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## Purpose


JR Automation acknowledges the important contribution our suppliers make to the world class, custom automated equipment and services that we provide to our customers. The Supplier Standards Manual communicates core business expectations to suppliers of JR Automation so that we can meet customer requirements.

## Scope

This Supplier Standards Manual applies globally to direct material, indirect material, and service providers to JR Automation. This document is a supplement to JR Automation Technologies LLC Terms and Conditions of Purchase which can be found at <http://www.jrauto.com/Terms/Documents>.

## Related Documents

- Opportunity for Improvement Request PM-F-05
- Part Marking Standard FB-S-01
- Welding Standard FB-S-02
- Surface Finish Standard FB-S-03
- Fastener & Dowel Hole Standard FB-S-04
- Mfg Standard Lead Times & Expectations FB-S-05
- Finish Coating & Plating Standard ME-S-01
- Materials Standard ME-S-02
- Heat Treat Standard ME-S-03
- Plate Requirements Standard ME-S-04
- Adding Material to Machined & Fabricated Details ME-S-05

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## Requests for Quotation

Request for Quotations(RFQs) will be submitted to suppliers via JR Automation Technologies Supply Chain Management(SCM) team members as required. The RFQ may include the following information:

- Estimated volumes (estimate is not a commitment to purchase)
- RFQ submission date.
- Supplier and or manufacturer part number.
- Description of part.
- Drawings Specifications.
- Other information to aid the supplier in quoting.

The supplier quote should be returned to the JR Automation SCM team member within 24-48 hours. If no quote, we expect notification the same day that the RFQ is received to allow time for JR Automation to quote other suppliers.

### Quotation Expectations

The completed quote must include the following:

- Reference subject line from RFQ.
- Delivery/lead time.
- Pricing.
- Unit of measure must be in EA unless specified otherwise.
- Shipping terms (if different from set terms).
- Terms of payment (if different from set terms).
- Warranty period (if applicable).
- Return quote in the same format in which the RFQ was received.

If necessary, follow-up communications may be sent to the supplier to ensure that both JR Automation and the supplier fully understand the quotation requirements.


## Purchase Order Acknowledgement

### Acknowledgement Requirements

All Purchase Order(PO) acknowledgements/confirmations must exactly match our PO and include each of the following details:

- Matching part numbers and pricing.
  - If part number is different than we requested, please notify the Buyer before confirming the order.
  - If part number requested on PO is discontinued please reference the replacement part number and contact Buyer.
  - Unit of measure is in “each” unless specified otherwise.
  - Notify Buyer before confirming order if price on PO does not match your price.
- Matching delivery location.
- Matching delivery date.
  - If the delivery date on the PO cannot be met, please notify the Buyer.

**Note:** In some circumstances, it is acceptable to reply to the PO email stating “Price, part numbers, and delivery are okay”. A signed copy of the PO emailed back to JR is also sufficient. We will use the signed PO as your confirmation that you agree to meet all PO requirements.

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All purchased parts must have a PO to be paid unless otherwise notified by JR Supply Chain Management.

**Timeliness Expectations**

To meet strict production timelines and to better serve our customer deadlines, we expect confirmations for all POs **within 24 hours** after the PO was placed. If the PO cannot be fully confirmed within 24 hours please reply stating you have received the PO and that it is in process. A JR SCM team member will follow up daily (or as needed) until we have received the PO confirmation.

**Where to Send Confirmations**

Reply to the original PO email that you received with order confirmation documents. This will ensure that the order confirmation goes to the correct SCM team member. Deviation from this process could result in delayed communications or payments.

**Computer Aided Design (CAD)**

If the supplier is providing a build to print part the latest CAD revision must be used. The Buyer will send the latest CAD file with the PO. Technical questions shall go through the Buyer.

**Shipping and Receiving Process**

**Routing & Expediting**

All suppliers must adhere to the shipping routing instructions specified by JR Automation. Please follow the INCO Terms on the PO you are shipping to. Shipping and carrier instructions can be found on the supplier shipping routing instruction document. If you need this document, please contact the Supply Chain Team Member who issued you the purchase order.

Typical routing instructions, unless otherwise noted on routing instruction or PO:


- Domestic: FCA – Origin.
- Canada and Mexico: ExWorks – Origin.
- International Shipments (originating in Europe, Asia, South/Central America, or Africa): FOB – Origin.
- International drop shipments (shipments originating at a supplier and shipping to a location outside the United States) please contact the buyer on the purchase order for instruction.

**Preferred Carriers**

- Small Package: Primary Fed Ex Ground (call FedEx at 1 800 463 3339 to schedule a pickup).
- Less Than Truck Load: FedEx # 840537854 (Select FedEx Freight Priority on BOL).
- Truckload: Requires Coordination with JR Automation Purchasing.

