

Domestic Inbound Transportation Guide

April 1

2011

The purpose of these procedures is to provide instruction to suppliers for shipping and routing from U.S. locations to a United Stationers Supply Co. facility, or for a drop shipment NL (non-listed) order to a United Stationers Supply Co. customer or dealer.

This guide supersedes all previous versions.

UNITED STATIONERS INC.



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Shipping Documents – Bill of Lading

Each less-than-truckload (LTL) or truckload (TL) shipment must be accompanied by a Bill of Lading (also referred to as a BOL or B/L).

Multiple orders shipped to a single facility on the same day must be consolidated on one Bill of Lading, regardless of different purchase order numbers.

Bills of Lading must be completed in their entirety; including the total number of pieces and pallets, commodity descriptions, National Motor Freight Classification (NMFC) codes (LTL only), and freight classes (LTL only). In addition to this standard required information, each BOL must contain the following detail:

- **Shipment Date:** The date the carrier picks up the shipment.

Note: Pre-dating Bills of Lading is a fraudulent practice. The document must always reflect the date that the order(s) actually shipped.

- **Supplier Name (“Ship From”):**

Note: When utilizing a distribution or other third-party company to fulfill purchase orders, the shipper name must read as the supplier name provided in the purchase order c/o the distribution company name.

e.g.: Write Brothers Pencils

c/o American Distribution

- **Shipper Address (“Ship From”):**

- The address where the product is actually shipping from (not necessarily the same as a corporate address).

- **Destination Facility (“Ship To”):**

- United Stationers Supply Company + Facility #

Note: In the case of an NL (non-listed) order, the “Ship To” party or “Consignee” will be the customer that is receiving the drop shipment.

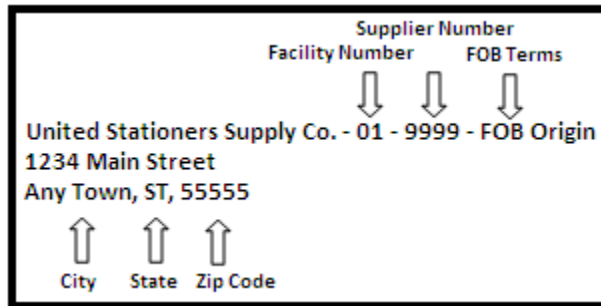
- **Supplier Account Number (“Ship To” line 1):**

- A uniquely assigned four (4) digit number (include all leading zeros).

- **FOB Terms (“Ship To” line 1):**

- Origin/Destination

e.g.: "Ship To" portion of the shipping label.



▪ **Purchase Order Number(s)**

- All purchase orders shipped must be listed on the Bill of Lading.
- Stock purchase orders are seven (7) characters in length (include leading zeros).
- Not Listed (NL) orders will begin with "NL" or "N" followed by a six (6) character purchase order number.

▪ **Special Instructions (Include on every Bill of Lading)**

- "Delivery Appointment Required"
- "Appointment Requests Must Be Sent Via E-mail"
- "Deliver Shipment Intact. DO NOT BREAK STRETCHWRAP"
- Floor-loaded freight must indicate "Driver Assist Unload"
- "Wheels Must Be Chocked or Dock Lock Engaged Before Unloading"

▪ **Trailer Seal Number (For truckload shipments only.)**

- A trailer seal must be applied to truckload shipments.
- Record the seal number on the Bill of Lading.

- **Billing Terms**

- **Billing Terms for all shipments of stock purchase orders must be noted as follows:**

- **Full Truckload Freight (“Collect”)**

- United Stationers Supply Co.

- % National Traffic Service

- 151 John James Audubon Parkway

- Amherst, NY 14228-1185

- **Less-Than-Truckload Freight (“Third-Party”)**

- USSCo % CHRLTL

- 14800 Charlson Road

- Suite 200

- Eden Prairie, MN 55347

- **Billing Terms for all NL orders are to be marked “Third-Party”**

- **Full Truckload Freight**

- United Stationers Supply Co.

