



**Harley-Davidson Motor Company  
Supplier Direct Process Manual**

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Location: [www.h-dsn.com](http://www.h-dsn.com) (Public Menu, General Business Info., Supplier Direct Manual)

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## **1. OVERVIEW**

The Supplier Direct shipment program has been developed to provide added value to both Harley-Davidson and its suppliers through the streamlining of the supply chain. The program strives to achieve a two-pronged objective. First, the system must appear seamless to Harley-Davidson dealers. Dealers must be provided with the same item packaging standards and delivery performance as would be provided by a Harley-Davidson distribution facility. Second, the system must enable the streamlining of the supply chain through electronic data communications between Harley-Davidson and the supplier.

## 2. SUPPLIER & PRODUCT SELECTION

### *2.1 Supplier Requirements:*

- **Material Compliance:** Supplier Assessment System (SAS) score = 3 for the past three months
- **Warranty Claims:** SAS score = 3 for the past three months
- **On-Time Delivery:** SAS score = 3 for the past three months
- **Electronic Communications Capabilities:** Suppliers must be capable of transferring data via the industry standard Electronic Data Interchange (EDI). Shipnoted files must be transferred the same day the product ships.
- **Supplier must be able to ship in a manner comparable to the Harley-Davidson Distribution Center.** (i.e. must be bar-code capable – reference section 5.5.)
- **Supplier must be able to identify international shipments and ship to the Franklin Distribution Center for cross-docking.** The supplier must abide by the labeling specifications outlined in section 5.
- **Supplier must be able and willing to pick and pack small shipments to individual dealers (all 50 states).**

The Supplier Direct Coordinator will provide feedback to the Supply Base Analyst with regard to the results of the referenced filters. The Supply Base Analyst can then work with the supplier to address any noted areas of concern. The supplier will then either be accepted or rejected as a Supplier Direct supplier.

If a new supplier is not currently measured by SAS, supplier performance cannot be verified from past record. It is therefore more risky to include such suppliers in the Supplier Direct program. Steps should be taken to verify the supplier's performance potential. Examples may include, but are not limited to, visiting the supplier's facility to verify production and distribution capability, performing the SSE or signing the Master Sales Agreement.

### *2.2 Product Requirements:*

Products must be part type 5 (packaged complete, ready to ship to H-D dealers) and must meet one of the following characteristics:

- Hazardous material
- Low unit sales
- Bulky item
- Special handling needs
- Specialty items/ made-to-order items (e.g. dealer logo)
- Limited shelf life (e.g. candy)
- Catalogs & printed material

Supply Base Analyst must complete a **net-landed cost model** that calculates the cost benefit or loss to Harley-Davidson if a supplier is to become part of the Supplier Direct Program. The Supplier Direct Coordinator will provide this worksheet.

## 3. SYSTEM SELECTION, SET-UP & TRAINING

### 3.1 Supplier's Responsibility

The Supplier Direct shipment program requires that all suppliers be an Electronic Data Interchange (EDI) trading partner with the below listed EDI transaction capabilities.

- 862 Ship Schedule (Picklist)
- 856 Advance Ship Notice (ASN/Shipnote)

The above EDI transactions must be ANSI X12, Version 4010. The EDI Value Added Service Provider or software used to meet the program requirements is at the discretion of the supplier.

Harley-Davidson recommends the use of a traditional EDI system as that allows full functionality by directly integrating the transaction into their business applications and thereby eliminating unnecessary process activities such as data entry and enhancing the justification of EDI implementation. This method of EDI requires that all EDI transactions be tested through Harley-Davidson's strategic electronic commerce partner, Sterling Commerce. The Harley-Davidson EDI transaction standard, testing requirements, and general electronic commerce information can be found on the Electronic Commerce web page, accessed through [www.h-dsn.com](http://www.h-dsn.com), Public Menu, General Business and Electronic Commerce.

If traditional EDI does not fit into supplier's business objectives, then Harley-Davidson recommends that the *Sterling Web Forms* or *Order Management* be used as a method of EDI.

