



## AAR Parts Supply

### AOG Support – Standard Operating Procedures

## Contents

1. Quoting.
2. AOG Inbox Management.
3. Credit Release procedure.
4. Intercompany Transactions
5. Viasat Standard Operating Procedures.
6. Quote Accelerator.
7. Drop Shipments.
8. Warehouse Contacts.
9. AOG Shift Handover.
10. Business Continuity Plan.
11. B & H On Track System.
12. Credit Card Payment Procedure.

## Section 1

### Quoting

- Response templates:

When responding to emails (especially to customers), please ensure that your email signature is included at the close of the message. This will ensure that the customer knows whom the quote has been issued from and their contact details.

#### **Quoting for Exchange only:**

“AAR is pleased to offer the following unit on EXCHANGE basis only:

PN: ‘Part Number’

SN: ‘Serial Number’

Condition: ‘Serviceable’, ‘Overhauled’ or ‘Factory New’

Tag: ‘Repair Vendor’

Delivery: ‘Inventory location’

Trace: ‘121, ‘129’ or ‘145’

Exchange Fee: ‘\$X.00’

BER Value: ‘\$X.00’

Kindly find attached a copy of the release certificates for your consideration. Please review and let us know if you wish to proceed.

Best Regards,”



“AAR is pleased to offer the following unit on EXCHANGE or OUTRIGHT basis:

PN: ‘Part Number’  
SN: ‘Serial Number’  
Condition: ‘Serviceable’, ‘Overhauled’ or ‘Factory New’  
Tag: ‘Repair Vendor’  
Delivery: ‘Inventory location’  
Trace: ‘121, ‘129’ or ‘145’  
Exchange Fee: ‘\$X.00’  
Outright Price: ‘\$X.00’

Kindly find attached a copy of the release certificates for your consideration. Please review and let us know if you wish to proceed.

Best Regards,”

**Quoting for Outright only:**

“AAR is pleased to offer the following unit on OUTRIGHT basis:

PN: ‘Part Number’  
SN: ‘Serial Number’  
Condition: ‘Serviceable’, ‘Overhauled’ or ‘Factory New’  
Tag: ‘Repair Vendor’  
Delivery: ‘Inventory location’  
Trace: ‘121, ‘129’ or ‘145’  
Exchange Fee: ‘\$X.00’  
Outright Price: ‘\$X.00’

Kindly find attached a copy of the release certificates for your consideration. Please review and let us know if you wish to proceed.

Best Regards,”



## No Quoting:

“Dear xxx,

Thank you for sending us your requirements.

However, AAR regrets to inform that the requested part is not available. Please check and if there are any acceptable alternate Part Number to offer (ALT PN) so that we can run through our system for you?

Kindly contact us with any future requirements.

Best Regards,”

## Internal Quoting Process

### RFQs from sales

- The sales team should forward their customers AOG requests to the AOG inbox
- The sales teams will also send their non AOG pricing requests to the AOG inbox. These requests can be prioritized and responded to accordingly.

### RFQs from customers

- The sales teams will also educate their customers to send their AOG demands directly to the AOG inbox.

**PLEASE DO NOT QUOTE ADIRU'S THAT ARE IN STOCK IN BRU TO ANY TRADING CUSTOMERS PLEASE ONLY QUOTE FROM WDL STOCK DUE TO LICENSE ISSUES**

## Section 2

### AOG Inbox Management

- All AOG team members will work from the AOG inbox.
- There will be named folders for all team members as well as for all customers. Emails are to be filed in the relevant folders for reference purposes.
- Emails sent from the AOG inbox need to have the AOG email address in the cc so all email traffic can be monitored.

## Section 3



### Credit Release Procedure



Process AOG O

2010-05-1

Darlene #847-385-4084 (text is fine)

Thomas Oude Sogtoen based in AMS +31 20 6552627

[Thomas.OudeSogtoen@aarcorp.com](mailto:Thomas.OudeSogtoen@aarcorp.com)

## Section 4

## Intercompany Transactions

**Please make sure we have a signed exchange agreement from CP for all Intercompany Transactions**

Inventory located in Wood Dale:

### **NEW INTERCOMPANY EXCHANGE PROCESS (WOOD DALE STOCK ONLY)**

1. Exchange PO issued by IOC AOG Team.
2. Create a NEW CH/WO under Customer #
  - a. #**10919** International Customer ONLY
  - b. #**73908** Allen Distribution (Supply Chain)
3. Create CH#; allocate correct PN#/TAG# and add the needed exchange values.



Quote To Customer (QTED170) Ver 20.43

**RFQ Header**

CH No: 20200114 286 Cust: 73908 AAR SUPPLY CHAIN Sls Rep: CARL GLOVER Sls Org: WDL P/C: 322  
 Quote/Part Priority: AOG Quote Required: 14-JAN-2020 Part Required: 14-JAN-2020 Consignee: RESELLER Image: ☐

Header **Exchange Fees** From Price Send/Print Quotes

Assignments Only: ☐

Line	Item	Qty	Unit Price	Unit Price Conv	Method	Div	Prob
1	32156						

Exchange Type:  Allow Alts:   
 Exchange Fee:  Outright Value:   
 Core Return Period:  Number Of Late Fees:   
 Repair Fee Mark Up:

**Quoted Items**

Line	Qty	Unit Price	Unit Price Conv	Method	Div	Prob
1	1	6,000.00	6,000.00	Unit price		

Once CH created and in workbench screen, please change Destination under Contact Method to Sharon Mandarin. This will help her keep track of the exchange cores/late fees.

Order Priority:  Consignee: RESELLER City:   
 Terms: N30 State:   
 Contact: Sharon Mandarin Country:   
 Contact Method: Email Destination: aaarexchangecores@aacorp.com FOB:   
 Internal Narrative:  Ship Via:   
 External Narrative:  Account:   
 Shipment Notification: ☐ Ship complete: ☐ Order ☐ PSD ☐ Line Items ☐ Sublines  
 Drop Shipment: ☐ Auto Ship: ☒ Ship Early: ☒ Tax Code:   
 Freight:

Once the above is done. Add the below narrative to the "INTERNAL NARRATIVE" of the Workbench in RFQ Items / Quoted items TAB.

- a. Internal Inventory Sale. QC pls CERT, do NOT move to Shipping. Re-receive open order displayed as Cust PO#. Cust approves ALL PPWK.



