



## **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)

## Table of Contents

|   |    |
|---|----|
| 1. OVERVIEW.....  | 1  |
| 2. SUPPLIER & PRODUCT SELECTION .....                                   | 2  |
| 2.1 Supplier Requirements: .....  | 2  |
| 2.2 Product Requirements:.....  | 2  |
| 3. SYSTEM SELECTION, SET-UP & TRAINING .....                            | 3  |
| 3.1 Electronic Commerce Information - Supplier’s Responsibility .....   | 3  |
| 3.2 Harley-Davidson’s Responsibility .....                              | 4  |
| 4. ORDER ENTRY, RECEIPT, & MAINTENANCE.....                             | 5  |
| 4.1 Receiving Orders (U.S. & International) .....                       | 5  |
| 4.2 Purchase Order Cancellation.....                                    | 5  |
| 4.3 Partial Shipments .....   | 5  |
| 4.4 Purchase Order Inquiry.....   | 6  |
| 4.5 Discontinued/Obsolete Parts .....                                   | 6  |
| 5. SHIPPING.....  | 6  |
| 5.1 Advanced Shipment Notice (EDI 856/ASN/Shipnote) .....               | 6  |
| 5.2 Carrier Selection .....   | 7  |
| 5.3 Shipping Container Standards.....                                   | 9  |
| 5.4 Labeling for Shipment Directly to Dealers .....                     | 9  |
| 5.5 Export Label for International Shipments going to Greenwood DC..... | 11 |
| 5.6 Freight Charges.....  | 11 |
| 5.7 Distribution Center Pallet Requirements.....                        | 13 |
| 6. INVOICING.....   | 16 |
| 6.1 Harley-Davidson Invoices Dealer.....                                | 16 |
| 6.2 Supplier Invoices Harley-Davidson.....                              | 16 |
| 7. RETURN PROCESS.....  | 17 |
| 8. COMMUNICATION EXPECTATIONS.....                                      | 18 |
| 9. DOMESTIC SUPPLIER DIRECT PROCESS FLOW.....                           | 19 |
| 11. INTERNATIONAL SUPPLIER DIRECT PROCESS FLOW.....                     | 20 |
| * References made to the Supplier Direct Process Manual * .....         | 20 |

## 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:**

- **Electronic Commerce Capabilities:**
  - Suppliers must be capable of transferring data via eCommerce (outlined below in section 3.1).
  - ASN (inbound delivery) files must be transferred the same day the product ships. Impact to on-time delivery.
- **Supplier must be able to ship in a manner comparable to the Greenwood Distribution Center.**
- **Supplier must be able to identify international shipments and ship to the Greenwood Distribution Center for cross-docking. Anything to the Greenwood Distribution Center is an International order. Any order with an address other than the GDC is a domestic order.**
- **Supplier must be able and willing to pick and pack small shipments to individual dealers (all 50 states).**
- **Supplier must be able to ship product to the dealer within the stated lead time.**

### **2.2 Product Requirements:**

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

- Hazardous material
- Bulky item
- Special handling needs
- Specialty items/make to order items
- Limited shelf life
- Catalogs & printed materials
- Low unit sales

The Supply Chain Analyst will utilize the net-landed cost model to calculate the cost benefit or loss to Harley-Davidson if a supplier is to become part of the Supplier Direct Program.

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

#### 3.1 Electronic Commerce Information - Supplier's Responsibility

Electronic Commerce, also known as eCommerce, is transacting business over the internet or other networked computers by using electronic tools and techniques.

Due to the numerous benefits of Harley-Davidson transacting business via eCommerce, all Harley-Davidson suppliers, regardless of the number of parts provided, must become an eCommerce partner. Please note that becoming an eCommerce partner is considered a foundational requirement of doing business with Harley-Davidson.

The Supplier Direct shipment program requires the following eCommerce transactions:

- 856 Advance Ship Notice (ASN)
- 850 Ship Schedule (Purchase Order)
- 997 Acknowledgement (if applicable)

To assist future and current partners, Harley-Davidson developed an eCommerce information portal that can be accessed via [www.h-dsn.com](http://www.h-dsn.com) (no User ID or Password required) > Public Menu button > General Business Information > Electronic Commerce Information > New Supplier Information.

This page contains information about eCommerce tips, ASN Information, Bar Coding standards, EDI standards, user guides, and other useful information. Please make note of this page as it may be helpful in answering questions. In addition, the “**eCommerce Options**” under the “New Supplier Information” is an excellent resource that provides an overview of eCommerce, transaction requirements for Supplier Direct, the eCommerce options (H-DSN Order Management and Traditional EDI), and eCommerce partner expectations.

