

Find out more about DEX



Suppliers receive the current specification electronically. Within a defined timeframe suppliers confirm the reception and the acceptance.

The requirements apply to all deliveries of products, materials, services and digital goods to Bosch (software, data and IT-Services, in further text collectively referred to as: “product”). For easier readability, this text uses the short terms “**Supplier**” and “**Bosch**”.

There are different kind of exchanges:

- during e.g.: project phases, request for quotations, technical meetings
- official Document Exchange (DEX), requiring documented reception and acceptance.

Documents are exchanged:

- On demand (either by Supplier or by Bosch).

The DEX process is essential - If the documents are not correctly exchanged or not on time, there are risks of:

- Misalignment between Supplier and Bosch version
- Wrong deliveries
- Production stoppages
- Financial and Bosch image damage
- not fulfilling IATF 16949 requirements

The exchange is done within the whole supply chain. It is mandatory as well to inform the sub-suppliers about the change, to distribute the updated documents as necessary and to ask for confirmation

Contact and Responsibilities



For questions about technical document content, address your technical purchasing contact e.g.:

- BOM not clear
- Change number not known
- What has been changed
- Reason of exchange
- Introduction date of EC is not clear
- Revision / Version differences

For all other issues, address your commercial purchasing contact.

After receiving DEX Package, if any additional documents are required, contact the sender of the package.

Please note: Business language is English.

Contact SupplyOn for any SupplyOn issues, e.g.:

- To update the contact person for Document Exchange (SupplyOn DMS)
- For access to SupplyOn
- For difficulties to download the documents
- DEX package is not displayed in SupplyOn
- Onboarding of affiliates



BOSCH
Invented for life

Document EXchange

Manual

DEX

Table of Contents

1	Explanation about documents exchanged	3
1.1	BOM	3
2	DEX - PILUM DEX	4
2.1	DEX - Electronic Exchange	4
a)	Contact Person for DEX via SupplyOn @ Supplier	4
b)	DEX via SupplyOn	6
c)	DEX via Email	7
3	DEX – Acceptance	8
3.1.	Acceptance of the documents	9
3.2.	Acceptance of the DEX package	14
4	DEX – Decline	17
5	Activities after Dex	19
5.1.	Prohibition and declaration of substances	19
5.2.	Correct shipping documents	19
5.3.	Initial Sampling - PPA/PPAP procedure	19
a)	Initial Sampling after a change WITH technical impact on product and/or process	19
b)	Initial Sampling after a change WITHOUT technical impact on product and/or process	20
5.4.	Marking of deliveries after a change	20
6	Reminder & Escalation	20



1 Explanation about documents exchanged

1.1. BOM

Bill of Material (BOM) is the formally structured list of components which are used to produce a final product. BOMs contain the object number of each component, the quantity, unit of measure and the corresponding document info records. BOM contains material items, document items, and text information items.

Document items in the BOM are e.g. usually drawings, Bosch Norm, instructions, order specification.

The table below shows the type of document items, their abbreviations and whether they are included in the Document EXchange (DEX) or not:

The following picture shows an example for a BOM and explains the content.

State: 03.05.2021 Revision: BOSCH - BOM		Page: 1	
LPNT Stm Plnt StP Usg. Alt STE		Partnumber-Index	
0580 40 0580 40 3 1 40		1131.070.532	
Short txt		Fixing Plate	
UM PT Base/Ref Draw F Drawing		1131070532	
PC F			
AF Trm cd PI VF WT PC RP		Chan.no N Chan.no N Chan.no N Chan.no N Chan.no N	
200441 TS Z		0132F00075-3 3E1000445701 3E1001531501 3E1004664660	
SP SP f. SP to		12.01.2018 26.06.2018 18.03.2019 03.05.2021	
Net			
55,800			
Unit		G	
Pos.F ASM Qty UM PT Number-Ind		Short txt	
001.0 0,001 G 11 5124.841.100		Strip Steel; DX54D+ZM120-B-0	
935.0 4497600502		ISO 14405-1	
		2010-12	
		ENVELOPE PRINCIPLE/HUELLPRINZIP	
935.2 4497600501		ISO 13715	
		2000-06	
935.3 4497600294		DIN 6930-2	
		m ; 2011-10	
935.4 4497600303		DIN 9830	
		m ; 2011-10	
935.6 4497600569		DIN EN 60068-2-11	
		2000-02	
940.0 4497006055		N42AP 015	
		2013-04-04	
985.9 1131070532		FIXING PLATE	
989.0 0141Y03865*		ORDER SPECIFICATIONS	
990.0 0132Y01210*		Technical cleanliness, general part	
990.1 0132Y01335*		Technical cleanliness, specific part	
substitute material:		Invalid from: 00.00.0000 Reason/Comment:	
END * END * END * END * END * END * END * END * END * END * END * END * END * END * Entry parameters:		[X - - - - - 0/99]	
System Client Plnt Departmt.		Prints and copies are not	
P79 011 0580 ED_DOC_GLOB		subject of change service	
printed by		print date	
SO/OPM42-IN-Solomon		03.05.2021 / 10:46	