1. PN				
2. FSC				
3. COND				
4. QTY				
5. PC				
6. UNIT PRICE				
7. ALLOCATION				
*please also include the exchange details if an exchange*				
Exchange Type	Allow Alts?	Outright Value	Return Period	No. Fees
8. ORDER PRIORITY	<b>Routine - unless otherwise indicated</b>			
9. CUSTOMER PO#				
10. Programs transfer or customer order to be utilized to move part out of the building.				
<b>Do not submit this request until Programs order has been created.</b>				
11. INTERNAL NARRATIVE	Internal Inventory Sale . QC pls cert, do NOT move to Shipping – re-receive open order displayed as Cust PO#. Cust approves all paperwork.			
12. ANYSPECIAL CONSIDERATIONS				



**For transactions from Division 7 stock to IOC please below which is basically the same as above, the above template will help QC.**

Create internal SO # 1 against AAR customer account. Add internal narrative QC please do not move to shipping / process against OPO part will ship to a programs customer.  
 • Once QC brings to certified status, create shipper and enter ONSITE as waybill – notify QC

- QC to proceed with certing of SO # 2 – ship out the door per normal process



**Hannover (HAJ) team,**

This is an internal inventory sale to Programs:

1. HAJ Team: Please ship off WO created by OM or AOG Team using 'ONSITE' as AWB.
2. Once #1 is done, process part against Brussels Exchange PO and allocate to the 2<sup>nd</sup> SO # **XXXXXX** (Brussels WO – to their customer).
3. Please prepare outgoing shipment documents via the Brussel's WO and print shipper and arrange for shipment using the Commercial invoice via the Brussel's WO.

**Inventory located in Brussels:**

- a. Exchange PO issued by Supply Chain team.
- b. Create new Work Order (WO) keeping the address as Brussels and "Ship Via" as 'ON-SITE'.
- c. Advise BRU CS of the new WO reference.
- d. BRU CS will arrange for BRU Logistics to manually ship the WO created by the AOG / OM team for processing against the exchange PO and Customer's WO.


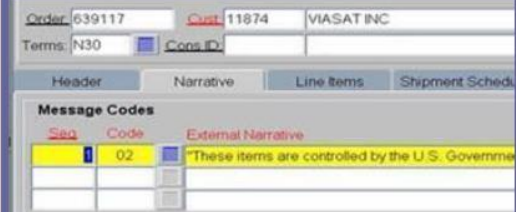

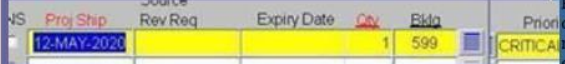
## Section 5

### Viasat Orders SOP

Viasat hold their own inventory at WDL, if you receive an order please follow the following procedure.

### AOG orders must be responded to within one hour

VIASAT ORDERS DIV 7 # 11874 – PLEASE REVIEW 5 POINTS BELOW FOR EACH ORDER

VIASAT ORDERS DIV 7 # 11874 – PLEASE REVIEW 5 POINTS BELOW FOR EACH ORDER		
Internal Contact	 <p>Order: 639639 Cust: 11874 VIASAT INC          Terms: N30 Cons ID:          Header Narrative Line Items Shipment Sched          Header          Contract Review: N/A          Internal Contact: ERICKSON, CONNOR/V</p>	Change to Connor Erickson
Message codes	 <p>Order: 639117 Cust: 11874 VIASAT INC          Terms: N30 Cons ID:          Header Narrative Line Items Shipment Sched          Message Codes          Seq Code External Narrative          1 02 *These items are controlled by the U.S. Government</p>	02 required for all Add 93 if going to Australia Remove 04* *04 auto-appears with license required events. Gayle's license exemption means none of Viasat orders need 04 text.
Ext Narr Customs Value	 <p>Ship VPN 1254421 SN F77718120474          External Include packing slip with shipment.</p>	INTL Destination – verify that Viasat has added a customs / repair value If missing click <a href="#">here</a> for latest Viasat P/N list.
Priority	 <p>Source          NS Proj Ship Rev Req Expiry Date Qty Bldg Prio          12-MAY-2020 1 599 CRITICAL</p>	Feel free to change to ROUTINE – all come over as CRITICAL but most come over early enough in the day for ROUTINE same day

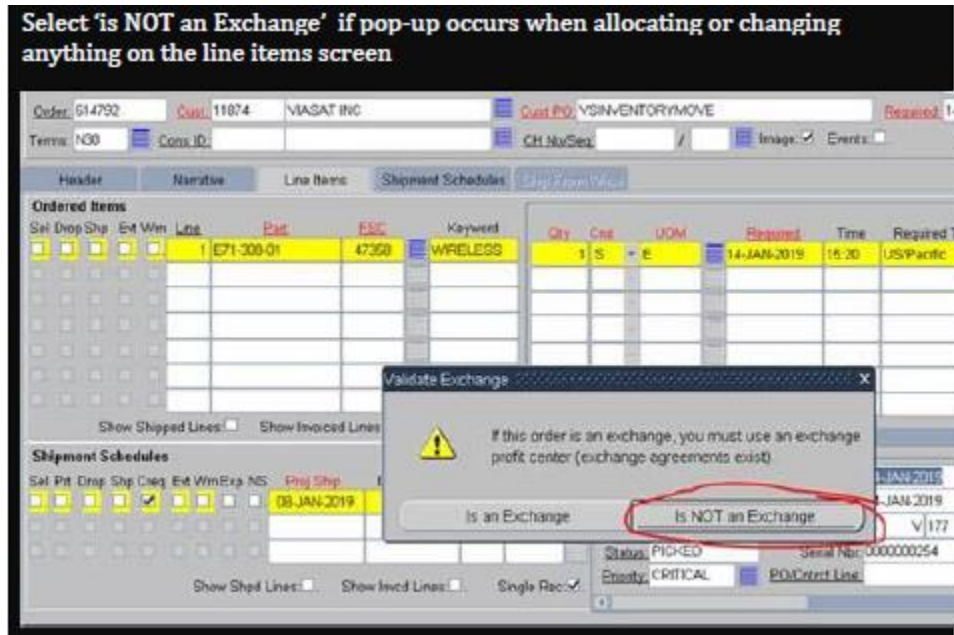
Continued



<b>FOB Freight</b>	<b>Name:</b> AMERICAN AIRLINES TULSA ATTN: STORES RECEIVING	<b>Verify below settings on the order:</b> FOB= DAP Freight= 3 <sup>RD</sup>
	<b>Address:</b> 3800 NORTH WINGO ROAD	
	<b>City:</b> TULSA	
	<b>State:</b> OK <b>Postal Code:</b> 74116	
<b>QC Narr</b>	<b>Country:</b> UNITED STATES	<b>Exception:</b> Icelandair Technical ship-to use COL & FCA FX Acct 113736828
	<b>Ship To:</b> UNITED STATES	
	<b>FOB:</b> DAP <b>Div Days:</b> 2 <b>EDI Ship To:</b>	
	<b>Ship Via:</b> FEDEX 2ND DAY AM (10:30)	
<b>Staged</b>	<b>Account:</b> 882588092 <b>Ext Addr:</b>	<b>Freight:</b> Collect
	<b>Freight:</b> 3 <sup>RD</sup>	<b>F.O.B.:</b> FCA
	<b>Ex Code:</b> 350 - OK - NONTAX	<b>Tax Code:</b> 900
	<b>Add Internal Narrative for QC</b>	
<b>TAIL NUMBER</b>	<b>Narrative:</b> Internal: QC - please print the documents in the Default folder and include with shipment	<b>QC - please print the documents in the Default folder and include with shipment</b>
	<b>All Viasat orders ship with \$0 sales price and therefore remain in STAGED - please monitor and push to SHIP PRINT status</b>	<b>Feel free to move email to below category so anyone can monitor for ship off</b>
	<b>If IMOPS requests a tail number, select one from past orders: N972NN, N937AN, or N935NN</b>	<b>Workbench tail number instructions:</b>
	<b>Click RFQ ITEMS / QUOTE ITEMS TAB</b>	<b>A. Enter TAIL NUMBER</b> <b>B. Once you're ready, generate order</b>

