



Commercial Logistic Offer 2024

Transactional Business – Part of Commercial Policy

Schneider Electric Singapore Pte Ltd

Your Benefits

This Commercial Logistics Offer aims to provide clear guidelines and information on pre-sales, order processing, delivery and after sales services.

- Easy to do business
- Connected everywhere
- Immediate order placement
- Order status visibility
- Competitive delivery lead time
- Reliable delivery commitments
- Effective logistics planning



Digital supply chain
for software
now available in 1
day!

Our Delivery Capabilities

We offer unique capabilities that will bring additional value to your business:

Digital Order & Delivery Status: Ordering and checking order and delivery status 24/7 through mySchneider online portal

Track & Trace: Tracking of delivery-to-destination through mySchneider

Precision Delivery: Consolidated delivery of goods on an agreed schedule and/or timing (i.e., every Wednesday morning)

Complete Order: Combining all products in one consolidated delivery

Express Delivery: Providing faster delivery through express transport mode and expedited warehouse processing

Same Day Self Collection: Allow customer to self pick up the parcel in our Distribution Centre only 4 hours after order placement

Kitting & Labelling: Group several items into one package with customized label

Software Supply Chain: Immediate delivery of software license via email

se.com/sg

Life Is On

Schneider
Electric

Standard Lead Time

The delivery lead time starts from the order entry in our system to delivery at customer's door

Product Category	Lead time*
Stock	D + 1
Adapted / Modified	D + 3
Non-Stock (Indent)	Check through mySchneider

* Lead times are in working days

* D refers to the order booking day

* Lead time is subject to product availability

* Lead time for Large Order Quantity (LOQ) may be extended (refer to mySchneider)

* Order placed after the cut-off time will consider D as the next working day:

• Cut-off time for email order to CCC: 5:00 PM

• Cut-off time for mySchneider order: 6:00 PM

Express Delivery

Product Category	Express Service*	Charge
Stock	Same day delivery**	100 SGD per order
Adapted / Modified	Not applicable	
Non-Stock (Indent)	Airfreight to Singapore Contact CCC	Door-to-Door Air Freight cost with 300 SGD minimum charges

** For order placed before cut-off time of 12:00 PM

Free Local Delivery

Local delivery is free for a minimum order value of **250 SGD** (before GST).



Hub Asia, one of our Global Distribution Centers is based here in Singapore. It runs with Schneider Electric Technology to ensure safety, performance and sustainability.
Request for a visit now through CCC.

Short Forms used in this document

- PO = Customer Purchase Order document
- CRD = Customer Request Date
- MOV = Minimum Order Value
- MOQ = Minimum Order Quantity
- DO = Schneider Electric Delivery Order document
- CCC = Schneider Electric Customer Care Center
- mySchneider = Schneider Electric one-stop digital platform



mySchneider Order Services

Access mySchneider via mobile app and web

- Check **price, stock availability and product standard lead time**
- Utilize and place **mySchneider order with SPA/ Contract**
- Receive **immediate order confirmation**
- **Create and manage your cases** through mySchneider support
- **Modify your order** for stock items
- Auto receive **delivery date change** notification email
- Subscribe **daily shipping notification**
- **Track & Trace** your shipment
- Access your **proof of delivery** (POD)
- Download your **Invoice**
- Download **open order portfolio**



Order Placement

Order via mySchneider is easy and recommended

Mandatory information for order booking:

- Product reference, quantity and price
- The minimum order value (MOV) per purchase order is **250 SGD**. Any lower PO value will have automatic surcharge of **25 SGD**. MOV is waived for mySchneider orders
- **Customer requested delivery date** (CRD) must be within 3 months.
- Follow the product's **Minimum Order Quantity (MOQ) and Indivisible Quantity (Lot Size)**
- Others, if applicable (project name, **SPA/ Contract**, request for product certificate)
- Place **software license order via mySchneider**, license **activation code** will be **auto-sent to your registered email address**



Product Selector

Easily choose and configure the products you need in a few clicks

[Product Selector](#)

- **Fast.** Easy to use interface with guided selection. Available 24/7
- **Secure.** Mistake-proof with warning message on compatibility
- **Smart.** Guided selection automatically filters compatible equipment and accessories



Delivery Type

Partial delivery: Each order line is delivered according to your CRD, or when the stock is available (default delivery type).

Complete delivery: All order lines on one sales order are delivered on the same shipment when all items are available in full quantity. Complete delivery must be indicated on your PO or activate this delivery type on mySchneider.

