



intervala

Intervala Supplier Guide

Intervala, LLC
1001 Technology Drive
Suite 1181
Mt. Pleasant, PA 15666
www.intervala.com

Approved by: Sara Fenimore

REVISION: F



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INTRODUCTION

At Intervala, we believe there is a solution to every problem. We create customized, intelligent solutions for customers' unique electronic and electromechanical manufacturing requirements. Our customers choose us because we understand their complex product and service needs and provide a customized experience tailored to their requirements.

Intervala is a contract manufacturing provider of printed circuit assemblies, cable and wire harness assemblies, machined parts, electromechanical assemblies, mechanical assemblies, and all supporting functions. A wide variety of components are used in numerous different end markets. This Supplier Guide is used to communicate the general requirements and expectations for all Suppliers.

Intervala strives to develop partnerships with Suppliers and recognizes their support is a key part of Intervala's ability to support customers' needs.

Please reach out to your Purchasing contact if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Sara Fenimore".

Sara Fenimore
Director Supply Chain

SUPPLIER CODE OF CONDUCT

EXPECTATIONS

Suppliers shall ensure operations are being performed in an appropriate manner that is consistent with their ethical, legal, environmental and social responsibilities. Below is a listing of the basic requirements:

- **Compliance with Local Laws and Regulations:** Suppliers must adhere to the laws and regulations in the locality in which they reside. This includes all local, state and federal laws or regulations in the country of origin. Federal, state and local minimum wage laws must be followed as must any applicable overtime laws.
- **Compliance with Environmental, Health and Safety Laws:** Suppliers must maintain and operate their manufacturing/production facilities and processes in accordance with local, state and federal laws or regulations in the country of origin. For items with inherent hazards, safety notices must be clearly visible. As applicable, documented safety handling and protection information must be provided.
- **Anti-Discrimination:** Suppliers shall not discriminate against race, color, sex, religion, age, physical disability, political affiliation or other defining characteristics as prohibited by local, state and federal laws or regulations in the country of origin.
- **Anti-Harassment:** Suppliers shall not harass or otherwise intimidate employees with any type of abusive behavior or other defining characteristics as prohibited by local, state and federal laws or regulations in the country of origin.
- **Child Labor:** Suppliers shall employ workers of minimum legal age in accordance with local, state and federal laws or regulations in the country of origin. Child labor laws must be followed.
- **Forced or Indentured Labor:** Suppliers shall not practice the use of forced or indentured labor.
- **Ethics:** Evidence of corruption, bribes, improper advantage or any other form of illegal practice by the Supplier or associated operations will terminate all relations with Intervala.
- **Code of Conduct and Policy Enforcement:** This policy applies to Suppliers and their sub-tier sources. It is the responsibility of the Supplier to verify and monitor compliance of this code at their operations and sub-tier source operations.

GIFTS, BUSINESS COURTESIES AND SUPPLIER RELATIONSHIPS

Intervala is committed to fair and competitive relationships with all Suppliers. Intervala avoids any actions that create a perception that favorable treatment of outside entities was sought, received or given in exchange for personal business courtesies. Generally, Suppliers should not provide business courtesies to any persons working on behalf of Intervala. Business courtesies include gifts, gratuities, meals, refreshments, entertainment, services, sporting events; exclusive access to events, trips, shows; or any other form of value or financial support. There are exceptions to this provision. Here are specific rules applicable to your relationship with Intervala:

- **Nominal Promotional Items:** This policy does not apply to promotional gifts such as calendars, pens, etc., valued at less than \$50 USD.
- **Meals, Refreshments and Entertainment:** Intervala team members may accept invitations for business meals with current suppliers. Such meals should be appropriate to an independent business relationship in all aspects, including the number of such meals and their cost.
- **Business Travel:** Suppliers may sometimes pay for legitimate business expenses with prior approval from Intervala, LLC leadership.
- **Alcoholic Beverages:** Alcoholic beverages are not to be a part of a meal if an Intervala team member is returning to work or if the purpose of the lunch or dinner meeting is to resolve a business concern that we have with a Supplier.