- Customs Values: click [here](#) for latest Viasat P/N list.
- Ship early allowed in all cases unless specifically stated otherwise.

- PL: Connor Erickson and Ross Wuestenfeld as of 3/31/20
- Use Sterling account No. **SC20400**



Select 'is NOT an Exchange' if pop-up occurs when allocating or changing anything on the line items screen

### [VIASAT Previous Day Intl Shipments](#)

### **Credit Hold**

Credit team has now increased Viasat's credit limit in order to reduce the chance of this hold being placed on their account in error. They have also added a comment approving Matt and Shafiik to approve the release of Viasat \$0 work orders when the credit team is not available. The AOG team can also reach out to [creditAOG@aarcorp.com](mailto:creditAOG@aarcorp.com) when the Credit team is out of office.

## **Credit Contacts**

[creditAOG@aarcorp.com](mailto:creditAOG@aarcorp.com)

[Thomas.OudeSogtoen@aarcorp.com](mailto:Thomas.OudeSogtoen@aarcorp.com) (based in Amsterdam)

## **NS / License holds from Export Compliance:**

The license required flag hold will only apply to international shipments. Unfortunately, these must be reviewed and released by the Trade Compliance team after we have added the proper license number or license exception..

International shipments make up a very small portion of our Viasat business. During office hours the team responsible for releasing these holds can be contacted at [dplalert@aarcorp.com](mailto:dplalert@aarcorp.com), and after hours (from 8am to 10pm CST) this team can be reached by phone (630-261-5503). Irina Gawrisch, who is located in Hannover, is able to monitor and respond to this inbox during her regular office hours.

Please add Irina's email address to all dplalert requests for Viasat as she sometimes monitors emails out of hours.

## **Export Compliance Contacts**

[dplalert@aarcorp.com](mailto:dplalert@aarcorp.com) (Irina Gawrisch monitors during Hannover office hours)

630-261-5503 (after hours phone number)

[Irina.Gawrisch@aarcorp.com](mailto:Irina.Gawrisch@aarcorp.com)

## **Section 6**

### **Quote Accelerator**



QA orders come over with NS flag while in PENDING status.

Once OM or AOG team reviews, we need to change PENDING flag to REVIEWED so that NS flag goes away and IMOPS allows shipper creation (provided no credit hold etc.)



### Quote Accelerator - Order Generation

Maintain Customer Orders (ORD0010) Ver 20.81

**Customer Orders**

Order: 631689 Cust: 115 AIRPART SUPPLY LTD (T)

Terms: N30 Cons ID:

Header Narrative Line Items Shipment Schedule

**Header**

Contract Review: REVIEWED ✓

Internal Contact: JOHAL, RAJ DEFAULT

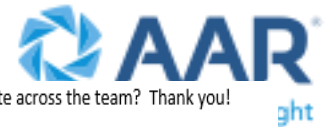
Sales Rep: 123 JONES, TIM

Sales Ofc: LON Detailed WOREP Billing: ☐

Profit Center: 100 Consignee: RESELLER

## Section 7

## Drop shipments



The appropriate steps for dropships as it relates to your team would be as follows – can you please add to AOG Team SOPs and circulate across the team? Thank you!

1. AOG Team to flag dropship in IMOPS screen as shown below (if only select line is a dropship, use IMOPS line flag)
2. AOG Team to email **Andy Sanders** completed **Ex 41 sections 1A/1B** and provide trace etc....cc OM (sending directly to QC will save time as there is nothing for OM to do at this point)
3. QC to reply all once **Ex 41 section 2** is completed
4. OM (or AOG Team if after-hours) routes to Export Ship if **Ex 41 section 3** applies, and awaits approval
5. Once AWB or possession statement is available, OM or AOG Team depending on time of day to 'ship-off' in IMOPS and bring to *shipped* status; fill in **Ex 41 section 4**; upload to order attachments

Order:	15228259	Cust:	10509	SIBERIA AIRLINES PJSC	Cust PO:	S7-30-112485
Cons:	N30	Cons ID:		CH No/Seq:	20180731 /	
Header   Narrative   Line Items   Shipment Schedules <b>Ship From/Where</b>						
<b>Order</b>						
Internal Contact:	MOON, MATT	DEFAULT	Supplier XC:	<input type="checkbox"/>		
Sales Rep:	152	MARIAN, ANA	SPEC2000:	<input type="checkbox"/>		
Sales Ofc:	LON	Detailed WOREP Billing:	Certification Required:	<input checked="" type="checkbox"/>		
Profit Center:	308	Consignee:	DIRECT	MIL-I-42508A:	<input type="checkbox"/>	
Currency:	USD	Source:	AOG TEAM	Lot Sale:	<input type="checkbox"/>	
Type:	Exchange			Auto Price:	<input type="checkbox"/>	
Priority:	AOG			Drop Ship:	<input checked="" type="checkbox"/>	
Printed:	31-JUL-2018	Reprinted:		Confirmation Required:	<input type="checkbox"/>	
Lot Price:				Send Ship Notification:	<input checked="" type="checkbox"/>	
Confirmed:	31-JUL-2018			Complaints:	<input type="checkbox"/>	
EDI Order:				Auto Ship:	<input checked="" type="checkbox"/>	

## Section 8

### Warehouse contacts

WDL - 24/7 warehouse  
AAR SUPPLY CHAIN INC.  
WEST DOCK  
1100 N WOOD DALE ROAD

WOOD DALE, IL 60191  
Contact 630-227-7579



**AOG after-hours communication flow**

**New WDL picking contacts:** After Hours - AOG Communication Flow

AMS - 24/7 warehouse  
AAR AIRCRAFT COMPONENT SERVICES – AMSTERDAM  
WAREHOUSE DEPARTMENT  
DAALMEERSTRAAT 15  
2131 HD  
HOOFDORP, NETHERLANDS  
Contact +31-20-655-2220 AOG: [Ams-AAMexch@aarcorp.com](mailto:Ams-AAMexch@aarcorp.com) &  
[Ams-AAMAOG@aarcorp.com](mailto:Ams-AAMAOG@aarcorp.com)

