



**World Wide Technology**

# **SUPPLIER GUIDEBOOK**

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## INTRODUCTION

### OVERVIEW

The World Wide Technology, LLC (WWT) Supplier Guidebook is for suppliers to understand WWT's expectations regarding quality, delivery and the assurance of successful product launches. We are committed to meeting our customers' expectations and quality needs. Suppliers play a vital role in helping WWT achieve customer satisfaction, therefore, suppliers to WWT should assume responsibility for their products and services.

The Supplier Guidebook is the property of World Wide Technology, LLC and is issued for reference and instructions to our suppliers.

### VISION

## Be the Best Technology Solution Provider in the World

### QUALITY GOAL AND OBJECTIVES

#### Quality Goal

- Strive for 100% customer retention and satisfaction through continual improvement and commitment to requirements

#### Quality Objectives

- Increase On-Time Delivery
- Reduce Customer Impacting Issues
- Reduce Product Non-Conformances
- Reduce Safety Incidents

## WWT CORE VALUES

**T**rust - In character and competency

**H**umility - Stay grounded; never forget where you came from

**E**mbrace change and diversity of people and thoughts

**P**assion and strong work ethics

**A**ttitude - Be positive and open-minded

**T**eam player - Proactively share ideas

**H**onesty and integrity

## CUSTOMER RESPONSIBILITIES

WWT works to develop strong alliances with our supplier base. We are aggressively upgrading our performance in key areas:

- Setting clear requirements
- Providing timely and accurate feedback on supply base performance
- Acting as a resource to improve supplier performance
- Actively seeking supplier involvement with emphasis on continuous improvement
- Providing forecasts monthly
- B2B Integration

We encourage on-going feedback regarding our performance as a customer along with suggestions on how we can become a better partner. E-mail your feedback, comments, and suggestions to:

[GlobalOrderOps\\_SupplierManagement@wwt.com](mailto:GlobalOrderOps_SupplierManagement@wwt.com)

## SUPPLIER QUALITY EXPECTATIONS

### QUALITY SYSTEM REQUIREMENTS

WWT's quality system is based on ISO 9001:2015 Quality Standards and where applicable, TL 9000:2016. WWT recommends all suppliers align their quality management system to the ISO 9001:2015 quality standard and TL 9000:2016 if you are providing products and services for the Information and Communication Technologies (ICT) industry.

Note: WWT will communicate expectations accordingly.

Suppliers have the responsibility to provide goods and services that meet the customer's quality specifications. The supplier will be held financially responsible if their failure to meet customer quality specifications results in losses to World Wide Technology, LLC any customer facilities, and/or ancillary customers.

Suppliers are required to follow the WWT Supplier Guidebook unless WWT gives written authorization otherwise.

### COUNTERFEIT PART PREVENTION

WWT suppliers are required to purchase Electrical, Electronic, and Electromechanical (EEE) parts from Original Component Manufacturer (OCM), Original Equipment Manufacturer (OEM), or authorized/franchised distributors for such OCM/OEM. If the supplier cannot procure the part directly from the OCM/OEM or authorized distributor, WWT approval is required. Suppliers of EEE parts shall retain a Certificate of Conformance for all EEE parts and provide to WWT upon request.

WWT requires that suppliers of EEE parts review the latest version of AS5553 and AS6081 for reference, as best practice, to confirm internal procedures are appropriate and effective to prevent the proliferation of counterfeit parts. The supplier shall notify WWT as soon as they become aware of any counterfeit parts or suspected counterfeit parts supplied to WWT.

### INCOMING INSPECTION

Our goal is to ensure all material arriving at the warehouse is inspected and accepted prior to delivery to the stock location in accordance with customer contract specific requirements.

WWT will perform the following:

- Visual inspection (looking for obvious damage to the material and indicators of counterfeit EEE parts).
- 3-way match: Product Label and Pack Slip and PO
- DOA and Defective testing in lab
- Identification of incorrect material in lab

## CORRECTIVE ACTION

Our suppliers are responsible for supplying WWT with zero defect products and services. If defective material and/or services occur, WWT requires suppliers to have a **Corrective Action Procedure** in place providing immediate containment, countermeasure actions and root cause problem solving to rectify the issue and prevent reoccurrence.

