2025 Supplier Guidelines

Purpose & Intent

The Supplier Manual communicates BWL requirements to Suppliers. BWL expects all Suppliers to comply with the requirements and expectations documented in this manual.

BWL expects this manual to provide the foundation for our working relationship. It is a means to communicate the policies, procedures, and guidelines under which BWL will transact business. We will strive for excellence through continuous improvement in the products and services we receive by utilizing close working relationships with our Suppliers.

Table of Contents

1.0 Supply Chain Management

The BWL supply chain organization contributes to energy solutions excellence in quality, total cost, and customer delivery. The supply chain management function assures the on-time delivery of high-quality component material and the shipment of high-quality finished goods at the lowest cost while adding value to the customer.

Continuous improvement in our global supply chain systems is and will continue to be, a competitive advantage for BWL. This advantage is created through the engineering and design of business processes, which are enabled through the effective application of lean technologies. To fully leverage the potential of these innovative systems and processes, the knowledge and capabilities of our extended enterprise must be flexible and capable of meeting our replenishment and quality requirements.

The following are critical supply chain elements that must be in place to execute flawlessly:

- Communicate electronically between Suppliers and customers
- Implement/utilize lean manufacturing practices
- Analyze demand:
  - Understand and react to schedule variation week-to-week
  - Reconcile cumulative orders weekly
  - Compare demand to capacity
- Proactive communication through the supply chain when there are potential issues in meeting demand and/or product quality requirements
- Ship according to the transportation route instructions
- Respond to the Customer specified replenishment method(s) and establish replenishment processes to ensure on-time delivery from the extended supply chain
- Identify and measure key metrics regularly, emphasizing continuous improvement.
- Add Quality related items

1.1 Procurement Philosophy

BWL is committed to customer satisfaction and delivering the highest personal service. We work closely with our Suppliers to achieve these goals. We strive to procure high-quality products and services delivered on time to support daily operations. We are also innovative and add value to BWL energy solutions.

1.1.1 BWL Supply Chain Mission/Vision/Values

Mission: To provide an integrated Supply Chain solution that leverages standard business processes and tools, optimizes organizational capability, minimizes waste, improves predictability, and delivers comprehensive value to our customers.

Vision: Become the Supply Chain center of excellence while providing solutions to our internal and external customers.

Values: Holding ourselves to a higher standard within the organization by instilling

- Trust
- Ethics
- Inclusion, Equity, and Diversity
- Respect
- Open Communication
- Teamwork

1.2 Supplier Selection & Approval

A primary objective is identifying, qualifying, and engaging world-class Suppliers from their respective industries. Financial health, innovation, continuous improvement, a culture of Lean Business Practices, and Supplier capabilities are all critical, along with the desire to work together to build relationships at BWL.

Suppliers must complete a Mutual Confidentiality and Non-Disclosure Agreement (NDA). No information, confidential or otherwise, including drawings, specifications, usages, application data, etc., can be shared with a Supplier without a completed NDA. There are no exceptions to this policy.

BWL evaluates and approves suppliers through a cross-functional team that includes but is not limited to, BWL's purchasing, risk, environmental, legal, Engineering, and Program Management personnel. The Supplier company profile review and approval process are achieved through an online bid portal.

1.3 Supplier Management

A proactive approach and collaborative activities between BWL and its supply base, along with open communication, are critical. BWL will continually work in conjunction with its Suppliers to identify specific areas that can be improved upon. BWL views its supply base as an extension of its own business practices, so a Supplier's success is critical to BWL's business health.

To monitor Supplier performance, BWL reviews the following:

- Quality - Non-conformance
    - Non-conformance – can be but is not limited to parts not to specification, packaged incorrectly, incorrect paperwork, and/or damage.
- On-Time Delivery - On-time delivery is defined as a shipment received no earlier than 3 days before the due date and no later than 0 days past the due date.
- COST - no price increases

- VA/VE - Value add & Value Engineering
- Supplier audits- Pass/Fail
- Response time- Meeting the requested response time

1.4 Visitor Policy

If non-BWL employees enter any facilities beyond the main offices, they must be escorted by a BWL associate and wear the appropriate personal protective equipment (PPE). Photography is not permitted at any time unless approved by BWL management.

1.5 Inclusion

The BWL seeks to increase the diversity of its Supplier base who bid on materials and services to provide opportunities for companies that reflect the diversity of BWL's ratepayers. This procedure establishes guidelines for developing and administering initiatives consistent with BWL's Mission, Vision, and strategic priorities.