Once the supplier becomes eCommerce capable, all communication of Harley-Davidson requirements and notification to Harley-Davidson of inbound shipments is done electronically. It is the supplier's responsibility to train appropriate staff in the processes necessary to receive forecast information and orders as well as sending ASNs.

If you have any questions regarding Harley-Davidson's expectation of the supplier in regards to eCommerce that are not answered through the documents listed on H-DSN referenced above, please contact your Supply Chain Analyst.

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

1. Supply Chain Analyst works with H-D's EDI Information Systems (IS) department to establish the EDI connection. Depending on the EDI connection chosen, either 3 or 4 will apply below, before moving on to step 5.
2. Traditional EDI: Supplier and H-D Central EDI Department test the transactions. H-D Central EDI Department ensures that the supplier can meet the Harley-Davidson EDI standard. Once the supplier meets the testing requirements, H-D Central EDI Department will set up the trading partner and related EDI transactions.
3. Order Management (H-DSN): Supply Chain Analyst can test the EDI transactions with the supplier if they choose to send test orders. Once the supplier meets the testing requirements, the EDI group and the Supplier Direct Coordinator will notify the H-D Central EDI Department who will set up the trading partner and related EDI transactions.
4. Supply Chain Analyst will send the supplier a test 850, 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. & 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/GDP, H-D net or Lightspeed into SAP. After orders pass all system checks, they are routed to the appropriate supplier that was assigned to the part number during setup.

#### **Receipt of purchase order by supplier – (EDI 850):**

The supplier retrieves the purchase order from their EDI mailbox to fill orders. Training for receiving the purchase order through EDI will be provided by Sterling Commerce or the H-D Supply Chain Analyst, depending on the supplier's EDI set-up. Once the supplier receives the purchase order, it should be filled and ASN according to the expected lead-times.

Supplier performance is tracked based on this lead-time. Supply Chain 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 SAP. If lead-times are not properly managed, we could be reporting poor information to our dealer network.

### **4.2 Purchase Order Cancellation**

Rarely, a dealer will request through their H-D representative that an order be cancelled. In this case, the Dealer Services representative will contact the Supplier Direct representative who in turn will contact the supplier with the cancellation request. Orders may be cancelled by H-D until the time they are shipped. The only exceptions to the cancellation deadline are special make-to-order items that are in process (i.e. paint, imprinted items, etc.).

### **4.3 Partial Shipments**

Complete shipments are required as part of the Supplier Direct program. A partial shipment will result in the inability to receive the parts systematically, which will ultimately result in delay of payment to the supplier and a delay in the dealer receiving the part.

## 4.4 Purchase Order Inquiry

Occasionally, the Supplier Direct contact 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 expected as our customers are waiting for a response. **Our commitment to our dealers is a response within 24 hours. Therefore, a same day or early next day response from the supplier is necessary.**

**If an H-D dealership employee attempts to contact one of our suppliers, the supplier should instruct them to contact their Dealer Services representative—800-664-7762.**

## 4.5 Discontinued/Obsolete Parts

It is extremely important that the supplier notify their Supplier Direct contact when a part is discontinued or becomes obsolete. The Supplier Direct contact will then change the part status and cancel orders as appropriate.

# 5. SHIPPING

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

Electronic ASN's 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 their open purchase order reports to ensure that all purchase orders are being closed properly. Supplier open purchase order reports can be accessed through H-DSN. If the ASN 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.**

If an ASN is rejected, please view the ASN Errors Troubleshooting Guide located on H-DSN and resubmit promptly to ensure payment.

ASN Errors Troubleshooting Guide path: [www.h-dsn.com](http://www.h-dsn.com) (no User ID or Password required) > Public Menu button > General Business Information > Electronic Commerce Information > ASN Information/Troubleshooting.

If you are unable to resubmit, please provide your ASN information to the Supply Chain Analyst.

Failure to submit ASN will result in an IDOC error causing a delay in payment and prohibits the dealer from receiving product.

Please be sure to include accurate tracking information on the ASN detail. Tracking information is visible to our customer service group and will be used to provide accurate tracking information to the dealers. Please be sure to include the method of shipment in the tracking field as indicated in the below examples.

Failure to enter accurate tracking information will result in a corrective action review.

**UPS:** 1Z6A970A0141861317

**Vitran:** Vitran 455408344

**Con-Way:** Con-Way 921-53433

**Expedited Fright:** Expedited Freight 1560032

**Estes Express:** Estes 291-1328029

### **UPS TRACKING**

Please use the purchase order number as a reference number when shipping UPS. This allows the dealer to track the shipment and will reduce the number of tracking inquires.

