an 'Informational Message' dialog box open in the center. The dialog box contains the text 'The details have been successfully updated.' and an 'OK' button, which is circled in orange. The background form is partially obscured by the dialog box. The 'Submit/Save' button is visible at the bottom of the form.

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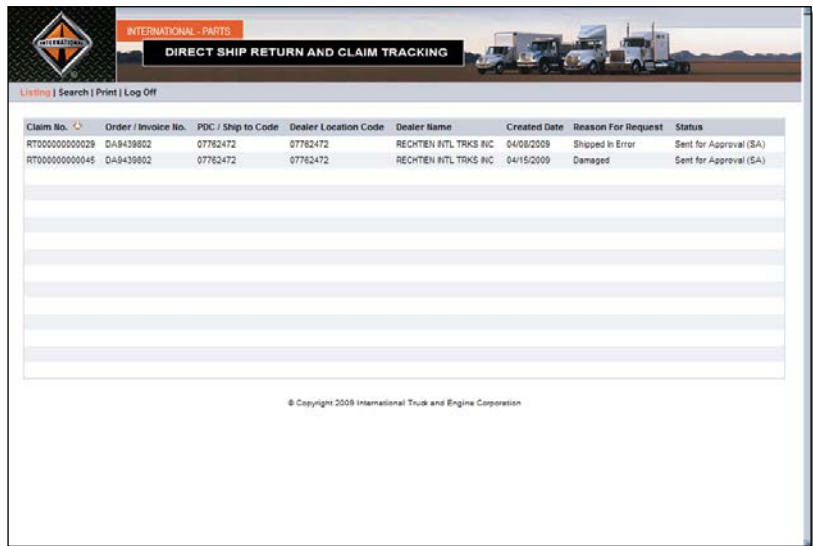
## PARTS

### TIP #2 – CREDIT NOTIFICATION

Once the dealer has returned the product to the specified location, follow these steps to notify the dealer and Navistar that credit has been issued and sent to the accounting center. Please note the credit section is for visibility only and should not be used as the means for submitting credits.

*Please continue to submit your credits to the Accounting Center in Knoxville, TN.*

1. To locate the return to which you want add credit information, click on the Search tab.



Claim No.	Order / Invoice No.	PDC / Ship to Code	Dealer Location Code	Dealer Name	Created Date	Reason For Request	Status
RT0000000000029	DA9439802	07762472	07762472	RECHTEN INTL TRKS INC	04/08/2009	Shipped In Error	Sent for Approval (SA)
RT0000000000045	DA9439802	07762472	07762472	RECHTEN INTL TRKS INC	04/15/2009	Damaged	Sent for Approval (SA)

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- Go ahead and click the Search tab.

INTERNATIONAL - PARTS  
DIRECT SHIP RETURN AND CLAIM TRACKING

Listing | Search | Print | Log Off

Claim No.	Order / Invoice No.	PDC / Ship to Code	Dealer Location Code	Dealer Name	Created Date	Reason For Request	Status
RT000000000029	DA9439802	07782472	07782472	RECHTEN RTL TRKS INC	04/08/2009	Shipped In Error	Sent for Approval (SA)
RT000000000045	DA9439802	07782472	07782472	RECHTEN RTL TRKS INC	04/15/2009	Damaged	Sent for Approval (SA)

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- In the RMA No. box, type the RMA number associated with the return claim.
- In the Status box, select Approved, and then click Search.

**Note:** The claim displays on the bottom section of the page.

- Click on the claim to open the return.

INTERNATIONAL - PARTS  
DIRECT SHIP RETURN AND CLAIM TRACKING

Listing | Search | Print | Log Off

Order / Invoice No. PDC / Ship to Code Dealer Location Code Dealer Name Reason for Request

Claim No. Created Date DCN RMA Status

From To 784836 Approved (A) Search

Claim No.	Order / Invoice No.	PDC	Dealer Location Code	Dealer	Created Date	Reason For Request	Status
RT000000000159	DA9439800	07782472	07782472	RECHTEN RTL TRKS INC	05/13/2009	Ordered In Error	Approved (A)

[Click to view the DRT details](#)

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6. In the Status box, change the status to Credited.