- % National Traffic Service

- 151 John James Audubon Parkway

- Amherst, NY 14228-1185

- **Less-Than-Truckload Freight**

- USSCo % CHRLTL

- 14800 Charlson Road

- Suite 200

- Eden Prairie, MN 55347



Shipping Documents – Packing List

A legible copy of the packing list must accompany the Bill of Lading on all common carrier (LTL), truckload and consolidated shipments.

The original copy of the packing list should be located on the outside of the first pallet closest to the tail of the truck and in a highly visible position.

This packing list must be removable. Never put the packing list inside a carton.



Mode Selection – Quick Reference

Mode is the method of transporting goods and materials from origin to destination based on the weight of the shipment and utilizing the most economical method to meet service requirements.

Mode selection determines service times and the unit cost of transportation. The principle modes of transportation covered herein are: Small Package (Ground), Less-Than-Truckload (LTL) and Truckload (TL).

Details to follow, but the table below may serve as a quick shipping reference.

Weight:	0 – 499 Lbs.	500 – 9,999 Lbs.	10,000+ Lbs.
Mode:	Small Package	Less-Than-Truckload and/or Consolidation	Full Truckload
Carrier:	United Parcel Service	C.H. Robinson	C.H. Robinson



Mode Selection – Small Package

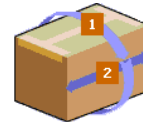
Small Package routing applies to shipments weighing from 0 – 499 pounds, shipping either directly to a United Stationers Supply Co. facility or drop shipping to a United Stationers Supply Co. customer, and which meet United Parcel Service’s (UPS) shipping criteria.

- All packages shipping to a United Stationers Supply Co. facility must be marked as “Collect” and billed to the facility’s assigned UPS account number.

Please contact the Inbound Transportation team or your Product Manager for the applicable inbound UPS account number(s).

- In addition to meeting all of the shipping criteria as outlined above, NL (non-listed) small parcel orders that ship directly to United Stationers Supply Co. customers must be shipped as “Prepaid” with the transportation cost added to the invoice.
- The seven digit United Stationers Supply Co. purchase order number or NL (non-listed) order number followed by a dash (-) and the four digit United Stationers Supply Co. Supplier Account Number must be entered in the “Reference Number 1” field of the UPS bill-of-lading.
e.g.: 0123456-9999

- Girth, represented by number 1 on the diagram, is the total distance around the package or object at its widest point, perpendicular to the length. Length, represented by number 2 on the diagram, is the longest side of the package or object.



Add the length and girth measurements together to get the total package size.

- UPS has established specific weight and size limits for packages. The restrictions below only pertain to individual packages.
 - Packages may be up to 150 lbs. (70 kg).
 - Packages may be up to 130” (330 cm) in length and girth combined.
 - Packages may be up to 108” (270 cm) in length.
 - Packages that weigh more than 70 lbs. require a bright yellow UPS “heavy package” label.
 - For hazardous shipments, refer to the UPS Guide for Shipping Ground and Air Hazardous Materials at: <http://www.ups.com/content/us/en/resources/prepare/hazardous/>
 - Refer to www.ups.com for any additional UPS shipping information, or contact United Parcel Service at 800-742-5877.
 - Please contact the United Stationers Supply Co. Inbound Transportation team at InboundRouting@ussco.com with any concerns regarding shipping product with small package ground service (high proclivity for damage, etc.). In some cases, alternate routing may be arranged.



Mode Selection – Less-Than-Truckload, Consolidation, and Full Truckload

All shipments weighing in excess of 500 pounds are to be routed via C.H. Robinson Worldwide (CHR).

It's extremely important that accurate shipment characteristics are presented at the time the pickup is scheduled as this information will be used to determine the proper shipping mode (less-than-truckload, consolidation or full truckload).

Please direct all pickup requests and shipment inquiries to usscovevendor@chrobinson.com; this is a United Stationers corporate program, so please do not contact your local CHR office.

In addition to a copy of the packing list*, each pickup request must be accompanied by all BOL information, including, but not limited to, the following:

- Shipper Name, Address, Contact Person and Phone Number
- Consignee Name, Address, Contact Person and Phone Number
- Required Ship and/or Due Dates
- Product Description
- National Motor Freight Classification (NMFC) codes and actual freight classes.
- Shipment Weight
- The number of Pieces and standard (48"x40") and non-standard Pallets.
- A packaging description for any product on a non-standard pallet.
- Special Instructions (Inside, Lift Gate, Residential, etc.)