Part Number :
10 digit part number
to identify the part

Change – number BOM:
Number of the latest change
that affected this BOM

List of items:
BOM contains material
items, document items,
and text information items

Abbreviation item:
Abbreviations for material
items, document items, text
information items

Line item:
One item of the BOM, here:
document item drawing

Change-number for line item:
Number of the latest change
that affected this line item



2 DEX - PILUM DEX

The documents are sent by creating a DEX package via PILUM

2.1 DEX – Electronic Exchange

The Document EXchange is done via SupplyOn. The supplier can provide the feedback electronically. The preferred way for exchanging documents is via SupplyOn.

a) Contact Person for DEX via SupplyOn @ Supplier

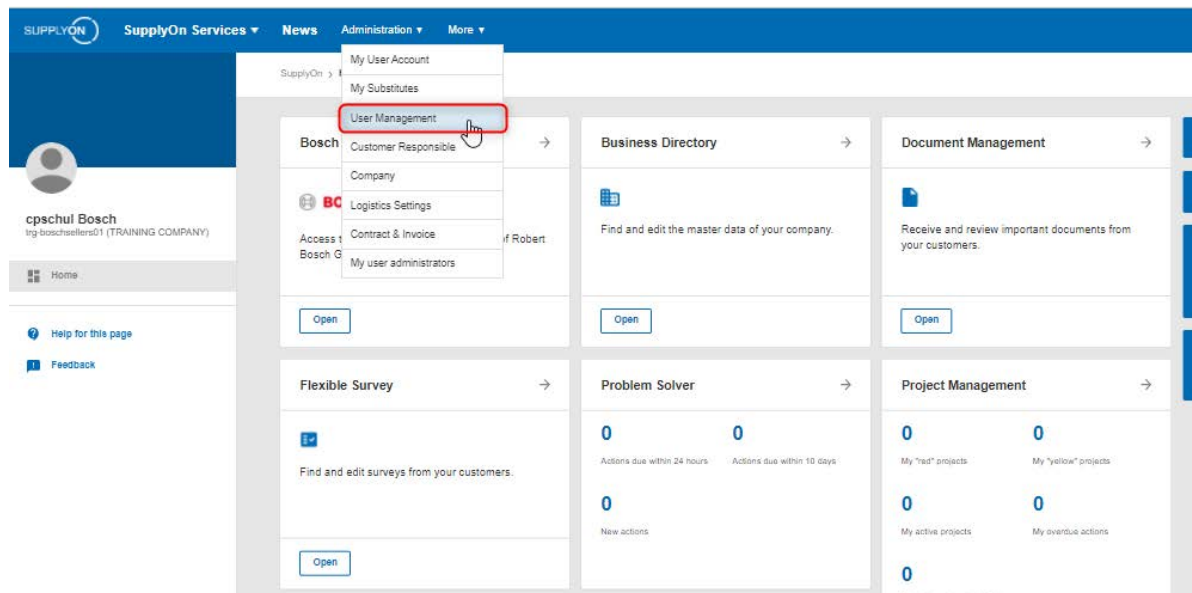
To ensure to receive all documents via SupplyOn, it is essential that each supplier defines a contact person for DEX in SupplyOn.

