

# TecOrder with ZF Aftermarket - TecOrder / TecWeb user guide for international customers

The standard “Dispatch Mode” for international customers is **Stock order!**

• <b>Normal Dispatch</b>	=>	<b>only for German customers</b> , please use Stock Order instead!
• <b>Overnight Dispatch</b>	=>	<b>only for German customers</b> , please use Stock Order instead!
• <b>Pick-Up</b>	=>	Order is kept at the warehouse for <b>collection</b> by customer
• <b>Sea freight</b>	=>	Freight Forwarding – delivery via sea. Delivery Date input will be considered
• <b>Air freight</b>	=>	Freight Forwarding – delivery via air. Delivery Date input will be considered
• <b>Stock order</b>	=>	Freight Forwarding. <b>Standard delivery</b> for international customers. Effective immediately, <b>unavailable quantities with stock orders are taken in backorder if agreed</b> and delivered as soon as they become available. Delivery date input will be considered.

! Please input the desired items in **catalog format** (TecDoc / WebCat syntax) with or without spaces!  
Examples of catalog format (ZF Aftermarket online catalog: [webcat.zf.com](http://webcat.zf.com)): !

Brand	Number	Brand	Number	Brand	Number
<b>Boge</b>	36-A13-0	<b>Lemförder</b>	21150	<b>Sachs</b>	3000 844 201
<b>Boge</b>	27-A75-A	<b>Sachs</b>	802 034		

## User’s guide:

- If you would like to pick up the products yourself from the ZF Aftermarket warehouses, please designate the “Dispatch Mode” on both **the request and order** as „**Pick-Up**“ with the **delivery date**.
- When placing **Stock, Sea or Air freight orders** you **can specify** an exact “**delivery date**”, otherwise the products are sent to you at the next available time.
- **Under “Ship to”, you can indicate a different address for the order** – if agreed **in advance** with sales department.

When doing so, please note the following:

- If known please enter the ZF Aftermarket customer number of the recipient. If not known please leave this field blank and fill out the address instead
- **All other fields must** be completed, even **the nation code like IT for Italy!**
- Only products with a **green** or **gray** (in the case of stock order) symbol in the supplier-online-answer have been ordered.  
Exception: if back order is agreed for Normal Dispatch then also the red symbol products will be taken into backorder
- If the symbol is red, then the product is out of stock (in the case of Normal or Pick-Up order)
- Within the TecLocal you can check your back order status: mark the order in the “Outbound Journal” and click on “Status”
- Within the “Received documents” tab you are able to receive Order Response, Dispatch Advise with packing list and Invoice / Credit Note by clicking on “Query”. Please inform us by mail if you would like to receive these documents.
- Please use always the correct currency (i.e. EUR). You can define the default value in the TecOrder administration