1.6 Language and Currency

BWL's official language is English. All communication with BWL will be done in English. The only currency for quoting or providing financial information must be US Dollars (US$.) Unless approved by an authorized agent of BWL

1.7 Quoting

Suppliers are expected to supply a quote when requested. Quotes should be in an agreed-upon format and must contain the following:

- Supplier Part Number
- BWL Part Number
- Description
- Cost in USD
- Lead-time
- Standard Package Quantity
- Skid Quantity
- Country of Origin
- Weight/Dimensions for packaging & skids

1.7.1 Parts Information Requirements

1. Participate in specific BWL packaging initiatives.
2. Supply the weight and dimensions of the part upon request.
3. Supply upon request a digital photo of a part suitable for presentation in sales and marketing material.
4. Supply technical features and benefits of the component upon request.
5. Provide markings to identify parts subject to shelf life or hazardous parts.
6. Supplier will provide the following additional documentation as required.
    - Bill of Material
    - Specifications (tolerances, torques, lubrication requirements, etc.)

- Drawings (schematics, breakdowns, exploded views, part identification, etc.)
- Recommended Spare Parts Lists
- Parts Manuals

Timely Supplier responses are critical success factors. BWL expects a Supplier to provide answers to the price and availability for a current part within 24 hours of the initial request.

We recognize that new parts may need additional investigation before providing a quote. However, it is essential to provide regular progress updates. Response time is an important factor in Supplier evaluation (scorecard). Failure to respond in a timely manner will negatively impact a Supplier's overall score and influence BWL's supplier selection decisions.

1.8 Specification Revision Levels

All products and services provided to BWL must be produced in accordance with the most recent revision of the specifications and standards referenced in the data package and/or drawing unless the purchase order or other relevant documents indicate the use of an earlier version.

1.9 Supplier Quality Program/System Requirements

Suppliers shall develop, document, implement, and maintain a quality system and be able to provide their quality system documentation as requested by BWL. Objective evidence of compliance shall be on file, verifying that an appropriate quality system exists and is being maintained. Procedures and records shall be available for examination by authorized BWL Representatives

BWL reserves the right to conduct an Onsite quality assessment, which will be performed by a BWL cross-functional team representative(s).

1.9.1 Quality Requirements: Product Quality Assurance

Suppliers shall have a system for establishing and maintaining control of records documenting product compliance to applicable procurement documents, drawings, specifications, and standards.

1.9.2 Quality Documentation and Record Retention

Suppliers shall have a system for establishing and maintaining control of records documenting product compliance to applicable procurement documents, drawings, specifications, and standards.

Records must ensure traceability to specific products (e.g., Purchase Order, inspection date, drawing revision level, specification number) and include actual data (as required by applicable specifications) to indicate product acceptability. These records should be maintained for at least seven (07) years after the final shipment and made available for review upon request.

The Supplier must adhere to all applicable requirements specified in the Purchase Order and data package/drawings. The Supplier must develop the appropriate objective quality evidence to demonstrate compliance with the requirements for each item being procured, including sub-components and special processes (e.g., welding, painting, plating, NDT). This evidence should support the Certificate of Compliance and meet Non-Conformance requirements.

1.9.3 Non-Conforming Material

Suppliers are responsible for establishing controls to identify, segregate, disposition, and manage non-conforming products to prevent inadvertent use. If it is discovered that non-conforming material has been shipped to BWL, the Supplier must contact the Procurement Specialist immediately with part numbers, quantities, and shipping dates.

Nonconforming shipments without a Supplier deviation or other written authorization will be rejected and may be returned for rework, repair, or replacement at the Supplier's expense, according to the BWL vendor chargeback procedure. When material is reworked, the vendor must provide verification data, such as inspection results, to the respective BWL Procurement Specialist. All reworked products MUST be labeled with a 'Green R,' clearly indicating that the material is a non-first-time pass.

1.9.4 Corrective Action

Suppliers are responsible for implementing quality systems that can resolve issues affecting quality and correct those conditions. Suppliers must manage discrepant parts in stock or in process, identify the root cause (the primary reason for product nonconformance or quality system deficiency), take measures to prevent a recurrence and implement corrective actions. Submit the finished root cause and corrective actions that have been put into place to prevent recurrence.

Nonconforming material or deficiencies detected by BWL may require a Supplier response to a Nonconformance in the BWL Incident Investigation Process. Appropriate problem-solving tools and knowledge are expected to be used to understand root causes and apply permanent/preventative corrective actions.

