

User guide for international customers

Please be sure to indicate your preferred Dispatch Mode in the TecLocal software for **every** order you place: **The standard Dispatch Mode for international customers is Stock order!**

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|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| • Normal Dispatch | => only for German customers , please use Stock Order instead! |
| • Express Dispatch | => Without backorder! Extra costs! For urgent int. orders with a few products . |
| • Overnight Dispatch | => only German customers , please use Stock Order instead! |
| • Pick-Up | => Order is kept at the warehouse for collection by customer |
| • COD | => contains no function – please do not use this option! |
| • Stock order | => Freight Forwarding. Standard delivery for international customers. Effective immediately, unavailable quantities with stock orders are taken in backorder if agreed and delivered as soon as they become available. |

! Please input the desired items in **electronic catalog form (TecDoc syntax)**! If you still do not have an electronic catalog, please contact your sales partner to get one. !

• **Examples of catalog form (input in Client * or brand!):**

If you receive a material fault as a response, you can also try keying in numbers without spaces.

Brand	Number	Brand	Number	Brand	Number
Boge	36-A13-0	Lemförder	21150	Sachs	3000 844 201
Boge	27-A75-A	Sachs	802 034	Sachs Race	883082999618

User's guide:

- If you would like to pick up the products yourself from the ZF Services warehouse, please designate the "Dispatch Mode" on both **the request and order forms** as „**Pick-Up**“ with the **delivery date**.
- When placing stock orders, you **can specify** an exact "**delivery date**", otherwise the products are sent to you at the next available time. The products will leave the warehouse at that specific "delivery date".
- For **all other deliveries (Express etc.)** please **do not specify a delivery date!**
- **Under "Ship to", you can indicate a different address for the order!**

When doing so, please note the following:

- **Do not enter a customer number**, because those are internal customer numbers from ZF Services GmbH.
- **All other fields must** be completed, even **the nation code like IT for Italy!**
- Only products with a **green** (in the case of Express or Pick-Up order) or **gray** (in the case of stock order) symbol in the supplier-online-answer have been ordered.
- If the symbol is red, then the product is out of stock.