PACKAGING, LABELING AND SHIPPING REQUIREMENTS FOR SUCCESSFUL PARTNERSHIPS

EFFECTIVE: MAY 1, 2012
United Stationers Supply Co.
Packaging, Labeling and Shipping Requirements

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Packaging, Labeling and Shipping Requirements

I. Terms and Conditions
Terms and conditions, notification of monetary penalty for Non-Compliance can be found on the Classified Zone at www.ussco.com.

II. Delivery Appointments and Carrier Compliance

A.) General
Non-Compliance of delivery standards will result in a monetary assessment, refer to section VII for schedule.

- Delivery appointments are required for all non-small package deliveries into any United Stationers Supply Co. (USSCO) facility.
- Being able to accurately schedule our inbound volume is essential for us to efficiently handle freight into our Distribution Centers (DC).
  - **Prepaid Shipments** - Where the freight terms are prepaid, the supplier will be held accountable for the carrier acting as the supplier’s agent.
  - **Collect Shipments** - The delivering carrier will be held accountable for all collect shipments as long as the load was tendered when scheduled

B.) Delivery Appointment
Non-Compliance of delivery standards will result in a monetary assessment, refer to section VII for schedule.

- Appointments must be requested **not later than 12:00 noon local** one working day prior to delivery.
- **Unauthorized Trapping of our inbound shipments is prohibited**, Carriers must schedule delivery appointments upon freight arriving at their delivering terminal.
- All appointments must be **made via Email** to the correct United Stationers Supply Company Distribution Center’s receiving Email address. (Attachment A)
- When requesting a delivery appointment, the following information must be provided via Email using the USSCO Inbound Delivery Request Form (Attachment B). This form is available electronically at http://www.ussco.com/manufacturers/Inbound%20Delivery%20Request%20Form.xls
  - Requested delivery date
  - Delivering carrier
  - Shipper/supplier
  - Purchase orders numbers being delivered
  - Number of **cartons**
  - Total weight of the shipment
  - Load type; i.e. floor load, palletized, furniture, etc.
- USSCO reserves the right to postpone the scheduling of the appointment if not all the information is available
C.)  **ASN Requirements**

Non-Compliance of ASN requirements will result in a monetary assessment, refer to section VII for schedule.

- **General** - USSCO expects all suppliers to be ASN compliant on all shipments into the USSCO facilities.
  - This includes shipments made from 3rd party warehouses.

- **Accuracy**
  - All suppliers need to ensure the accuracy of the ASN, the timeliness of the ASN, and the accuracy of the carton content in relation to the UCC128 label. The SCAC listed in the TD03 must accurately reflect the carrier.

- **ASN must be available prior to the shipment arriving at USSCO’s Distribution Center**
  - This includes all TL, LTL, and parcel shipments

- **ASNs are picked up and processed hourly by USSCO.**
  - Suppliers with locations within 1 hour of a receiving location need to generate the ASN early (pre-ship) to ensure ASN availability prior to shipment arrival.
II. Delivery Standards

A.) On-Time Delivery
Non-Compliance of Delivery Standards will result in a monetary assessment, refer to section VII for schedule.

- It is expected that all carriers will arrive on time and that no additional purchase orders have been added to the delivery.
  - If a carrier arrives prior to the scheduled time USSCO DC will accommodate them as soon as possible, no later than the scheduled appointment time.
- The USSCO DC reserve the right to refuse deliveries for purchase orders not scheduled.

B.) Correct Paperwork and Products
All deliveries must be accompanied by carrier’s delivery documents, subject to refusal and monetary assessment.

- Delivery receipts must be completed and signed by both parties at time of delivery.
- Drop trailer and or shipments that are unitized shrink-wrapped on pallets are subject to our subsequent count and inspection. Exceptions will be reported in writing to the delivering carrier within 72 hours of receiving.

Delivery Document/Suppliers BOL
- A delivery document/BOL with an attached copy of the packing slip must accompany every common carrier delivery.
- The Carrier is responsible for delivering the freight in the same manner and configuration as it was tendered at origin.
  - It is the responsibility of the prepaid Supplier to make these arrangements with the carrier.
  - Split shipments may result in penalties
- Pre Paid Suppliers – Any information on the delivery document that is found to be incorrect is the responsibility of the supplier.
  - Any accessoriable fees, detention charges and administrative fees, or incorrect billings incurred due to data discrepancies on the delivery document are the responsibility of the supplier.