*Sterling Web Forms* is a standalone, Internet and Windows-based EDI application developed by Sterling Commerce and Harley-Davidson Motor Company. *Sterling Web Forms* does not require any transaction testing. A detailed *Web Forms User Guide* and general electronic commerce information can be found on the Electronic Commerce web page, accessed through [www.h-dsn.com](http://www.h-dsn.com), Public Menu, General Business and Electronic Commerce, which tells of the registration process and how to use the product.

*Order Management* is a free application on H-DSN and is very similar to *Sterling Web Forms*. *Order Management* provides suppliers and Harley-Davidson with:

- *Plan Visibility* (Visibility to Planned Orders or Planning Schedule Forecasts (EDI 830)).
- *Firm Visibility* (Visibility to open Firm Orders) (EDI 862).

- *Advance Ship Notice Visibility* (Transactional capabilities to generate Advance Ship Notices (ASN's) (EDI 856).
- *Collaboration Visibility* (Collaborative capabilities for selected P&A and GM Firm Orders).

More information about Order Management and the activation process can be found on the Activation and Training web page, accessed through [www.h-dsn.com](http://www.h-dsn.com), Public Menu, Registration and Activation and Training.

If you have any questions regarding Harley-Davidson's expectation of the supplier in this program, feel free to contact the Supplier Direct Coordinator or the central EDI department at (717)-852-6526.

### **3.2 Harley-Davidson's Responsibility**

1. Supply Base Analyst needs to complete the *Supplier Direct Bin Location Set-up Form* and *Net Landed Cost Model* for new Supplier Direct Suppliers before continuing with EDI set-up (step 2).
2. Supply Base Analyst notifies Supplier Direct Coordinator of the supplier requiring EDI capabilities.
3. Supplier Direct Coordinator works with H-D's EDI Information Systems (IS) department and Sterling Commerce to establish the EDI connection. Depending on the EDI connection chosen, either 4 or 5 will apply below, before moving on to 6.
4. Traditional EDI: Supplier and Sterling Commerce test the transactions. Sterling Commerce ensures that the supplier is able to meet the Harley-Davidson EDI standard. Once the supplier meets the testing requirements, Sterling Commerce will notify the H-D Central EDI Department who will set up the trading partner and related EDI transactions.
5. Web Forms or Order Management: Supply Base Analyst or Supplier Direct Coordinator can test the EDI transitions with the supplier if they choose to through sending test orders. Once the supplier meets the testing requirements, the EDI group and the Supplier Direct Coordinator will notify the Supply Base Analyst and supplier H-D Central EDI Department who will set up the trading partner and related EDI transactions.
6. Supplier Direct Coordinator, Supply Base Analyst, and SPOC will work together to coordinate sending the supplier a test 862, which is to verify actual data such as part numbers and ship schedule information.

## **4. ORDER ENTRY, RECEIPT, & MAINTENANCE**

### ***4.1 Receiving Orders (U.S. and International)***

#### **Orders sent by dealer to H-D:**

Orders for Supplier Direct items are received no differently than other orders. They are received electronically from the dealers via TALON, H-D net or Lightspeed into the COPS system in the HMILPNA1 AS/400. After orders pass all system checks, they are routed to the appropriate bin location that was assigned to the part number during setup. If orders are not being routed properly, it is most often due to an incorrect bin location assigned to the part. If you are unsure what your bin location will be, the bin location number will default to bin location A09900 and if this is not changed when the bin location is determined, orders will not drop to the correct bin location.

#### **Receipt of picklist by supplier – (EDI 862):**

The supplier retrieves the picklist from their EDI mailbox to fill orders. Once the supplier receives the picklist, it should be filled and shipnoted according to the expected lead-times. Supplier performance is tracked based on this lead time. Supply Base Analysts are responsible for modifying the system purchase lead-times whenever they may change. However, due dates will be calculated based on the date the order was placed and the lead-time assigned at the time of the order. H-D provides dealers with expected ship dates on the purchase lead-time entered into the AS/400. If lead-times are not properly managed, we could be reporting poor information to our dealer network.

\*Training for receiving the picklist through EDI will be provided by Sterling Commerce or the H-D Supplier Direct Coordinator, depending on the supplier's EDI set-up.

#### **Changes or Inquiries on an Order:**

Occasionally, there will be a request to change an order. Once an item has been printed to a picklist, there are only two ways in which the order can be changed – it must be either backordered or cancelled. This process needs H-D Order Management Coordinator approval and Supplier Direct assistance.