BECOMING AN INTERVALA SUPPLIER

ENGAGEMENT PROCESS

Initial discussions with Suppliers can be initiated in many ways but typically are done when a Request for Quotation (RFQ) is submitted to a Supplier through SupplyWin. After responding to the RFQ, the Supplier would need to be added to the Approved Supplier List (ASL). The following steps would need to be taken to accomplish this.

- **Nondisclosure Agreement**
The Supplier must sign a mutually acceptable Nondisclosure Agreement (NDA) prior to any custom product information being shared with the Supplier.
- **Assessments**
The Supplier will be assessed to determine if they can supply acceptable product. The assessment results will be reviewed by both the Intervala Procurement and Quality teams to determine if the Supplier is a suitable partner.
 - **Supplier Self-Assessment:** The Supplier completes a self-assessment provided by Intervala Purchasing (Supplier Survey).
 - **Supplier On-Site Assessment:** An on-site assessment by the assigned Intervala Purchasing and/or Quality representative may be required.
- **Supplier's W-9**
The Supplier must provide a current W-9 for their organization.
- **Terms and Conditions of Purchase**
The Terms and Conditions of Purchase found on the Intervala website home page at www.intervala.com apply unless a contract or subsequent document has been signed by both parties.

PURCHASING EXPECTATION

Intervala expects all Suppliers to be responsive, competitive and communicate timely.

- **Organization Change**
Any major change in the Supplier's organization structure or financial stability must be reported to your Purchasing contact within 15 business days of the event.
- **Quality System Changes**
The Supplier must communicate to Intervala immediately if any changes or loss of certifications occur within the Supplier's quality system.
- **Communication Channels**
Your Purchasing contact should be included in all communication to Intervala. Direct communication with other individuals at Intervala is acceptable with the approval of your Purchasing contact.
- **Conflict Minerals Statement**
Intervala is committed to complying with Section 1502 of the U.S. Dodd-Frank Act and expects our supply base to adhere to this requirement as well.

- **Business Contingency Plan**
The Supplier should have a business contingency plan in place that minimizes the risk to Intervala in the event of a natural disaster, labor dispute or other disturbances in the supply chain.
- **Continuous Improvement**
The Supplier should strive to improve its processes, systems and performance, and sustain both internal and external quality levels of its material (or service) using improvement techniques such as six sigma, lean manufacturing and/or other techniques consistent with that of the industry.
- **Inventory Control Systems**
The Supplier should have a first-in, first-out inventory control system that also ensures nonconforming material or prior product revisions are not inadvertently shipped to Intervala.
- **Employee Involvement**
The Supplier should work to ensure all employees are aware of their contribution to product (or service) conformity, their contribution to product safety, and the importance of ethical behavior.
- **Corrective Action System**
The Supplier will have a corrective action system that provides written responses and summaries of actions due to audits, corrective action requests or escalations raised by Intervala.

ITEM QUOTING

Material is quoted prior to a purchase order being issued.

- **Supplier Access to Quote**
The Supplier can request access to Intervala's web-based quoting system and will be given login and password information. The assigned Purchasing Agent will request the Proposal Manager to communicate the instructions for the Supplier to enter the requested quote information.
- **Initial Request for Pricing**
The request for a quote is normally sent through a web-based system.
- **Response to Request**
The Supplier should respond to the request as quickly and accurately as possible.
- **Follow-Up to Pricing Request**
Intervala may follow up on the quote to determine options and conditions, but it is very important for the initial submission from the Supplier to include the best pricing and conditions to improve the opportunity of being selected.
- **Late or No Response to Quote Request**
Late submission of quote information or no response will be treated as a "No Bid" and can lead to loss of business.

PURCHASING PROCESS

- **Placement of Purchase Orders**
Purchase Orders are sent through email by the Intervala Buyer to the contact person(s) provided by the Supplier.
- **Initial Confirmation**
Intervala expects the Supplier to confirm all Purchase Orders received from Intervala.
 - **Timing**
All Purchase Orders are to be confirmed within 2 business days.
 - **Confirmation Dates**
The dates given by the Supplier must be Intervala Dock Dates and this is the date the Supplier will be measured against for on-time delivery.
- **Reschedule Requests**
Requests for order reschedule or cancellation will be sent to Suppliers as required. These requests will be from the Intervala Buyer.
 - **Timing**
Suppliers should respond to all requests within 2 business days with the exception of an agreement with the Buyer.
- **Supplier Delivery Concerns**
Suppliers shall contact Intervala Purchasing personnel *immediately* if a committed delivery will not be made due to unforeseen circumstances.

