

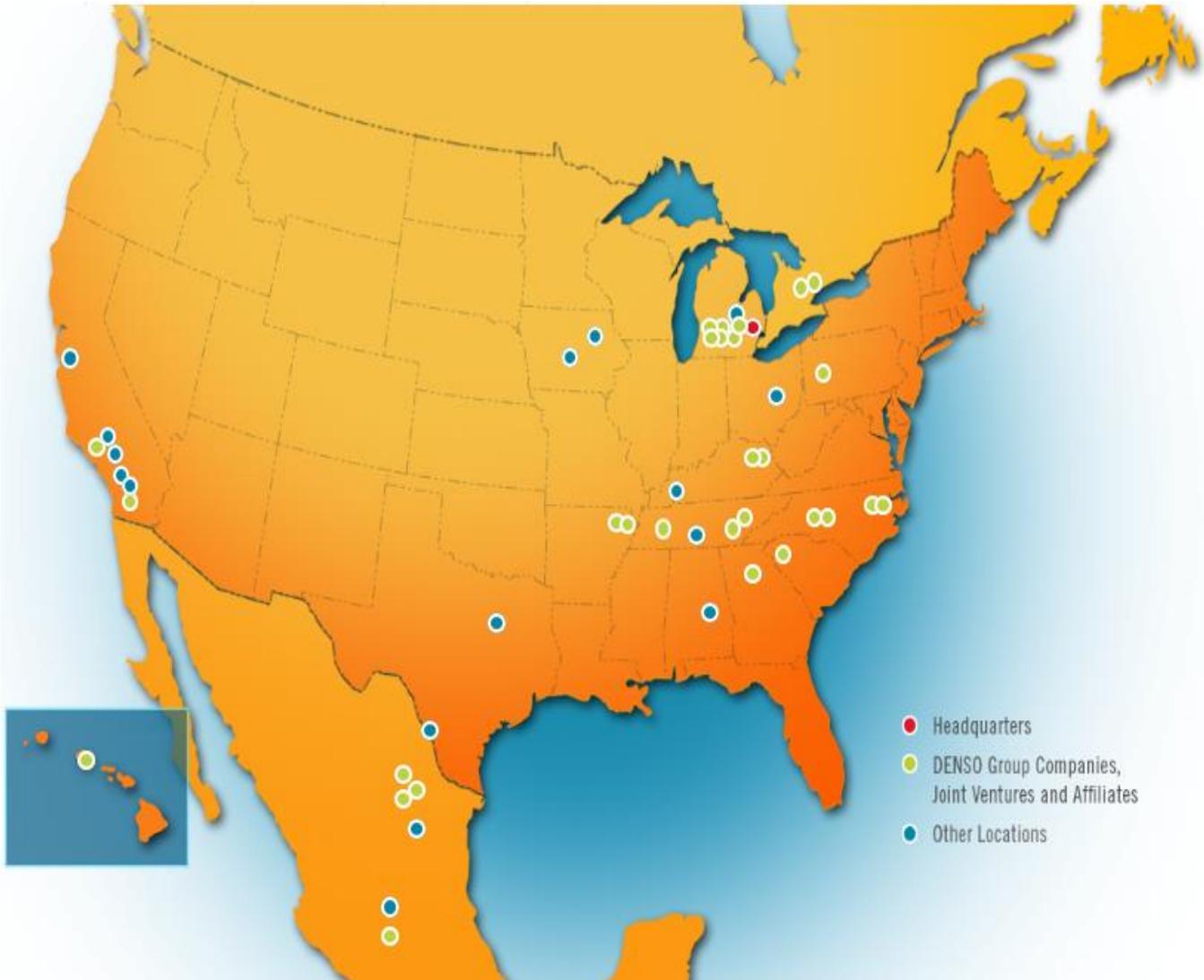
Section 1

<General Information>

Purpose: Gives introduction to basic information pertaining to DENSO's supply chain. Includes map of locations, frequently asked questions, acronym list, and first steps to setting up a supplier profile.