The DEX contact person is responsible for

- reception of exchanged documents
- provision of feedback (declining/accepting).

The supplier has to enter the contact details in SupplyOn using the Management Cockpit. The following pictures show how to enter the contact details.

Under Administration, select user management





Select under “service settings” the tab “Document Management” and enter the user data accordingly:

SUPPLYON SupplyOn Services News Administration More

trg-boschsellers01 (TRAINING COMPANY) - Bosch cpeschu Log Out

My SupplyOn > User management: Service settings: Document Management

My work area User accounts **Service settings** Standard settings

Customer responsible settings for corporate group trg-boschsellers SCG:

Company: 999511108 trg-boschsellers01 (TRAINING C)

Sourcing **Document Management** Problem Solver Collaboration Folders Project Management Logistics & Finance (Auto) Teams

Save Cancel

Customer responsables with write access can edit documents provided by customers in SupplyOn Service Document Management and release them for other users. A comprehensive overview of all customer responsables is available in the Business Directory tab "Contact Persons".

Add new assignment

Customer responsible	Company	Responsible for customer	Authorization	Area of responsibility
<input type="checkbox"/> (RB-PRD-Training-Supplier 01) Iven Junghaenel (PT)	trg-boschsellers01 (TRAINING COMPANY)	All customers	Write	All
<input type="checkbox"/> Adams, Tobias	trg-boschsellers01 (TRAINING COMPANY)	All customers	Write	All
<input type="checkbox"/> Bosch, cpeschu	trg-boschsellers01 (TRAINING COMPANY)	All customers	Write	All
<input type="checkbox"/> trg-seller1-DEX, trg-seller1-DEX	trg-boschsellers01 (TRAINING COMPANY)	All customers	Write	All

4 Customer responsables Select all | Deselect all

Rows per page 10

First Previous | Page 1 of 1 | Next Last

Remove

Save Cancel

Bosch (commercial buyer) needs to know the contact details of this person as well as updates and changes.



b) DEX via SupplyOn

Once Bosch sends a document package to supplier, the supplier's contact person receives a notification from SupplyOn via email. The valid documents are available now via SupplyOn Document Management System inbox. The DEX package can be accessed using the link in the notification email.

The picture below shows an example of this email:

From: SupplyOn Document Management <DocumentManagement@Mail.SupplyOn.com>
Sent: Mittwoch, 13. Januar 2021 11:24
To: Kloppig Sonja (GS/PSC21) <Sonja.Kloppig@de.bosch.com>
Subject: New document available

Dear Ms. Kloppig,

Your company trg-boschsellers01 (TRAINING COMPANY) (Adorf) has received a new document. Please respond.

Type	Package
Name/no.	DEXP129004
Version	001
Title	DEXP129004
Release date	
Status	Published
Customer	Robert Bosch GmbH

[Link to document](#)

This e-mail was also sent to the following recipients: Tobias Adams, s1.cpschs01, Iven Junghaenel (PT) (RB-PRD-Training-Supplier 01).

Please note that the correct RBSNo has to be used in case there are multiple entities within a Supplier's company.



Once logged on into SupplyOn, below is the view of the DEX package and its documents:

SUPPLYON SupplyOn Services ▾ News Administration ▾ More ▾

My SupplyOn > Document Management: Open/new documents

Open/new Responded Subscribed All Sent documents

Document details, material number, process

☐ Hierarchical view

Advanced Search

Type	Name/no.	Version	Title	Status	Sent by	Release date	Date of receipt
<input type="checkbox"/> Logistics	DEXP144132 - 313110004C - 2190 - 0399Y25192 - BV	01	ORDER SPECIFICATIONS	Published	Robert Bosch GmbH	2/11/2022	2/11/2022 1:52 PM MET
<input type="checkbox"/> ECM	DEXP144132 - DEX-Change-Letter - ECN	001	Change Letter	Published	Robert Bosch GmbH	2/11/2022	2/11/2022 1:52 PM MET

The DEX package always contains a change letter with detailed information about the attached documents and the further proceeding (e.g. next supplies to BOSCH, PPA/PPAP...).

