Welcome to the Ford Customer Service Division (FCSD) North America program. This manual contains an overview of important areas in the FCSD NA operation and supplier requirements. It also contains contact details at FCSD NA and its DSV Offices in Europe, and will provide some generalities about Ford.

# DSV FFP Program Scope

* Includes Ocean and Airfreight Trans-Atlantic shipments for Ford Customer Service Division (FCSD):
	+ From European/UK suppliers to North American plants
* Excludes:
	+ Intra Europe ground or air shipments.

# Ford / DSV Offices Contact Information

## Ford / DSV Air & Sea Valencia Office covers suppliers from Continental Europe:

|  |  |  |  |
| --- | --- | --- | --- |
|  Carla Guillen |  Ford Program Manager Europe | +34 618324083 |  carla.g.lucendo@es.dsv.com |
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**Ford / DSV Birmingham Office covers and consolidates suppliers from UK and Ireland:**

|  |  |  |  |
| --- | --- | --- | --- |
|   Mark Adjei | Satellite Manager Birmingham | + 44 1675 710 028 | mark.adjei@uk.dsv.com |
| Georgina Bristrow | Material Analyst | + 44 1827 871 334 |  Georgina.Bristow@uk.dsv.com |
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**Ford / DSV Bremen**

Documentation for ocean shipments only from suppliers from Europe except Spain, France, Portugal, Italy, UK and Ireland must be send to DE.SHA.ASHAM0FCSDOcean@de.dsv.com

In addition to the Ford /DSV Offices the two DSV Control Towers in Spain and The United States manage and support the operation with overall control, KPI’s, reporting, strategic development and continuous improvement. Perform Air Import and Export operations for the program and, in the case of DSV United States, control the Ocean Import operation for Ford North America.

DSV Valencia Control Tower Telephone +34 961198850

Email Address: ES.CTFCSDair@es.dsv.com

DSV Detroit Control Tower Telephone +1 734 946 3420

Email Address Ocean FCSD@us.dsv.com

Email Address Air USFord.ImpAir.DTW@us.dsv.com

# Ford North America Contacts

|  |  |  |  |
| --- | --- | --- | --- |
| TBD | Planning ManagerMP&L/FCSD Transportation Management |  |  |
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| Ian Slaven |  Ford Client Services Manager | +1 734 398 7670 ext. 7405C +1 517 896 9212 | Ian.Slaven@us.dsv.com |
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Collection Process

LCL/LTL shipments and container consolidation are handled by DSV. To ship material to the corresponding European DistribDSVon Center the supplier will use carriers as specified by DSV:

* Suppliers must book collections with the corresponding DSV office by 10h30, one working day prior to the physical collection using attached collection note, providing invoice and MRN copy.
* The supplier must not mix pallets with material other than FCSD NA.

# LCL Consolidation Process

Based on supplier region, material will be directed to the corresponding European consolidation centers (also known as next destination) for ocean consolidation and forwarding to customer FCSD NA plant as follows:

 Shipments from the UK and Ireland are consolidated at:

 DSV Air & Sea Ltd

 Unit 45

 Hams Hall Distribution Park

 Coleshill

 Birmingham

 B46 1GA

Shipments from Continental Europe (except Spain, France, Portugal, Italy are consolidated at:

CPC CARGO CENTER GMBH

Ludwig – Erhard – Str. 3

28197 Bremen

Germany

Shipments from Spain, France, Portugal, and Italy are consolidated at:

DSV AIR & SEA, S.A.U

Pol.Ind. Moli de la Bastida, C/ Pagesida, s/nº

08191 Rubi

Spain

# Export requirements and documentation

The suppliers are responsible for issuing the following documents and send them, scanned or faxed, to the corresponding Ford / DSV office. This is required for the FFP to export the goods to the FCSD NA’s plants:

* 1. Commercial invoice
	2. Delivery Note (Packing Slip)
	3. Electronic export customs document (MRN)
		+ All export documents must be issued at the time the shipment takes place
		+ Electronic ASN must be sent within 30 minutes after shipment departs the supplier’s dock.

## Different Process in the UK:

In the UK the forwarder takes care of the Export Customs Entry (NES) on behalf of all exporters. Exporters must only provide a commercial invoice with correct values.

# Release process

The supplier’s goal is to always

* Ship the quantity ordered.
* Ship according to the designated Shipping Frequency and Leave Day (s).
* Ship Frequency
* The expected day of the week that your parts will be collected is determined individually by DSV.
* This day is set in conjunction with ocean sailing schedules
	+ Late shipments can cause shortages.
	+ It may change as ocean routes change.
	+ DSV will be involved in all ship frequency and Transit Time changes.
* Suppliers are expected to ship on the specified “Leave Day”.
	+ If a supplier is unable to ship on the specified day, contact DSV immediately.

# Supplier Responsibilities

Suppliers are required to ship the right parts in the right quantity in the right container to the right location at the right time every time to support FCSD build schedules. To ensure that this is accomplished, the Ford FCSD organization has identified several key practices/functions that we expect from all Ford suppliers:

* When shipping on wooden pallets the supplier is required to ensure all pallets are treated and have the required stamp (see below examples), showing pallets have been fumigated and adhere to phytosanitary requirements per International regulations. Supplier must also send the certificate of fumigation to the appropriate office.

  

**Operational Prerequisites**

./ **100%** ASN timeliness; at conveyance departure

./ **100%** EDI ASN accuracy

./ **100%** up-to-schedule shipping performance

./ **100%** quality parts; zero shipping discrepancies

./ Electronic communication capability and execDSVon

./ Advance problem notification and quick resolDSVon