**Note:**

1. All small parcel is to be shipped ground unless otherwise instructed by a member of JR Automation’s Supply Chain Team. If next day air is requested (NDA) please ship standard overnight, unless otherwise instructed by a member of JR Automation’s Supply Chain Team.
2. For LTL or other methods of transit please ship using standard shipping methods unless otherwise instructed by a member of JR Automation’s Supply Chain Team.

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**Physical Packaging Requirements**

Supplier shall package JR Automation’s shipments in a manner that allows the JR Receiving Team to easily identify each item and the paperwork associated with each item in a package.

Therefore, the following requirements must be met:

- Each individual package shipped to JR must only contain items ordered on one JR PO.
- Each individual package shipped to JR must include a packing list.
- If a shipment contains multiple PO line items, items must be individually identified with labels.

**Documentation Requirements**

All supplier shipments, including drop shipments, regardless of mode of delivery, must include a packing list that contains the items listed below. These items must match the PO that they were ordered on.

**Packing List Minimum Requirements**

- PO number.
- PO line item number.
- Quantity ordered on PO line.
- Unit of measure must be in each(EA) unless specified otherwise.
- Quantity delivered in shipment if different from quantity ordered.
- JR part number and the manufacturer part number.
- Part description.

**Bill of Lading Requirements**

All shipments made to JR Automation, except for “Small Parcel” or “Small Package” shipments, require a Bill of Lading. This Bill of Lading should be provided on the supplier or carrier’s Bill of Lading form, and must include, at a minimum, the following information:


- Ship from details
- JR ship to address
- Ship date
- Carrier information, including truck and trailer number
- JR PO number
- A PRO –number if required by shipper / carrier
- Description of cargo; # of pieces / # of pallets / description / weight
- Special instructions or handling requirements
- Freight terms
- Shipper / Driver’s signature with date

**Partial Shipments**

Shipments of quantities less than the PO Line Item quantity must be approved by a JR Buyer. Any requests for partial shipments must be sent to the Buyer that placed the PO to the supplier.

**Drop Shipments**

A drop shipment is defined as a JR Automation PO with a Ship To address other than a JR Automation facility. To ensure prompt payment please submit tracking number to JR Automation Buyer at time of shipment.

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**Receiving Hours**

JR standard receiving hours are Monday through Friday from 7:00 AM to 3:30 PM. Items delivered after 3:30 PM may not be considered on-time. If delivery needs to happen outside of normal receiving hours please make arrangements with the PO Buyer at the affected business unit.

**JR Automation Ship-To Locations**

BU Code	Acronym	Address	City	State	Zip	Phone
BU18	TY1	13365 Tyler St. Plant 1	Holland	MI	49424	616-399-2168
BU13	TY2	13365 Tyler St. Plant 2	Holland	MI	49424	616-399-2168
BU11	NH	12688 New Holland St.	Holland	MI	49424	616-399-2168
BU14	HA	4433 Holland Ave.	Holland	MI	49424	616-399-2168
BU12	QD	13521 Quality Dr.	Holland	MI	49424-9253	616-399-2168
BU12	AN	100 Aniline Dr.	Holland	MI	49424	616-399-2168
Shared Services	136th	4412 136th Ave.	Holland	MI	49424	616-399-2168
BU13	SN	4190 Sunnyside Dr.	Holland	MI	49424	616-399-2168
BU16	SC	JR South Carolina	Pickens	SC	29671-9675	864-898-3700
BU17	ST	JR Stevensville	Stevensville	MI	49127	269-465-3263

**Supplier Returns and Credit Memos**

JR Shipping and Receiving will initiate a return by sending a Return Material Authorization (RMA) request form. The supplier is to provide an RMA number within four days of receiving the request. All returns that result in a credit from the supplier require a credit memo to be issued within thirty days of receiving returned product. A credit memo referencing the RMA number and PO number shall be sent to AP@jrauto.com and the JR shipping and receiving personnel that initiated the request.

**Accounts Payable Contacts**

To ensure timely payment for goods or services rendered please note the following:

**All invoices and statements from suppliers should go to AP@jrauto.com**

When sending invoices to AP@jrauto.com please make sure you are sending them as a PDF document. Word, Excel, or folder links will not go directly into our system and may delay processing. Please note that AP@jrauto.com is only monitored for invoice retrieval purposes. Use APINQUIRIES@jrauto.com for all JR accounts payable related questions and comments.

**Please email all AP inquiries to APINQUIRIES@jrauto.com.**


Invoices that require processing for payment should NOT be sent to this email address. This email address is intended for suppliers who have questions about an invoice or their account.