Defective and non-conforming material can be identified during the following stages:

• Incoming Inspection	• Manufacturing
• Assembly	• Packaging
• Audits at Customer's Site	• Warranty Returns (where applicable)

When non-conforming material is found, WWT will contact the supplier. A **Supplier Corrective Action Report (SCAR)** may be issued under the following circumstances:

1. Quality issued tied to form, fit, or functionality
2. Adherence to supplier manufacturing or WWT process that resulted in customer impact
3. Missing performance requirements in two consecutive months (On Time Delivery, Non-Conformance, etc...)
4. Customer requirements

## SUPPLIER EXPECTATIONS AND RESPONSIBILITIES

We have the following expectations from all suppliers:

- An immediate response to any quality or continuity of supply issues.
- The initial containment plan(s) and a response within 24 hours on WWT's **Corrective Action Form** which is sent to the supplier by WWT's Quality Department and/or Supplier Manager).
- A containment plan to hold and inspect all material at their facilities, WWT and if necessary the Customer site.
- Timeframe in which to replace product with certified stock (*material that has been 100% inspected for rejects*).
- A plan to rework or repair product until a replacement certified product is available.
- Stock that is certified by the supplier and identified with a Certificate of Compliance, Return Material Authorization and/or Return to Vendor number.

A completed corrective action is required within 48 hours after notification of the occurrence and should include all revised documentation affected by the corrective actions (i.e. work instructions, inspection records, training records, etc.)

**Note:** *If a timely response is not received, the supplier rating will be negatively affected.*

## CONTAINMENT

Suppliers are required to have a containment process to provide additional verification outside normal processes, prior to shipment. The process must include identifying containment actions, isolating concerns, and implemented corrective actions. An exit criteria plan must be submitted to the WWT Quality Manager and/or Supplier Manager for approval.

### LEVEL I

Required for first time cases to contain any failure modes.

### LEVEL II

Requires the supplier to implement extraordinary inspection of product to contain a specific failure **(reoccurrence of a previous documented non-conformance)**. Containment actions must verify that requirements are met and be approved by WWT's Quality Manager.

### LEVEL III

Requires suppliers to provide an independent third party to inspect product offsite prior to release for shipment to WWT. Level III containment is initiated once the supplier fails to contain non-conforming product within their facility.

## REQUESTS FOR TEMPORARY DEVIATION

**Suppliers shall not make any changes in part designs, material, or manufacturing processes without prior customer approval.** This also includes reworked or repaired product. A product deviation is considered to be when a specific quality of product being shipped or used, is not in compliance with the specified drawing, inspection criteria or standards. A deviation will only be agreed upon if there is no other available inventory and the fit, function, performance, safety, durability, or appearance of the end item is not affected.

The customer's deviation approval shall be submitted by the supplier to WWT and approved within WWT's system before the product may be shipped. Material must be segregated and not sent to WWT until a written deviation approval is given to the supplier. A copy of the deviation approval must also be attached to ALL product containers when it is shipped to WWT.

## REWORK DUE TO NON-COMPLIANCE

In the event of non-compliance, where **Continuity of Supply** is at risk, WWT reserves the right to charge the supplier the **Cost of Labor and Materials** for repacking and/or relabeling which is a result from Non-Compliance within the customer's specifications.

## CHARGE BACK POLICY (REJECTION ISSUES)

Costs associated with quality issues and supplier parts are the suppliers responsibility and will be charged back to the supplier. *(For example: Expedited Freight)*

## COMMUNICATING WITH SUPPLIER REPRESENTATIVES

We ask each supplier to designate a Point of Contact as the Quality Management Representative to work with WWT along contacts for Return Authorizations, Damaged Products, Dead on Arrival and General inquiries. There is a section at the end of this document for you to provide those contacts along with your Supplier Acknowledgement.