### ***4.2 Picklist Cancellation***

Rarely, a dealer will request through their H-D representative that an order be cancelled. In this case, the H-D Order Management Coordinator in SPOC (order

management) will contact the supplier with the cancellation request. Orders may be cancelled by H-D until the time they are shipped. The only exception to the cancellation deadline is special made-to-order items that are in process (i.e. paint, imprinted items, etc.)

### **4.3 Picklist Backorder**

Complete shipments are expected as part of the Supplier Direct program, but in the event that an item on the picklist is not immediately available and would cause a significant delay in shipping the remaining available items, it may be possible that the line of the picklist can be backordered upon review and approval by your Order Management Coordinator and Supplier Direct Coordinator's. (Systems and Order Management) It is EXTREMELY important that suppliers are knowledgeable about how to backorder line items and which EDI systems they can and cannot backorder through.

If the backorder is done incorrectly, invoicing issues will arise, in addition to confusion with the dealers and delays in inventory receipt at the dealer. Invoice payment to the supplier could also be delayed if the backorder is not approved and done properly. Please make sure to get any questions and or clarifications addressed by the Supplier Direct Coordinator.

If a backorder is approved, the proper system steps are listed below, depending on which system you use:

**Traditional EDI/Order Management** suppliers should enter a zero for the quantity picked on line items that they could not ship, and the partial quantity picked on line items they cannot ship complete. The supplier should shipnote the remaining lines on the order as they normally would. (This picklist is now closed). Supplier should be aware that the backordered line will drop on a new picklist and this new picklist will show up in their system the following day.

**Web Forms EDI** suppliers are typically not able to backorder. They should contact the Supplier Direct Coordinator and he/she can review the request and backorder the necessary line items if approved. All lines of the picklist must be maintained when backordering a part. It is important that the Supplier Direct Coordinator is notified when a part is close to a backordered status so that orders may be properly maintained.

### **4.4 Picklist Inquiry**

Occasionally, the Supplier Direct Coordinator from H-D SPOC will contact the supplier with an inquiry on a specific order. The supplier should be able to make a reasonable estimation of the ship date of the order based on part availability and applicable lead times. Tracking information may be needed in cases where our dealers did not receive orders. Your prompt reply to all of these inquiries is greatly appreciated as our

customers are awaiting the response. (Same business day preferred or next business day the latest)

If an H-D dealership employee tries to contact one of our suppliers, the supplier should instruct them to contact their SPOC representative (800) 664-7762.

#### ***4.5 Discontinued/Obsolete Parts***

It is extremely important that the supplier notify both the Supplier Direct Coordinator and Supply Chain Analyst when a part is discontinued or becomes obsolete. The Supply Chain Analyst will then change the part status and the Supplier Direct Coordinator can cancel orders appropriately.

## 5. SHIPPING

### 5.1 Advanced Shipment Notice (EDI 856/ASN/Shipnote)

Electronic ASN's (shipnotes) are required to be sent to H-D by the supplier the same day that the items are shipped. Occasionally a file transfer failure may occur where the ASN never makes it to H-D's system. It is critical that the suppliers review the open picklist reports that are sent to them from their Supply Chain Analyst (or the Supplier Direct Coordinator under pre-arranged circumstances) to ensure that all picklists are being closed properly. Supplier open picklist reports can be accessed through H-DSN. If the shipnote is never received into H-D's system, the dealer is not invoiced, the revenue for the category is not recovered, and the supplier cannot be paid.

### 5.2 Carrier Selection

Supplier Direct shipments must be shipped directly to H-D dealers in the United States. All international shipments must be shipped to the Franklin DC for consolidation. Domestic shipments to dealers are to be shipped via UPS where available. Common carriers may be used for items not conducive to parcel shipment. **Export orders must** be consolidated at the Harley-Davidson Franklin Distribution Center. Please refer to the table below for Ship Via/Ship Method guidelines.