BRU - 24/7 warehouse  
AAR INTERNATIONAL, INC. BRUSSELS  
LEUVENSESTEENWEG 573 SUITE 9A  
ZAVENTEM, BELGIUM 1930  
Contact: [logistics.bru@aarcorp.com](mailto:logistics.bru@aarcorp.com), +32 2 416 4444/4445

HAI - 24/7 warehouse  
AAR SUPPLY CHAIN, INC. / AAR INTERNATIONAL  
BERLINER ALLEE 51-53  
LANGENHAGEN, GERMANY 30855  
Contact: John Haywood, [John.Haywood@aarcorp.com](mailto:John.Haywood@aarcorp.com), +49-511-97825211  
[Hanover@aarcorp.com](mailto:Hanover@aarcorp.com)  
**AOG Mobile: +49 151 26537395**  
**AOG Email - [haj-aog@aarcorp.com](mailto:haj-aog@aarcorp.com)**

**SGP –**  
**B&H Worldwide (SG) PTE LTD**  
**C/O AAR International, Inc.**  
**70 ALPS AVENUE**  
**#01-03 & 02-03**  
**SINGAPORE 498801**  
**Tel : +65 6842 4113**

Fax: +65 6842 3298  
sinaog@bhworldwide.com  
+65 96631144 & +65 68424113  
Contact: Cecilia Sim, Cecilia.sim@aarcorp.com, (65) 6508.6497



**What is the cut off timing to proceed with normal shipment?**

Turnaround time for normal business hours for Routine Shipment – 12 hours (Cut-off time:  
Before 11am for same day shipment)  
Turnaround time for normal business hours for AOG Shipment – 2 hours  
Turnaround time for AOG Shipments after normal business hours – 4 hours

**What are the AOG charges**

During Normal Office hours Fee Per AOG – S\$75 per order/ shipment  
After Office Hours Fee Per AOG – S\$150 per order/shipment

**Can they pick up after office hours and weekend?**


Yes

TRI – Vendor # 20160  
TRIUMPH AVIATION SERVICES ASIA, LTD  
700/160 MOO 1  
BANKAO, PANTONG  
CHONBURI, THAILAND  
Contact: [ktuangam@triumphgroup.com](mailto:ktuangam@triumphgroup.com), +66 38 465 070 (x. 1206)

## Section 9

### AOG Shift Handover

#### Off Shift

- 
1. AOG team members finishing their shift should fill out the AOG handover spread sheet highlighting any tasks that need to be followed up or completed.
  2. The spreadsheet needs to be emailed to the AOG team member coming on shift along with any email chains that relate to the handover.
  3. All relating emails must also be filed into the AOG Handover folder in the CLEAR inbox.

### **On Shift**

4. AOG team members need to be logged into the system 10 minutes before their shift is due to start
5. The AOG team member coming on shift needs to call their colleague coming off shift. This is to discuss any issues relating to the handover or shift.
6. Handovers need to be saved for auditing purposes.

### **Emergency swaps -**

#### **Staff Sickness/ Emergency**

Every effort must be made to work your shift.

If you are unable to work your shift due to sickness you must follow the AOG AAR sickness procedure



- You must contact an AOG member of staff at least 45 minutes before your shift is due to start to ask if they can cover your shift.
- If you cannot make contact or they cannot cover the shift you must contact your manager immediately so they can make the necessary arrangements to cover your shift.
- You must advise your manager the following
  1. the nature of the illness
  2. likely return date
- While absent you must make yourself available to be contacted should AAR need to contact you for business reasons.
- You must keep AAR updated regarding your return to work so ongoing arrangements can be made.

### **Contacts**

Matt Moon 07408 835326

## **Section 10**

### **Business Continuity Plan**

- Extreme Weather (Back-up plan)

- Working from Home



If we are unable to conduct business from our normal place of work please follow the below business continuity plan.

All AOG team members need to take their laptops and AOG mobile phone with them when they finish their shift with the correct power cables.

- Alert your manager immediately as to the incident. Advise as much detail as possible regarding the situation. Contact information below.
- Advise your team member on shift as to the situation as they may be required to extend their shift until a recovery plan is in place.
- You may be required to make your way to another location to work.
- Make sure you have adequate Wi-Fi at home to be able to work remotely.
- Keep all involved updated as the recovery plan may need to be extended.

### **Contacts**

Matt Moon 07408 835326

## **Section 11**

### **B & H On track System**




© 2016

## OnTrack

Username

Password

☒ Remember Me
 [Forgot Password?](#)





OnTrack



Cecilia Sim hui qing

Find  Search

Tools Homepage Logout

Recent orders

Activities and reports

Daily activity report

Inventory

Current stock

Stock checks

Stock dispatch report

Stock dispatch requests

Create stock dispatch request

Please contact your account handler if you want information on how to have additional activities and reports added to this menu.

### Orders you are following

Total 0 records

History Setting Refresh

Order	Date	Priority	Parts	Status
Empty				

### Detailed search

To perform a detailed search on all orders in the system enter your search criteria in the boxes below and then press the 'Search' button. You can use the 'Clear' button to empty all the boxes on the form and start again.

Customer reference number  
e.g. order, invoice etc.  
(please enter one reference per line, there is no limit on the number that can be entered)

Air waybill number

House air waybill number

Origin

Destination

Tail number

☐

Part number

☐

Serial number

☐

Bill of Lading

House Bill of Lading

Container number

Seal number

Purchase order date between

and

(DD-MMM-YYYY)

Search

Clear



OnTrack



Cecilia Sim Hai Qing

Tools Homepage Logout

## Stock dispatch request list

Filter this list

Order number  Recipient name  Status  Sub-customer   
Order date between  and

All dispatch requests in which you are involved are listed below.

- To search for a specific dispatch request, use the search boxes above.
- To create a new dispatch request, click on 'Create new request' button above.
- To update or view a dispatch request, click on the underlined order number in the list below.
- To view full details of a processed dispatch request, click on the 'Processed' link in the right most column.

The location holding the inventory you have ordered is currently closed. Your dispatch request will be processed when our office opens. If you require the order to be processed earlier, please contact the location using the call-out details you have been provided. Please note that additional charges may apply for this service.