COMMUNICATION CHANNELS

All communication regarding Intervala Purchase Orders must be with Intervala staff only.

- **Intervala Buyers**
Any issues related to Purchase Orders, quality, delivery schedules, other delays and problems are to be directed to the assigned Buyer.
- **Outside Contacts**
It is not acceptable for Suppliers to directly approach Intervala customers or other outside parties with inquiries or comments regarding Intervala Purchase Orders. All communication must be through or with the approval of the Intervala Buyer. Inquiries from any outside party must be communicated to the Intervala Buyer for resolution of the inquiry.
- **Quoting Questions**
For all quote-related questions regarding the quote process, the Supplier can contact the Materials Analyst or the Proposal Manager for resolution.
- **Communication Escalation**
The initial escalation path is to the local Purchasing Manager. If necessary, the next level is to the Director, Supply Chain.

SUPPLIER PERFORMANCE EXPECTATION

Intervala expects Suppliers to continuously improve in all aspects of the business arrangement with Intervala. To ensure the supply base is strong, a set of metrics is used to guide the business relationship. A combination of these metrics is used to determine the Supplier's performance and could impact engagement on future opportunities.

- **Metrics**

- **Quality**

- Intervala expects Suppliers to strive for 100% quality and has set a minimum quality level of 99.85% of receipts. This metric is based on meeting the product specification.

- **Distributor**

- The quality metric for a distributor is the number of acceptable lots received divided by the total number of lots received.

- **Manufacturer**

- The quality metric for a manufacturer is the number of acceptable products received divided by the total number of products received.

- **Delivery**

- Intervala expects Suppliers to strive for 100% delivery to the requested date and has set a minimum level of 97.5%. This metric is based on a delivery window of three days before the requested date on the purchase order and zero days after.

- **Distributor**

- The on-time metric for a distributor is the number of lots received on time divided by the total number of lots received.

- **Manufacturer**

- The on-time metric for a manufacturer is the number of products received on time divided by the total number of products received.

- **Underperforming Suppliers**

- Suppliers that repeatedly underperform to expectations may receive a formal SCAR, request for on-site audit, or Intervala may elect to remove the Supplier from any additional bidding opportunities. Refusal of an on-site audit could result in a reduction of business volume.

PRODUCT ACCEPTANCE GUIDE

It is the Supplier's responsibility to review and fully understand the requirements herein before accepting an Intervala purchase order.

- **Supplier Quality Requirements**
 - **Flow Downs**
 - **General Flow Downs**

General Flow Downs are listed in Appendix A and all Suppliers are required to comply with the entire list.
 - **Part Number-Specific Flow Downs**

Additional part number-specific Flow Downs are listed on the Purchase Order as "FDXX" and the Supplier Flow-Down requirements can be found on the Intervala home page at www.intervala.com.
 - **Purchase Order Notes**

Requirements listed on the Purchase Order outside the Flow-Down requirements are treated as additional product specifications and considered a requirement.
- **Drawing Compliance**
 - **Drawing Compliance**

The Supplier must meet every requirement listed on the print along with any Flow Downs on the Purchase Order. All products must be compliant with the latest revision of applicable standards such as the IPC or ANSI for the commodity being supplied.
 - **Commodity Based Requirements**

In addition to the other requirements, the following are criteria for each commodity:

 - **Metal Fabrication**
 - ✓ All dimensions shall be within the specified drawing tolerances including surface finish.
 - ✓ All sharp edges shall be broken and free of burrs.
 - ✓ All holes and internal passages shall be free of debris.
 - ✓ Product shall be free of all grease, dirt, etc.
 - ✓ Product shall be free of rust, pitting and other signs of corrosion.
 - ✓ Product shall be finished in accordance with the finish requirements.
 - ✓ Parts sold in sets must be wired together or bagged in pairs.
 - ✓ Compliance documents are required for outside processing and materials used.
 - **Cable and Harness Assemblies**
 - ✓ Product must be compliant with the latest revision of IPC/WHMA-A-620.