## **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 Greenwood 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. Please refer to the Transportation Routing Guide on H-DSN for further guidance (H-DSN > Public Menu button > General Business Information > Transportation Routing Guide).

**International supplier direct orders must be consolidated at the Greenwood Distribution Center.** Please refer to the table below for Ship Via/Ship Method guidelines.

| <b>SHIP TO</b>  | <b>SHIP VIA</b> | <b>SHIP METHOD</b> |
|-----------------|-----------------|--------------------|
| Continental USA | UPS             | UPS Ground         |
| Alaska          | UPS 2           | UPS Blue 2-day     |

|  |   |                |
|--|---|----------------|
| Hawaii   | UPS 2   | UPS Blue 2-day |
| Export:<br>Neovia Whse<br>850 N Graham Rd, <b>Suite B<br/>Dock 30</b><br>Greenwood, IN 46143 | UPS/Common Carrier<br><b>( If the shipment<br/>leaving your facility on<br/>any given day is<br/>collectively &gt;150lbs<br/>please contact the<br/>Supplier Direct<br/>contact for preferred<br/>ship via)</b> | UPS Ground     |

Please ensure that the “ship to” clearly states the correct dock and suite (**Suite B, Dock 30**) to ensure that Supplier Direct shipments are received at the correct location. Please do not consolidate Supplier Direct shipments with non-Supplier Direct shipments. Failure to ship to the correct dock will result in a delay in payment and prohibits the dealer from receiving product.

**Bill of lading**

The bill of lading must include **purchase order number** and correct “ship to” address (**Suite B, Dock 30**)

If the BOL does not have the correct suite and dock it will be treated as an item sent to the wrong address.

**UPS**

When making UPS Parcel shipments to the Greenwood DC for international supplier direct orders, the **UPS documentation must reference account number X2875R and should go Receiver (Collect)**. If this account number is not referenced, it is possible that the freight will be billed back to the supplier.

UPS domestic shipments must reference account number X2874F and must go 3<sup>rd</sup> Party.

It is also important to note that the SCAC code (carrier method) received in the TD 503 segment of the 850 ship schedule document (Purchase order) is the method the supplier must ship and input 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 – Packaging Requirements.

## 5.4 Labeling for Shipment Directly to Dealers

UPS Labels must include the purchase order number in reference field 1 and the part number in reference field 2.

A packing list inside the box (**not in outside pouch**) is required for international and domestic supplier direct shipments and should include at a minimum the following information:

- H-D part number
- H-D part description
- Ordered Qty
- Shipped Qty
- Purchase order #
- Ship Date
- VIN (If applicable)
- Return address of “Harley-Davidson Motor Company” followed by the supplier’s address

***IMPORTANT: DO NOT INCLUDE COST INFORMATION 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 shown below. If

a dealer's address is not known, please notify the Supplier Direct contact, referencing the dealer number and associated purchase order.

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

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

|   |   |  |
|---|---|--|
| <b>FROM:</b><br>Harley-Davidson Motor Co.<br>9801 80th Avenue<br>Pleasant Prairie, WI<br>53158                                    | <b>TO:</b><br>Neovia Whse<br>850 N Graham Rd, Suite B<br>Dock 30<br>Greenwood, IN 46143                                       | <b>SUPPLIER DIRECT</b>   |
| <b>(P) PART NO      74683 – 10</b><br><br>       |   | <b>PART DESCRIPTION</b><br><b>4" SPEEDOMETER,<br/>         KPH TITANIUM FACE</b> |
| <b>(Q) QUANTITY      1</b><br><br>               | <br><b>(K) PURCHASE ORDER    0045150617</b> |  |
| <b>(D) DEALER NUMBER    0000003850</b><br><br> | <br><b>(11K) PACKING LIST    49003554</b> |  |

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 <http://webprint.edibar.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 = Enter “Harley-Davidson Motor Co.”
- From: Address = Enter your supplier address
- From: City, State, Zip = Enter the supplier city, state, and zip
- To: Company = Enter “Cat Logistics Whse”
- To: Address = Enter “850 N Graham Rd, Suite B Dock 30”
- To: City, State, Zip = Enter “Greenwood, IN 46143”
- Dock Code = Leave blank
- Delivery Loc = Enter the four-digit dealer number

- Rev Level = leave blank
- Part Description = Enter “Harley-Davidson description of the part”
- Part Number = Enter Harley-Davidson part number
- Quantity = Enter the number of containers shipped (NOT the qty inside ea. container)
- Purchase Order #: Enter the purchase order # for the shipment
- Serial Number = Leave Blank (will always default to 9999)
- Packing List No. = Enter the ASN # submitted against the PO.

