Delivery & Service Requirements

Communication from Order Placement to an on time Delivery is essential for a successful relationship with our suppliers.

Customer Service Expectations:

- Provide clear, timely, and accurate information from time of order placement through time of delivery, including acknowledgement of order **within 24 hours** to Plant location requesting material. (See table for email address)
- Be as proactive as possible in advising us of order delivery problems.
- Provide ease of order placement, please answer phone or respond to messages promptly.
- Provide quick response for C.O.A., specifications, technical data, and S.D.S. information requests.
- Payment of invoices will be based on the agreed upon price at the time an order is placed.

Quality Expectations:

- **Notification of Changes** – The appropriate Quaker Houghton Administrator must be notified immediately of any changes to your product due to changes in: raw materials, formula adjustments, processing equipment, manufacturing specifications, or manufacturing location.

- **Notification of Quality** - All materials shipped to Quaker Houghton must meet the agreed quality specifications. Any that do not will be rejected and returned to you at your expense. In case that only material out of specification is available to meet our delivery date, Quaker Houghton must be contacted immediately and product approved, before any shipment is made.

- **Quaker Houghton Quality Standard** – We prefer all suppliers be ISO 9001 certified or provide evidence of conforming to a quality management system.

- **Audits** - We, in addition to any of our customers, reserve the right at any time to audit or perform a product verification at your premises, upon request.

- **Regulatory Statement** - Supplier shall be able to demonstrate, when requested, compliance with statutory and regulatory requirements, including but not limited to, national and/or international standard and regulations regarding health, safety and environmental issues relative to its business

Quaker Houghton
One Quaker Park
901 E. Hector Street
Conshohocken, PA 19428-2380

P: 610.832.4000
F: 610.832.8682
quakerhoughton.com

Mandatory Delivery Requirements for all QH Locations:

- **Delivery Date/Time** - **All agreed upon *delivery dates* and *times* must be met.**
- **QH Item Code must appear on all labels and documents**

- **C.O.A**. – Certificate of Analysis must accompany shipment. The CoA may be sent to the related email address at the bottom of this document but does NOT replace the requirement for it to accompany shipment.
- **The Lot Rule:** Anything more than two lots needs prior approval**. DO NOT** ship more than two lots without pre-shipment approval

- **Manufacturing or Expiration Date** – A Manufacturing or Expiration date is required on all COA documents. Handwritten expiration date, by the supplier, is acceptable. If an item does not have an expiration date, this must be noted as well.
- **Do not ship material with 6 month or less remaining on the shelf life without pre-shipment approval**.
- **Safety Data** - Safety data, in accordance with current guidelines and regulations, must be shown clearly on all drums and bags.

Identification Requirements:

Shipping Documents (required):	Marking requirements for each of the documents
Packing List **Bill of Lading**	Quaker Houghton Resource Code Quaker Houghton Purchase Order Number Supplier Lot Number Net weight of each package and Gross Weight Total Shipment
Certificate of Analysis	Quaker Houghton Item Code Quaker Houghton Purchase Order Number Supplier Lot Number Expiration date as noted above
Labels	Quaker Houghton Purchase Order Number Supplier Lot Number

- **See Purchase Order for Ship to Address & Delivery Info.**
- **Delivery Appointments are required for all BULK offloading.**
- **LTL of more than 8 pallets require a delivery appointment.**
- **See Plant Specific Contact Info to make arrangements.**

Quaker Houghton
One Quaker Park
901 E. Hector Street
Conshohocken, PA 19428-2380

P: 610.832.4000
F: 610.832.8682
quakerhoughton.com

Logistics Instructions for BULK Materials:

- **Bulk Loads**: All bulk loads are live unloads. Prior authorization from Quaker Houghton is required in order to drop a trailer. Load within 3% of max allowable weight for trailers (~45,000 lbs.). All compartments sealed and noted on BOL. If some compartments are already sealed and seals have not been broken, note seal numbers on BOL.

- **Single Compartment Bulk Loads** - All *full* bulk loads are to be shipped only in a single compartment tank truck. All equipment must be inspected prior to delivery. Any leaks or damage to the trailer will cause the load to be refused at the supplier/carrier's cost. All tanks requiring air pressure must be pressure tested by the driver prior to delivery. **Note**: Exceptions only if material dictates compartment style tanker.