- ✓ All terminations must be performed per manufacturer's recommendations. If an alternative process or tooling is used, it must be requested in writing prior to production of harness or cable.
- ✓ Supplier is responsible to notify Intervala in writing if any customer workmanship, applicable industry specification or part of the design cannot be met.
- ✓ All product must be shipped with a Certificate of Conformance (C of C).
- ✓ When cable ties are needed, reference the Bill of Materials (BOM) for quantity of cable ties.
- **Printed Circuit Boards**
 - ✓ All dimensions shall be within the specified drawing tolerances including surface finish.
 - ✓ No X-outs are allowed unless otherwise noted on the Purchase Order.
 - ✓ Customer documentation given at the time of RFQ through SupplyWin cannot be used for the manufacturing of the boards at the time of order.
 - ✓ The Gerber files must match the revision listed on the Purchase Order.
 - ✓ Prior to production of first-time builds or a new revision, working files must be approved by a member of the Intervala Engineering team.
 - ✓ Each shipment to Intervala of a new Part Number and/or revision change must include a full panel solder sample.
 - ✓ Supplier shall not change where a board is currently being manufactured without preapproval.
- **Electronic and Electromechanical**
 - ✓ Part mediums will be noted on the Purchase Order. The Supplier is responsible for ensuring that the part medium matches what Intervala is requiring. Parts shipped in the incorrect medium will be returned at the expense of the Supplier. Supplier must contact buyer if unable to be put in the correct medium by sending to a tape house or other means.
 - ✓ For COTS items, a bar code label of the manufactured Part Number should be on the product.
 - ✓ Parts must be packaged according to manufacturer's specification including ESD and moisture sensitivity requirements.
 - ✓ Part date code should not extend past the recommended date code of the manufacturer.

- ✓ Any parts delivered that are over five years old from date of manufacture must be accompanied by a Certification of Compliance that documents that parts have been re-certified to comply with requirements of J-STD-002, Category 3. If testing is not possible at the Seller's facility, the Buyer can perform solderability testing with acceptance contingent upon positive test results.
- **Raw Casting**

When procurement of a casting is required to complete an order, the Supplier is responsible for managing quality activities with the foundry that holds the pattern.

 - ✓ The Supplier should take the necessary steps needed to ensure that the casting is stress-relieved and is stress-relieved properly to provide a compliant finished component.
 - ✓ When porosity is discovered during the machining process, the foundry should be contacted immediately by the Supplier and the appropriate Intervala Buyer should be copied on the communication or otherwise be made aware of the issues.
 - ✓ Intervala is not liable for reimbursement to Suppliers for recovery of costs associated with manufacturing and design issues of machined castings and casting related items.
 - ✓ If porosity is found during machining, under no circumstances should the affected components be shipped to Intervala without prior notification. Pictures should be forwarded to the Buyer, along with the quantity of components affected and a detailed description of size and location of porosity. Intervala Engineering will notify the end customer to determine an appropriate course of action.
 - ✓ Failure to produce acceptable compliance documentation on request may result in a part's rejection.
- **Deviation Requests**

No deviation or exceptions apply unless mutually agreed upon in writing with an authorized Intervala representative and must be submitted prior to shipment. The signed deviation must be included with the shipment.
- **Incoming Inspection**

Intervala maintains an incoming inspection process where the product is evaluated to ensure it meets the drawing and Flow-Down requirements. Intervala reserves the right to inspect products at the Supplier's location prior to shipment.

 - **Supplier Documentation Retained**

Suppliers are responsible for obtaining the necessary documentation to confirm that all finished components comply with print specifications for every order. This documentation needs to be available for all incoming material and is to be kept on file at the Supplier.

