



# CUMMINS DRIVETRAIN AND BRAKING SYSTEMS (AUS) CUSTOMER ORDER PROCEDURE – AFTERMARKET SALES

Overview of Ordering Procedure, Order Types, and Criteria

Date: March 2026

## ORDERING PROCEDURE

- All emails to 'clearly state' (order number and order type in the subject of the email)
- All orders must be sent to [CVAAU.SALES@CUMMINS.COM](mailto:CVAAU.SALES@CUMMINS.COM)
- If order type is not specified (VOR, Emergency, Stock), the order will be treated as a Stock Order

All purchase orders must be in PDF format and attached to the email with the following details:

- Company name
- Shipping address and name of company shipping to
- Order number
- Order type e.g. (VOR, Emergency or Stock Order)
- Freight details
- Part number/s
- Quantity per part number

**Failure to provide any of the above details may result in order cancellation**

## TRANSPORT MODE & VALID ACCOUNT NUMBER

- All purchase orders must state a freight carrier of choice and include a valid account number.  
**If no carrier is nominated, the order may be subject to cancellation**
- Small items can be shipped via prepaid airbag/s (3kg or 5kg) and will be charged accordingly
- Dealers are advised to call and confirm availability prior to placing VOR and Emergency orders. This will assist us in minimising potential delays which can be caused by excess correspondence in relation to stock levels

## Order Types

### VOR ORDERS

Turnaround 24-48 Hrs dispatch

- Email subject and purchase order should clearly state 'VOR'  
**If not stated, the order will be placed as a Stock Order**
- Number of lines cannot exceed 5 and all lines must relate to the specific repair of the vehicle / assembly
- Quantity per line item cannot exceed 6
- The cut-off for same day dispatch is as follows: TOLL 1:00pm (AEDT) or TNT 2:00pm (AEDT)
- The cut-off for same day dispatch of all other freight carriers is 2:00pm (AEDT)
- Parts on the order must relate directly to a specific vehicle / assembly and repair solution
- Some parts may be ineligible for VOR Order
- All VOR Orders must contain the required information outline in the ordering procedure

**All orders are subject to cancellation if they do not meet the above criteria**



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## EMERGENCY ORDERS

Turnaround 72 - 96 Hrs dispatch

- Email subject and purchase order should clearly state 'Emergency Order'  
**If not stated, the order will be placed as a Stock Order**
- For urgent part orders not related to a critical VOR repair
- Number of lines cannot exceed 5
- Quantity per line item cannot exceed 10
- The cut-off for same day dispatch is as follows: TOLL 1:00pm (AEDT) or TNT 2:00pm (AEDT)
- The cut-off for same day dispatch of all other freight carriers is 2:00pm (AEDT)
- Some parts may be ineligible for Emergency Order
- All Emergency Orders must contain the required information outline in the ordering procedure

All orders are subject to cancellation if they do not meet the above criteria

## STOCK ORDERS

Turnaround 5-7 days dispatch

- Email subject and purchase order should clearly state 'Stock Order'
- Regular stock replenishment orders shipped on a weekly / monthly basis or in accordance with individual customer arrangements with Cummins-Meritor

## PICK UP ORDERS

Turnaround (as per request)

- Pick up orders are bound by the above order types
- VOR orders must be collected within 48 hours
- Emergency orders must be picked up within 96 hours
- Stock Orders must be collected within 7 business days
- Cut-off for same day order and pick up submission 2:00pm (AEDT)
- Pick up must be completed by 2:30pm (AEDT)

### \*Standard Processing Shipping Time for orders:

- Standard order processing / shipping times dependent upon part availability and time of order placement.
- Days are calculated on a 5-day working week which excludes weekends and public holidays in Victoria.
- Assembly builds, ratio changes and transferred parts are subject to production scheduling, lead time will be advised at the time of order.

**PLEASE NOTE: CDBS AUS reserves the right to modify the terms of the ordering procedure with or without notice.**