## PURCHASING EXPECTATIONS

Quality is defined by our customer's complete satisfaction which is our primary goal. Our initiative to provide the highest quality products and services can only be accomplished with the help of our suppliers. To assist with this, we will be sharing performance results on a monthly and/or quarterly basis. These measurements include:

- Delivery Performance
- Non-Conformances
- Corrective Actions
- Overall Commercial/Service Satisfaction Ratings

These records will be disclosed to our customer with the purpose of considering continuation, expansion or termination of business.

**Note:** Written corrective actions may be required if the supplier's performance does not meet the minimum goal established by WWT.

## SUPPLIER ASSESSMENT

The customer, prior to the decision to do business will perform all initial supplier assessment. However, WWT reserves the right to perform a Quality System Audit at the supplier's manufacturing location when deemed necessary.

## SUPPLIER RESPONSIBILITY

Suppliers must provide WWT with the following documentation:

- Current copy of their organization's quality manual
- Completed Supplier Registration Form
- Signed copy acknowledging the receipt of the WWT Supplier Guidebook

Additionally, suppliers must comply with the performance targets set forth by World Wide Technology, LLC. *(Refer to the section on Supplier Performance and Evaluation for details.)*

## REQUESTS FOR QUOTE

WWT will request a formal quote for the part(s) scheduled for launch. The quote must contain the following information, but not limited to:

- Agreed Unit Cost (price breaks)
- Agreed Delivery Terms
- Agreed Payment Terms
- Manufacturer Part Number
- Country of Origin
- Standard Box Quantity
- Minimum Order Requirement
- Lead Time
- Cancellation Policy
- Return Policy

**Note:** If the supplier receives an Engineering Change Order before WWT is notified, please notify the WWT New Parts Planner of the change. This will allow WWT the readiness to launch and support the part without delays.



## RESPONDING TO A REQUEST FOR QUOTE

Suppliers are required to meet response times as indicated in the Request for Quote and should quote exactly what is specified. Any exceptions must be clearly defined in writing.

**Note:** Suppliers will have 24 hours to reply to the WWT Quote Request unless otherwise noted or agreed upon.

## CONFIDENTIALITY

All correspondence and information shared between WWT and suppliers is to be treated in a confidential manner. This includes, but is not limited to, written verbal and viewed material in the forms of documents, product, components, ideas, concepts, etc.

## COMMUNICATION

### PURCHASE ORDER ACKNOWLEDGMENT

1. Suppliers are required to acknowledge WWT purchase orders within 24 hours of receipt.
2. A Promise Date is required within 48 hours after receipt. The Promise Date will include:
  - Scheduled Ship Date
  - Ship from Location
  - Transportation Mode
3. If a part is **End of Service** or **End of Life**, suppliers are required to notify WWT within 24 hours after receipt of purchase order

### ADVANCE SHIPPING NOTICE (ASN)

An electronic notice sent to WWT to indicate when a product shipment will arrive.

## INBOUND SHIPMENTS

### INTRODUCTION

This section provides vital guidelines that promote the continued reduction of cost and improvement of material handling practices. By expediting and standardizing our incoming material handling procedures, we will be able to increase efficiencies in transportation, receiving and handling of materials.

It is the responsibility of the supplier to comply with the following specifications:

### LABELING SPECIFICATIONS

WWT requires all individual packs (i.e. box/package of items) to have clear, identifiable labels affixed to them in an easily accessible and consistent location. Suppliers are also expected to guard against the following types of label errors, but not limited to:

- Incorrect Part Number and Revision Level
- Incorrect Shipping Label
- Unreadable Barcode Labels
- Incorrect Label on Individual Containers/Boxes
- Wrong Quantities on Labels
- Missing Part Number(s) on Label
- Internal Components be Identified

Any mislabeled product received at a WWT warehouse will be tagged as non-conforming material having a direct impact on supplier performance. Costs associated with re-work will be charged back to the supplier.

**PACKAGING REQUIREMENTS**

Suppliers are responsible for providing a design that insures part integrity during shipping and handling. Part protection is the key element and should be built into the container design.

**PACKING SLIPS AND BILLS OF LADING**

Packing Slips and Bills of Lading are mandatory and must be included with each shipment. The following must be Clearly Visible and Securely Attached to either the Top or Side surface.