1.9.5 Age Control – Shelf-Life Material

For time or age-sensitive products, parts must be clearly marked with the manufacture date and/or expiration date. If part marking is impractical due to the size or nature of the components, the manufacture/expiration date must accompany or be affixed to the components. If the expiration date is not marked on the part, shelf-life information must be provided to the BWL Supply Chain. Components will not be accepted if the product's usable life has significantly deteriorated.

2.0 BWL Material Validation/Application Approval

2.1 Manufacturer/Material Evaluation Procedure

Standard Development/Vendor Contact Procedure

1. Research and Drafting
   The BWL Standards Team conducts research and drafts initial specifications for BWL Material Standards or Specifications.
   a) Feedback will be gathered from manufacturers regarding the industry’s best practices and applicable standards.

2. Initial Meeting
   The BWL Standards Team will meet with the manufacturer's representative, vendor, or distributor to discuss:
   a) The manufacturer's history and background.
   b) A demonstration and discussion of the product(s).
   c) The vendor will provide a list of users and references.

3. Sample Requests
   The Standards Team will assess the product's validity by requesting samples for evaluation.

4. Evaluation Process
   Evaluations will be based on the following criteria:
   a) Provision of engineering documentation, which includes technical drawings, performance characteristics, and applicable industry standards & best practices.
   b) Sample evaluation will focus on:
      i) Trial installation
      ii) Application
      iii) Workability
      iv) Sustainability

5. Review Meeting
   If the product is found acceptable for use within the BWL system, the Standards Team will:
   a) Verify part numbers and collaborate with relevant applications and standards.
   b) Engage in additional discussions to address any changes or issues identified during the evaluation process.

Vendor Approval/Procurement Procedures
Pending Standards approval for a product, the vendor is to follow the BWL Purchasing Department’s procurement procedures.

2.1.1 Deviation Process
If a Supplier requests authorization to ship a product into BWL that deviates from the current drawing or purchase order at any time, the Supplier must submit a deviation form to the BWL Procurement Specialist for consideration and approval.

This request must clearly state the part number, the reason for the deviation request, the quantity of parts the deviation is being requested for, the proposed start date, and the applicable standard. Once received, the BWL Procurement Specialist will review the Supplier's request with Engineering Standards and/or any other applicable internal BWL department to determine if the deviation will be approved or rejected and if an engineering change is appropriate or needed. Once the deviation has been either approved or rejected, a copy will be sent back to the Supplier.

2.1.2 Notification of Supplier Design/Production Change
The Supplier must notify BWL of process or design changes before implementing and/or shipping the product to BWL.

If the Supplier revises their designs without notifying and receiving BWL approval, the Supplier will be responsible for all applicable warranty, rework, and expedited charges.

2.2 Preliminary Drawings & Specifications
Suppliers must adhere to BWL requirements as outlined in the engineering drawings or standards, including specifications for part marking, welding, paint, torque, and more.

Suppliers are responsible for manufacturing BWL products in accordance with the production-released specifications and drawings. Any questions or requests for clarification should be directed to the appropriate BWL contact and/or their supply chain representative.

2.3 Product Testing
The Supplier is responsible for providing documented evidence that testing has been completed and that the part meets all specifications and testing requirements established by BWL or relevant government regulatory bodies. If the product is found to be non-conforming, the Supplier may be required to complete an 8D report or corrective action. Additionally, the Supplier must assist BWL in resolving the issue and cover all associated costs.

2.4 Approvals
The Supplier is responsible for assisting BWL Engineering in obtaining the necessary product application approvals and providing technical support. An application approval is a written authorization from the Supplier to BWL, granting permission for BWL to use the Supplier's product under specified conditions.

2.5 Continued Support

In an increasingly competitive market, it is important that BWL's Supplier not only meets the initial requirements but also supports BWL after they have delivered the material. BWL requires its supply base to retain the capacity to produce or purchase component parts consistent with time frames accepted as standard for the utility industry. Value-Added/Value-Engineered (VA/VE) opportunities should be consistently considered. BWL Suppliers must be willing to provide drawings and/or specifications to BWL for all VA/VE suggestions.

2.5.1 Training

With each new or revised product, Suppliers must provide BWL with an appropriate level of training. This training may include but is not limited to Training the trainer or other training to conduct product repairs or upgrades.

Suppliers are expected to support and participate as sponsors of BWL training initiatives. Sponsorship support is used to train displays and improve the ability to support Supplier's products.

3.0 Shipping and Replenishment Performance

The standard for BWL Suppliers is 100% on-time delivery. This means shipping the correct quantity of the correct product in the approved packaging to the correct location. If the delivery date cannot be met, the Supplier must contact their procurement specialist immediately.