For better understanding, please read the change letter information first. Furthermore, please check the content of the received documents and provide your feedback electronically.

c) DEX via Email

For suppliers not registered for SupplyOn, the DEX packages are sent via email with a zipped attachment of documents. The attachment is protected with a password: the details are available in the mail you receive. The supplier can save the documents, after entering the correct password. For better understanding, kindly read the change letter first. Please check the contents of the received documents and provide your feedback via signed copy of the change letter to Bosch. Please ensure the contact details for the correct recipient for Document Exchange is known to your Commercial Purchasing contact at Bosch.

Winzip 8.0 or above is required to open the attachment.

If you do not receive the email, please ensure that it is not blocked by your firewalls.

DEX via SupplyOn is the preferred mode of Document Exchange. Please contact your Commercial Purchasing contact at Bosch for further details.



3 DEX – Acceptance

A formal acceptance of the documents is mandatory for all documents including the change letter and also for the DEX package.

Acceptance of the DEX package means overall acceptance of all documents within the DEX package. Electronic Acceptance via SupplyOn is legally binding.

Once

- the documents are accepted **and**
- the “Change Letter” is accepted **and**
- the DEX package is accepted.

supplier must send a response electronically via single click.

Upon acceptance suppliers confirm

- Reception of the documents
- Usage of these for future production
- Invalidation of previous versions of these documents
- Confirmation from sub-suppliers of the documents if relevant for them.



3.1 Acceptance of the documents

First select the DEX package which documents should be accepted:

The screenshot shows the 'My SupplyOn' document management interface. A table lists documents with columns: Type, Name/no., Version, Title, Status, Sent by, Release date, Date of receipt, Due date, and Response status. The document 'DEXP908714' is highlighted with a red box.

Type	Name/no.	Version	Title	Status	Sent by	Release date	Date of receipt	Due date	Response status
Package	DEXP908714	001	DEXP908714	Published	lg-boschbuend1 (TR...		4/26/2021 3:01 PM ME...		Open
Package	DEXP908654	001	DEXP908654	Published	lg-boschbuend1 (TR...		4/1/2021 1:06 PM MEST		Open
Package	DEXP129004	001	DEXP129004	Published	Robert Bosch GmbH		1/13/2021 11:23 AM M...		Open
Package	DEXP908274	001	DEXP908274	Published	lg-boschbuend1 (TR...		11/6/2020 3:17 PM MET		Open

Click on “linked documents”:

The screenshot shows the 'My SupplyOn' document management interface, specifically the 'Linked documents' tab for document 'DEXP908654 (001)'. The 'Process details' tab is selected, and the 'Linked documents' sub-tab is active. A table lists linked documents with columns: Type, Name/no., Version, Title, Status, Response comment, and Response status. The document 'DEXP908654 - DEX-Change-Letter' is highlighted with a red box.

Type	Name/no.	Version	Title	Status	Response comment	Response status
ECM	DEXP908654 - DEX-Change-Letter	001	Change Letter	Published		Accepted
Drawing	DEXP908654 - 3130501283_DRW	2	Zeichnung	Published		Accepted
General	DEXP908654 - 3130501283_STL	24	Motorgehäuse	Published		Accepted
Drawing	DEXP908654 - 1456C06152_DRW	02	Nockenwelle	Published		Open
General	DEXP908654 - 1456C06152_STL	1	NOCKENWELLE, SH, STROKE8.5.E, GRINDING	Published		Open



Click on “linked documents”:

SUPPLYON My SupplyOn SupplyOn Services Administration News trg-boschsellert01 (TRAINING COMPANY) - 01 approved Log Out

My SupplyOn > Document Management Open/new documents > DEXP90854 (001): Linked documents Help and support | Print | Message to support

Process Send feedback Cancel More ▾

Process details **Linked documents** History and references

Current process Collapse ⓘ

DEXP90854 (001) DEXP90854 Status Published
Response comment: Response status: Change