\*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 their Supplier Direct contact.

Packaging requirements for export shipments are similar to those of domestic shipments with some additional provisions. Export shipments are consolidated at the Greenwood DC and then sent to overseas dealers. All export shipments received into the DC will be scanned into H-D’s SAP system. The DC will scan the purchase order bar code off the export label. The information received into the DC’s system is based off the ASN information the supplier has entered. The ASN provides Harley-Davidson with the date shipped, weight, quantity, and freight amount. If the supplier fails to ASN the purchase order with accurate information, the DC will not be able to receive product and may result in delay of receipt and a possible return of goods to the supplier.

Packaging and shipping instructions need to be followed exactly 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 ASN.** Suppliers should maintain documentation of shipping charges for inspection upon reasonable request by the H-D Supply Chain Analyst. 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 contact for more information.

## 5.7 Distribution Center Pallet Requirements

For any supplier direct product shipping internationally through the Greenwood Distribution Center, suppliers must use manufactured pallets: wood, cardboard/corrugated or plastic. Pallets made of non-manufactured wood must be heat treated. Please reference the "Treatment Methods" below for further information. See requirements below.

### Requirements

The Greenwood Distribution Center requires that ALL non-manufactured imported wood packaging materials be treated by one of the below methods. The mark which certifies the approved treatment should be displayed on two opposite sides of the WPM.

### Treatment Methods:

- 1) A heat treated pallet should be clearly stamped with the below ISPM 15 mark in accordance with the ISPM 15 standards <http://www.ispm15.com/>



- 2) Methyl Bromide (MB) fumigation  
WPM should be fumigated with methyl bromide in accordance with the standards stated on the ISPM 15 website <http://www.ispm15.com/>

The mark should contain a 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 (NPPO) of exporting countries and treatment methods (HT,MB).

### Metal Banding

Metal banding is prohibited at the Greenwood Distribution Center, as they have to be in compliance with various country shipping standards. Please use an alternative such as plastic for international shipments.

## **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 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)

## **Materials**

Wood, metal, and plastics meeting the criteria stated in this document are acceptable.

## **Dimensions**

48" x 45" (+/- 1/8" in length or width maximum). Main entry on 45" side.

## **Specifications**

### **Type**

- Two-way: Openings accepting handling equipment in two ends.
- (Optional) Partial Four-way (Notched stringer style): Openings at both ends side openings with limited accessibility to handling equipment.

### **Style**

- Only flush (no winged) reversible or non-reversible stringer pallets are allowed.
- Nine block style pallets are not accepted.

### **Construction**

- As defined by the National Wooden Pallet/Container Association

1421 Prince St, Suite 340  
Alexandria, VA 22314-2805  
Tel: (703) 519-6104  
Web: [www.nwpc.com](http://www.nwpc.com)

### **Load Weight**

- Maximum: 1800 lbs.

### **Pallet Height**

- Maximum: 72 inches

### **Pallet Loading and Space Utilization**

- Additional guidelines are available at the following link for anyone needing assistance with pallet design: <https://www.hdsn>.

[com/genbus/PublicDocServlet?docID=209&docExt=pdf](http://com/genbus/PublicDocServlet?docID=209&docExt=pdf)

### **Load Securement**

- Use stretch wrap or shrink wrap.
- Non-metallic (plastic) strapping can be used with written approval PRIOR to shipment.
- Metal strapping/banding is not acceptable.
- All packages must be secured and load must be prevented from shifting during transit.

### **Nails**

- #7 drive screw nail with thickness of 0.099" to 0.113".
- 3 nails per 6" joint and 2 nails per 4" joint.

## 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 purchase order (EDI 850) within SAP is updated to shipped (PGI) to reflect shipment of the product. A job is run in SAP that creates an invoice that is sent to the dealer. The status of the order is changed to complete (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 Greenwood DC, the order status is changed to complete (invoiced) when the DC ships the order.

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

After the purchase order is shipped to the dealer and the supplier has submitted confirmation to H-D (via 856 ship notice), the non-AutoPay supplier should email the invoice to H-D Accounts Payable: [apelectronicinvoices@harley-davidson.com](mailto:apelectronicinvoices@harley-davidson.com). The Supply Chain Analyst can confirm pricing. If there are purchase orders in question, or that need an ASN, the supplier will be informed by the Supply Chain Analyst to resolve.

- Dealer number
- Purchase order 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.