- **Examples of Drawing Specification Requiring Documentation**
 - ✓ Raw material
 - ✓ Plating
 - ✓ Heat treating
 - ✓ Welding
 - ✓ Non-destructive testing
- **Examples of Acceptable Documentation**
 - ✓ Packing lists from subcontractors with specific Purchase Order number and/or part identifiers
 - ✓ Mill certifications
 - ✓ Certificates of Conformance
 - ✓ Other documentation from subcontractors may be acceptable at the discretion of Intervala
- **Supplier Documentation Supplied**

Suppliers are responsible for including inspection reports or test records required to accompany shipments when noted on the Purchase Order or requested by Quality.

 - **Examples of Data**
 - ✓ CMM reports are preferred
 - ✓ All internal inspection reports or test records
 - ✓ First/Last piece inspection
 - ✓ First Article documentation with first build
- **Counterfeit Program**

All non-franchised independent distributors must submit to Intervala the counterfeit control program they have in place along with certifications and any testing done in the process for counterfeit risk mitigation.

 - **Independent Distributors**

Independent Distributor means a distributor that purchases excess inventories with the intention to sell and redistribute onto the market that do not have limiting contractual agreements or obligations with the original component manufacturer. They must maintain a counterfeit electronic part detection and avoidance system including risk-based policies and procedures that address, at a minimum, the inspection and testing of electronics parts including criteria for acceptance and rejection.

- **Required Proof of Authenticity**
Independent distributors are required to provide verification of authenticity in the form of a Certificate of Compliance that includes the original manufacturer's name and batch identification for the item(s) such as date codes, lot codes, serializations or other batch identifications for each item shipped if stated on the Intervala Purchase Order or testing to AS5553 or AS6081 is the only replacement for Certificate of Compliance traceability documents.

- **Counterfeit Part Prevention**
The Seller shall ensure that counterfeit items are not delivered to the Buyer. Seller's counterfeit prevention program shall meet the requirements of AS5553, AS6496 or AS6081 unless authorized by the Buyer. Seller shall immediately notify the Buyer if the Seller becomes aware or suspects that it has furnished counterfeit goods. If suspect/counterfeit goods are furnished or are later found in products manufactured by the Buyer, such items will be impounded. The Seller will be liable for all internal and external costs relating to the removal, replacement, and subsequent testing of said goods. Upon request by the Buyer, the Seller shall provide a Certificate of Authenticity with full documentation showing traceability of the goods back to the OEM/OCM. Seller shall promptly replace suspected/counterfeit goods with goods that are acceptable by the Buyer. All occurrences of suspect/counterfeit goods will be reported to ERAI and/or GIDEP by the Buyer.

PRODUCT PACKAGING GUIDELINES

It is the Supplier's responsibility to follow good commercial practices when managing and packaging materials to ensure the product arrives undamaged. Intervala reserves the right to reject shipments that show signs of damage, abuse or negligent shipping practices.

- **Packing Material**

The use of packing peanuts, newspaper and protective materials not designed for shipping is discouraged, and any custom container or packaging that incurs additional costs must be approved by Buyer prior to shipment.

- **Boxes and Pallets**

- **Packing Material Condition**

Pallets and boxes must be structurally sound and adequate for the weight of the enclosed material.

- **Pallet Requirements**

- ✓ Use a pallet that is in good condition (no missing boards or split edges) and that is the correct size to accommodate the material.
- ✓ Material must be properly packed/stretch wrapped.
- ✓ Material placed on a pallet must be contained within the boundaries of the edge of the pallet. Pallet overhang is not permitted.
- ✓ Place corner/edge protectors to all edges with packing tape.
- ✓ Band product to pallet securely to prevent movement in transit.
- ✓ Adhere a "Do Not Stack" cone to the top surface of the prepared pallet.

- **Individual Package Requirements**

- ✓ Consider packaging weight limitations (ECT).
- ✓ Individual package weight should be less than 65 lbs.
- ✓ Avoid using corrugated staples.

