

SUPPLIER RELATIONSHIP MANAGEMENT

Supplier Measurements

Altec is committed to measuring our suppliers according to QCDS (Quality, Cost, Delivery, and Sustainability). As a supplier to Altec, you will be expected to follow these measurements if you are providing a service that impacts the quality of our parts. We communicate this information with you through the [iSupplier](https://isupplier.altec.com) portal.
<https://isupplier.altec.com>

Quality: Altec tracks RMR (line rejects) and RGA (field returns). A supplier's Quality % is measured by dividing the dollars associated with line rejects and field returns by total dollars spent with the supplier per month.

Cost: Is measured by the difference in the base price vs. the current price. The base cost is the last price paid in the previous year. Variance percentage is calculated by the total cost variance divided by the total spend.

Delivery: Delivery calculated by adding early deliveries and on-time deliveries together. The total is divided by the number of shipments in a given time period.

Sustainability: Altec will attempt to measure your sustainability as a supplier. Altec defines sustainability as: *The process of conducting business and commerce in a resource conservative and resource efficient manner allowing the greatest potential in the present, while at the same time planning and acting to maintain and enhance this business environment in the future.* Examples are but not limited to:

- Stability; dealing cautiously with risk, uncertainty and irreversibility
- A commitment to best practice
- Internal and external metrics in place
- Kaizen, the principle of continuous improvement
- Good governance
- A clean, safe work environment

Late Shipment Report

Supplier will receive a daily spreadsheet via email that lists those parts that are past due. Please contact the PO requestor immediately to provide shipment information. You will continue to receive this report daily until product is received. It is important to note that late shipments will affect your delivery score.

Altec's Return Parts Process

1. Altec receives an invoiced component.
2. Upon inspection Altec rejects the component/product or a component nonconformance occurs within the Warranty Period.
3. Altec submits an RMA request to the identified quality contact.
4. Supplier issues an RMA for the return of the component/product.
5. Altec Accounts Payable sends a copy of the debit memo for use in applying Altec's payment.

iSupplier Portal

The iSupplier Portal is an interactive website for suppliers to better manage their business with Altec. The portal allows you to:

- View and Acknowledge purchase orders
- View past due orders
- Check invoice status
- View MRP
- Respond to Quality Returns/SCARS
- Track Delivery & Quality Metrics

To register, go to <https://www.altec.com/about-altec/suppliers/>, click on the registration link, complete the form, and email to isupplierregistration@altec.com.

Altec iSupplier Portal

The iSupplier Portal is an interactive website for suppliers to better manage their business with Altec. The portal allows you to view and acknowledge Purchase Orders, check invoice status, view MRP and forecasting data, track delivery and quality metrics.

LOGIN [Not Registered? Click here to sign up.](#)

You will receive an email confirmation with your iSupplier User ID & Password. Once registered, please notify your Altec contact to schedule training. Multiple users may have access to the portal, but each user must complete a form. Altec expects all suppliers to utilize this tool.



ALTEC iSUPPLIER SECURITY AGREEMENT

The following are terms and conditions for use of the Altec iSupplier site. Please read them carefully. By signing this account form, you agree to these site usage terms.

The Altec iSupplier web site ("iSupplier Site") is offered by Altec, Inc., its subsidiaries and affiliated companies ("Altec") to you as a representative of a provider of goods and services. Use of the site is conditioned on your acceptance without modification of the terms, conditions, and notices contained herein.

1. Your iSupplier site account may be used by other associates within your organization. However, as the account owner, you agree to accept sole responsibility for all use of your company's iSupplier site account.
2. You agree to notify Altec immediately if you are leaving your company or no longer need access to Altec's iSupplier site to perform your job functions. You agree to notify Altec immediately of any unauthorized use of your account or any other breach of security.
3. You agree that all information made available on the iSupplier site shall be kept confidential.
4. You agree that all information made available on the iSupplier site shall only be used to facilitate Altec's procurement of your merchandise or services, and may not be used for other purposes except upon such terms as may be agreed upon between you and Altec in writing.
5. You agree that all information provided on the iSupplier Site shall remain the property of Altec and must be surrendered to Altec upon request.

PLEASE TYPE ALL INFORMATION CLEARLY

Email Address
(This will be the user name)

Company Name

Requestor Name

Title

Phone Number

Are you responsible for SCAR Corrective Action data for your company? ☐ Y or ☐ N (check one)

Are you responsible for Part Returns? ☐ Y or ☐ N (check one)

Would you like to receive MRP updates? ☐ Y or ☐ N (check one)

Signature

Date

Please submit one form per user.

When completed, email form to isupplierregistration@altec.com.

For questions, contact your assigned Commodity Manager.

Altec Use Only: Supplier Number		Site Name		Restricted ☐ Y or ☐ N
Altec Use Only: Commodity Manager			Signature	

FREIGHT ROUTING INSTRUCTIONS

Domestic Suppliers:

Altec uses a third party logistic company, C.H. Robinson Worldwide, Inc (CHRW) to manage their LTL freight. CHRW is responsible for providing assistance in overseeing, managing, and processing invoices for all LTL shipments. All suppliers must follow the freight routing guide on <https://isupplier.altec.com> under [Supplier Routing Guide](#) to ensure the preferred carriers are used.

For questions in regards to freight routing, please contact C.H. Robinson by phone at 866-Altec-19 (866-258-3219) or by email at altec@chrobinson.com.

- **For Shipments 250 LBs to 4,999 LBS (or cannot ship small parcel due to size):** See [Supplier Routing Guide](#)
- **For Shipments to/from Canada:** See [Supplier Routing Guide](#) first. If **NOT** listed, use XPO
- **For Shipments OVER 4,999 LBS, 5 pallets, 9 FT trailer space OR 750 Cubic Feet:** Contact [CHRW](#)
- **For Shipments under 250 LBS:** Use UPS Ground. Contact Altec for appropriate account number.
 - No Individual Package over 70 LBS
- **Domestic Air Shipments:** Contact [CHRW](#)
- **Blanket Wrapped:** Contact [CHRW](#)

Billing Information:

The following must be placed on the Bill of Lading in order to make sure the freight charges are billed to the correct party:

All Freight Charges PPD/3rd party Bill to:

**Altec C/O CHRLTL
14800 Charlson Rd
Suite 2100
Eden Prairie, MN 55347**

International Suppliers:

Altec uses a third party logistics company to manage their LCL and FCL freight. All suppliers need to contact their Altec representative to obtain freight routing instructions. All shipments are FOB unless otherwise agreed upon ahead of time.

- **For Shipments less than 150 LBS:** Use UPS. Contact Altec for appropriate account number.