**Packing Slip Minimum Requirements**

Supplier Name and Address	Supplier Lot Number (where applicable)
Packing Slip Number	WWT Non-Conformance Ticket Number for replacement material
Customer Name and Address	WWT Item Number
Quantity Shipped and Part Description	WWT PO Number and PO Line

**Bill of Lading Minimum Requirements**

Supplier Name and Address	Customer Name and Destination Address
Ship Date	Number of Cartons, Pallets and Gross Weight of Shipment

**SPECIAL NOTES**

1. One Purchase Order per Packing Slip
2. WWT’s Receiving hours are Monday through Friday between 7:00 a.m. and 4:00 p.m. Central Time Zone. In the event product is needed (Hot Parts) outside of standard operating hours, suppliers must contact the WWT Warehouse Manager or Lead at least 24 hours in advance to schedule an appointment.
3. If a shipment arrives without a packaging slip and the supplier is unable to furnish a replacement copy or document, WWT will provide a manual packing slip template to be completed by the Supplier Contact within 4 hours of receipt. Failure to comply will result in corrective action, impact to supplier performance and delays in payments (*where applicable*).

**SHIPPING INSTRUCTIONS**

All inbound shipments will be scheduled following the customer and/or WWT agreed delivery terms on the Purchase Order, unless otherwise instructed by a Freight Request Authorization form (FRA). Freight Authorization Requests will be issued by the WWT Material Planner when deemed necessary, at which point any previous shipping instructions will be superseded. FRA instructions will only apply on a case by case basis.

**Notes:**

1. When scheduling FRA shipments with WWT’s preferred carrier, please note the FRA Number on the carrier’s reference field.
2. When confirming a FRA shipment via e-mail, please list all tracking numbers for that shipment. Our carriers’ invoice per tracking number. Undisclosed tracking information will delay our invoice matching process.

## PALLET REQUIREMENTS

Pallets must be in good condition, so they can move through the entire receiving process with no issues. Best practice for pallets are a stable pallet in good repair, standard size (40x48) and standard wood material.

If the pallet arrives Non-Conforming to our pallet standards, the receivers must break down the stack and restack on a pallet that meets WWT's requirements.

Below are the requirements of pallets:

1. Pallets shall not exceed 48 inches in height from the floor to the top of the pallet
2. Product must be centered securely on the pallet with no overhang
3. All product must be banded and/or wrapped securely to the pallet
4. All pallets must be in good condition with the following attributes:
  - a. No broken or missing slats
  - b. No protruding nails
  - c. No missing or broken bracing or supports
  - d. Must have a middle brace



## TRANSPORTATION AND ROUTING

WWT’s goal is to ensure all vendors are consistently providing the required information needed for shipping.

Suppliers are required to follow these transportation instructions when WWT’s purchase order terms are “FOB Origin” or similar terms in which WWT is responsible for the freight charges. **THE SUPPLIER WILL BE RESPONSIBLE FOR THE FREIGHT CHARGES and/or ANY OTHER TRANSPORTATION RELATED LIABILITIES IF THESE INSTRUCTIONS ARE NOT FOLLOWED.**

### IMPORTANT

- Shipments without a valid WWT PO# referenced will be billed back to the supplier
- Suppliers are NOT allowed to Ship via FedEx LTL Freight.
- Only FedEx Express Freight service types are allowed when WWT is paying for freight.

### ROUTING INFORMATION

Use the routing information below based on the shipment type:

<b>Shipment Type</b>	<b>Carrier Info</b>
Under 150 lbs. (Personal Type Shipments)	FedEx # 137980134
CISCO Over 150 lbs.	AGS account# 5371425 Carrier: AGSD Contact for pickup: cisco@agsystems.com WWT team 800-878-4788
NON-CISCO Over 150 lbs.	AGS account# 5415939 Carrier: AGSD Contact for pickup: WWT wwt@agsystems.com WWT team 800-878-4788

**Special Note:** Suppliers are liable for risk or loss and damage if the shipment is shipped in any other manner than detailed above

## INVOICE AND PAYMENT SCHEDULES

WWT processes payments (check & electronic) on Tuesdays and Fridays. All invoices aged by close of business on Monday and Friday of each week will be schedule for payment the following day.

