***Specification Management***

**RCL Specifications**

Suppliers are required to:

* adhere to the agreed upon product and/or service specifications
* perform quality inspections of product prior to delivery
* submit specification changes to RCL for REVIEW and APPROVAL
  + advance notification and written approval from RCL prior to delivery is required when providing substitute products or services
* response in a timely and accurate manner when corrective action is required to fulfill RCL's order requirements
* maintain **Insurance** 
  + in compliance with agreed terms & conditions (PO or NON-PO)
  + with the addition of United States Longshoremen and Harbor Worker's insurance coverage in compliance with statutory limits when working onboard
  + and provide copies of valid insurance certificates: upon request, issuance of annual renewal policies, and/or  when there are changes in coverage

**RCL Inquiry Response Expectations**

Request for Quotation (RFQ) - prompt response to guidelines indicated on quote, meeting RFQ deadline requirements

EDI Trading partners shall agree to access their electronic mailboxes at least three (3) times per day in an effort to process orders in a timely manner, excluding Saturdays, Sundays, and Holidays.

Vendor Confirmations of Receipt (997-Functional Acknowledgement) for EDI Trading Partners shall be transmitted within one (1) hour after receipt.

Vendor Confirmations of Receipt of Order (see sample) must be made within 24 hours of receipt of the Purchase Order. The form confirms Purchase Order number, quantity, delivery, specifications and pricing. The form provides an area for advisement of adjustment to quantity, delivery, specifications and pricing.

EDI Partner Purchase Order Adjustment Form (see sample) must be completed within 24 hours of receipt of the Purchase Order. The form provides advisement for adjustment to Purchase Order. Confirms Purchase Order number, adjustment to quantity, delivery, specifications and pricing.

Any pricing discrepancies or items that cannot be supplied based on the specifications set forth on the Purchase Order, must be listed on the Confirmation of Receipt or

EDI Partner Purchase Order Adjustment, along with the reason for unavailability or non-compliance.

The Purchasing Agent or Buyer will receive confirmations, which require adjustment to the Purchase Order and retain confirmations for evaluation purposes.  
Suppliers must respond to all RCCL inquiries in a timely manner meeting all deadlines.

***Communication Procedures***

We encourage the exchange of information internally and externally on day to day business.

Suppliers must regularly audit the internal dissemination of RCL requirements throughout their organization, in addition to all subcontractor's and third parties; ensuring that all procedures are being followed on an ongoing basis.

Discrepancies must be communicated as soon as they are known.

RCL must be notified promptly of significant process changes.

RCL must be notified promptly of all changes in Company status.(Banking changes, changes in name, Tax ID#, DBA, address change, business acquisition, currency change, or contact information changes). All business change information must be communicated to your RCL Supplier Relationship Manager and the RCL Accounts Payable Department. Material changes to your business entity may require the completion of a supplier registration questionnaire and the provision of supporting documentation.

If you do not know who your RCL Supplier Relationship Manager is, please email SupplierRegistration@rccl.com and provide your Company Name, RCL Supplier Number, DUNS Number and any other relevant information regarding your change request for review. The Supplier Registration team will match you with your RCL Supplier Relationship Manager.