* An Excel or text file may be submitted so long as it contains all applicable packing list data.



Contact Information

The primary method of contact for shipment routing information will be the usscovendor@chrobinson.com mailbox; however, if you require immediate assistance, please contact one of the following individuals who make up the core United Stationers Supply Co./CHR Customer Service team at 800-999-1790:

Dave Laniewski	Ext. # 8619	David.Laniewski@chrobinson.com
Michele Briscoe	Ext. # 8617	Michele.Briscoe@chrobinson.com
Donna Davis	Ext. # 8605	Donna.Davis@chrobinson.com

General questions regarding the routing program, technology offerings, and online pickup scheduling, as well as any concerns or comments may be directed to:

Ed Celler

C.H. Robinson Worldwide

Edward.Celler@chrobinson.com

Please contact the United Stationers Supply Co. Inbound Transportation team at InboundRouting@ussco.com with any questions regarding inbound procedures; this routing guide; issues or concerns with carriers; and collect freight programs.



Routing Guide Adherence – Chargebacks and Assessments

The routing instructions contained in this guide are mandatory for all “Collect” shipments, or suppliers with an established freight tariff or freight allowance program.

Failure to adhere to these instructions, unless specifically authorized by a United Stationers Supply Co. Transportation associate, will result in a chargeback to the supplier for the difference in the transportation/accessorial/fuel expense, plus a \$100 administrative fee for each shipment not in compliance.

Please note that in the event of a billing discrepancy, that this may include shipments that are tendered directly to an underlying carrier rather than through USSCo’s preferred inbound provider – C.H. Robinson.

Freight expenses that are the result of improperly defined billing terms or deliberate misuse will result in a chargeback to the supplier for the transportation costs, plus a \$100 administrative fee for each shipment.



Shipment Receipt, Count, and Inspection

Please be advised that all inbound shipments are subject to count and inspection. The following steps will be taken in order to facilitate this process in a thorough and effective manner:

STEP ONE: Initial Count & Inspection	STEP TWO: Final Count & Inspection																																																																																
<ul style="list-style-type: none"> United Stationers Supply Co. will count and inspect all pallets and cartons for <i>visible damages</i> and <i>visible shortages</i> at the time of delivery. The carrier's delivery receipt will be marked with the following stamp, with <i>visible exceptions</i> notated in the upper "Receiving Notice" portion. <div data-bbox="259 840 690 1123" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; color: red; font-size: small;">UNITED STATIONERS - RECEIVING NOTICE</p> <p>ALL SHIPMENTS SUBJECT TO FINAL COUNT & INSPECTION DATE RECEIVED: _____ # CTNS RECEIVED LOOSE: _____ # SHRINK WRAPPED PALLET'S RECEIVED: _____ # CTNS. REFUSED DUE TO VISIBLE DAMAGE: _____ DAMAGE CONDITION: TORN, PUNCTURED, CRUSHED, WET, OPEN DRIVER SIGNATURE: _____ USSCO SIGNATURE: _____</p> <p style="text-align: center; color: red; font-size: small;">FINAL SHIPMENT EXCEPTION REPORT</p> <p>DATE REVISED: _____ DATE CTNS. RETURNED: _____ # CARTONS RETURNED DUE TO DAMAGES: _____ TOTAL #CARTONS REFUSED & RETURNED: _____ USSCO SIGNATURE: _____ DRIVERS SIGNATURE: _____</p> </div> <p>Additionally, United Stationers Supply Co. will detail information regarding <i>visible damages</i> on the following "Notice of Refused Damage Merchandise Return to Vendor Form", and fax or e-mail it to the supplier within seventy-two (72) hours from the time of delivery, excluding Saturdays, Sundays and holidays.</p> <div data-bbox="389 1512 657 1858" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; font-size: x-small;">UNITED STATIONERS SUPPLY CO. NOTICE OF REFUSED DAMAGE MERCHANDISE RETURN TO VENDOR FORM</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">SHIP TO: UNITED STATIONERS SUPPLY CO.</td> <td colspan="2">SHIP FROM: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">ATTN: RECEIVING</td> <td colspan="2">SHIP TO: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">CITY: _____</td> <td colspan="2">SHIP FROM: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">STATE: _____</td> <td colspan="2">SHIP TO: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">ZIP: _____</td> <td colspan="2">SHIP FROM: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">CARRIER: _____</td> <td colspan="2">SHIP TO: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">DATE RECEIVED: _____</td> <td colspan="2">SHIP FROM: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">TIME RECEIVED: _____</td> <td colspan="2">SHIP TO: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">DRIVER SIGNATURE: _____</td> <td colspan="2">SHIP FROM: DRIVER'S COMPANY</td> </tr> <tr> <td colspan="2">USSCO SIGNATURE: _____</td> <td colspan="2">SHIP TO: DRIVER'S COMPANY</td> </tr> </table> </div>	SHIP TO: UNITED STATIONERS SUPPLY CO.		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REFUSED DUE TO VISIBLE DAMAGE: _____ DAMAGE CONDITION: TORN, PUNCTURED, CRUSHED, WET, OPEN DRIVER SIGNATURE: _____ USSCO SIGNATURE: _____</p> <p style="text-align: center; color: red; font-size: small;">FINAL SHIPMENT EXCEPTION REPORT</p> <p>DATE REVISED: _____ DATE CTNS. RETURNED: _____ # CARTONS RETURNED DUE TO DAMAGES: _____ TOTAL #CARTONS REFUSED & RETURNED: _____ USSCO SIGNATURE: _____ DRIVERS SIGNATURE: _____</p> </div> <p>Additionally, United Stationers Supply Co. will detail information regarding <i>concealed damages</i> on the following "Notice of Refused Damage Merchandise Return to Vendor Form", and fax or e-mail it to the supplier within seventy-two (72) hours from the time of delivery, excluding Saturdays, Sundays and holidays.</p> <div data-bbox="1063 1459 1339 1795" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center; font-size: x-small;">UNITED STATIONERS SUPPLY CO. 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Payment by Receipt

Payment for inbound merchandise is based on the total quantity of the item(s) received and accepted. Please be advised that the quantity reflected on the purchase order or the supplier’s invoice is not taken into consideration when calculating the payment amount.

Visible Damages & Visible Shortages	Concealed Damages & Concealed Shortages
<ul style="list-style-type: none"> ▪ FOB Destination Terms: Visibly damaged cartons will be refused at the time of delivery and returned to the delivering carrier. ASN-compliant (Advanced Shipping Notice) suppliers will receive an automatically-generated Shipment Discrepancy Notice (SDN) in the event of any overages or shortages; non-ASN-compliant suppliers will receive an automatically-generated SDN for partial line overages or shortages. USSCo will not issue payment to the supplier for either the refused damaged merchandise or any visible shortages. ▪ FOB Origin Terms: Visibly damaged cartons will be received at the time of delivery, but not placed into stock. USSCo will issue payment to the supplier for the visibly damaged merchandise and/or visible shortages. 	<ul style="list-style-type: none"> ▪ FOB Destination and FOB Origin Terms: Cartons or merchandise containing concealed damage will be held for disposition from the supplier for a <i>maximum</i> of sixteen (16) business days, after which unclaimed product will be disposed of. United Stationers Supply Co. will not issue payment to the supplier for the concealed refused damaged merchandise, any concealed shortages, or any unclaimed product that was disposed of.



Claims Filing – Damage or Loss

Visible Damages & Visible Shortages	Concealed Damages & Concealed Shortages
<ul style="list-style-type: none">▪ FOB Destination Terms: Supplier will be responsible for pursuing any applicable claims with the delivering carrier. ▪ FOB Origin Terms: USSCo will be responsible for pursuing any applicable claims with the delivering carrier.	<ul style="list-style-type: none">▪ FOB Destination and FOB Origin Terms: Supplier will be responsible for pursuing any applicable claims with the delivering carrier.



