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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.

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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 <https://www.jrautomation.com/legal/terms-of-purchase>.

Related Documents

- FB-S-05 Manufacturing Standard Lead Times and Expectations
- FB-S-06 JR Manufacturing Specification

Standard

General Purchasing Requirements

Purchasing personnel (Associate Buyer, Buyer, Supply Chain Manager, or Commodity Manager) and the Managers within the Purchasing organization are the only JR personnel permitted to make verbal or written commitments with JR Automation suppliers, including pricing, delivery date agreements and freight arrangements. This policy is based on the risks associated with cost, terms and conditions, and alignment with the supplier strategy.

Requests for Quotation

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

- Supplier Statement of Work (when applicable)
- 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.
- Supplier Statement of Work(SSOW)

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 to JR RFQ number.
- JR part number and corresponding supplier or manufacturer part number.
- Delivery/lead time.
- Pricing.
- Unit of measure must be in EA unless specified otherwise.

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- 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 should 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. 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)

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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: FCA – 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 Domestic (USA origin) # 337298630 | International # 308881474
Call FedEx at 1-800-463-3339 to schedule a pickup.
- LTL- Less Than Truck Load: Primary - FedEx # 52145531 (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.

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

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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 shall 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 and packing slip to JR Automation Buyer at time of shipment.

Receiving Hours

JR standard receiving hours are Monday through Friday from 7:00 AM to 3:30 PM. Items delivered after 3:30 PM will not be considered on-time. The receiving dock in Nashville is closed from 11AM-12PM. Please make arrangements with the PO Buyer at the affected business unit if delivery needs to happen outside of normal receiving hours.

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JR Automation Ship-To Locations

BU Code	Acronym	Address	City	State	Zip	Phone
BU11	NH	12688 New Holland St.	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
BU13	TY2	13365 Tyler St. Plant 2	Holland	MI	49424	616-399-2168
BU13	SD	4190 Sunnyside Dr.	Holland	MI	49424	616-399-2168
BU14	HA	4433 Holland Ave.	Holland	MI	49424	616-399-2168
BU16	SC	105 Financial Blvd	Liberty	SC	29657	864-898-3700
BU17	ST	7275 Red Arrow Highway	Stevensville	MI	49127	269-465-3263
BU18	TY1	13365 Tyler St. Plant 1	Holland	MI	49424	616-399-2168
BU30	SM	22 S Main St	Greenville	SC	29601	(864) 627-0900
BU31	EH	1520 Elm Hill Pike	Nashville	TN	37210	888-542-4111
Shared Services	SS	4412 136th Ave.	Holland	MI	49424	616-399-2168

Supplier Returns and Credit Memos

JR Supply Chain Management 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@jrautomation.com or wrightini@jrautomation.com (Nashville) and the JR Supply Chain Management personnel that initiated the request.

Requirements for Imported Goods

Country of Origin

All articles produced, procured, or repaired by/for JR Automation, including “no charge” items provided or returned, must be marked with the appropriate country of origin. This includes.

- Finished products
- Sub-assemblies
- Sub-product
- Media recorded with software programs
- Accessories
- Supply items

Additional container marking policies include:

- In all instances, the country of origin marking on a usual container must be in close proximity to any label, which designates the address or the name of country, which is not the country of origin.
- No abbreviations, with exception of UK for United Kingdom and US or USA for the United States of America, are acceptable.

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- The 2 character ISO-3166 codes are not acceptable for marking articles or usual containers.
- See U.S. Customs Regulations, Part 134, Country of Origin Marking, for additional information for US imports only.
- Suppliers shall also mark the country of origin in accordance with important regulations of destination country, if the above contrary to local regulations

International Labeling Requirements

- Shipping Label: Two per shipping container. The shipping label is placed on the shipping container on adjacent sides in the upper-left corner and provides the information necessary to move the goods. Shipping labels must contain the following information:
 - Origin (address where the shipment begins)
 - Ship to address
 - Ship to attention (only for non-production items)
 - Purchase order number

- Container Contents Label: 1 per case. The container contents label itemizes the goods inside a container.
 - Container number
 - Part number
 - Serial number
 - Quantity
 - Case number
 - Container count: Container ___ of ___
 - Weights (gross and net-metric)
 - Dimensions of the container (length, width, and height in metric)
 - Country of origin
 - Summary of countries of origin

International Document Requirements

- All import documents must be in English and in US dollars.
- A contact party must be shown on all commercial invoices – showing the name and phone number of a responsible person that can be contacted for inquires.
- All invoices must be typed and signed in blue ink.
- Suppliers who provide tooling and assists should be instructed to create separate value declarations rather than putting the information on the commercial invoices – unless specifically instructed otherwise.
- For shipments routed via air and truck. Provide a copy of the commercial invoice and a copy of the air waybill/truck bill of landing in an envelope, securely attached to the freight.
- Failure to have adequate controls over the quality of documentation can be a compliance risk to JR Automation. Mis-statement or omission of facts can lead to adverse government action in the form of fines and penalties.

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Commercial Invoice

The following commercial invoice policies must be required of the foreign supplier.

- A commercial (customs) invoice must accompany all shipments and must match the billing (or “no charge”) invoice.
- The commercial invoice must match the description and price of any pro forma invoices issued to the buyer and the purchase order.
- No charge invoices shall contain the statement “Value for Customs Purpose Only – No Charge” and must list the price paid or payable (the normal selling price).
- Please refer to the purchase order for information specific to each billable order (part numbers, descriptions, quantities, etc.)

The buyer or requestor will provide the following information to the supplier. This information may be part of the purchasing agreement or may be furnished on the purchase order and then, subsequently, included on the commercial invoice.