3.1 Shipping & Delivery

A delivery date indicates when BWL is scheduled to receive the goods. The Supplier should be aware of the transit time and ensure the product is ready for shipment to meet the scheduled delivery date, including this transit time. If you have any questions about the specified date, please contact your BWL Procurement Specialist. If you miss an established delivery window or cannot meet the release schedule, reach out to your BWL Procurement Specialist to discuss the need for expedited shipping.

For expedited shipments, please obtain approval from BWL regarding the selected mode and carrier. It is essential to agree on who will be responsible for the expedited freight costs at the time of shipment. If the Supplier is responsible, the freight must be shipped "PREPAID," and the Supplier may choose their own logistics company. Additionally, the Supplier is responsible for tracking the inbound freight to BWL and must inform the BWL Procurement Specialist about the shipment status.

4.0 Labeling Requirements

4.1 Labeling Introduction

The supplier must comply with BWL's labeling and packaging requirements. Failure to follow these instructions will result in a non-conformance.

Suppliers are required to ensure that all materials shipped to BWL are correctly labeled with a barcode and that the labels are properly attached (see Section 4.6). When labeling, verify that two labels are placed on adjacent corners of each container. The primary label should be positioned in the upper left-hand corner of the major side. Whenever possible, the label should be printed in bold black with letters at least 25 mm high. No more than one part number should be packaged in a container or shipped on a pallet unless approved by a procurement specialist.

Supplier-owned packaging with "Return to" labels must be placed in a clearly visible area that does not obstruct the production identification labels. Additionally, label protection against moisture, weathering, abrasion, and other environmental factors may be necessary in challenging conditions and is encouraged wherever feasible. Care should be taken to ensure that the labels meet reflectivity and contrast requirements and can be scanned using both contact and non-contact devices.

It is the Supplier’s responsibility to remove labels on returnable containers & affix a new label before shipment unless prior arrangements have been made with the BWL receiving plant.

4.2 Part Shipping Labeling

All labels affixed to a container must contain the following information:

1. BWL Part Number
2. Quantity
3. BWL Supplier ID Number
4. Label Serial Number
5. Part Description
6. MFG Date (manufacturing date)
7. Part Revision Level
8. Lot Number
9. International Build Statement (i.e. Made in Mexico)
10. Purchase Order (PO) Number
11. Manufacturing Address (Actual address of Supplier’s final assembly plant - name should Mirror BWL scorecard plant location description to the fullest extent possible)

*All reworked material must be labeled with a green R clearly identifying the reworked material.

All containers must have the final BWL destination information affixed either as a master label on the skid or within their standard label format affixed to each container. The required data includes the BWL site name, Address, City, State, and postal code. An example of an acceptable label is at the end of this section.

*All products shipped into BWL under a deviation must include the deviation request number, clearly visible on each product box, a “yellow” deviation label on the part, and a copy of the approved deviation with the packing slip.

4.3 Mixed Load Labeling

When release quantities require cartons of mixed material on one pallet, a special "Mixed Load" label must be used in addition to being labeled per BWL Labeling Specifications. All containers must be loaded to cubic capacity to maintain load density and package integrity and obtain optimum transport utilization. The following criteria must be observed when shipping mixed loads to a BWL plant:

1. Cartons must be uniform in size to maintain load stability.
2. Each pallet must have material/product for only one BWL plant.
3. Avoid shipping less than a full layer whenever possible.

BWL Procurement Specialists shall be contacted to establish load quantities.

For shrink-wrapped unit-load packaging, the master label and mix-load labels must be applied to the outside. When individual containers are palletized and made into a unit load for mechanical handling, the master label shall be attached to two adjacent sides of the unit load.

4.4 International Shipment Labeling

Shipments to or from countries (e.g., Mexico, US, Canada, EU) may require special labeling other than the AIAG standard. BWL should be contacted to assist in obtaining the proper labels required if needed.

4.5 Sample Shipment Labeling

When shipping sample parts for BWL part submission or new revision level, the "Sample Part" label must be utilized and must contain the name of the person expecting to receive the container.

Packaging Test shipments must have a "Sample Parts" identification label placed in a highly visible area and must contain the name of the person expecting to receive the container.