Re-delivery charges:

Shall we fail to unload the shipment due non communicated closure / reason, re-delivery charges of SGD 100 will apply. Inform CCC at least **5 working days** in advance when you have planned closure.



Same-day Self-Collection

You have the option to pick up the goods from our warehouse:

1. Your order will be ready for **collection 4 hours after order booking**.
2. Indicate "self collection" on your PO or choose self collection delivery service on mySchneider .CCC will provide confirmation.
3. Collect all items within the Delivery Order (DO). No partial collection allowed.

Collection Hours (Working Days)	Morning	8:30am – 11:30am
	Afternoon	1:00pm – 4:00pm
	Night	9:00pm – 10:00pm
Distribution Centre Address	Hub Asia, Level 2, 20 Tuas South Avenue 14 Singapore, 637312	

Receiving

What to do when receiving the delivery:

1. Verify total number of cartons received against the total number of cartons stated on the DO
2. Write your name, date and sign on the Digital DO provided by our driver
3. Return digital DO to driver and keep the hardcopy
4. If you notice any shortage or any damage, write it down on the DO, take relevant photos as proof (especially of carton labels) and email your findings to CCC together with the photos and DO number
5. Should you notice issues within the cartons, you can still email us within 5 working days from the receiving date

Logistic Return

If you notice:

- Discrepancy in quantities
- Wrong product delivered
- Incorrect documentation
- Damage or packaging dented

1. Take relevant photos as proof (especially of the carton labels), email your findings to CCC together with the photos and DO number
2. Contact or email CCC to log the case. Your claim must be registered within 5 working days from the receiving date
3. Keep the original carton to hasten investigation process

Support

Topic	Contact
Quotation	Sales
Special Discounts	
Training	
Product Catalogue and Information	Always-on Support: mySchneider
Price & Availability	
Order Placement	
Order & Delivery Status	
Invoices	
Order Modification	Customer Care Centre
After Sales Service	
Product Return	
Technical Support	
Warranty	

Value Added Services

Upon request and with justification, we can provide:

- QC reports/routine test reports
- Country of origin certificate (request upon order)
- Ronis key lock configuration for Air Circuit Breakers (ACB) with additional 3 working days on top of the current ACB order lead time
- Kitting (packing done according to BOM list)
- Collection of used pallet
- Integrated API for stock level check
- Delivery direct to project site with 100 SGD surcharge

Order Modification & Cancellation

	STOCK ITEMS*	NON-STOCK ITEMS**
Add order line	mySchneider	mySchneider
Reduce order line quantity	mySchneider*	mySchneider
Cancel order line	mySchneider*	mySchneider
Change requested delivery date within 3 months from order creation date	mySchneider	mySchneider
Modify PO number	Chat or Portal	Chat or Portal
Modify adapted order	Chat or Portal	Chat or Portal
Software license order	NA	Not allowed

*Applicable before the DO is generated

Reduction or cancellation of non-stock items is generally not allowed when production has started. However, we do understand exceptional circumstances like "change of end-user specifications." In those situations, we accept reduction or cancellation of non-stock items with **30% charge on the Order Value.

Click to [mySchneider Support Portal](#)

Commercial Return

For unused items, still in original conditions and original packaging

Product Category	Commercial Return
Stock	Within 2 weeks from invoice date
Adapted / Modified	Not allowed
Non-Stock (Indent)	Not allowed

To process the return, email your request to CCC with a **photo of the product in its original packaging condition** and indicate **Schneider DO number**.

A processing fee of **10% of the invoice value** applies to all commercial returns, deducted in the credit note. Once approved, please arrange the return and we will issue the credit note.

Technical Return and Warranty

Our products are guaranteed for a period of 18 months from the receiving date, unless otherwise specified, against any defect in construction or operation arising from faulty design, materials or workmanship.

Should you face any product defect, fill-up and email the claim form to [mySchneider Support Portal](#) or please email to: warranty.SG@schneider-electric.com.

Faulty items must be returned to Schneider Electric for a new replacement. We reserve the right to invoice the replacement if faulty item(s) are not returned within 30 days from replacement delivery date.

After return and investigation, if there is no defect found or if the defect is due to customer misuse or negligence, the replacement, labor and logistics costs will be charged back to customer.

Testing and commissioning services are not included in the scope of sales and need to be scheduled and charged separately.



Customer Care Centre



Operating hours:
8:30am to 5:30pm
Monday to Friday,
excluding public holidays

[ONLINE CHAT](#) with us or
Submit case through
[mySchneider Support Portal](#)