Order number	Priority level	Order date	Sub-customer	Requested by	Warehouse	Recipient name	City	Crity	Actions	Status
103829	CRITICAL	24-Oct-2018		CECILIA SIM HUI QING	BR	AAR INTERNATIONAL SBC, NZ	AUCKLAND	NZ	<a href="#">Processed</a>	Processed
TRANSFER ORDER 103830	ROUTINE	23-Oct-2018	AAR CORPORATION	LOUIS KUCKA	MA	AAR INTERNATIONAL, INC. BRUSSELS	ZAVENTEM	BE	<a href="#">Submitted</a>	Submitted
103836	CRITICAL	22-Oct-2018		CECILIA SIM HUI QING	BR	AAR INTERNATIONAL, INC. BRUSSELS	ZAVENTEM	BE	<a href="#">Processed</a>	Processed
103830	CRITICAL	22-Oct-2018		CECILIA SIM HUI QING	BR	CHINA AIRLINES LTD	TAIYUAN COUNTY	TW	<a href="#">Processed</a>	Processed
TRANSFER ORDER 103847	CRITICAL	22-Oct-2018	AAR CORPORATION	LOUIS KUCKA	MA	AAR INTERNATIONAL, INC. BRUSSELS	ZAVENTEM	BE	<a href="#">Submitted</a>	Submitted
TRANSFER ORDER 103848	CRITICAL	22-Oct-2018	AAR CORPORATION	LOUIS KUCKA	MA	AAR INTERNATIONAL, INC. BRUSSELS	ZAVENTEM	BE	<a href="#">Submitted</a>	Submitted
10384071	CRITICAL	19-Oct-2018	AAR CORPORATION	WILLIAM SKELLY	MA	AAR CORP	WOOD DALE	US	<a href="#">Submitted</a>	Submitted



OnTrack

Cecilia Sim Hai Qing

Tools Homepage Logout

## Stock dispatch request - page 1 of 4

[Create a new dispatch request](#)

Fields marked \* are mandatory.

*Order number	<input type="text"/>
*Requested by	<input type="text"/>
*Sub-customer	<input type="text"/>
*Priority level	<input type="text"/>
*Recipient name	<input type="text"/>
*Recipient address	<input type="text"/>
*Recipient city	<input type="text"/>
Recipient state	<input type="text"/>
Recipient zip/postcode	<input type="text"/>
*Recipient country	<input type="text"/>
Contact name	<input type="text"/>
Contact phone number	<input type="text"/>
Contact email address	<input type="text"/>
*Shipping instructions (Maximum 255 characters)	<input type="text"/>
*Your name	Cecilia Sim Hai Qing
*Your email address	cecilia.sim@aar.com

Address Book

Next page

**Customer Orders**

Order: 15245140    Cust: 1454    AIR TRANSAT    Cust PO: 97660518    Status: CERTED    Division: ALLEN  
 Terms: NCD    Cons ID:    GLN/GS: 20181022 / 228    Image    Events    Order Received DT: 20-OCT-2018

**Header**    Narrative    Line Items    Shipment Schedule    **Order Default Ship To**

**Header**  
 Internal Contact: OLIVER, MICHAEL    JAM SALES NA    Supplier NO:     
 Sales Rep: 880    NOTH, ANDRES    SPEC2000     
 Sales Ctr: W06    Detailed WOREP Billing    Confirmation Required     
 Profit Center: 300    Consignee: DIRECT    ML-I-0508A     
 Currency: USD       Let Sale     
 Type: Sale    Source: E-MAIL    Auto Ship     
 Priority:       Drop Ship     
 Printed: 22-OCT-2018    Reprinted: 22-OCT-2018    Confirmation Required     
 Let Price:       Send Ship Notification     
 Confirmed: 22-OCT-2018       Complaints     
 EDI Order:           
 Legacy Order:           
 Customer Contact:           
 Contact: ANDRE LEVERT           
 Method: Email           
 Email: techpurchasing@airtransat.com         

**Order Default Ship To**  
 Name: AIR TRANSAT (YUL)     
 Address: MONTREAL INTERNATIONAL AIRPORT     
 5555 BOULEVARD DE LA COTE VERTU OUEST     
 City: MONTREAL    H4S 2E6     
 State: QC    Postal Code:     
 Country: CANADA     
 Ultimate Dest: CANADA     
 FOB: EXW    Div Days: 1    EDI Ship To:     
 Ship Via: FEDEX INTL PRIORITY        
 Account: 132183480        
 Freight: COL        
 Tax Code: 900        
 Contract/Term:        
 Classes Excl:      

Step 3: Enter this information as per wo.

**B&H**  
B&H

**OnTrack**

Cecilia Sim Hui Qing

Tools    Homepage    Logout

Stock dispatch request - page 1 of 4

> Create a new dispatch request

Fields marked \* are mandatory.

\*Order number: 15245140  
 \*Required by: 24-Oct-2018  
 \*Self-customer:     
 \*Priority level: Critical     
 \*Recipient name: AIR TRANSAT (YUL)    Address Book  
 \*Recipient address: MONTREAL INTERNATIONAL AIRPORT  
 5555 BOULEVARD DE LA COTE VERTU OUEST  
 MONTREAL    H4S 2E6  
 \*Recipient city: MONTREAL    H4S 2E6  
 Recipient state: QC  
 Recipient zip/postcode:     
 \*Recipient country: CANADA     
 Contact name:     
 Contact phone number:     
 Contact email address:     
 \*Shipping instructions (Maximum 250 characters): PLEASE SHIP VIA FEDEX INTL PRIORITY- ACCOUNT #132183480  
 \*Your name: Cecilia Sim Hui Qing  
 \*Your email address: cecilia.sim@aircorp.com

Enter customer information if you would like customer to receive the shipping information from B&H.

\* For Pick-Up by F.F. in SINGAPORE!  
 Please provide F.F. details.  
 (1) Company Name  
 (2) Contact Person  
 (3) Tel #

Please ensure order number is correct before continuing    Next page    Cancel

14



OnTrack

**VAR**  
Doing It Right

Cecilia Sim hui ding

Tools Homepage Logout

Stock dispatch request - page 2 of 4

Select the items you wish to dispatch

Order number	15245148	Contact name	
Required by	24-Jan-2018	Contact phone	
Priority level	CRITICAL	Contact email	
Recipient name	AIR TRANSAT (YUL)	Requestor name	CECILIA SIM HUI DING
Recipient address	MONTREAL INTERNATIONAL AIRPORT 5659 BOULEVARD DE LA COTE VERTU OUEST MONTREAL H3S 3G8 QC CA - CANADA	Requestor email	CECILIA.SIM@VARCORP.COM
		Shipping instructions	PLEASE SHIP VIA FEDEX INTL PRIORITY ACCOUNT #132163490
			<a href="#">Edit order details</a>

[Select stock items](#)

Please click on 'Select stock items' button to browse and select items from current stock list.