BWL's requirements for shipping labels are based on the AIAG bar-coded format. Reference the AIAG Parts Identification and Tracking Application (B-4) document and the AIAG Trading Partner Labels manual (B-10) for labeling specifications

4.6 Label Example

The below is an example only

5.0 Packaging

5.1 General Guidelines

- Packaging must be consistent with AIAG specifications, and the Supplier should standardize packaging as much as possible with BWL.
- When required, internal dunnage should consist of the most inexpensive materials to adequately protect the part.
- Containers should be filled to capacity without exceeding maximum weight limits or compromising part quality. See container weight limits for more information.
- All containers must be secured to pallets with plastic banding, seat belts, or stretch wrap. Metal banding is not allowed.
- Suppliers should ensure that containers are clear of debris and in good working order prior to each shipment.

5.2 Dunnage

1. Dunnage should be used for additional part protection when required.
2. Dunnage should be designed from recycled and/or recyclable materials.
3. Dunnage should be as simple & inexpensive as possible and allow easy parts access.

5.3 Pallets

1. All pallets must be 48”x45” or 32”x30” (domestic) or 47”x45” or 36”x30” (overseas) according to AIAG specifications.
2. Expendable pallets should be made of durable materials so as not to cause a safety hazard while handling them.
3. Expendable pallets entering or leaving the US must be heat-treated.
4. All wooden pallets must support a minimum of 2000 lbs.

5.4 Placement of Containers on Pallets

1. Place containers so AIAG labels are unanimously visible on 1 side and 1 end.
2. Each pallet should contain only one part number worth of parts; do not mix skids unless the BWL Procurement Specialist directs you to do so.
3. Containers must not hang over the edges of the pallet.

5.5 Corrosion Protection

Unless otherwise specified, all uncoated or unprotected ferrous and nonferrous metal surfaces (internal and/or external) shall be protected against rust and corrosion for a minimum of sixty (60) days from the date of shipment. If a corrosion-protected ferrous or nonferrous metal is to be imported into the United States, the corrosion-protection substance must be certified to follow the Toxic Substance Control Act (TSCA) before leaving U.S. Customs. They shall be suitably packed to prevent shipping and handling damage. All openings (i.e. fuel, hydraulic, electrical connections, etc.) should be adequately protected by closures to prevent contamination or damage.
All fuel systems and hydraulic components shall be free from visible contaminants, foreign material, rust, or burrs. Fuel system components shall be protected with a corrosion-protective compound. Hydraulic components shall be protected with a corrosion-protective compound compatible with standard hydraulic oils.

6.0 Logistics Requirements

6.1 Logistics Requirements Introduction

Current BWL logistics requirements are FOB destination. However, BWL expects our Suppliers to share in the ownership of the shipping process to ensure products are received in a timely and cost-effective manner—essentially, at the right time, in the right container, at the right shipping price, and to the right location. Below, you will find Supplier responsibilities necessary to fulfill our transportation requirements.

6.2 Logistics Requirements Communication

All shipments must be accompanied by appropriate documentation. This documentation may include a packing slip, bill of lading, NAFTA certificates, commercial invoices, CMR (EU and Asia), MSDS, and hazardous materials information.

The Supplier is responsible for contacting the appropriate carrier, freight forwarder, and BWL Procurement Specialist to ensure timely pick-up and delivery. The Supplier also sets shipping window times in conjunction with the BWL Procurement Specialist and the carrier to ensure delivery at the BWL facility by the delivery date shown on the release.

Failure to meet the agreed-upon shipping windows that result in carrier detention charges may result in a debit to the Supplier to compensate for excess carrier detention charges.

The information to be provided should include, but may not be limited to, product availability, expected delivery time, special instructions, container dimensions, and weights. If shipping less-than-truckload quantities to one ship-to location, each skid must include a label indicating the plant name and address.

6.3 Packaging Slip Requirement

BWL requires all Suppliers to prepare their packing slip(s) in a standard format.

Mandatory: The packaging slip must be attached (glue or tape) to the packaging (pallet shipment) and in a pouch/sleeve that protects it but also allows the receiving plant to remove it.

Failure to comply with this requirement may result in a Non-Conformance issued for the shipment per the Non-Conformance procedure. Items required include:

- Packing Slip #
- Sold To info
- Supplier Production Plant
- Ship to
- BOL #
- Customer part #
- Description
- Supplier part #
- Quantity shipped
- PO #
- Footer which includes page number and repeats the pkg slip # Packing Slip Bill of Lading Information Requirements

6.4 Bill of Lading Requirements

This information helps BWL suppliers complete a bill of lading (BOL) form correctly for shipments to and from BWL. If these requirements are not followed and BWL incurs extra freight charges, we will charge those costs back to the supplier.