INTERNATIONAL PARTS

### DIRECT SHIP RETURN AND CLAIM TRACKING

Direct Ship Part Claim and Returns Request Form

Company Name	Address	Zip	Contact Name	Email ID	Phone	Fax
STIEH INT TRKS INC	7227 HWY 74TH AVE	33166	Dealer, Teet	nithin.devanand@ust-global.com	3423423	3231231
Ship to Code	Supplier	DCN	Created Date	Reasons For Request	Status	
2472	CHAMPTON LABORATORIES INC.	642	05/13/2005	Ordered In Error	Approved (A) Approved (A) Credited (C)	

Received

Ordered

Qty
2

(Max Limit: 250 Characters)

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7. A note displays reminding you to provide the memo details in the Credit Memo information section, click OK.

INTERNATIONAL - PARTS  
DIRECT SHIP RETURN AND CLAIM TRACKING

Listing | Search | Print | Log Off

Claim No: RT000000000159 Direct Ship Part Claim and Returns Request Form

Dealer Location Code	Dealer Name	Address	Zip	Contact Name	Email ID
762472	RECHTIEN INT TRKS INC	7227 HW 74TH AVE	33166	Dealer, Test	nithin.devanand@ust-global.com

Order / Invoice No.	PDC / Ship to Code	Supplier	DCN	Created Date	Reasons For Request
9439800	07762472	CHAMPION LABORATORIES INC.	642	05/13/2009	Ordered In Error

Credit Memo Info

Invoice No.	Date Issued	Amount

Review

Parts Ordered / Parts Received

Part No.	Qty
LOBL4595F	2

Windows Internet Explorer

Please provide memo details in Credit Memo Info section.

OK

8. In the Invoice Number box, type the number of the invoice for this return.
9. In the Date Issued box, specify the date the credit is being issued.

INTERNATIONAL - PARTS  
DIRECT SHIP RETURN AND CLAIM TRACKING

Listing | Search | Print | Log Off

Claim No: RT000000000159 Direct Ship Part Claim and Returns Request Form

Dealer Location Code	Dealer Name	Address	Zip	Contact Name	Email ID
07762472	RECHTIEN INT TRKS INC	7227 HW 74TH AVE	33166	Dealer, Test	nithin.devanand@ust-global.c

Order / Invoice No.	PDC / Ship to Code	Supplier	DCN	Created Date	Reasons For Request
9439800	07762472	CHAMPION LABORATORIES INC.	642	05/13/2009	Ordered In Error

Credit Memo Info

Invoice No.	Date Issued	Amount
9439800		

Review

Parts Ordered / Parts Received

Part No.	Qty
LOBL4595F	2



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## PARTS

10. To notify the dealer and Navistar that the credit has been issued, click **Submit/Save**.

**Note:** This notifies the dealer and lets Navistar know that credit has been issued and sent to the accounting center. Please note the credit section is for visibility only and should not be used as the means for submitting credits. Please continue to submit your credits to the Accounting Center in Knoxville, TN.

The screenshot displays the Navistar Parts system interface. It features a 'Parts Ordered' table with columns for 'Part No.' and 'Qty'. Below this is a 'Notes' section containing 'General Comments' and 'Supplier Comments' fields, each with a '(Max Limit: 250 Characters)' label. The 'Supplier Comments' section includes an 'Address' field (containing '4600 North St., Beachpark, MD') and an 'RMA No.' field (containing '754336'). At the bottom, there is an 'Attachments' section with an 'Upload Attachments' area and a 'Select the File to be Uploaded:' label. A red circle highlights the 'Submit/Save' button, and a 'Close' button is also visible. The footer of the interface reads '© Copyright 2009 International Truck and Engine Corporation'.