- **Commodity Based Packing Requirements**

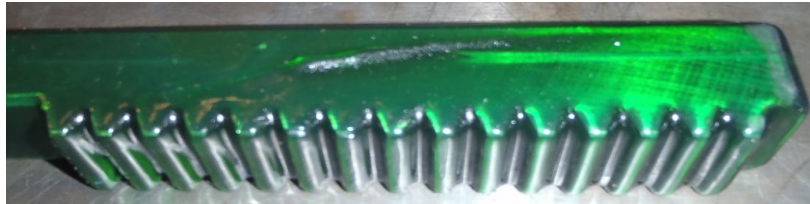
In addition to the other requirements, the following are criteria for each commodity.

- **ESD Sensitive Components**

- ✓ ESD sensitive parts must be packaged per current ANSI/ESD packaging guidelines.
- ✓ Moisture-sensitive components must be packaged inside a moisture barrier ESD bag with a desiccant packet and must also contain a humidity indicator card.
- ✓ Moisture-sensitive components must also indicate the moisture sensitivity level on the label or outside of the packaging.

- **Mechanical Components**

- ✓ Internal and external threads shall be protected to prevent damage.
- ✓ All splines, sprockets and gears shall be dipped in a protective coating. Protective netting is prohibited for spline protection without prior approval.



- ✓ Protective netting should be used to cover all finely finished ODs with tight tolerances. (i.e., cooling tubes, sleeves, shafts)



- ✓ Unfinished steel surfaces shall be coated with Food Grade CAT-OIL corrosion inhibitor prior to shipment. Please contact Intervala Manufacturing Engineering regarding the acceptability of other rust inhibitors. Cosmoline will not be accepted on any parts.

- **Packaging Documentation**

The Supplier must properly identify shipments through labels and required paperwork.

- **Product Quality Documentation**

Any documentation should be protected in the box and the outside of that box should be clearly labeled that it contains the information.

- **Approved Deviations**

A copy of the approved deviation should be included with the shipment.

- **Inspection Reports**

Any required inspection reports must be included with the shipment.

- **Packaging Identification**

- **Box Label**

All boxes must be clearly labeled with the following information:

- ✓ Ship To
- ✓ Supplier Name
- ✓ Intervala Part Number
If an approved substitute part is supplied, the primary Intervala Part Number should still be included on the label and packing list.
- ✓ Intervala Purchase Order Number
- ✓ Delivered Quantity (i.e. 1 of 2, 2 of 3)

- **Packing Slips**

Packing slips must be placed in a pouch and affixed to the outside of the box. All incoming material must have a packing slip with the following information:

- ✓ Supplier Name
- ✓ Purchase Order Number (preferably with bar code)
- ✓ Purchase Order Line Number
- ✓ Packing Slip Number (preferably with bar code)
- ✓ Intervala Part Number (preferably with bar code)
- ✓ Intervala address in the “Ship To” location
- ✓ Intervala material description
- ✓ Quantity (preferably with bar code)
Should include the number of components per carton, the number of cartons per pallet, and the number of cartons or pallets in the shipment.

- **Safety Data Sheets**

All chemicals supplied must be accompanied by the latest Safety Data Sheet (SDS) or the items will be rejected.

- Provide Date of Manufacture.
- Provide Expiration Date.
- Apply Pictograms to product as required.

NONCONFORMING MATERIAL

Inspection of complete or partial lots will be performed on shipments at the discretion of Intervala. A **Rejected Material Disposition** (RMD) form will be issued for all material found to be defective.

- **RMD Questions**

In the event of issuance of an RMD, questions on measurement techniques and methodologies employed in the inspection process may be directed to the Intervala Quality department.

- **Material in Product**

The Supplier will be expected to reimburse Intervala for labor and material needed to correct the nonconformance for product assembled using the defective part.

- **Customer Returns**

Since our customers hold items in stock for such things as maintenance and repairs, occasions may arise when materials that have been made in the past are returned to us for nonconformances. In those cases, Intervala will re-inspect the item to verify the customer's stated discrepancy as well as consider such extenuating factors as possible misuse, degradation, timing of revision changes, etc. If the customer's return is deemed valid, the Supplier will be notified, and it will be processed for no-charge repair, replacement or credit.