Linked documents Collapse ⓘ

Type	Name/no.	Version	Title	Status	Response comment	Response status
<input type="checkbox"/> ECM	DEXP90854 - DEX-Change-Letter	001	Change Letter	Published		Accepted
<input type="checkbox"/> Drawing	DEXP90854 - 3130501283_DRW	2	Zeichnung	Published		Accepted
<input type="checkbox"/> General	DEXP90854 - 3130501283_STL	24	Motorgehäuse	Published		Accepted
<input type="checkbox"/> Drawing	DEXP90854 - 1496C06182_DRW	02	Nockenwelle	Published		Open ▾
<input type="checkbox"/> General	DEXP90854 - 1496C06182_STL	1	NOCKENWELLE, SH, STROKE 5.5, GRINDING	Published		Open ▾

Apply status to documents

5 Entries Select all | Deselect all Rows per page 10 First Previous | Page 1 of 1 | Next Last

Send feedback Cancel More ▾



The documents are available for view / download by the supplier.

SUPPLYON SupplyOn Services ▾ News Administration ▾ More ▾

My SupplyOn > Document Management: All documents > DEXP909406 (001): Linked documents > DEXP909406 - DEX-Change-Letter - ECN (001): Document details

Document

Send feedback

Cancel

More ▾

Document details

History and references

Response attachment

Response from: trg-boschsellers01 (TRAINING COMPANY)

Status: Open

Change

Document details

Type:*	ECM	Delivery date:	Jan 11, 2022 12:53:59 PM
Document name/number:*	DEXP909406 - DEX-Change-Letter - ECN		
Version:	001	Company:	trg-boschbuyers01 (TRAINING COMPANY)
Status:	Published	Contact:	Micha Test Name
Release Date:	1/11/2022		
Part Number:			
EC Number:			
Technical Impact:			
Technical Purchasing Contact:			
Title:	Change Letter		
Description:	<div></div>		
Attachments:	<div>Details</div> <div>Change_Letter.pdf (en, 88 KB);</div>		

Send feedback

Cancel

More ▾



The first step is to accept each document one by one:

SUPPLYON SupplyOn Services ▾ News Administration ▾ More ▾ trg-boschsellers01 (TRAINING COMPANY) - Bosch opschul Log Out

My SupplyOn > Document Management: All documents > DEXP909406 (001): Linked documents Help and support | Print | Message to support

Process

[Send feedback](#) [Cancel](#) [More ▾](#)

[Process details](#) [Linked documents](#) [History and references](#)

Current process [Collapse](#) [Expand](#)

DEXP909406 (001) DEXP909406
Status: Published
Response comment:
Response status: [Change](#)

Linked documents [Collapse](#) [Expand](#)

Type	Name/no.	Version	Title	Status	Response comment	Response status
<input type="checkbox"/> ECM	DEXP909406 - DEX-Change-Letter - ECN	001	Change Letter	Published		<div>Open ▾ Decline Accept Decline</div>
<input type="checkbox"/> Standard	DEXP909406 - 1234567890 - 0780 - 46345 - BST	001	3452	Published	Decline comment	

[Apply status to documents](#)

2 Entries: [Select all](#) | [Deselect all](#) Rows per page: 10 First Previous | Page 1 of 1 | Next Last

[Send feedback](#) [Cancel](#) [More ▾](#)



It is also possible to accept all documents with one click:

My SupplyOn > Document Management: Open/new documents > DEXP909415 (001): Linked documents

Process

[Send feedback](#) [Cancel](#) [More ▼](#)

[Process details](#) [Linked documents](#) [History and references](#)

Current process

DEXP909415 (001) DEXP909415 Status: Published

Response comment: Response status: Accepted

Linked documents

Type	Name/no.	Version	Title
<input checked="" type="checkbox"/> ECM	DEXP909415 - DEX-Change-Letter - ECN - Resend - 2	001	Change Letter
<input checked="" type="checkbox"/> General	DEXP909415 - 234-04167 - 3741 - 456 - BS - Resend - 6	001	678

Set status to "In processing".

Accepted (selected)

Decline

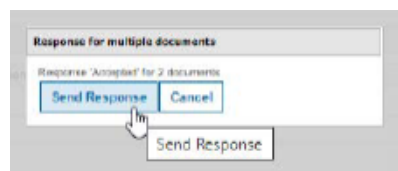
Mark as "Not relevant".