- **Weight Ticket/Inspection** - A certified weight ticket and a certified bulk container inspection (Clean Ticket from the appropriate tank wash) report must accompany all bulk shipments

- **PPE Requirements:**
  - **PPE requirements are in force whenever the driver has exited his/her cab at any time.**
    - Safety glasses with side shields properly worn
      Tinted safety glasses are not acceptable
    - Hard hat worn
    - Long sleeve shirts, with the sleeves closed to the wrist
    - Long pants to the ankle
    - Steel toe work boots
    - Face masks
    - Fluorescent Vest

- **PLANT SPECIFIC DELIVERY REQUIRMENTS:**
  - **Bulk delivery appointments advised on PO**
    - Pumps: Truck air required
    - Hose Size/Hose Length: 3" / 40 ft. minimum. ** For Zion: 2" hose is required **
    - Drivers are NOT authorized to work from height without express written authorization from QH management. They are NOT permitted to climb the exterior of their truck for sampling or set-up unless an approved safety platform is provided by the plant

- **Demurrage Invoices** – Must include a signed driver's time sheet and include on the invoice the purchase order number & Quaker Houghton resource number on the invoice.

Shipping Instructions:

- **LOGISTICS – SHIPPING INSTRUCTIONS:**
  - Below are the shipping instructions and carriers to be used for all Quaker Houghton facilities when **freight is not included in pricing:**

BULK TANK TRUCKS
Ryder/Cardinal Logistics
CL_QHOrders@ryder.com

BOL & Billing Address – Cardinal:
Ryder/Cardinal Logistics Management Corp.
3431 Yankee Rd
Middletown OH 45044
Email: **CL_Quakerpayables@ryder.com**
Please email invoices to above email

Quaker Houghton
One Quaker Park
901 E. Hector Street
Conshohocken, PA 19428-2380
P: 610.832.4000
F: 610.832.8682
quakerhoughton.com

Logistics Instructions for Less than Truckload (LTL) & Full Truckloads (FTL)

LESS THAN TRUCK LOAD (LTL) & FULL TRUCK LOAD (FTL)
Uber Freight (3rd party logistics company)
For Inbound Carrier Assignment, please send email to:
quakerhoughtonoperations@uberfreight.com

NOTE: Assigned ME number must appear on BOL for payment purposes

BOL & Billing Address – Uber Freight:
Quaker Houghton C/O Uber Freight PO
Box 425
Lowell, AR. 72745

UBER FREIGHT must be used for all freight (LTL & FTL) that does not include DELIVERED pricing. Failure to use Uber Freight will result in the supplier paying the freight bill.

- **Pallet Requirements –** 48 x 48, New Manufacture Wood - solid top deck Classification, 2-Way.
  Pallets must be rated as Heavy Duty and sturdy.
  All materials MUST BE shrink wrapped and secured to the pallet. Master Label
  MUST contain the following information:
  QH PO#, QH Part #, LOT #, DRUM/BAG WEIGHT, TOTAL WEIGHT & COUNT
  NO OVERHANG is permitted as protection is compromised. Specification
  available upon request.
  Quaker Houghton reserves the right to refuse deliveries where the pallet(s) are deemed as unsafe.

Supplier Invoice Submissions:

- Invoices must be submitted in black/white PDF format and one invoice per PDF to avoid delays in processing.
- Please submit invoices to:
- QH Canada **NAAP912@quakerhoughton.com**
- Summit **NAAP100@quakerhoughton.com**
- QH PA **NAAP100@quakerhoughton.com**
- Coral-Zion **NAAP185@quakerhoughton.com**

- Please submit payment inquiries and statements to **NAAPINQ@QUAKERHOUGHTON.COM**

Quaker Houghton
One Quaker Park
901 E. Hector Street
Conshohocken, PA 19428-2380
P: 610.832.4000
F: 610.832.8682
quakerhoughton.com

Contact Information:

Order Contact Information – **ALL LOCATIONS**

ORDER ACKNOWLEDGEMENTS	Sourcing@quakerhoughton.com	**248-593-3371**
CORAL ORDER ACKNOWLEDGEMENTS ONLY	Coral_Procurement@quakerhoughton.com	**248-593-3371**
UBER FREIGHT 3rd Party Logistics	quakerhougtonoperations@uberfreight.com	**484-734-4843**
Ryder/Cardinal Logistics BULK	CL_QHOrders@ryder.com	**513-360-3533**
COA/BOL	SupplierDocs@quakerhoughton.com	**Copies must also accompany shipment**

Plant Contact Information – **DETROIT PLANT**

DELIVERY APPOINTMENT	**Shipping/Receiving Manager** Jaren.Glasker@quakerhoughton.com	**248-221-8072**
BULK OFFLOADING & APPOINTMENTS	**Production Manager** Jerrod.Slaughter@quakerhoughton.com	**313-819-7633**
GATEWAY WAREHOUSE	**Shipping & Receiving Lead** robert.johnson@quakerhoughton.com **Receiving Desk**	**313-477-1320** **313-659-5351**

Plant Contact Information – **CARROLLTON PLANT**

SUE ANN BROWNING	**Shipping/Receiving Manager** SueAnn.Browning@quakerhoughton.com	**770-588-1389**
DENISE WILSON	**Receiving Dock** Denise.Wilson@quakerhoughton.com	**770-588-1669**
DELIVERY APPOINTMENTS	**Nathan Condrey** Nathan.Condrey@quakerhoughton.com	**770-588-1381**
	Production Supervisor Michael.M.Cook@quakerhoughton.com	**770-832-9618**

Plant Contact Information – **MIDDLETOWN PLANT, DAYTON PLANT & GOODE WAREHOUSE**

MIDDLETOWN	**Shipping/Receiving Manager** Jessica.Miller@quakerhoughton.com	**513-424-3107**
RECEIVING DOCK	Tyler.Jablonski@quakerhoughton.com	**513-424-3101**
MIDDLETOWN WAREHOUSE	Holly.Dunbar@quakerhoughton.com	**513-668-0194**
GOODE WAREHOUSE **Appointments**	Holly.Dunbar@quakerhoughton.com duane@rgoodenterprises.com paige@rgoodenterprises.com	**513-668-0194**
DAYTON RECEIVING	Steven.Groves@quakerhoughton.com	**937-246-5905**

Quaker Houghton
One Quaker Park
901 E. Hector Street
Conshohocken, PA 19428-2380

P: 610.832.4000
F: 610.832.8682
quakerhoughton.com

Contact Information Continued:

Plant Contact Information – **CORAL ZION**

ANDREW KLOSTER	**Shipping/Receiving Manager** Andrew.Kloster@quakerhoughton.com	**847-975-5349**
BULK OFFLOADING & APPOINTMENTS	Andrew.Kloster@quakerhoughton.com	**847-975-5349**
RECEIVING DOCK	**Desk Phone**	**847-867-3052**

Plant Contact Information – **Summit Lubricants**

TIM CARNEY	**Shipping/Receiving Manager** Tim.Carney@quakerhoughton.com	**585-250-7856**
BULK OFFLOADING & APPOINTMENTS	Tim.Carney@quakerhoughton.com	**585-250-7856**

Plant Contact Information – **ECLI Engineered Custom Lubricants Inc.**

LAURA EBERT	**Shipping/Receiving Manager** Laura.Ebert@quakerhoughton.com	**331-454-7455**
BULK OFFLOADING & APPOINTMENTS	**ECL Warehouse Supervisor** Perla.Reyes@quakerhoughton.com	**331-454-7474**
RECEIVING DOCK		**331-454-7457**

Plant Contact Information – **WATERLOO, ONTARIO, CANADA**

DAN MARCELLUS	**Shipping/Receiving Manager** Dan.Marcellus@quakerhoughton.com	**519-497-1591**
RECEIVING DOCK	QHCanadaReceiving@quakerhoughton.com	
BULK OFFLOADING & APPOINTMENTS **Petersburg Warehouse**	Dan.Marcellus@quakerhoughton.com **Ken.Hennin@quakerhoughton.com**	**519-497-1591** **226-400-9611**

Quaker Houghton
One Quaker Park
901 E. Hector Street
Conshohocken, PA 19428-2380

P: 610.832.4000
F: 610.832.8682
quakerhoughton.com