- **RMD Disposition**

Depending on the circumstance, different actions will occur if an RMD is issued. When the material cannot be used "as is," the Supplier will be responsible for all costs associated with rework or replacement of the nonconforming material.

- **Use-As Is**

When possible, Intervala will attempt to use the material "as is." However, the Supplier will still receive a copy of the RMD form for their records. It is expected that the Supplier will correct their processes so that the nonconformance does not reoccur. This will still impact the metric calculation.

- **Return to Supplier**

Whenever the schedule permits, the Supplier will be contacted and the material will be promptly returned to the Supplier for rework or replacement. The Supplier is expected to make every effort to return the corrected material to Intervala at the Supplier's expense within five working days. If material cannot be returned to Intervala within five working days, the Supplier is expected to communicate a new delivery date to the Buyer. When parts are returned to the Supplier for rework, the Supplier will be responsible for freight charges for the return and shipment back to Intervala.

- **Rework In-House**

When material is needed immediately, the Supplier will be made aware of the nonconformance and the material will be reworked at Intervala's facility, if possible. The rework estimate will be communicated to the Supplier using the recovery estimate form shown below.

- **External Costs**
External process costs incurred by Intervala will be charged back to the Supplier with a processing fee. Evidence of these costs will be provided as verification.
- **Material Costs**
Material costs incurred by Intervala will be charged back to the Supplier with a material burden.
- **Administrative Costs**
All rework charges will include a standard processing fee to cover the cost of interruption of the Intervala manufacturing schedule to accommodate the rework activity. This fee will be included in the rework estimate.

RECOVERY ESTIMATE

AUTHORIZED BY:
DATE REQUIRED FOR PARTS:

DATE:
RMD:
PART NUMBER:
BUYER:
PO NUMBER:
QUANTITY:
SUPPLIER:

DISCREPANCY DESCRIPTION: *(from Rejected Materials Disposition Form)*

	DESCRIPTION	HOURS	PER HOUR, \$	TOTAL
1	step 1 labor		\$ 70.00	\$ -
2	step 2 labor		\$ 70.00	\$ -
3	step 3 labor		\$ 70.00	\$ -
	MATERIALS	QTY	COST PER	
1	raw material 1		\$ -	\$ -
2	raw material 2		\$ -	\$ -
3	raw material 3		\$ -	\$ -
	OUTSIDE OPERATIONS	QTY	COST PER	
1	outside operation 1		\$ -	\$ -
2	outside operation 2		\$ -	\$ -
			SUBTOTAL	\$ -
			PROCESSING FEE*	\$
			TOTAL	\$

PREPARED BY:
ESTIMATED COMPLETION DATE:

SUPPLIER CONTACTED
DATE:
INTERVALA CONTACT:

FREIGHT GUIDE

- **Preferred Carriers**
 - **Preferred Small Package Carrier**
The preferred small package carrier of Intervala is UPS.
 - **Preferred LTL Carrier**
The preferred LTL carrier of Intervala is Saia.
 - **Exceptions to Preferred Carriers**
All exceptions to the above requirements require Intervala Buyer approval.
 - **International Shipments**
International shipments require Buyer approval.

INVOICE REQUIREMENTS GUIDE

Please contact your Buyer for information or help regarding any issues you may have.

- **Invoice Requirements**

- **Invoice Must Contain:**

- Invoice number
 - Invoice date
 - Packing list number
 - Unit price
 - Intervala Purchase Order number with line number
 - Intervala Part Number
 - Separate line for freight amount (if applicable)
 - Separate line for tariffs
 - Quantity Shipped
 - Unit Price
 - Remit to address
 - Phone number
 - Email address
 - Terms
 - Payment due date

- **Invoice Submission**

- Suppliers are encouraged to email invoices to AccountsPayable@intervala.com.
 - Invoices can be mailed to the billing address listed below.