Accepted with agreement

Rows per page: 10

[Send feedback](#) [Cancel](#) [More ▼](#)

A window opens, please select "send response":





3.2 Acceptance of the DEX package

After the documents have been accepted, the second step is to accept the package. Click on “Change”:

The screenshot shows the SupplyOn interface for document management. The top navigation bar includes the SupplyOn logo and links to Services, News, Administration, and More. The breadcrumb trail indicates the current location: My SupplyOn > Document Management: All documents > DEXP909406 (001): Linked documents. A status message at the top states: "The status of 2 linked documents was changed." Below this, there are tabs for Process details, Linked documents, and History and references. The "Current process" section shows the document ID DEXP909406 (001) and its status as Published. A red box highlights the "Change" button in the "Response status" column. A red arrow points from this button to a modal dialog box that appears, showing the "Status" as Published and the "Response status" with options "Accepted" and "Decline". The "Accepted" option is highlighted with a mouse cursor. Below the modal, there is a table of linked documents with columns: Type, Name/no., Version, Title, Status, Response comment, and Response status. The table contains two entries: one for an ECM document titled "DEX-Change-Letter - ECN" and another for a Standard document titled "1234567890 - 0780 - 46345 - BST". Both documents have a status of "Published" and a response status of "Accepted". At the bottom of the table, there is a button labeled "Apply status to documents". The footer of the table shows "2 Entries", "Select all", "Deselect all", "Rows per page 10", and "Page 1 of 1".

Type	Name/no.	Version	Title	Status	Response comment	Response status
<input type="checkbox"/> ECM	DEXP909406 - DEX-Change-Letter - ECN	001	Change Letter	Published		Accepted
<input type="checkbox"/> Standard	DEXP909406 - 1234567890 - 0780 - 46345 - BST	001	3452	Published		Accepted



Please choose “Accepted”:

SUPPLYON SupplyOn Services ▾ News Administration ▾ More ▾

My SupplyOn > Document Management: All documents > DEXP909406 (001): Process details

Process

Send feedback Cancel More ▾

Process details Linked documents History and references

Process response

Response from: trg-boschsellers01 (TRAINING COMPANY)
Status: Open **Change**

Process response

Response from: trg-boschsellers01 (TRAINING COMPANY)
Status: Open **Accepted**
Decline

Process details

Type:*	Package	Delivery date:	Jan 11, 2022 12:54:03 PM
Name/no..*	DEXP909406	Company:	trg-boschbuyers01 (TRAINING COMPANY)
Version:	001	Contact:	Micha Test Name
Status:	Published		
Title:	DEXP909406		
Description:	ENGINEERING CHANGE		

Send feedback Cancel More ▾



Please use button “send feedback”:

My SupplyOn > Document Management: All documents > DEXP909406 (001): Process details

Process

Send feedback Cancel More ▾

Process details Linked documents History and references

Process response

Response from: trg-boschsellers01 (TRAINING COMPANY)

Status: Accepted [Change](#)

Process details

Type:*	Package	Delivery date:	Jan 11, 2022 12:54:03 PM
Name/no.:	DEXP909406	Company:	trg-boschbuyers01 (TRAINING COMPANY)
Version:	001	Contact:	Micha Test Name
Status:	Published		
Title:	DEXP909406		
Description:	ENGINEERING CHANGE		

Send feedback Cancel More ▾

When the supplier accepts the DEX, it is mandatory to inform the sub-suppliers about the change and distribute the updated documents, as necessary.



4 DEX – Decline

It is possible to decline or accept the documents individually in each position.

If any document of the DEX package or the DEX package itself is declined, it is mandatory to add the reason for declining in the comment box. However, the DEX package can only be set to “Declined” when at least one document is individually declined.

For example, Document 1 can be accepted, and Document 2 can be declined in the same DEX package, and the overall status of the DEX package can only be “Declined”.

Please note the function “attachments” is not supported (are not sent via SupplyOn).