\*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 via the ASN direct to Accounts Payable at H-D which will then send a remittance to the supplier. The supplier can contact the Supply Chain Analyst to initiate the AutoPay process. Here is the email for H-D Accounts Payable: [apelectronicinvoices@harley-davidson.com](mailto:apelectronicinvoices@harley-davidson.com)

## 7. RETURN PROCESS

A dealer will send any return approved under Harley-Davidson's Daily or Quarterly Return Program to our Greenwood Distribution Center.

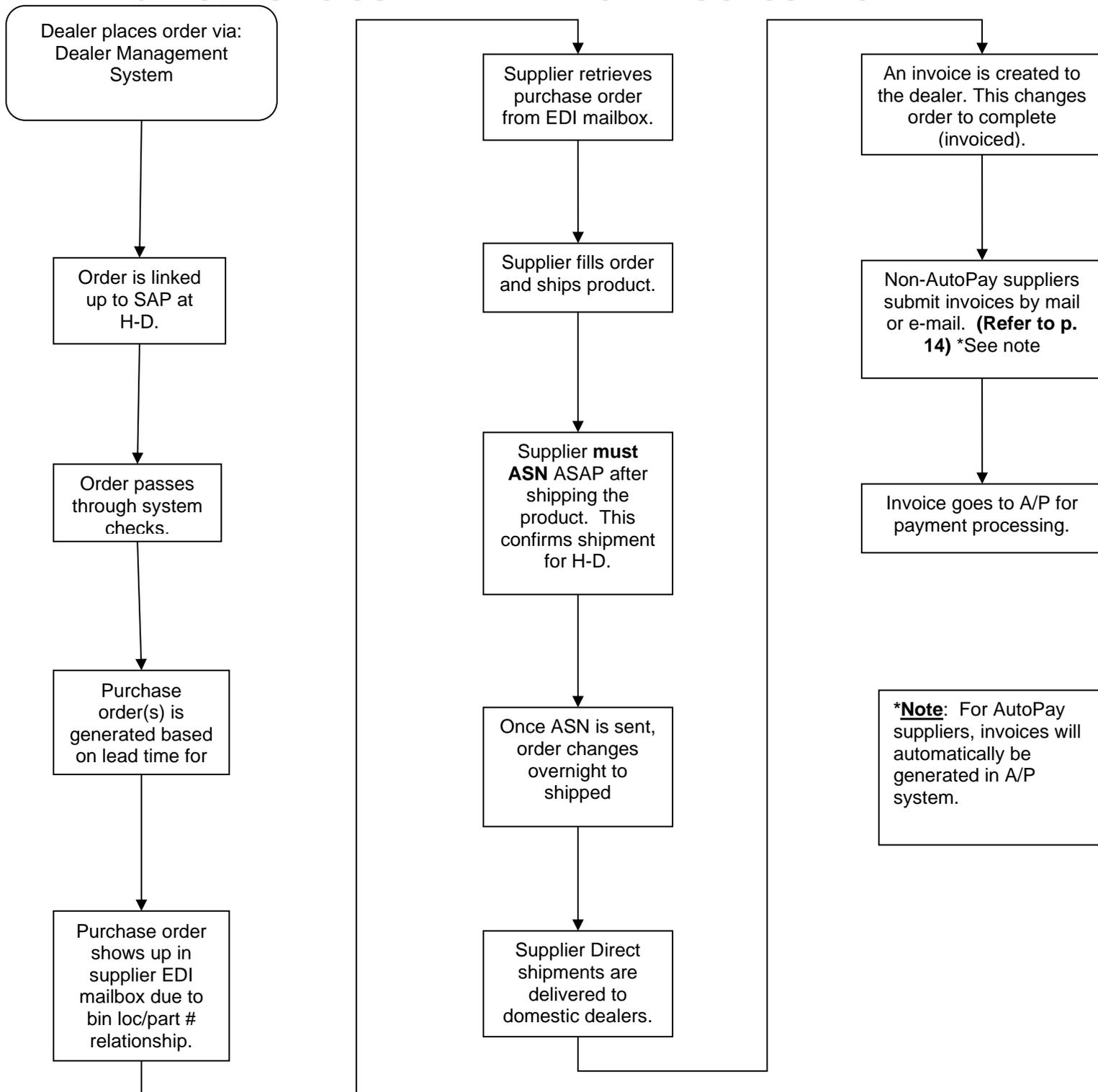
The GDC sends the product back to the supplier and the supplier will be debited for the cost of the product being sent back. The supplier can then use this product as a production part and ship it against any open purchase order.

**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 the Greenwood Distribution Center.**

## 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 Harley-Davidson. Suppliers are 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



[Type text]

# 10. INTERNATIONAL SUPPLIER DIRECT PROCESS FLOW

*\* References made to the Supplier Direct Process Manual \**