SHIP TO	SHIP VIA	SHIP METHOD
Continental USA	UPS	UPS Ground
Alaska	UPS 2	UPS Blue 2-day
Hawaii	UPS 2	UPS Blue 2-day
Export: Harley-Davidson Motor Co. Supplier Direct Export Consolidation Franklin Distribution Center 10000 S. Franklin Drive Franklin, WI 53132	UPS/Common Carrier <b>( If the shipment leaving your facility on any given day is collectively &gt;150lbs please contact the DC for preferred ship via)</b>	UPS Ground

\* General Merchandise Suppliers should ship product destined for Japan to ACE Distribution. Please check with your buyer/planner to confirm.

**ACE Warehouse – H-D Japan**  
**Attn: Dave Krug**  
**9053 N. Deerbrook Trail**  
**Brown Deer, WI 53223**

It is important to note that the SCAC code (carrier method) received in the REF02 127 segment of the 862 ship schedule document (picklist) is the method the supplier must ship and shipnote on the 856/ASN. The carrier method should not be changed.

### ***5.3 Shipping Container Standards***

The following guidelines are only to be used for the shipment of retail packaged products. H-D Supply Chain Analysts should be contacted regarding primary retail packaging of a specific part. The guidelines outlined on H-DSN of the Packaging Specifications are meant to aid in the packaging process. It is the ultimate responsibility of the supplier to make sure that the products are delivered in good condition. Refer to [www.h-dsn.com](http://www.h-dsn.com) under Public Menu - General Information - Package Specs - Package and Label Standards.

### ***5.4 Labeling for Shipment Directly to Dealers***

Shipments directly to dealers in the United States are required to have the following on the packing list inside the box:

- Harley-Davidson part number
- Ordered Quantity
- Shipped Quantity

### ***IMPORTANT: DO NOT INCLUDE PRICING ON ANY PACKING LISTS***

Pre-Printed address label on the container should be labeled with the return address of “Harley-Davidson Motor Company” followed by the supplier’s address as show below. If a dealer’s address is not known, please contact the Supplier Direct Coordinator, referencing the dealer number and associated picklist.

<b>Harley-Davidson Motor Company</b> Supplier Street Address Supplier City, State & Zip
Dealer Name Dealer Street Address Dealer City, State & Zip

FROM:  
H-D MVC  
75 STEAMBOAT BLVD  
MANCHESTER, PA  
SUPPLIER # D0000

TO:  
H-D  
1425 EDEN ROAD  
YORK, PA  
DOCK: A DEL LOC: 12345689

# MASTER LABEL

PART NO. (P) 12345-06



REV. LEVEL  
A

PART DESC:  
SOMETHING

QUANTITY (Q) 100








PURCHASE ORDER # (K) R-0000000000

SERIAL NO. (9S) 99999



PACKING LIST #: (11K) 12345678

## 5.5 Export Label for International Shipments going to Franklin DC

FROM: Harley-Davidson Motor Co. Supplier Street Supplier City, Supplier State Supplier Zip Code		TO: Harley-Davidson P&A Distribution Center Supplier Direct Export 10000 South Franklin Drive Franklin, WI 53132	
PART NO (P) Should read: Supplier Direct 		PART DESCRIPTION Should read: Supplier Direct	
QUANTITY (Q) 100* 		 PURCHASE ORDE (K) Should state the Picklist Number	
Dealer Number (D) # XXXX 		 PACKING LIST (11K) If used, this field should also state the Picklist Number	

\* This is the total number of cartons being shipped. NOT the quantity of what is inside each carton. Ex. 1 of 100, 2 of 100, 3 of 100...etc.

The above label is an example of what your export label should look like. To create this, either download a CVS file format and import it into your bar coding software or visit [www.h-dsn.com](http://www.h-dsn.com) and go to the Public Menu – General Business – Electronic Commerce Information – LINK to Bar Code Solutions Web Print or go directly to [www.bcswebprint.com](http://www.bcswebprint.com). At the site you must set up an account and get the required software update on the site. You will need to go to the *Create Bar Code Labels* link – Scroll Down to **Harley-Davidson** and fill in the fields required as follows:

- From: Company = Harley-Davidson
- From: Address = Enter your supplier address
- From: City, State, Zip = Enter the supplier city, state, and zip
- Supplier # = Enter your supplier ID
- To: Company = "H-D DC – Supplier Direct Export"
- To: Address = 10000 South Franklin Drive
- To: City, State, Zip = Franklin, WI 53132
- Dock Code = Leave blank
- Delivery Loc = Enter the four-digit dealer number
- Rev Level = leave blank
- Part Description = Enter "SUPPLIER DIRECT"

- Part Number = Enter “SUPPLIER DIRECT”
- Quantity = Enter the number of containers shipped (NOT the qty inside ea. Container)
- Purchase Order #: Enter the picklist # for the shipment
- Serial Number = Leave Blank (will always default to 9999)
- Packing List No. = Enter picklist number for the shipment

\*The print process is unique to your internal printer set-up

When shipping orders via the Supplier Direct program, packaging and labeling standards must be observed. If the supplier has any questions or needs further clarification they should contact the Supplier Direct Coordinator.