[Previous page](#) [Next page](#) [Return to dispatch request list](#)

#### Current stock list

Please browse and select the required items from the list, then press 'Add to dispatch request' button.  
Quarantine items are shown in yellow background

#### Filter this list

Location:  Stock item:  Part number:  Tag No:  Serial number:  Description:  Sub customer:  [Filter](#) [Show all](#) [Add to dispatch request](#)

Location	Stock item	Unit ID	Sub customer	Part number	Tag No	Parent Serial no	Serial number	Description	Original qty	Qty in stock
<input type="checkbox"/> SW	AV320118			02500055-5	001125		1A3434	THRUST REVERSER ACTUATOR	1	1
<input type="checkbox"/> SW	AV320118			1262002-3	030446		1940	ACTUATOR, LINEAR HYDRAULIC	1	1
<input type="checkbox"/> SW	AV320117			1870046	030204		2403	ADAPTER QAD	1	1
<input type="checkbox"/> MA	FA320096		AIR CORPORATION	3031859-001			0A.800708	PUMP HYDRAULIC	1	1
<input type="checkbox"/> MA	FA320096			1140054			27946		1	1
<input type="checkbox"/> MA	FA320097		AIR CORPORATION	87232500-001			7940	AIR DATA MODULE	1	1
<input type="checkbox"/> MA	FA320096			30700-0140			3251156		1	1
<input type="checkbox"/> MA	FA320096			344005-12			YAL18318-2		1	1
<input type="checkbox"/> MA	FA320096		AIR CORPORATION	8P6A320-0-2-2			6675	REAR WINDOW LH	1	1
<input type="checkbox"/> MA	FA320096			114045004			81025		1	1
<input type="checkbox"/> MA	FA320096		AIR CORPORATION	341830005			51542	THERMOSTAT	1	1
<input type="checkbox"/> MA	FA320096			164032-152			1444107		1	1

1 2 3 4 5 6 7 8 9 10 ... 40



Customer Orders

Order: 15245140 Cust: 454 AIR TRANSTAT Cont PO: P759518 Status: CERTED Division: ALLEN  
 Terms: F30 Cess ID: CH No: 20101022 / 220 Image Events Order Received DT: 26-OCT-2018

Ordered Items

Qty	Unit	UCM	Revised	Time	Required To	Revised	Time	Rev
1	O	E	26-OCT-2018			26-OCT-2018		
1	O	E	26-OCT-2018			26-OCT-2018		

Shipments Schedule

Set	Pl	Drop	Ship	Con	Est	Way	MS	Part	Qty	Expiry Date	Qty	Blkg	USD	Sale Price	Conv. USD	Tag	Serial	Split	End	Exchange Type
								24-OCT-2018	06-NOV-2018	1	773		1000.00	13,000.00		M 35512	4136		O	

→ Enter the Part Number

Please browse and select the required items from the list, then press Add to dispatch request button.  
 Quarantine items are shown in yellow background.

Filter this list

Location: Stock URM: Part number: Tag No: Serial number: Description: Sub customer: Filter Show all Add to dispatch request

Location	Stock URM	Unit ID	Sub customer	Part number	TAG No	Parent Serial no	Serial number	Description	Original qty	Qty in stock
816	FA030112			00000000.2	041008		143404	THRUST REVERSER ACTUATOR	1	1
816	FA030118			00000000.3	041008		1949	ACTUATOR, LINEAR HYDRAULIC	1	1
816	FA030117			767550	112034		2002	ADAPTER GAG	1	1
816	FA030209		AAR CORPORATION	001803-01			170-800208	PUMP HYDRAULIC	1	1
816	FA030208		AAR CORPORATION	718000-5			27316		1	1
816	FA030207		AAR CORPORATION	00000000.02			7943	AIR DATA MODULE	1	1
816	FA030206		AAR CORPORATION	00190-09AC			3251736		1	1
816	FA030205		AAR CORPORATION	000000.12			14016316.2		1	1
816	FA030203		AAR CORPORATION	00000000.02			0079	REAR WINDOW LH	1	1
816	FA030202		AAR CORPORATION	11000000.04			81005		1	1
816	FA030201		AAR CORPORATION	00000000.02			01643	THERMISTAT	1	1
816	FA030200		AAR CORPORATION	718000-18-C			1441127		1	1

\* Ensure that the correct Serial Number / Tag No is picked.

Current stock list

Please browse and select the required items from the list, then press Add to dispatch request button.  
 Quarantine items are shown in yellow background.

Filter this list

Location: Stock URM: Part number: Tag No: Serial number: Description: Sub customer: Filter Show all Add to dispatch request

Location	Stock URM	Unit ID	Sub customer	Part number	TAG No	Parent Serial no	Serial number	Description	Original qty	Qty in stock
816	FA030205		AAR CORPORATION	14030-00AC1	010012		4136	TOILET ASSEMBLY INCL. WASTE	1	1



OnTrack

Cecilia Sim hai gao

Tools Homepage Logout

Stock dispatch request - page 2 of 4

&gt; Select the items you wish to dispatch

Order number	15245148	Contact name	
Required by	24-Oct-2018	Contact phone	
Priority level	<b>CRITICAL</b>	Contact email	
Recipient name	AIR TRANSAT (YUL)	Requestor name	CECILIA SIM HUI GAO
Recipient address	MONTREAL INTERNATIONAL AIRPORT 905 BOULEVARD DE LA COTE VERTU QUEST MONTREAL H3B 2B2 QC CA - CANADA	Requestor email	CECILIA.SIM@AIRCORP.COM
		Shipping instructions	PLEASE SHIP VIA FEDEX INTL PRIORITY-ACCOUNT #132183460

[Edit order de tail](#)

Select stock items

Line	Location	Stock URN	Sub customer	Part number	Tag No	Serial number	Description	Qty in stock	Qty requested	Update qty	Remove item
1	SW	A0102000		14330-004C1	M35512	4139	TOILET ASSY VACUUM WASTE	1	1	<a href="#">Update</a>	<a href="#">Remove</a>

[Previous page](#) [Next page](#) [Return to dispatch request list](#)

→ if you have another item to add on.

Customer Orders

Order: 15245148 Cust: 1454 AIR TRANSAT Cust ID: P7666518 Status: CERTED Creation: ALLEN

Terms: NCD Cogs ID: CH NaSeq: 20181022 / 220 Image Events Order Received DTZ:

Header: Narrative Line Item: Shipment Schedules

Ordered Items

Qty	Crnl	UOM	Received	Time	Required Tz	Received	Time	Req
1	0	E	26-OCT-2018		26-OCT-2018			
1	0	E	26-OCT-2018		26-OCT-2018			

Show Shipped Lines Show Invoiced Lines Single Record

Shipment Schedules

Sel	Part	Qty	Exp	Exp Date	Qty	Risk	Sale Price	Core	USD	Tag	Serial	Split	Crnl	Exchange Typ
	14330-004C2	1	773	06-NOV-2018	1	773	13000.00		13000.00	M 37625	4088		0	


Current stock list


Please browse and select the required items from the list. Then press 'Add to dispatch request' button.