Short Payment Disputes

Payment disputes must be submitted in writing to the United Stationers Supply Co. receiving facility (identifiable by the first two digits of the purchase order number) within sixty (60) calendar days of payment date.

Note: Please allow seven (7) calendar days from the date of receipt of the Shipment Discrepancy Notice (SDN) to account for split shipments or other temporary reconciliation issues.

Only the United Stationers Supply Co. receiving facility may authorize any settlements or credits, and will provide a response, including a payment status update, within sixty (60) calendar days of the short payment dispute date.

Short Payment Disputes must be accompanied by the following:

- | |
|---|
| <ul style="list-style-type: none">▪ A signed and annotated copy of the delivering carrier's delivery receipt – Proof of Delivery (POD)▪ A copy of the supplier's disputed invoice. |
|---|



United Stationers Supply Co. Facility Information

Facility			Address, Phone and Fax Numbers
1	Atlanta	(ATL)	125 Horizon Drive; Suwanee, GA 30024
			Toll Free: 800-733-4087 Direct: 770-446-8300 Fax: 770-242-7879 Receiving ReceivingAtlanta@ussco.com
4	Grand Rapids	(GMI)	2640 Northridge Drive; Walker, MI 49544
			Toll Free 866-613-5781 Direct 616-647-9024 Fax 616-647-9665 Receiving ReceivingGrandRapids@ussco.com
5	Woburn	(WOB)	415 Wildwood Avenue; Woburn, MA 01801
			Toll Free 800-733-4085 Direct 781-933-0060 Fax 781-933-9908 Receiving ReceivingBoston@ussco.com
6	City Of Industry	(COI)	918 S. Stimson Avenue; City of Industry, CA 91745
			Toll Free 800-733-4086 Direct 626-961-0011 Fax 626-333-9579 Receiving ReceivingLA@ussco.com

8	Pittsburgh	(PTS)	760 Commonwealth Drive; Warrendale, PA 15086
			Toll Free 800-733-8947 Direct 724-779-7777 Fax 724-779-7769 Receiving ReceivingPittsburgh@ussco.com
9	Baltimore	(BAL)	7441 Candlewood Road; Hanover, MD 21076
			Toll Free 800-733-4089 Direct 410-850-4700 Fax 410-850-4385 Receiving ReceivingBaltimore@ussco.com
10	Nashville	(NSH)	455 Industrial Boulevard - Suite A; Laverne, TN 37086
			Toll Free 800-251-8198 Direct 615-287-0800 Fax 615-287-0801 Receiving ReceivingNashville@ussco.com
11	Cleveland	(CLV)	2100 Highland Road; Twinsburg, OH 44087
			Toll Free 800-733-4091 Direct 330-425-4001 Fax 330-425-7097 Receiving ReceivingCleveland@ussco.com
12	Minneapolis	(MIN)	1720 Alexander Road; Eagan, MN 55121
			Toll Free 800-733-4092 Direct 651-681-1720 Fax 651-681-0726 Receiving ReceivingMinneapolis@ussco.com

15	St. Louis	(STL)	2000 Wolf Business Park; Greenville, IL 62246
			Toll Free 800-733-4095 Direct 618-664-3090 Fax 618-664-9219 Receiving ReceivingStLouis@ussco.com
16	Albany	(ALB)	Highway 9W & Wolf Road; Coxsackie, NY 12051
			Toll Free 800-733-4096 Direct 518-731-9100 Fax 518-731-7160 Receiving ReceivingAlbany@ussco.com
17	Kansas City	(KAN)	1606 Linn Street; N. Kansas City, MO 64116
			Toll Free 800-678-6029 Direct 816-842-1811 Fax 816-421-3596 Receiving ReceivingKansasCity@ussco.com
18	Portland	(PDX)	14330 N. Lombard Street; Portland, OR 97203
			Toll Free 800-859-6016 Direct 503-231-4891 Fax 503-231-4389 Receiving ReceivingPortland@ussco.com
19	San Antonio	(SAT)	3615 Highpoint Drive; San Antonio, TX 78217
			Toll Free 800-859-6004 Direct 210-654-8800 Fax 210-654-3009 Receiving ReceivingSanAntonio@ussco.com