6.4.1 Shipper/Vendor Information

Must include Vendor Name, Supplier ID, Street address, City, State, and Zip.
Example 1
ABC Supply
Supplier ID 12345
1234 Cornell Rd
Anytown, OH 45242

6.4.2 Consignee and Destination

The final destination for all BWL shipments (except for those with accepted deviations) must be:

1110 Pennsylvania St.
Lansing, MI 48912

6.4.3 Additional Information

1. Number of Packages and/or Handling Units—If packages are consolidated on a skid, provide both the package count and the skid count on the bill of lading.
2. Description of shipment - Enter the description of each line item. Please note the package type (carton, tote, barrel, etc.) and the quantity per package. Each line item must include the correct National Motor Freight Classification (NMFC) Item # and Class. This information is critical to ensure the correct rating to avoid excessive charges.
3. Weight - Enter the total gross weight, in pounds, for each line item. Include the weights of pallets, skids, or any secondary container.
4. Freight Terms—Indicate "FOB Destination, Freight Collect" terms if BWL pays for the shipment. Unless the Purchase Order states otherwise, all freight shipped to BWL facilities must be shipped freight prepaid (FOB Destination).

6.5 Premium Freight/Expedites

If a Supplier causes premium freight costs, the Supplier will manage and pay for those costs. BWL will not be responsible for setting up, managing, tracking, or paying for premium freight events caused by the Supplier. The Supplier must inform the Procurement Specialist about all expedite details and provide updates on the arrival of expedited components. If the Supplier does not communicate effectively or manage the situation, BWL can take over the management of the premium freight event. In such cases, the Supplier may have to cover the cost of BWL's time.

Authorization must be obtained from the appropriate BWL Supply Chain personnel when expediting freight at BWL expense. Unauthorized expedited freight may result in a debit to the Supplier to compensate for excess freight charges and/or administrative fees.

6.6 LTL and Small Package Shipments

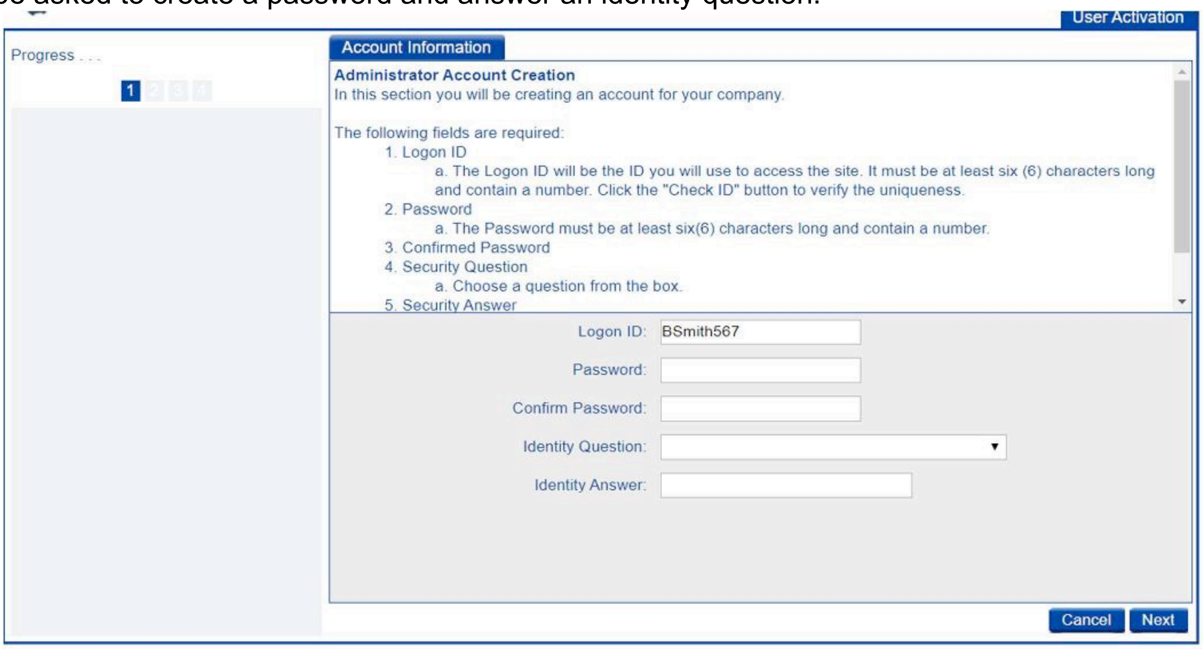
All Less-than-truckload (LTL) and small package shipments made at BWL expense must originate with / be routed through the BWL's Supply Chain group.