Packaging requirements for export shipments are similar to those of domestic shipments, with some additional provisions. Export shipments are consolidated at the Franklin D.C. and then sent to overseas dealers. All export shipments received into our D.C. will be scanned into our AS/400 system. The D.C. will scan the picklist bar code off the export label. The information they will receive into the D.C.'s system is based off the shipnote information the supplier has entered. The shipnote provides Harley-Davidson with the date shipped, weight, number of packages, and freight amount. If the supplier fails to shipnote the picklist with accurate information, the D.C. will have the ability to note non-conformances for each picklist shipped, such as unable to scan or incorrect label, product that arrives not shipnoted, etc. **These issues negatively affect your SAS score.** The Supplier Direct Coordinator can communicate these issues.

Packaging and shipping instructions need to be followed exactly in order for our operations to be efficient and effective. Product received incorrectly packaged or labeled will result in costly delays, additional labor and reduction of efficiencies. Suppliers shipping packaged product NOT in compliance with the information set forth in this document and [www.h-dsn.com](http://www.h-dsn.com) will be subject to charge back or the shipment may be returned freight collect.

## **5.6 Freight Charges**

**Suppliers must ALWAYS include freight charges on the shipnote.** Suppliers should maintain documentation of shipping charges for inspection upon reasonable request by the H-D Supplier Direct Coordinator. In some cases, H-D may request that a supplier ship using a specific UPS account number in order to directly bill the shipping charges to H-D. This frees the supplier from payment of shipping charges and allows H-D to simplify freight costs of the Supplier Direct program. If you are interested in exploring this option, please contact the Supplier Direct Coordinator for more information.

## 5.7 Distribution Center Pallet Requirements

For any supplier direct product shipping internationally through the Franklin Distribution Center, suppliers must be using either treated wood skids, cardboard skids or plastic skids for larger international cross dock shipments if one entire skid is for one dealer. If the skid consists of several boxes for different dealers, then no special skid is required. See requirements below.

### Requirements

All imported wood packaging materials should be treated by one of the following methods, and present the mark which certifies the approved treatment on two opposite sides of the WPM.

### Treatment Methods:

1) Heat Treatment (HT): WPM should be heat treated at a minimum wood core temperature of 56° for a minimum of 30 minutes.

2) Methyl Bromide (MB) fumigation

WPM should be fumigated with methyl bromide as follows. The minimum temperature should not be less than 10° and the minimum exposure time should be 16hrs.

Temperature	Dosage rate	Minimum concentration(g/m <sup>3</sup> ) at:			
		0.5hrs.	2hrs.	4hrs.	16hrs.
21° or above	48	36	24	17	14
16° or above	56	42	28	20	17
11° or above	64	48	32	22	19

Provided, WPM made of *Pinus spp.*, *Lori spp.*, *Cedrus spp.* from Japan, China, Taiwan, US, Canada, Mexico, Portugal and WPM made of *Pinus spp.* from Vietnam should be fumigated with methyl bromide for 24hrs. The treatment standard is as follows. The minimum temperature should not be less than 10 and the minimum exposure time should be 24hrs.