Filter/View list

Location	Stock URN	Part number	Tag No	Serial number	Description	Sub customer	Filter	Show all	Add to dispatch request
SW	A0102000	14330-004C2				AS			

Location	Stock URN	Part no	Sub customer	Part number	Tag No	Parent serial no	Serial number	Description	Original qty	Qty in stock
SW	A0102000	14330-004C2	AS	14330-004C2			4088	TOILET ASSY	1	1





[Tools](#) | [Homepage](#) | [Logout](#)

Stock dispatch request - page 2 of 4

Select the items you wish to dispatch

**Order number** 10245140

**Required by** 24-Oct-2019

**Priority level** CRITICAL

**Recipient name** AIR TRANSAT (YUL)

**Recipient address** MONTREAL INTERNATIONAL AIRPORT  
8050 BOULEVARD DE LA COTE VERTE OUEST  
MONTREAL H3C 3S8  
QC  
CA - CANADA

**Contact name**

**Contact phone**

**Contact email**

**Requestor name** CECILIA SIM HUI QING

**Requestor email** CECILIA.SIM@AARCORP.COM


**Shipping instructions** PLEASE SHIP VIA FEDEX INTL PRIORITY-ACCOUNT #132183480


[Edit order detail](#)

Select stock items

Line	Location	Stock URM	Sub customer	Part number	Tag No	Serial number	Description	Qty in stock	Qty requested	Update qty	Remove item	Re-order Stock
1	SN	AW302005		14330-004C1	938912	4138	TOILET ASS'Y VACUUM WASTE	1	1	<a href="#">Update</a>	<a href="#">Remove</a>	<a href="#">0</a> <a href="#">1</a>
2	SN	AW301011	SILVER	14330-004C2		0000	TOILET ASS'Y	1	1	<a href="#">Update</a>	<a href="#">Remove</a>	<a href="#">0</a> <a href="#">1</a>

[Previous page](#)
[Next page](#)
[Return to dispatch request list](#)





[Tools](#) | [Homepage](#) | [Logout](#)

Stock dispatch request - page 3 of 4

Upload documents that relate to this dispatch request

**Order number** 10245140

**Required by** 24-Oct-2019

**Priority level** CRITICAL

**Recipient name** AIR TRANSAT (YUL)

**Recipient address** MONTREAL INTERNATIONAL AIRPORT  
5659 BOULEVARD DE LA COTE VERTE OUEST  
MONTREAL H3C 3S8  
QC  
CA - CANADA

**Contact name**

**Contact phone**

**Contact email**

**Requestor name** CECILIA SIM HUI QING

**Requestor email** CECILIA.SIM@AARCORP.COM

**Shipping instructions** PLEASE SHIP VIA FEDEX INTL PRIORITY-ACCOUNT #132183480

[Edit order detail](#)

Items selected

Line	Location	Stock URM	Sub customer	Part number	TAG No	Serial number	Description	Qty in stock	Qty requested	Update qty	Remove item	Re-order Stock
1	SN	AW302005		14330-004C1	938912	4138	TOILET ASS'Y VACUUM WASTE	1	1	<a href="#">Update</a>	<a href="#">Remove</a>	<a href="#">0</a> <a href="#">1</a>
2	SN	AW301011	SILVER	14330-004C2		0000	TOILET ASS'Y	1	1	<a href="#">Update</a>	<a href="#">Remove</a>	<a href="#">0</a> <a href="#">1</a>

Upload documents

Browse and select a document, then press Upload (Maximum size: 4 mb)

[Browse...](#) [Upload](#)

Line	Document Name	Remove
1.	WOM 10245140 - CARRIER WORKSHEET.pdf	<a href="#">Remove</a>
2.	WOM 10245140 - COMMERCIAL INVOICE.pdf	<a href="#">Remove</a>
3.	WOM 10245140 - PACKING LIST.pdf	<a href="#">Remove</a>
4.	WOM 10245140 - ORDER CONTROL.pdf	<a href="#">Remove</a>
5.	WOM10245140 - ATA 106.pdf	<a href="#">Remove</a>

[Previous page](#)
[Next page](#)
[Return to dispatch request list](#)



OnTrack

Cecilia Sim hui qing

Tools Homepage Logout

Stock dispatch request - page 4 of 4

Please check the details shown below and press Submit to complete this request.

<b>Order number</b>	15245140	<b>Contact name</b>	
<b>Required by</b>	24-Oct-2018	<b>Contact phone</b>	
<b>Priority level</b>	CRITICAL	<b>Contact email</b>	
<b>Recipient name</b>	AIR TRANSAT (YVL)	<b>Requestor name</b>	CECILIA SIM HUI QING
<b>Recipient address</b>	MONTREAL INTERNATIONAL AIRPORT 6959 BOULEVARD DE LA COTE VERTU OUEST MONTREAL H4S 2E6 QC CA - CANADA	<b>Requestor email</b>	CECILIA.SIM@AARCORP.COM
		<b>Shipping instructions</b>	PLEASE SHIP VIA FEDEX INTL PRIORITY- ACCOUNT #132183400
		<a href="#">Edit order detail</a>	

Items selected

Line	Location	Stock URN	Sub customer	Part number	TAG No	Serial number	Description	Qty in stock	Qty requested	Update qty	Remove item	Re-order lines
1	SIN	AW302085		14330-004C1	M38512	4138	TOILET ASSY VACUUM WASTE	1	1	Update	Remove	0
2	SIN	AW301311	SILVER	14330-004C2		9885	TOILET ASSY	1	1	Update	Remove	0

Documents uploaded

	Uploaded documents	
1.	WO# 15245140 - CARRIER WORKSHEET.pdf	Remove
2.	WO# 15245140 - COMMERCIAL INVOICE.pdf	Remove
3.	WO# 15245140 - PACKING LIST.pdf	Remove
4.	WO# 15245140 - ORDER CONTROL.pdf	Remove
5.	WO#15245140 - ATA 105.pdf	Remove

When you press Submit, this request will be sent to the B&H Worldwide office holding the stock you have ordered. Once submitted, no further changes can be made to this request via this site. Please ensure all details are correct before pressing Submit.

Previous page **Submit** (13) Return to dispatch request list





OnTrack

Create new request



Tools Home Logout

## Block dispatch request list

✓ Dispatch request for order number 15245140 has been submitted successfully.

Filter this list

Order number:  Recipient name:  Status: All  Subcustomer: All Order date between:  and: 

Filter Show all Create new request

All dispatch requests in which you are involved are listed below.

- To search for a specific dispatch request, use the search boxes above.
- To create a new dispatch request, click on 'Create new request' below.
- To update or view a dispatch request, click on the underlined order number in the list below.
- To view full details of a processed dispatch request, click on the 'Processed' link in the right most column.