7.0 Finance

7.1 InvoiceWorks Supplier Setup

Suppliers will receive an invitation email inviting them to sign up with InvoiceWorks. This email indicates how to activate an account and is initiated when an invoice submitted by a Supplier through InvoiceWorks requires the user's coding and/or approval.

By clicking on the "New User Activation" link, the user will be taken to the following screen. The user will be asked to create a password and answer an identity question.



- The next screen displays the user information, the locale settings, and the email notification options. These will be pre-populated, and the user will need to verify that everything is correct before clicking on the 'Next' button.
- The third screen will appear to confirm the user's information. Click 'Next' to continue.
- The final screen contains the user agreement and two questions to which the approver must answer "Yes" in order to complete the sign-up process.

Note: the approver can only click the 'I Accept' button after scrolling to the bottom of the user agreement.

E-Mail Notification of an Invoice Requiring Coding/Approval

If an invoice has been routed to a user for approval and the user is a current InvoiceWorks user/approver, the user will receive an e-mail with key information about the invoice. The e-mail contains summary information from the invoice and a link to the InvoiceWorks website.

Click on the link to InvoiceWorks, and the user will be directed to their home page in the InvoiceWorks Application, which displays a list of invoices that the user needs to code and/or approve (called the 'Approval Worklist').

Accessing InvoiceWorks

- Go to the appropriate website URL
- If necessary, click on 'Go to Payer' at the bottom left of the screen.
- Enter your Email and Password and click 'Sign In.' The user will be directed to their InvoiceWorks Homepage.

Approval Work List
The Approval Work List contains invoices that have been routed to the user for coding/approval. It also serves as the default page for all users upon logging into InvoiceWorks.
To review, code, approve, or deny invoices, click on the 'InvoiceNbr.'

8.0 Non-Conformance

8.1 Supplier Charge Backs

Suppliers are subject to chargebacks from BWL for Supplier-created issues. The intent of these chargebacks is not to be punitive but to eliminate all financial harm done to BWL because of Supplier performance. It is a means to introduce business discipline and drive accountability within our supply chain.

8.1.1 Supplier Charge Back Matrix

Below is a standard matrix of chargebacks that may be issued to a Supplier. Please note that all Non-Conformance issued may be accompanied by a $250 administration fee chargeback.

Violation Caused by Supplier	**Chargeback Amount**
Shipped to the Wrong Location	$250
In-Transit Damage*	See Note Below
Overage/Shortage per Packing Slip and/or Freight Bill	$250
Late Delivery (One Day or More)	$300
Rework/Sorting Charge (per hour)	$125-$150/hour
Corrective Actions (Past Due > 15 days)	$200
Mismatch information on Packing List or Packing List Not Included	$250

*In-transit damage

Any material that is damaged in transit due to the Supplier's poor packaging, or no packaging at all, may result in a charge equal to the purchase order piece price to the Supplier for each of the parts that receive the damage.

**Production Disruption & Downtime caused by Supplier

- Any late parts deliveries from the agreed-upon commitment date
- Any Supplier quality issues that impact throughput at a rate
- Any part number misidentification that impacts throughput
- Any part out of specification that impacts throughput
- Wrong part revision level shipped by the Supplier
- Parts packaging issues are out of conformance with agreed-upon standards, pack size, containerization, etc.
- Occurrences where the Supplier ships short on quantities.

9.0 Security

9.1 Security Introduction

BWL is committed to ensuring the security of its supply chain. Security measures are in place to preserve the safety of our employees, protect physical property from loss or damage, safeguard the integrity of our intellectual property, and prevent interruptions in the manufacturing process.

We expect the same approach to be taken by the Supplier with whom we conduct business: to make a commitment toward the common goal of creating a more secure and efficient supply chain.

9.2 Expectations and Requirements

- **BWL Site Specific Visitor Guidelines**
  - BWL site-specific visitor management guidelines will be adhered to for each individual facility within the BWL.
  - BWL Security maintains each visitor management guideline in cooperation with the management of each individual facility.
- **Non-BWL Employees**
  - All non-BWL people must have scheduled or approved business to access BWL properties.
  - Non-BWL persons (visitors, contractors, deliveries, repairs, etc.) **must have an escort** on BWL property unless they have been properly onboarded and approved through the BWL Supplemental Labor Management Program.
  - All non-BWL people shall check in at security or reception areas before accessing BWL properties.
  - All non-BWL people shall be announced to the requested BWL employee and shall remain in the reception area until the BWL employee arrives to escort them or another BWL reception area accepts their arrival, at which time the Non-BWL person shall be directed to the NEW Reception area.
  - Announcements will be made directly to the requested BWL Employee.
  - All visitors shall fully complete the visitor log or log in using BWL Visitor Management Software before they are announced.