Part No.	Qty
110L4595F	2



## Quick Reference Guide



## Navistar Service Purchase Order Types

Direct Ship PO's	
US-8002xxxx	Navistar "Direct Ship" order, shipping direct to Navistar dealer and/or End User. Costs driven off the BPA through Navistar Direct Ship Team (DS_Programs@navistar.com)
CA-7000xxxx	
GL-6000xxxx	
MX-5002xxxx	
"00D" – sent via fax only	Navistar "Direct Ship" order, shipping direct to Navistar Used Truck Centers, Navistar Warranty and Blue Diamond. Costs driven off the BPA through Navistar Direct Ship Team (DS_Programs@navistar.com). "00D" POs do not show Navistar Costs

PDC PO's	
301xxxxxx w/ 8 digit Dealer Ship to Code	Part numbers stocked in Navistar warehouses, when stock is exhausted and a dealer orders are received, these types of POs are generated - cost driven off of PDC contracts through Navistar Procurement
2001xxxxx w/ 8 digit Dealer Ship to Code	
1002xxxxx w/ 8 digit Dealer Ship to Code	
301XXXXXX w/ Navistar Warehouse 8 Digit Ship to Code	Navistar stock order – parts to ship directly to Navistar warehouse – costs driven off of PDC contracts through Navistar Procurement. PO # can vary with a "2" or "1" as the beginning number. This indicates the country the product is shipping to.
"00C" prefix w/ Dealer 8 Digit Ship to Code	These are not sent via EDI, but via Fax. Part numbers stocked in Navistar warehouses, when stock is exhausted and a dealer orders are received, these types of POs are generated - cost driven off of PDC contracts through Navistar Procurement



PARTS

## Understanding BPA's

Blanket Purchase Agreement (BPA) – Essentially the Direct Ship Cost Contract, and houses your program parameters. You can ask your Navistar Product Manager for your BPA #'s. You can also find this in the header portion of any PO under Blanket Purchase Agreement.

NAVISTAR PARTS AND SERVICE NAVISTAR PIÈCES ET SERVICES	Standard Purchase Order CA-700064703, 0																						
5500 North Service Road Burlington, L7L 6W6 Canada																							
Supplier: 308 Fournisseur:																							
<input type="text" value="Custom Clearance by Buckland"/>																							
	<table border="1"><tr><td>Purchase Order Bon de commande</td><td>CA-700064703</td></tr><tr><td>Revision Révision</td><td>0</td></tr><tr><td>Revision Date Date de révision</td><td></td></tr><tr><td>Order Date Date de commande</td><td>05-MAY-2014</td></tr><tr><td>Supply Manager Responsable des approvisionnements</td><td></td></tr><tr><td>Blanket Purchase Agreement Accord d'achat général</td><td>P52232</td></tr><tr><td>Customer Order Number No. De Commande du Client</td><td>FO6970</td></tr><tr><td>Navistar Sales Order Number No. De la Commande de Navistar</td><td>DL5082200</td></tr><tr><td>Delivery Order # No. De la Livraison de la Commande</td><td></td></tr><tr><td>ACRN#</td><td></td></tr><tr><td>Award Effective Date Date Effective de l'Attribution</td><td></td></tr></table>	Purchase Order Bon de commande	CA-700064703	Revision Révision	0	Revision Date Date de révision		Order Date Date de commande	05-MAY-2014	Supply Manager Responsable des approvisionnements		Blanket Purchase Agreement Accord d'achat général	P52232	Customer Order Number No. De Commande du Client	FO6970	Navistar Sales Order Number No. De la Commande de Navistar	DL5082200	Delivery Order # No. De la Livraison de la Commande		ACRN#		Award Effective Date Date Effective de l'Attribution	
Purchase Order Bon de commande	CA-700064703																						
Revision Révision	0																						
Revision Date Date de révision																							
Order Date Date de commande	05-MAY-2014																						
Supply Manager Responsable des approvisionnements																							
Blanket Purchase Agreement Accord d'achat général	P52232																						
Customer Order Number No. De Commande du Client	FO6970																						
Navistar Sales Order Number No. De la Commande de Navistar	DL5082200																						
Delivery Order # No. De la Livraison de la Commande																							
ACRN#																							
Award Effective Date Date Effective de l'Attribution																							
Ship To: 09701068	Navistar Bill To: Navistar Canada, Inc.																						