Invoices are to be mailed to:

World Wide Technology, LLC.  
1 World Wide Way  
St. Louis 63146

Invoices can also be emailed to [apinvoices@wwt.com](mailto:apinvoices@wwt.com)

Accepted file formats: .XLS, .PDF, .DOC, .HTM, .JPG, .TXT, .TIF

**Note:** If an invoice discrepancy occurs, WWT will notify the supplier’s listed contact via e-mail within 72 hours. Supplier is to respond within 48 hours from the notification to address and resolve the discrepancy.

## SUPPLIER PERFORMANCE AND EVALUATION

WWT measures its suppliers on a monthly basis. The purpose of this rating is twofold, it provides an objective comparison of a supplier’s performance and is a tool to benchmark the supplier’s competitiveness in the marketplace.

We want to ensure that our ratings are accurate and effective. If a supplier feels there is a discrepancy in their rating report, they should contact the WWT Supplier Manager within two weeks of the report date. The performance criteria described below are used to monitor the performance of all suppliers to WWT.

<b>On Time Delivery (OTD)</b>	<b>25 Points</b>	<b>Goal:</b>	<b>&gt;95% On Time</b>
When scoring on time delivery (OTD), the Supplier Manager reviews all PO Lines where the customer need date or supplier promised date [agreed upon] is due during the period being evaluated. Therefore,			
$[(On\ Time\ Delivery + Early\ Delivery) / (Promise\ Date\ Provided)] \times 100$			
This percentage is then put in a scale which will determine the number of points earned. Refer to OTD scale on page 2.			
<b>Quality (CCC &amp; Nonconformance)</b>	<b>25 Points</b>	<b>Goal:</b>	<b>&lt;1% of PO Lines</b>
Performance will be based on the number of non-conformances and customer reported cases (CCCs) closed during the period being evaluated. Only cases where the supplier is the responsible party will be evaluated. The combined total number of cases will determine the points to be deducted on this criteria.			
Non-Conformances (NCTs) are scored base on the number of inbound [WWT dock] shipments with errors versus the number of PO lines due. A non-conforming shipments occurs when at least one of the following criteria is met and it is determined to be the supplier's responsibility.			
<ul style="list-style-type: none"> <li>Over-shipment of product</li> <li>Under-shipment of product</li> <li>Visible damage</li> <li>Delivery to the wrong location</li> <li>Missing packing slip</li> <li>Purchase order missing item</li> <li>Missing part (s)</li> <li>Wrong Part</li> <li>Kit incomplete</li> <li>Customer cancelled order</li> <li>Integrated part</li> <li>Shock sensor activated</li> </ul>	<ul style="list-style-type: none"> <li>Invalid PO</li> <li>PO – None</li> <li>Damage product</li> <li>Duplicate order/shipment</li> <li>Product delivered does not match packing slip</li> <li>Label does not match product</li> <li>Part not recognize in Oracle</li> <li>PPID label not scanning properly</li> <li>Unit measure does not match</li> <li>Pallet damage</li> <li>Return to customer w/o RMA, wrong RMA, RMA not booked.</li> <li>P/L missing demand signal reference number</li> </ul>		
The NCT criteria is calculated as follows:			
$[(Number\ of\ CCCs + NCTs) / Number\ of\ PO\ Lines] \times 100$			
The percentage will determine the number of points to be deducted from the maximum score of 25 points. Refer to rating scale for point allocation.			

