

Shipping Guidelines

Contact Information

Document submissions, pre-alerts, and requests for shipment authorization or other assistance should be sent to mnatc.shipping@mahindra.com. We can also be reached by phone at +1-248-268-6611.

Pre-alerts must include a corresponding Mahindra PO number (when applicable).

Timing Requirements

The chart below describes the minimum notice required prior to the material pick up readiness date for shipping support requests from Mahindra. These requests must be submitted before 2pm EST and include all information listed in the Shipment Kickoff Information section in this document.

If you are unsure about the documentation requirements for your shipment, please contact us further in advance. Incomplete requests and requests involving document correction will require additional time. Some conditions, including but not limited to special handling requirements or international shipments of material requiring import exemptions, will require additional time to set up.

Minimum Required Notice Period by Shipment Type

| Mode | Domestic | International |
|---------------|----------|---------------|
| Parcel | 1 day | 1 day |
| LTL/FTL | 2 days | - |
| Air Freight | 2 days | 3 days |
| Ocean Freight | - | 2 weeks |

Shipment Kickoff Information

All requests for Mahindra to coordinate a shipment must include the information below. This is a starting point only, and we may ask for additional information and/or changes specific to your shipment. If you are unclear about the requirement submissions for your shipment, be sure to contact us well in advance of your required material pick up date. Refer to the Timing Requirements section of this document for the minimum required notice.

Required Information for All Shipment Requests

1. What is your Mahindra PO number?
2. Include a copy of the packing slip(s)
 - a. Match company name and addresses from Mahindra PO
 - b. Include Mahindra PO number
3. Please describe your shipment. How is this packed? How many pieces are there, and are there any special handling instructions? If this is a pallet, please identify the number of pieces on the pallet.
 - a. Example: We have 3 wooden crates to be picked up
 - b. Example: We have 10 cardboard boxes, non-stackable
 - c. Example: We have 5 pallets, top load only. Each pallet has 12 boxes on it.
4. What are the weights and dimensions of each piece in the consignment to be picked up?
5. What is your pick up address?
6. What are the hours for pick up at this address? Include lunch break closure times, if applicable.
7. Are there any special instructions for your location?
 - a. Example: We do not have a dock
 - b. Example: There is a separate entrance for trucks going to shipping & receiving
8. Who is the contact at this pick up location? Provide a name, phone number, and email address.
9. When this will be ready for pick up?

FTL/LTL Freight Shipments within the United States

1. What is the freight class for your material?
2. Are there any special handling requirements (ex: top load only)?

Parcel Shipments within the United States

1. Do you have a daily FedEx pick up?
2. Do you have a daily UPS pick up?

International Shipments

1. If there is any wooden packing material, please provide a fumigation certificate
2. If there is a free trade agreement between your country and the United States of America, include a copy of the FTA certificate for qualifying shipments and a certificate of origin for the qualifying goods
3. Include a copy of the commercial invoice
 - a. Match company name and addresses from Mahindra PO
 - i. Show both the corporate address and shipping address
 - b. Include Mahindra PO number
 - c. Declare all goods on a separate line
 - i. Each line must be identified by Mahindra part number
 - ii. Include the material value matching to the Mahindra PO, or for FOC shipments, include the material value to be used for import/export duties
 - iii. All lines should include a 10 digit US HTS code, to be reviewed and agreed to by Mahindra
 - iv. Specify country of origin for each line