- Sold to name and address
- Ship to name and address (consignee)
- Ship to contact name and telephone number
- Mode of Transport
- Delivery Terms and named location
- Date to be delivered (Due on Dock Date)
- Purchase order number
- Purchase order line number
- Buyer name
- Buying commission (if applicable)
- Special handling/shipping instructions

The supplier, or the party making the shipment, must provide the above information and the following information on the commercial invoice.

- Invoice number
- Invoice date
- Sellers name and address
- Shipper name and address (if different than seller)
- Buyers part number
- Supplier Part number (Only used if no buyer part number has been assigned)
- Quantity
- Detailed product description (no abbreviations)
- Unit of measurement
- Unit Cost
- Inland freight – IF the buyer is the importer, inland freight costs in the (foreign) country of export to the FCA named point – freight must be a separate line item on the invoice.
- Invoice total value
- Currency of sale (and any currency conversion that is part of the buying agreement or purchase order)
- Port of Entry (in the importing country)
- Invoices for exports must indicate the proper Harmonized system product classification number for each item. Must be approved or provided by the buyer.

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- Country of origin declaration. Per JR Automation’s country of origin declaration policies, this information is specific to each line item on the invoice and each line item must have a single country of origin. This information may be shown as the full English name of the country or as the 2-character international organization for standardization (ISO) code (US, FR, TW).

International Packing List Requirements

- Identifying Marks and Numbers (when applicable)
- Measurements (L*W*H in metric)
- Cubic Volume
- Gross weight
- Net weight
- Quantity of each item in each container

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@jrautomation.com or WII-AP@jrautomation.com(Nashville).

When sending invoices to AP@jrautomation.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@jrautomation.com is only monitored for invoice retrieval purposes. Use APINQUIRIES@jrautomation.com for all JR accounts payable related questions and comments.

Please email all AP inquiries to APINQUIRIES@jrautomation.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.

International Billing Invoice Instructions

- The billing invoice value must match the commercial invoice value.
- The billing invoice number must either match or reference the specific (exact) commercial invoice number allowing the buyer to reconcile the payment to the commercial invoice value.
- Billing invoices should be sent by mail or through financial institutions.
- A valid purchase order number must be included on the billing invoice.
- The buyer name, JR Automation, should be shown on all billing invoices.
- When the supplier or delegate is considered to be the “importer of record” the billing invoice sent to the buyer/consignee for payment must include a statement on the invoice indicating that the supplier is responsible for customs clearance.
- Amended, corrected, or additional billing invoices to the buyer, where no import of goods occurred, must indicate in sufficient detail what the billing is for. Please specify the following:
 - No Import – goods shipped domestically
 - No Import – goods repaired/reworked in the US
 - No Import – freight charges only (when applicable)
 - No Import – invoice correction
 - No Import – goods/tooling retained by supplier

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Special Invoice Requirements for U.S. Imports

Sets or Kits

- Separate line item for each article in the grouping.
- Each line item on the commercial invoice must include part number, description, quantity, and unit of measure, unit of cost, and country of origin.

Recorded Media or Data Storage Devices

- U.S. CBP requires that any recorded media or other data storage devices included within a shipment must be listed as a separate invoice line item.

Reusable Shipping Containers

- Reusable shipping containers are not required to be separately listed on the invoice unless they are shipped without their normal contents (empty).

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.

On-time is delivery is measured as no more than 5 days early from JR’s requested delivery date and 0 days late from the original supplier confirmation date. Suppliers should 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 by providing a current ISO certificate.
- 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.

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- 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 timeframe.
 - At the discretion of the VP of Supply Chain or any VP level personnel.

[Supplier Corrective Action and Preventative Action Request Form](#)


Following JR’s corrective and preventative action procedure(PM-P-03), supplier corrective action and preventative action requests(PM-F-05) may be initiated by JR team members for quality, delivery, service, or performance that is below expectations. Completion of the corrective action request is due within five working days of issuance unless specified otherwise. If more time is required, please contact the JR team member that issued the corrective action request to initiate an extension.

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Appendix

1 Packing Slip Example

Date: 5/26/2017						
Acme General Automation Supply 555 Automation Dr. Holland, MI 49424						
Packing Slip #4150						
(Invoice 66481)						
Sold To: JR Automation Technologies, LLC 13365 Tyler St Holland, MI 49424				Ship To: JR Automation Technologies, LLC 4412 136th Ave. Holland, MI 49424		
PO #	Line	Job	JR Part	Description	Quantity	U/M
423527	10	241234	JR1234567890	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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2 Order Confirmation Example

Supplier Name		Order Confirmation			
Ship to J R Automation Financial Blvd 105 Financial Blvd Liberty SC 29657		Purchase Order	Order Date		
		433784	5/25/17		
		Ordered By	3769993		
		Adam Daneff			
Line	Product	Ordered	Ships	Price	Total
1	4880K639 JR0123456789 Standard-Wall PVC Pipe Fitting for Water Wye Connector, 1-1/4 Pipe Size Socket-Connect Female	1 each	5/16/2020	5.35 each	5.35
				Merchandise	\$5.35
Applicable shipping charges will be added.					

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DATE	AUTHOR	APPROVER	DESCRIPTION OF CHANGE	VERSION
07/28/17	J.Veach	F. Lazowski / D.Borski	Initial Release	A
08/08/17	J. Veach	F.Lazowski / D.Borski	Updated order confirmation example and supplier monitoring.	B
11/28/17	R. Litchman	F. Lazowski / D.Borski	JR Part Info added	C
04/16/17	J. Veach	F. Lazowski / D.Borski	Updates for JR name change; New ship to locations; Added general purchasing requirements;	D
10/16/18	J. Veach	F. Lazowski / D.Borski	Added new JR business units; Added international requirements, various other corrections and clarifications	E