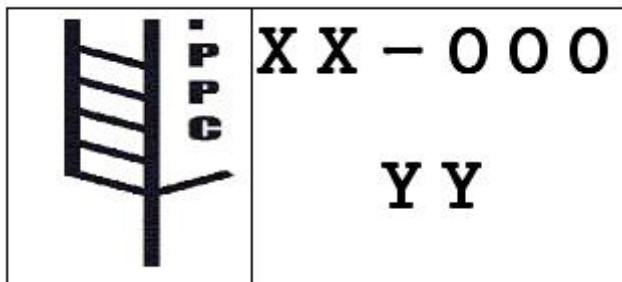
Temperature	Dosage rate	Minimum concentration(g/m <sup>3</sup> ) at:
		24hrs.
21° or above	48	24
16° or above	56	28
11° or above	64	32

The Mark should contain the valid symbol approved by IPPC, country code, unique number of the producer/treatment facility designated by the National Plant Protection Organization(NPPO) of exporting countries and treatment methods (HT, MB)

## Non-compliance Measures

- WPM without approved mark: Disposal or Return to the origin
- WPM with approved mark but with live regulated pests: Treatment or Disposal or Return to the origin

## Marking for Approved Measures



- Symbol
- ISO two letter country code followed by a unique number assigned by the NPPO to the producer of the wood packaging material, who is responsible for ensuring appropriate wood is used and properly marked
- IPPC (International Plant Protection Convention) abbreviation for the approved measure used (e.g. HT, MB)

## 6. INVOICING

### ***6.1 Harley-Davidson Invoices the Dealer***

After a shipment is sent to a dealer and the confirmation of shipment has been sent back to H-D by the supplier, the picklist (EDI 862) within the Customer Order Processing System (on HMILPNA1) is updated to a status '6' to reflect shipment of product. That night, a job is run on HMILMFG1 that creates an invoice that is sent to the dealer. The status of the order is changed to '7'- invoiced. The dealer then is required to pay that invoice based on the terms defined by the order type in the same method that all other invoices are paid to Harley-Davidson. The revenue for the category is collected based on the part numbers profit center.

For international export shipments that are cross-docked through the D.C., the order status is changed to '7' when the D.C. ships the order.

### ***6.2 Supplier Invoices Harley-Davidson***

After the picklist order is shipped to the dealer and the supplier has submitted confirmation to H-D (via 856 ship notice), the non-AutoPay supplier should send the invoice to their Supply Chain Analyst for approval. The Supply Chain Analyst can confirm pricing. If there are picklists in question, or that need to be shipnoted, the supplier will be informed by the Supply Chain Analyst or the Supplier Direct Coordinator to resolve. Finally, the Supply Chain Analyst should sign the invoice, provide the account number, and forward it to accounts payable for payment. The invoices must include the following information:

- Dealer number
- Picklist number
- Harley-Davidson's part number
- Quantities
- Total cost by line item
- Ship date
- Freight amount\*

\*If the supplier is utilizing UPS 3<sup>rd</sup> party billing, they do not need to include freight amount on the invoice. However, they MUST still enter the freight amount on the 856/ASN/Ship notice.

\*Suppliers on AutoPay must use Harley-Davidson's UPS account number and may not include freight or surcharges, as they will not be paid via AutoPay.

Suppliers utilizing AutoPay send electronic invoices direct to Accounts Payable at H-D and an automated notice is then e-mailed to the Supply Chain Analyst for review and payment approval. A supplier can be considered for AutoPay once they have been on

the Supplier Direct program for one month without any major issues. The supplier or Supply Base Analyst can contact the Supplier Direct Coordinator to initiate this process.

## **7. RETURN PROCESS**

A dealer will send any return approved under our Annual Return Program to our local processing center, ACE Product Management. This address is provided below:

ACE Product Management Group Inc.  
9053 N. Deerbrook Trail  
Brown Deer, WI 53223