⚠ The location listing the inventory you have ordered is currently closed. Your dispatch request will be processed when our office opens. If you require the order to be processed earlier, please contact the location using the contact details you have been provided. Please note that additional charges may apply for this service.

Order number	Priority level	Order date	Sub customer	Requested by	Warehouse	Recipient name	City	Entry	Actions	Status
151023	CRITICAL	24-Oct-2018		CECILIA SIM HUI QING	SH	AAR INTERNATIONAL INC. HQ	AUCKLAND	NZ	<a href="#">Processed</a>	Processed
15101193	CRITICAL	24-Oct-2018		CECILIA SIM HUI QING	SH	AIR TRANSAT (YUL)	QC	CA	<a href="#">Processed</a>	Submitted
TRANSPORTER ORDER 1510000	ROUTINE	23-Oct-2018	AAR CORPORATION	LOUIS KUCH	HA	AAR INTERNATIONAL INC. BRUSSELS	ZAVENTEM	BE	<a href="#">Processed</a>	Submitted
151019	CRITICAL	22-Oct-2018		CECILIA SIM HUI QING	SH	AAR INTERNATIONAL INC. BRUSSELS	ZAVENTEM	BE	<a href="#">Processed</a>	Processed
010053	CRITICAL	22-Oct-2018		CECILIA SIM HUI QING	SH	CHINA AIRLINES LTD.	TAIPEI	TW	<a href="#">Processed</a>	Processed

Order will be shown on Stock dispatch request list.

⚠ You will receive an e-mail from B&H as a confirmation. \* Please forward to me so I can assist to follow up. Thank you.



Wed 24/10/2018 10:48 AM

B &amp; H Worldwide - OnTrack &lt;ontrack@bhworldwide.com&gt;

(EXT)Order 15245140 has been submitted.

To: Cecilia Sim Hui Qing (non-US)

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Right-click on top and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.

## Order details

Order number	15245140	Contract name	
Required by	24-Oct-2018	Contract phone	
Priority level	CRITICAL	Contract e-mail	
Recipient name	AIR TRANSAT (YUL)	Requester name	CECILIA SIM HUI QING
Recipient address	MONTREAL INTERNATIONAL AIRPORT 5959 BOULEVARD DE LA COTE VERTU OUEST MONTREAL H4S 2E6 QC CA - CANADA	Requester e-mail	<a href="mailto:CECILIA.SIM@AARCORP.COM">CECILIA.SIM@AARCORP.COM</a>
		Shipping instructions	PLEASE SHIP VIA FEDEX INT'L PRIORITY- ACCOUNT #132183490

## Items requested

SIN	AW302665		1	14330-004C1	4138	TOILET ASSY VACUUM WASTE	1
SIN	AW301311	SILVER	2	14330-004C2	5898	TOILET ASSY	1

This e-mail has been sent from an unmonitored mailbox so any replies will not be read.  
For further information please contact your local B&H Worldwide office.



(16) B&H will provide the AAR details once available.



Wed 24/10/2018 11:54 AM

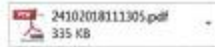
Selvakumar Murugiah (B&H SG) <smurugiah@bhworldwide.com>

[EXT]RE: AARINT order 15245140 has been submitted.

To: Cecilia Sim Hui Qing (Non-US)

Cc: Singapore Operation

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Hi Cecilia,

Please ref to the attached for pre-alert

*Thanks & Best Regards,  
Selvakumar Murugiah*

Logistics Coordinator

**24/7 AOG Desk +65 9663 1144 and E-mail: [sinaog@bhworldwide.com](mailto:sinaog@bhworldwide.com)**

**B&H Worldwide (SG) Pte Ltd.**

70 ALPS AVENUE

#01-03 & 02-03

SINGAPORE 498801

T : +65 6842 4113

F : +65 6842 3298

E: [smurugiah@bhworldwide.com](mailto:smurugiah@bhworldwide.com)

W <http://www.bhworldwide.com>

General Operation E-mail: [sinops@bhworldwide.com](mailto:sinops@bhworldwide.com)

(17) Ship off in IMOPS with "POD" or mail uploaded.

## Section 12

### Credit card processing procedure



Click link for AAR CC Form: [Credit Card Transaction Form Exh. #20](#)

Website: <https://www.paymentworksuite.com/Logon.aspx?ReturnUrl=%2fApplication.aspx>

Once logged in select **EC-Zone, Credit Card Processing**.

**TRANSACTION TYPE** - “Authorize And Capture” should always be selected.

**CREDIT CARD INFORMATION** - check “Store Credit Card”, complete all fields, if possible. Friendly name is not required. Find customer name by selecting the Customer Name drop down box, or go to the bottom, select ADD - enter the customer name and code. (It is possible to process without the Card Security Code. But please use it if it has been provided.)


▼ Credit Card Information

Friendly Name:	<input type="text"/>	Name on Card: *	<input type="text"/>
Card Number: *	<input type="text"/>	Card Brand: *	<input type="text"/>
Security Code Status:	<input type="text" value="Provided"/>	Card Security Code:	<input type="text"/>
Expiration Month: *	<input type="text"/>	Expiration Year: *	<input type="text"/>
<input checked="" type="checkbox"/> Store Credit Card			

(Skip **CARDHOLDER INFORMATION**.)

**SELECT LINE ITEM**-enter the PO # in product code, AIRCRAFT PARTS in description, enter 1 for the QTY, enter dollar amount to be charged in AMT, UOM Code is ea, CMDTY Code is 25130000, click on ACTIONS and chose “ADD”.

Select Line Item

Product Code	Description	QTY	AMT	EXT AMT	UOM Code	CMDTY Code	Actions
* PO number	Aircraft Parts	1	1.00		ea	25130000	

## TRACKING INFORMATION

Customer Ref Value - This will be your location # and customer account #. For example:

Division 1: 208-01XXXXX

Division 7: 208-07xxxxx

Division 11: 205-010xxxx

Order number - will be the Sales Order or Work Order.

Invoice number - if you know the invoice number, please enter it. Otherwise leave it blank.

Notes - feel free to add notes.

Customer Ref Value:	<input type="text"/>	Order Number:	<input type="text"/>
Invoice Number:	<input type="text"/>	Invoice Date:	<input type="text"/>
User Defined Field 1:	<input type="text"/>	User Defined Field 2:	<input type="text"/>
User Defined Field 3:	<input type="text"/>		
Ship From Postal Code:	<input type="text" value="60191"/>	Shipping Company:	<input type="text"/>
Tracking Number:	<input type="text"/>		
Notes:	<input type="text"/>		

**TRANSACTION TOTALS** - verify pricing entered is correct.

Select "Submit Transaction".

Once receipt opens up - email it to yourself. (Be sure you have received the email before logging out of the website.)

Attach a copy of the receipt to the "CREDIT" folder on the order in IMOPS and attach to the reply to the sales rep's email, add the credit contacts to the email.