- US BPAs – Standard 6 characters beginning with Z or R
- Canada BPAs – Standard 6 characters beginning with P
- Costs are taken from the Costfile template that is emailed to [DS\\_programs@navistar.com](mailto:DS_programs@navistar.com)
- Mix and Match Programs – one BPA per mix and match level; if you have four mix and match levels, you will have four BPA's
- Once cost or quantity breaks available – one BPA
- Government/Military BPAs – no standard length, start with "GOV", "SPM" or "W56"
  - If you have specific pricing for Government orders, this would be the costs that were provided via quote, any questions contact [Dave.Fazzi@navistar.com](mailto:Dave.Fazzi@navistar.com).
- Global BPAs – Standard 6 characters beginning with Z or R
  - If you have a Global only program, your costs are taken from the files sent to [DS\\_Programs@navistar.com](mailto:DS_Programs@navistar.com).



## Glossary

**Blanket-** Equivalent to contract for Direct Ship costs, visible in the header of each supplier PO. One blanket is available per level (mix and match), and per country. Ex: If a program has 3 mix and match levels and is sold in the US and Canada, there will be 6 blankets (3 for US, 3 for Canada).

**BPA** – Blanket Purchase Agreement, see definition for “Blanket”

**Core - Similar** to a deposit, portion of the part that is recyclable, once returned a refund is provided. A charge in addition to the cost of a part similar to glass bottles that would be returned when purchasing new Coke bottles. Ex: battery cores, reman part cores

**Costfile Template** - Navistar’s template that contains all pertinent information about a part in order to make it salable to Navistar dealers

**Dealer Experience Team** – Navistar’s team responsible for costs, part set up and Direct Ship supplier questions

**Debit** – A shortpay to a supplier, if the supplier invoice is greater than the Navistar PO a debit/shortcharge will be processed. Suppliers receive notification within 30 days of the debit creation

**Direct Ship Costs** – costs for parts that will be purchased through PO’s beginning with US-8, CA-7, GL-6, MX-5 and 00D

**Mix and Match** – Also known as Trailerload and Half-Trailerload pricing. This is a discount for each part if a volume/quantity is met.

**PDC Costs** – Costs for Production and Service for product shipping to a Navistar production plant, packager or Warehouse (PDC).

**PO** – Purchase Order

**Pricing Manager-** Navistar team member responsible for setting pricing for Navistar dealers, National Account and OEM Accounts

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## *PARTS*

**Product Manager** – Navistar team member responsible for strategic decisions on Aftermarket parts, meeting volume growth both in sales and margin dollars. The face to Navistar Suppliers for aftermarket parts while working with a Navistar Supply Manager for Production and Service

**Quantity Breaks** – Discount on a one part if a select quantity is purchased.

**Quickship** – Orders placed directly with the supplier or their distributor while invoicing Navistar

**Reference Price** – Supplier provided suggested pricing for Navistar and Navistar dealers

**Retail Price**– A supplier provided reference price a Navistar dealer would use to charge his customers

**Supplier Highlight Pages** - A dealer facing document, provides training links, supplier contact names and numbers, program parameters such as part number prefixes, available discounts, freight rules, shipping locations, etc.

**Wholesale Price** – A supplier provided reference price Navistar would use to charge Navistar dealers