

We value your relationship with GTC. To assist you in your communications with GTC's Procurement Department, we have developed these guidelines, expectations and contact information. We hope you find it helpful. If you have questions, please contact one of the Procurement staff listed on the back of this brochure. Thank you for your consideration.

Our Expectations

Guidelines for Purchase Orders, Acknowledgements, Invoices and Packing Slips

Purchase Orders

- All promised delivery dates must be dock dates. We expect all shipments to arrive on the date promised. No shipments should arrive more than five days earlier than the delivery date on the purchase order unless approved by the purchasing agent.
- Any deviations from the material as ordered must be communicated to the purchasing agent, approved by GTC and supported by a properly executed change order.

Acknowledgements

All orders should be acknowledged in writing within one week to the purchasing agent (mail, fax, email acceptable).

Acknowledgements must include:

- GTC purchase order number, line number and release number
- Purchasing agent's name
- Committed delivery date (GTC dock date)
- GTC item number, price and quantity
- Supplier order number and part number

Shipments

All parts and cartons must be clearly marked with the GTC part number and purchase order number.

All shipments must include packing slips and provide the following:

- GTC purchase order number, line number, and release number
- GTC part number(s)
- Quantity shipped
- Quantity back-ordered

Invoices

All invoices must include:

- Purchase order number, line number and release number (if applicable)
- Quantity, unit price and extended price
- Applicable tax and freight based on purchase order terms and conditions

Note: Separate freight invoices are not acceptable

Communication Guidelines

- Timely responses – most within 24 hours, unless requested earlier
- Immediate notification of any delivery delays or changing market conditions
- As a courtesy, please inform us when communicating commercial issues with other areas of GTC
- Contact the appropriate purchasing agent for any questions regarding qualification of products or manufacturers
- Schedule an appointment to meet with us, unless it is an emergency situation

Request for Quotation (RFQ)

- The purchasing agent is the primary contact for all questions during the RFQ process
- Quotes must be received by the date and time specified in order to be considered
- Awards will be based on GTC's evaluation of the best overall proposal

What You Can Expect from Us

We have expectations of our suppliers, but you also can expect us to deliver on the following commitments:

- Equitable business practices
- Professional responses
- Respect
- Confidentiality
- Performance feedback