10.0 Contractor Travel Procedure

The Lansing Board of Water & Light's (BWL) travel procedure requires the CONTRACTOR to book prudent travel arrangements in the best interest of the BWL. Any costs that are inconsistent with this procedure are the sole responsibility of the CONTRACTOR and will not be reimbursed by the BWL.

The BWL's expectations are as follows: any exceptions must first be approved, in writing by the BWL, or the expenses will not be reimbursed. Itemized receipts must be provided to the BWL for eligible travel-related expenses. Cancellation fees that result from the CONSULTANT or its employees not following this travel procedure will be the sole responsibility of the CONTRACTOR. If travel arrangements have been made by the CONTRACTOR and both parties have mutually agreed upon changes to the scope of work that impact said travel arrangements, then the parties would work together to resolve any travel arrangement impacts.

All travel expense invoices must be submitted per the Contract between the BWL and CONTRACTOR. Itemized receipts for eligible travel-related expenses must be provided to the BWL with the invoices.

Air Fares – Lowest fare available. The CONTRACTOR is responsible for all fares other than *basic or economy* fares, including seat upgrades. First Class, Business Class, and Economy Plus (or an upgrade other than basic/economy) will not be paid unless first approved in writing by the BWL. The BWL will pay a reasonable baggage fee for the 1st checked bag/item. Any additional fees for bags/items exceeding the 1st checked bag/item are the CONTRACTOR's responsibility. The BWL will not pay for private aircraft/travel.

> International Air Fare—The lowest fare available. The CONTRACTOR is responsible for all fares other than basic or economy fares, including seat upgrades. For any international air travel over six (6) hours, Economy Plus or Business Class may be appropriate.

Rail Fares – Lowest fare available. The CONTRACTOR is responsible for all business-class or other available upgrades. Reference Air Fare for rail baggage fees.

Hotel Fares – Lowest fare available. The CONTRACTOR is responsible for all room upgrades and all hotel incidentals.

> Vehicle Rentals – Lowest fare available. The CONTRACTOR should reserve a vehicle type required to complete their work/assignment. The CONTRACTOR should determine if alternative transportation options are available – hotel shuttle, taxi, public transportation, ride-share, etc. If multiple people travel together, they should reserve one vehicle or ride share to the extent possible. The CONTRACTOR should utilize economy-class vehicle types. All insurance requirements are the responsibility of the CONTRACTOR. No mileage fees will be paid. All available vehicle rental upgrade/option equipment, rental insurance, and optional insurance coverage(s) are the CONTRACTOR's responsibility. Hotel valet service should only be used when no self-service parking is available. The CONTRACTOR should avoid parking locations that may incur a fee; however, the BWL will pay reasonable parking fees of up to $20.00 per day, per vehicle. If the CONTRACTOR receives a ticket of any kind from law enforcement, the BWL will not reimburse.

> Private Car – The BWL will not pay for private car (metro car, limousine, etc.) transportation unless it is the only mode of transportation available.

Meal Allowance – Meal allowance will be based on the actual cost incurred not to exceed $75.00 per travel day, including applicable sales tax and up to a 20% tip. Alcohol and legal recreational substances will not be reimbursed.

Mileage — If the CONTRACTOR uses a personal vehicle, the BWL may reimburse mileage. Mileage expenses include gas, tolls, insurance, and all vehicle-related expenses. The documentation must provide sufficient detail to justify the mileage claimed by the CONTRACTOR. The mileage fee will be at the current IRS allowable rate. The BWL will not reimburse mileage if the round trip is less than 50 miles.

Travel Documentation—The CONTRACTOR is solely responsible for fees or documentation requirements for Visas, Sponsorships, Passports, etc.

Tools/Equipment—Unless the Contract between the BWL and CONTRACTOR states otherwise, the CONTRACTOR is responsible for any tools or equipment needed for onsite work, including any shipping-related expenses to the BWL and return to the CONTRACTOR.

Advances – The BWL will not provide travel advances to the CONTRACTOR.

Purchase Card / Credit – The BWL will not provide a purchase card/credit card to CONTRACTOR.

Travel Arrangements – The BWL will not arrange travel or travel-related services for CONTRACTOR.

Travel Time—The BWL will not reimburse the CONTRACTOR for travel time to and from any BWL location or designed location.

Actual Cost Incurred – The BWL will not reimburse extra costs, handling fees, or any other types of premiums added by either the CONTRACTOR or its travel coordinator/service.

This Contractor Travel Procedure is subject to change without advance notice.