



# NEWSLETTER

## Orders

## Order types

Technical Service uses 2 types of normal purchase orders, as set out in the purchase order; Priority and Bulk. Priority: means that we have a specific customer request, for those orders we would like you to deliver as soon as possible without impacting other purchase order lines. And this is what it looks like.

Bulk: means a stock refill, for those orders we would like you to deliver according to agreed lead time unless Technical Service asks for an earlier delivery.

## Order Confirmation

Technical Service expects an order confirmation within 2 working days after the supplier has received the order.

All order confirmations should be sent via email to: [PSCOC@tetrapak.com](mailto:PSCOC@tetrapak.com)

All order confirmations are sent directly into our system for automatic scanning. Technical Service has created templates for each supplier based on previously sent order confirmations. The template follows two steps:

1. The recognition of the supplier and order number.
2. The order confirmation is read and compared against each order line.

To give our customers correct delivery information, it is important that the supplier send in a new order confirmation if any changes occur.

Since the maintenance at customer site is often planned well in advance, one single delayed order line could cause the maintenance for several customers to be postponed.

**Do not write messages in the e-mail to [PSCOC@tetrapak.com](mailto:PSCOC@tetrapak.com) since it is not being read manually. In case of questions the supplier should contact their responsible Replenishment Officer.**

## Express orders

When our customers have a very urgent need of a part, they place Express orders to us. Express orders are manually monitored and followed up from purchase to delivery by a separate team at Technical Service called OTF SOS.

All communication from and to OTF SOS should be sent via the email address: [Purchasing.BD@tetrapak.com](mailto:Purchasing.BD@tetrapak.com) All orders placed by OTF SOS are given a separate ID number to be used as a reference in all sequent communication between OTF SOS and the Supplier regarding the specific order.

The order type Express is often used when a part breaks and causes a machine standstill where the customer loses valuable production time. Another scenario is when the machine is stopped for maintenance whereupon an unexpected part shows to be worn and needs to be changed immediately before restarting the machine.

Express orders are our top priority and we always require your fastest feedback and best possible confirmation date. A fast delivery is crucial, and we may at times ask for a direct delivery from your site directly to our customer in order to save time in transit.