22	Tulsa	(TUL)	1870 North 109th East Avenue; Tulsa, OK 74116
			Toll Free 800-859-6005 Direct 918-836-3361 Fax 918-838-8226 Receiving ReceivingTulsa@ussco.com
23	Seattle	(SWA)	18351 Cascade Avenue South; Tukwila, WA 98188
			Toll Free 800-678-6015 Direct 425-251-5909 Fax 425-251-8431 Receiving ReceivingSeattle@ussco.com
25	Carol Stream	(CHI)	810 Kimberly Drive; Carol Stream, IL 60188
			Toll Free 800-982-4351 Direct 630-690-1400 Fax 630-690-2093 Receiving ReceivingChicago@ussco.com
26	New Orleans	(NOL)	300 Plache Street; New Orleans, LA 70123
			Toll Free 800-859-6026 Direct 504-733-1452 Fax 504-734-1898 Receiving ReceivingNewOrleans@ussco.com
27	Dallas	(DFW)	5425 FAA Boulevard; Irving, TX 75061
			Toll Free 877-733-1567 Direct 817-283-3663 Fax 817-283-2399 Receiving ReceivingDallas@ussco.com

29	Phoenix	(PAZ)	1013 W. Alameda Drive; Tempe, AZ 85282
			Toll Free 800-678-6014 Direct 602-273-6929 Fax 480-968-1421 Receiving ReceivingPhoenix@ussco.com
31	Ft. Lauderdale	(FTL)	3365 Enterprise Avenue; Ft. Lauderdale, FL 33331
			Toll Free 800-733-4099 Direct 954-384-7550 Fax 954-384-1313 Receiving ReceivingFtLauderdale@ussco.com
36	Columbus	(CBS)	1634 Westbelt Drive; Columbus, OH 43228
			Toll Free 800-292-6473 Direct 614-876-7774 Fax 614-876-4922 Receiving ReceivingColumbus@ussco.com
37	Indianapolis	(IDY)	5345 West 81st Street; Indianapolis, IN 46268
			Toll Free 800-525-3449 Direct 317-876-5300 Fax 317-876-5354 Receiving ReceivingIndianapolis@ussco.com
42	Memphis	(MTN)	5300 Hickory Hills Road; Memphis, TN 38141
			Toll Free 866-835-4000 Direct 901-369-8044 Fax 901-369-9522 Receiving ReceivingMemphis@ussco.com

43	Houston	(HOU)	7677 Pinemont Drive; Houston, TX 77040
			Toll Free 800-859-6002 Direct 713-690-6665 Fax 713-690-0132 Receiving ReceivingHouston@ussco.com
47	Sacramento	(SAC)	5440 Stationers Way; Sacramento, CA 95842
			Toll Free 800-859-6017 Direct 916-344-6707 Fax 916-924-6639 Receiving ReceivingSacramento@ussco.com
48	Salt Lake City	(SLK)	4625 W. 1730 South Street; Salt Lake City, UT 84104
			Toll Free 800-859-6019 Direct 801-973-0180 Fax 801-973-0837 Receiving ReceivingSaltLake@ussco.com
50	Cranbury	(CNJ)	100 Liberty Way, Cranbury NJ, 08512
			Toll Free 866-733-4894 Direct 609-619-4000 Fax 609-409-9066 Receiving ReceivingCranbury@ussco.com
51	Denver	(DCO)	9910 E. 47th Avenue; Denver, CO 80238
			Toll Free 800-525-6010 Direct 720-374-4000 Fax 720-374-1951 Receiving ReceivingDenver@ussco.com

52	Orlando	(ORL)	2405 Commerce Park Drive; Orlando, FL 32819
			Toll Free 866-413-1756 Direct 407-362-2120 Fax 407-354-9828 Receiving ReceivingOrlando@ussco.com
53	Charlotte	(CNC)	10800 Withers Cove Park Drive; Charlotte, NC 28278
			Toll Free 800-458-6068 Direct 704-319-3177 Fax 704-588-6520 Receiving ReceivingCharlotte@ussco.com