



Product Awareness Bulletin

Bob West

12/8/14

#049

Commercial Seats

As we enter the bus order frozen zone and then reopen in Jan-2015, the method for ordering non school bus commercial seats will change.

We were planning on a more automated system, but under our new SAP system we are not completely ready with our new seat ordering program.

All existing commercial seat option numbers have been made inactive and for now, you will order commercial seats by obtaining an option number for the seats you require from Product planning prior to submitting the order to seat plans, weights and order confirmation.

The interim process will be to contact Bob West (Robert.west@daimler.com) and advise what exact seats you want to quote – this is to include seat manufacturer, seat model, seat options and upholstery. Product Planning will then issue an option number for your seat, which will enable you to submit to seat plan. Once seat plan is approved, we will advise you of seat option cost for customer quoting purposes and then order commit.

This process will take 10 -15 business days initially, then become shorter as we become more familiar and efficient with the process.

We do want to service your requests expeditiously, but we ask for your patience as we implement this new procedure. As always Bonnie, Mike, Ed and I are available should you have any questions.