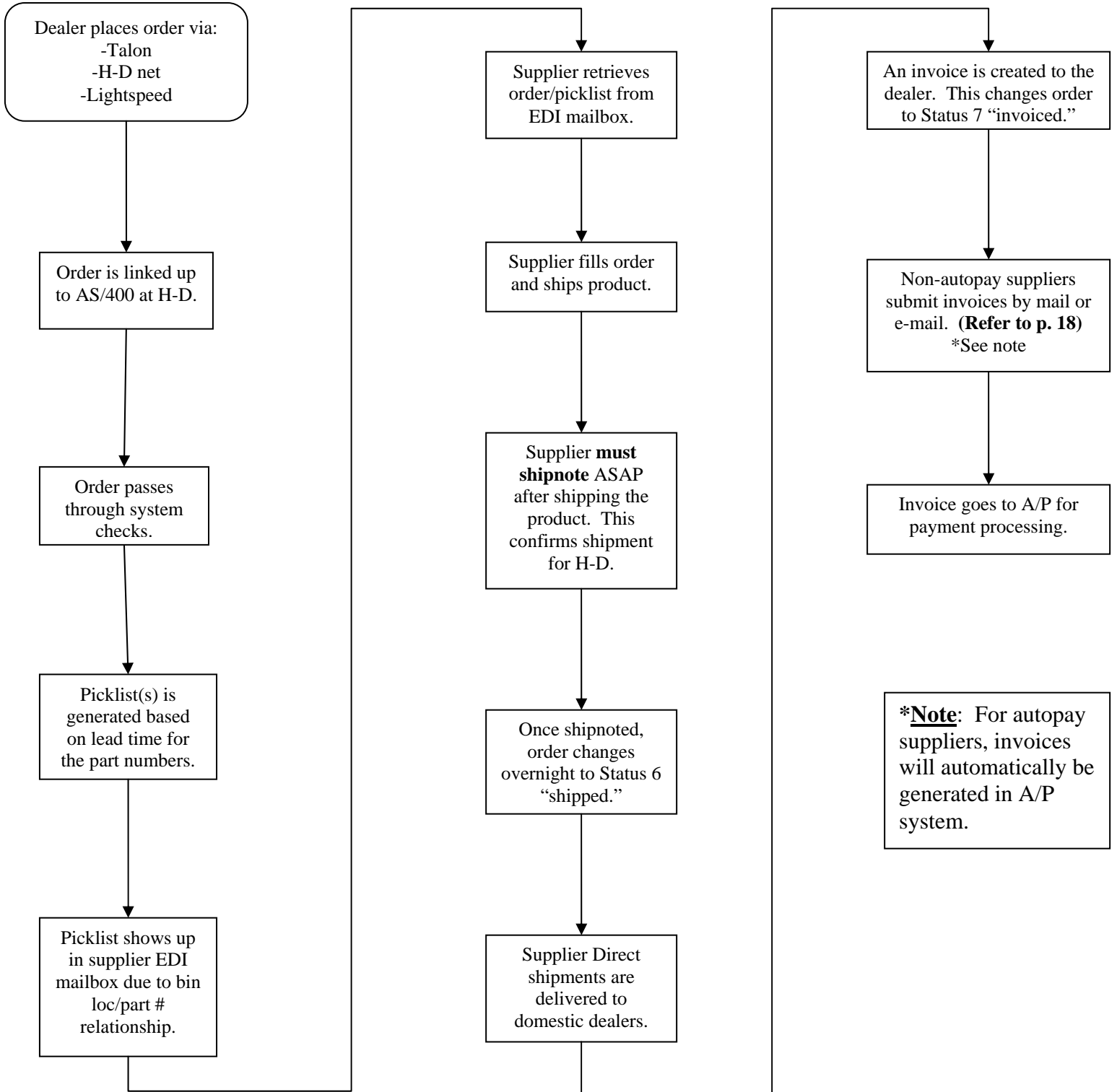
ACE will then send the product back to the supplier and the supplier will be debited for the cost of the product being sent back. The supplier can then use this product as a production part and ship it against any open picklist.

**Also, please note, if you receive a dealer return item directly from a dealer, please reject the shipment, as all dealer returns should be coming from ACE Product Management.**

## **8. COMMUNICATION EXPECTATIONS**

Harley-Davidson has committed to a 24-hour response time for issues and/or questions from our dealers. In order to maintain a timely response it is of the utmost importance that our Supplier Direct suppliers commit the same to us. Please communicate to your Supply Chain Analyst as well as the Supplier Direct Coordinator, contacts for Information Systems, Account Representative, Accounts Receivable and any others deemed necessary. These contacts will be responsible for answering questions such as: ship noting, ASN errors, invoicing, estimated dates of availability, EDI issues, etc. and are required by Harley-Davidson to reply via emails and/or telephone calls within one business day. Suppliers are also responsible for updating their contact information on [www.h-dsn.com](http://www.h-dsn.com).

## 9. DOMESTIC SUPPLIER DIRECT PROCESS FLOW



## 10. INTERNATIONAL SUPPLIER DIRECT PROCESS FLOW