Please choose “Decline”:



Please use button “send feedback” and provide the “Decline Comment”:

My SupplyOn > Document Management: All documents > DEXP909370 (001): Process details

Process

Send feedback Cancel More

Send feedback

Process details Linked documents History and references

Process response

Response from: trg-boschsellers01 (TRAINING COMPANY)

Status: Declined Change

Decline comment:

Process details

Type:	Package	Delivery date:	Dec 10, 2021 4:55:50 PM
Name/no.:	DEXP909370	Company:	trg-boschbuyers01 (TRAINING COMPANY)
Version:	001	Contact:	Hannemann Manfred (AAPSG)
Status:	Published		
Title:	DEXP909370		
Description:	ENGINEERING CHANGE		

Send feedback Cancel More

In case of declining documents, suppliers have to contact

Bosch technical purchasing contact in case of technical concerns & questions
Bosch commercial purchasing contact in case of commercial concerns & questions.

After clarification, the DEX package can then be accepted.



5 Activities after Dex

In the change letter, the rules and activities after DEX are described, mainly for

- application of Bosch norm "N2580" (Prohibition and declaration of substances) as the basis for all shipments
Correct shipping documents
- Initial sampling
Marking of deliveries after the change
-

5.1 Prohibition and declaration of substances

Bosch Norm "N2580" (Prohibition and declaration of substances) serves as the basis for all shipments to Bosch. A valid version of this norm is available here: <https://www.bosch.com/company/supply-chain/information-for-business-partners/#further-information>.

5.2 Correct shipping documents

For all products with a revision number in the bill of material, it is most important that this number is mentioned on all shipping documents. Without this information, it will not be possible for Bosch to accept the shipment, and we will be forced to send you a complaint notice regarding these parts.

5.3 Initial Sampling - PPA/PPAP procedure

Production Process and Part Release procedure (PPA/PPAP) must be performed in line with VDA Volume 2 (current edition) or AIAG PPAP manual (4th edition) requirements. Supplier is obliged to conduct a complete PPA/PPAP and document the results as evidence for the fulfillment of the requirements. This applies as well to an evaluation after a change.

Further information is available here: <https://www.bosch.com/company/supply-chain/information-for-business-partners/>

5.3.1 Initial Sampling after a change WITH technical impact on product and/or process

Bosch requests documents and samples as evidence for the PPA/PPAP and adds specific sampling requirements, if needed. Preferably, the documents are transferred electronically via eSIR.

5.3.2 Initial Sampling after a change WITHOUT technical impact on product and/or process

For changes WITHOUT technical impact on product and/or process, an update of the release on the current documentation status is needed.

However, it is possible for a customer to **waive** the submission of documents.



BOSCH uses this **waiver** possibility. A document will be issued by Bosch which serves as an update of the existing release on the documentation status after this type of change (WITHOUT technical impact on product and/or process).

Hint: In the past these release updates were managed with the so-called „cover sheet releases“.

The supplier is informed about the update of the release on the current document status.

Supplier takes necessary steps to enable deliveries based on the new document status (e.g. internal release, update labeling).

5.4 Marking of deliveries after a change

The first three deliveries after the start of a series and after the aforementioned change measures must be marked according to Bosch specifications (Specifications in accordance with the logistics manual below or separate agreements).

In addition, the papers accompanying the first three deliveries after a change must be marked as follows:

- 1. delivery, 2. delivery, 3. delivery after change [number of the change, revision level].

Deliveries of samples for PPA/PPAP release (initial sample) must be clearly marked on the packaging and on the delivery paper.

The revision level must also be clearly visible on the delivery papers for all products with a revision level is listed on the bill of materials (BOM).

It is as well necessary to comply with all rules and notes arising from the current version of the Bosch supplier logistics manual. For further details see <https://www.bosch.com/company/supply-chain/information-for-business-partners/>

6 Reminder & Escalation

A reminder letter will be automatically triggered by SupplyOn if supplier has not replied two weeks after reception of DEX package.

Bosch will contact the supplier to clarify the reasons for not answering and accepting the DEX package. Any queries which can not be solved will be addressed to the commercial and / or technical contact for further problem solving.