## SUPPLIER PERFORMANCE AND EVALUATION (CON'T)

**Service 35 Points**

**Promise Date Provided (15 points):** Performance will be measured based on the supplier's ability to provide WWT with a Commit Date for all Purchase Order Lines. **Goal - 95% Promise Dates provided**

$$((\text{Number of Promise Dates} / \text{Number of PO Lines}) \times 100)$$

**Promise Date De-Commits (10 points):** Performance will be measured based on supplier Promise Date de-commits from the initial Promise Date. WWT commits orders to the customer based on the supplier's Promise Date. Any change to a Promise Date affects WWT's ability to meet customer requirements. **Goal - 5% or less Promise Date de-commits**

$$((\text{Number Current Promise Date} \neq \text{First Promise Date}) / \text{Number of PO Lines}) \times 100$$

**Promise Date Response Time (10 points):** WWT Material Coordinators input the supplier's commit date in the Purchase Order. Performance will be measured based on the supplier's ability to provide the commit date (Scheduled Ship Date or Estimated Arrival Date) in days from Purchase Order Creation date to the date the commit date is entered in the system. **Goal = 4 days or less**

$$\text{Promise Date response time} = \text{Avg of Days to enter}$$

**Lead Time 15 Points Goal: >95% On Time**

Lead Time is measured on all PO Lines where the suppliers has provided a Lead Time, and if the Creation to Receipt day count met the Lead Time provided.

$$[(\text{Number of PO Lines that Met Lead Time} / \text{number of PO Lines w/ Lead Time}) \times 100]$$

This percentage is then put in a scale which will determine the number of points earned. Refer to Lead Time scale on page 2.

### Rating Scales

OTD (%)	Earned	Quality (%)	Earned	Promise Date Provided (%)	Earned	Promise Date Changes (%)	Earned	Lead Time (%)	Earned	
95 - 100	25	99-100	25	95 - 100	15	95 - 100	10	95 - 100	15	
90 - 94.9	20	96-98.9	20	90 - 94.9	10	90 - 94.9	5	90 - 94.9	10	
85 - 89.9	15	94-95.9	15	85 - 89.9	5	< 89.9	0	85 - 89.9	5	
80 - 84.9	10	92-93.9	10	< 84.9	0			< 84.9	0	
75 - 79.9	5	90-91.9	5							
< 74.9	0	< 89.9	0							
						ETA	Earned			
						1 - 4 days	10			
						5 - 7 days	5			
						≥ 8 days	0			

## SUPPLIER DEVELOPMENT AND PARTNERSHIP

This program plays a vital role in the deployment of an integrated supply chain. It provides suppliers with the knowledge to improve in key performance criteria identified during monthly or quarterly assessments. The objective is to introduce continuous improvement programs that significantly increase operating efficiencies within the supplier's organization and WWT.

### SUPPLIER TRAINING PROGRAMS

Training programs provide suppliers with the knowledge to improve through training methodology or custom programs driven by the monthly and/or quarterly performance assessment gaps or supply chain/quality audits. The goals are:

- Building skills and competencies of the supplier's employees and workers
- Develop a relationship and foundation for growth between WWT and its suppliers
- Introduce Continuous Improvement Programs
  - Reverse assessments

### SUPPLIER COMMUNICATION AND PLANNING

Creates processes that encourage buyer/supplier communication, whether for joint cost reduction, or other goals. The goals are:

- Jointly identify tactical Improvements that benefit the Buyer, Supplier and Customer
- Develop and implement improvements on a case by case basis
- Improve relationships between key personnel in both organizations

### SUPPLIER OPERATIONAL SUPPORT

Encompasses improving the efficiency of supplier processes to improve on-time delivery, handling an urgent increase in volume, and filling other immediate needs. The goals are:

- To identify cost avoidance, quality and delivery improvements
- Share benefits of improvements
- Simplify and reduce duplication

## SUPPLIER ACKNOWLEDGEMENT

By signing below, you are acknowledging you have reviewed this document in its entirety.

<b>World Wide Technology, LLC</b>	<b>Supplier</b>
By:	By:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

Please sign and return to: [GlobalOrderOps\\_SupplierManagement@wwt.com](mailto:GlobalOrderOps_SupplierManagement@wwt.com)

Thank you!



World Wide Technology

## SUPPLIER PROVIDED CONTACTS

<b>Contact</b>	<b>Contact Name</b>	<b>Email</b>	<b>Phone</b>
Return Authorizations			
Damaged Product			
General Inquiries			
Quality Management			