- **Billing Address**

- Intervala, LLC
1001 Technology Drive, Suite 1181
Mt. Pleasant, PA 15666

APPENDIX A

General Quality Assurance Requirements

1. Quality Management System Requirements: Seller shall maintain a Quality Management System that incorporates the requirements of ISO 9001 or has been certified to ISO 9001, AS9100 or ISO 13485 by an external agency.
2. Seller Control of Sub-Tier Suppliers: The Seller must pass all Flow-Down requirements to any sub-tier Supplier they use.
3. Responsibility for Conformance: Neither surveillance, inspection and/or tests made by Buyer, the Buyer's representative or representatives of the Government at either the Seller's or Buyer's facility, shall relieve the Seller of the responsibility to furnish items that conform to the requirements of the Procurement Document. If items provided are later found to be defective, these will be returned to the Seller for rework or replacement. The Seller shall control sub-tier procurements to the extent required to assure quality requirements are satisfied.
4. Unauthorized Repair/Rework: No rework shall be allowed outside of specification limits unless written approval is obtained from the Buyer. Buyer approval does not transfer liability for the parts/products if they are later found to not meet form, fit or functional requirements.
5. Part Substitution: Part substitution shall not be allowed. The exact Part Number as identified on the Purchase Order, or the exact Part Number identified in the purchase item drawing shall be provided. Any recommended part substitutions shall be communicated to the Buyer in writing for technical evaluation and proper documentation prior to shipment.
6. Change in Approved Drawings, Processes, Materials or Procedures: Seller shall not change any drawing, process, material or procedure without written approval if such drawing, process, material or procedure was originally approved by the Buyer. Seller shall not change any process, material or procedure from that used to qualify items or which was used by Seller to become a qualified source without written approval by the Buyer.
7. Buyer Surveys, Surveillance, Audits and Inspection: Buyer, the Buyer's representative, end customer and/or Regulatory Authorities have the right to conduct surveys, audits, inspections, and surveillance of the Seller's facilities, or those of the Seller's subcontractors or Suppliers with prior coordination with the Seller to determine the capability to comply and to verify continuing compliance with the requirement of the procurement document. Final inspection and acceptance shall be performed at the Buyer's facility, unless otherwise specified on the Procurement Document.
8. Notification of Facility Change: The Seller shall not use or relocate any production, manufacturing and/or processing facilities during performance of the work specified on the Procurement Document from those production, manufacturing or process facilities approved by the Buyer without promptly notifying the Buyer and affording the Buyer an opportunity to examine such facilities for compliance with Quality Assurance requirements.

9. Nonconforming Material: Decisions to accept nonconformances (variances from Buyer drawings and specifications) detected at the Seller's facilities must be made by the Buyer in writing. Shipment of nonconforming items must be accompanied by a nonconforming material report. Seller does not have MRB authority without express written authorization from the Buyer. Any test samples and/or rejected parts to be shipped to Intervala shall be packaged in an appropriate packaging medium to protect parts from damage. These items shall be packaged separately from the compliant product and shall be labeled with the Part Number and identified as reject parts.
10. Corrective Action Requests: When a quality problem exists with the Seller's items, the Buyer may forward a Corrective Action Request to the Seller. Corrective Action Requests require timely responses and must include the following information: analysis of the cause of the problem, statement of the action taken to prevent recurrence, and the effectiveness of the action.
11. Packaging: Boxes or containers should be selected to the extent necessary to provide protection from physical and environmental damage during shipping and handling. Cushioning materials shall be applied, as required, to protect and to restrict movement of the item(s). Component Packaging Requirements shall meet industry standards.
12. Measurement and Test Equipment: Seller shall be responsible for validating the accuracy and stability of tools, gages and test equipment used to demonstrate that items conform to the Procurement Document. Traceability of calibration equipment and gages shall be to the National Institute of Standards and Technology (NIST) or a qualified acceptable certified standard. Objective evidence of calibrations shall be recorded and made available for Buyer review.
13. Inspection/Manufacturing/Test Records: Seller shall maintain manufacturing records, all inspections and test results, Certificates of Conformance and Special Process Certifications for all items delivered to the Buyer. These records shall identify nonconformances and shall be made available for the Buyer, the Buyer's Customer and regulatory review. The period of retention is 10 years from close of order unless otherwise specified on the Procurement Document. When record retention has expired, electronic files are to be deleted and physical documents/samples are to be destroyed through a source that certifies destruction of material.