Note: For information regarding specific Transportation and Packaging, please reference the guides located on the DIAM website (Supplier Guide Link)

North America Group Company Locations



- 45 locations across the United States, Canada, and Mexico
- Includes manufacturing facilities, logistics centers, and functional centers
- Specific information on DIAM website (<http://www.densocorp-na.com/our-company/locations/>)

QUESTIONS AND ANSWERS

Q:	What if the Web Site is down or not working?
A:	You will still be expected to ship according to the normal schedule. Call your production control contact immediately to let them know 1) that the Web Site is down and 2) to begin faxing you back-up documents. Instructions for using the back-up documents are in Section 6 of the Supplier Guide.
Q:	What do I do if I cannot meet DENSO's order due dates and/or quantities?
A:	Communicate these issues directly with DENSO PC members
Q:	What if the container labels do not match my shipment?
A:	You can still ship. Call production control immediately. Always follow the quantity on the delivery order. The Web Site will be updated if time permits. If not, you will be asked to use replacement kanbans.
Q:	What if I have problems with DENSO's preferred carrier?
A:	Call DENSO's Transportation Department immediately (NAIL Help Line: 865-738-2300)
Q:	We do not have a complete shipment ready on ship date. Should I ship or wait?
A:	Please contact DENSO Production Control (see Delivery Adjustment Section).
Q:	What if we cannot connect to the Web Site due to internal problems?
A:	As long as the DENSO Web Site is working, you are expected to ship using the Web Site. If the problem is internal to your company, try connecting to the Web Site using an off-site computer (for example, at a public library, coffee house or your home).
Q:	Forecasted orders are missing on the NASWEB forecasts report.
A:	PDF file and isn't always the most up to date. User should utilize the excel report that is downloaded from NASWEB.

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GLOSSARY OF TERMS

Term/Acronym	Description
AIAG	Automotive Industry Action Group
ASN	Advanced Ship Notice
C.P.	Material Release Cover Page
D.O.	Delivery Order
DMTN	DENSO Manufacturing Tennessee
DMAR	DENSO Manufacturing Arkansas
DMNC	DENSO Manufacturing North Carolina (Michigan, Statesville)
DMCN	DENSO Manufacturing Canada
DNMX	DENSO Mexico
NALC	North America Logistics Center (Michigan, Nashville, Texas, Iowa)
ASMX	Air Systems Mexico
DMAT	DENSO Manufacturing Athens Tennessee
DUNS Number	Dun & Bradstreet's Number
DWOS	Domestic Web Ordering System
E.C.I.	Engineering Change Instruction
EDAN	Excess Delivery Authorization Number
EDI	Electronic Data Interchange
Firm	Actual discrete order. Delivery Orders are issued for firm orders.
Fixed	Previously firm order. An order becomes fixed the day following issue of Delivery Orders.
RFQ	Request for Quote

GLOSSARY OF TERMS

Term/Acronym	Description
F.T.L.	Full Truck Load
F.O.B.	Freight on Board
ISIR	Initial Sample Inspection Report
LRF	Long Range Forecast
L.T.L.	Less Than Truck Load
M.R.	Material Release
MSDS	Material Safety Data Sheet
P.C.	Production Control
P.O.	Purchase Order
PCA	Production Control Administration
RFQ	Request for Quote
SPS	Supplier Packaging Specification
SRF	Short Range Forecast
SRIL	Supplier Routing Instruction Letter
VAN	Value Added Network
830	Material Release
862	Shipping Schedule/Delivery Order

Shipping Requirements

Labeling

- Each tote to be labeled
- Labels need to be printed on 6.5" x 8" Kanban stock (Not paper).
- You can select your own supplier if you like or choose from section 3 (3-18), but it must be card stock (Printing on paper not acceptable)
- QR Code should follow specification if made in-house (see section X)

Shipping

- Proper packaging must be used (based on contract terms)
- Delivery Orders must be attached to every shipment sent to DENSO. DENSO cannot accept shipments without a Delivery Order
- ASN must be sent with every shipment (timing of ASN determined by DENSO plant being shipped to)
- Shipping requirements by Part Number to be shipped in FIFO Order cadence. Failure to comply may result in invoice payment delay

Trade Compliance

- **All suppliers**, must complete annual C-TPAT survey within required timeframe upon request from DENSO purchasing representative.
- **Foreign suppliers** must provide all FTA required documentation – meaning a certificate of origin at time of export to the U.S. including the details of said certification-meaning the calculations used to qualify goods.
- Please contact DENSO Trade Compliance for specific instructions (list of Trade Compliance contracts in “General Section” on DIAM website)

Notes

*: For more detailed labeling and shipping requirements please refer to Section 3 of this manual.

** : If a company fails Free Trade, the importing company must be able to provide, upon request from CBP, the foreign supplier’s calculations providing that the imported article meets the free trade agreement country of origin rules.