**Supplier Performance**

**On Time Delivery**

JR Automation recognizes that our suppliers are an integral part of our success. To meet market expectations, our suppliers must align with our vision, goals and performance requirements. To support these efforts JR has established a performance metric to measure supplier on-time delivery.



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On-time is delivery is measured as no more than 2 days early from JR’s requested delivery date and 0 days late from the original supplier confirmation date. Suppliers shall aim for the goal of 100% on-time delivery. Substandard on-time delivery performance may result in supplier Opportunity for Improvement Requests and removal from the JR approved supplier list.

**Supplier Quality**

- JR Automation’s expectation is 100% quality product from our suppliers.
- Suppliers must demonstrate a quality management system that complies with or is registered to ISO 9001:2008.
- Purchased components shall comply to applicable JR Automation manufacturing standards.
- Part marking requirements are established per JR drawings or technical specifications and must be followed at all times.

**Cost Reductions**


To stay competitive, JR Automation Technologies depends on suppliers to offer year over year cost reductions through production efficiencies, product improvements, and value added activities. Annual supplier cost reduction goals will be established by a Commodity Manager in our Strategic Purchasing Department.

**Supplier Monitoring**

- Commodity Strategies developed by the Commodity Managers define the Preferred Suppliers and are outlined in the Preferred Supplier list.
- The Preferred Supplier List is updated as needed by the Commodity Managers.
- Savings and Cost Avoidance items are submitted to the Sr. Manager – Strategic Purchasing for tracking purposes.
- OTD Metrics for Mach & Fab and Direct Material are tracked separately and updated weekly by the Purchasing Analyst.
- Business Reviews are conducted with Preferred Suppliers where key metrics such as OTD, quality, service and pricing are reviewed. The Business Review schedule is set by the Commodity Managers at the beginning of each year and updated as needed.
- Suppliers with performance issues relating to OTD, quality, service or pricing will be handled on a case by case basis and the issues will be tracked by the Commodity Managers. Performance issues can result in one or more of the following actions being taken:
  - Communications with the supplier’s management in the form of meetings, emails, letters and phone calls.
  - Issuing a formal corrective action request using the Opportunity for Improvement Request Form PM-F-05.
  - Discontinuing purchasing from the supplier or placing limits and restrictions.
- Suppliers may be blocked from purchasing if any of the following occurs:
  - Failure by the supplier to take actions to improve their performance issues as they relate to delivery, quality, service and pricing.
  - Corrective actions are not responded to within a specified time frame.
  - At the discretion of the VP of Supply Chain or any VP level personnel.

**Supplier Opportunity for Improvement Request**

Following JR’s corrective and preventative action procedure(PM-P-03), supplier Opportunity for Improvement Requests(PM-F-05) may be initiated by JR team members for quality, delivery, or performance that is below expectations. Completion of the Opportunity for Improvement Request is due

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within five working days of issuance unless specified otherwise. If more time is required, please contact the JR team member that issued the Opportunity for Improvement Request to initiate an extension.

**Appendix**

- Packing Slip Example
- Order Confirmation Example

**Packing Slip Example**

Date: 5/26/2017

Acme General Automation Supply  
555 Automation Dr.  
Holland, MI 49424

**Packing Slip #4150**

(Invoice 66481)


<p>Sold To:  JR Automation Technologies, LLC  13365 Tyler St  Holland, MI 49424</p>	<p>Ship To:  JR Automation Technologies, LLC  4412 136th Ave.  Holland, MI 49424</p>
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PO #	Line	Job	Part	Description	Quantity	U/M
423527	10	241234	123-456-789	Machine Build Widget	25	EA

Received By: \_\_\_\_\_ Date Received: \_\_\_\_\_

Contact Information  
555 Automation Dr. Holland, MI 49424 · Phone (616) 335-5555  
· shipping@acmegeneralauto.com



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Order Confirmation Example


## Supplier Name

## Order Confirmation

<p>Ship to</p> <p>J R Automation Financial Blvd 105 Financial Blvd Liberty SC 29657</p>	<p>Purchase Order <b>433784</b></p> <p>Ordered By Adam Daneff</p>	<p>Order Date 5/25/17</p> <p>3789993</p>
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Line	Product	Ordered	Confirmed Delivery Date	Price	Total
<b>1</b>	<b>4880K839</b> Standard-Wall PVC Pipe Fitting for Water Wye Connector, 1-1/4 Pipe Size Socket-Connect Female	<b>1</b> each	<b>5/16/2020</b>	<b>5.35</b> each	<b>5.35</b>
Merchandise					<b>\$5.35</b>

Applicable shipping charges will be added.

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## Revision History

Date	Author	Description of Change	Version
07/28/2017	J.Veach	Initial Release	A
08/08/2017	J. Veach	Updated order confirmation example and supplier monitoring.	B