



SOP #22-004

CUMMINS-MERITOR STANDARD OPERATING PROCEDURE

Date: March 2022

Subject: Overview of Order Type and Characteristics

VOR ORDERS

Turnaround Same day dispatch*

- Email subject and purchase order should clearly state 'VOR' (If not stated, the order will be placed as a Stock Order)
- Number of lines can vary as long as they all relate to the specific repair of the vehicle / assembly
- The cut-off for same day dispatch is as follows TOLL 1:00pm (AEDT) or TNT 2:00pm (AEDT)
- The cut-off for same day dispatch for all other freight carriers is 2:00pm (AEDT)
- Parts on the order must relate directly to a specific vehicle / assembly and repair solution

EMERGENCY ORDERS

Turnaround 24 - 72 Hrs dispatch*

- Email subject and purchase order should clearly state 'Emergency Order'
- Non-critical repairs
- Multiple lines for different repairs if ordering for more than 1 vehicle / customer (lines must relate to repair quantities)
- For small stock orders - replacement of fast moving parts in between stock orders, limit of 5 lines and also quantities to be monitored so as not to be deemed excessive

STOCK ORDERS

Turnaround 5-7 days dispatch**

- Email subject and purchase order should clearly state 'Stock Order'
- Regular stock replenishment orders shipped on a weekly / monthly basis or in accordance with individual customer arrangements with Cummins-Meritor

PICK UP ORDERS

Turnaround (as per request)***

- Pick up orders are bound by the above order types
- We will call and provide you with a time to pick up from our warehouse
- Cut-off for same day order and pick up submission 2:00pm (AEDT)
- Pick up must be completed by 2:30pm (AEDT)

Standard Processing Shipping Time for orders:

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

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

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



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ORDERING PROCEDURE

- All emails to 'clearly state' (order number and order type in the subject of the email)
- All orders must be sent to CVAUU.SALES@CUMMINS.COM
- If no order type is disclosed, the order will be treated as a stock order

All purchase orders sent to through must be in PDF format and attached to the email with the following details:

- Company name
- Shipping address and name of company shipping to
- Order number
- Order type e.g. (VOR, Emergency or Stock order)
- Freight details
- Part number/s

Failure to provide the details as per order procedure may result in purchase order processing delays

TRANSPORT MODE & VALID ACCOUNT NUMBER

- All purchase orders must state a freight carrier of choice and include a valid account number. If no carrier is nominated, we will nominate a carrier and charge freight accordingly on the invoice
- Small items can be shipped via prepaid airbag/s (3kg or 5kg) and will be charged accordingly
- Dealers are advised to call and confirm availability prior to placing VOR and Emergency orders. This will assist us in minimising potential delays which can be caused by excess correspondence in relation to stock levels

PLEASE NOTE: Cummins-Meritor reserves the right to modify the terms of the ordering procedure with or without notice.

Meritor Heavy Vehicle Systems

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