Information that must be on the Delivery Document/Suppliers BOL
- Freight terms as per our merchandise agreement (Prepaid, Collect, or 3rd party NL orders)
  - Collect terms: Supplier must adhere to United carrier inbound routing instructions found on www.uusco.com.
Correct Paperwork and Products (continued)

- Information that must be on the Delivery Document/Suppliers BOL (continued)
  - Bill of Lading Number
  - Pallet and Carton Count – The number of cartons contained on the shipment (also referred to as piece count) and the number of pallets contained on the shipment. Both must be included.
    - Prepaid Suppliers - If the carrier is not able to obtain an accurate carton count on a palletize shipment due to how a pallet was built, the delivery document/BOL must state “# Pallets said to contain # Cartons. Carton shortages are always the responsibility of the supplier, regardless of whether the delivery document references pallets or cartons.
    - Collect Suppliers – If the delivery document/BOL is noted, “said to contain” the carrier is only responsible for the number of pallets stated. Any carton shortages on intact wrapped pallets are the supplier’s responsibility.
  - Pallet and carton count integrity shrink-wrapped pallets. All Shipments that are unitized to a pallet and shrink-wrapped –
    - Prepaid, Collect, or 3rd party shipment - Supplier will make an effort to prepare cartons on the pallet visible for carrier’s count and inspection. Supplier assumes responsibility for shortages found at USSCO’s receiving facility providing the pallet arrives with original shrink-wrap intact.
    - Concealed damages found within in the shrink-wrap pallet are the responsibility of the supplier and carrier to mitigate. Such cases will result in damaged merchandise refusal and return at the Suppliers expense.
  - Shipment Weight – The weight of the shipment in pounds (LBS).
  - Ship Date – The actual date the shipment left point of origin.
  - Carrier Name – The name of the initial carrier the Bill of Lading was issued to.
  - Ship From Address – The point of origin (including: Suppliers Name) and full address.
  - Ship To Address – The address of the final destination (United Stationers Supply Co Distribution Center – not the consolidation point address).
• **Information that must be on the delivery document/BOL (continued)**
  
  **Purchase Order Numbers** – All of the purchase orders being shipped must be listed on the delivery document/BOL. All USSCO stock purchase orders are seven characters in length and should include the leading zero if it exists. Not Listed (NL) orders will be designed with “NL” or “N” followed by a six character purchase order number.

  **Supplier Account Number** – Supplier’s account number is mandatory information and must be present next to the supplier name on the delivery document. The four-digit number is assigned to the Supplier by United Stationer Supply Co. This number is electronically transmitted on EDI purchase orders. If the shipment contains PO numbers associated with multiple account numbers (i.e. Branded product and Universal Product), both account numbers need to be listed.

  **Special Instructions** – Must include the following:
  - “Delivery appointment required”
  - “Appointment request must be made by email”
  - “Driver assist required on bed loaded freight”
  - “Before unloading wheel must be chocked or a dock lock engaged”
  - “Deliver shipment intact. Do not break shrink wrap”
  - Include any special handling requirements for the product type shipped.

  **Description of Articles** – A description of the commodity being shipped, includes any Hazardous Materials complete with corresponding regulatory requirements.

  **Trailer Seal**
  - A trailer seal must be applied to each full truckload for United. The seal number must be recorded on the supplier’s BOL legibly. Seal integrity will be verified at USSCO’s receiving facility, shortage/damages reported accordingly.

  **Packing List**
  - A legible copy of the packing list needs to accompany the delivery document/BOL on common carrier, 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.
Correct Product

- Miss-Ships
  - Products and quantities shipped to our Distribution Centers should match the Purchase Order.
  - Overages, non-ordered product and miss-ships will be returned to the supplier immediately via USSCO selected routing at the supplier’s expense.
  - The packing slip must reflect the products and quantities shipped in USSCO ordering unit of measure.
  - Products and quantities should be shipped to the location noted on the Purchase Order.
    - Product shipped to an incorrect location will result in delayed receipt of goods and reconsigned to the correct location at the supplier’s expense.

- Backorders
  - USSCO expects to have the entire purchase order filled on the first shipment.
  - All backorders should be palletized together and properly sorted by bin and bulk locations
    - For suppliers who palletize by PO all backorders should be palletized together and properly sorted by PO on a backorder pallet
  - All backordered pallets must be identified with a ‘Backorder’ label
III. Pallet Standards and Loading Requirements

All shipments, excluding small package carrier shipments and furniture loads must be palletized and adhere to the specifications. Any exception must be sent to supplierperformance@ussco.com for review and approval.

A.) Pallet Standards – Specifications

Non-Compliance of pallet standards and loading requirements will result in a monetary assessment, refer to section VII for schedule.

- **Pallet Type** - All products **must be** shipped on a 48” x 40” Hardwood GMA #1 Or Grade A Pallet Only

![GMA Pallet Specifications](image)

- **Specifications for a GMA #1 or Grade A pallet**
  - Structural soundness (95% hardwood)
  - All nails flush or countersunk.
  - Minimum stringer = 1-3/8” x 3-1/2” x 48”
  - No protruding nails on sides (shiners)
  - Minimum deck board = 5/8” thick no thick & thin boards
  - No broken lead boards past first nail no double stringers
  - Top boards = maximum 3-1/2” spaces no boards overhanging stringers
  - Bottom / lead boards = min. 5-1/2” no odors, dirt, grease, or oil
  - Plating per “Uniform Voluntary Standard must allow four-way entry for wood pallets”

- If a product must be shipped on a pallet other than a GMA pallet United Stationer Supply Co. must approve it, in writing.
Pallet Standards and Loading Requirements (continued)

- Multi-carton shipments of ten (10) or more cartons must be palletized.
- Maximum weight per standard pallet should not exceed 2,200 pounds

B.) Pallet Height Specifications
Non-Compliance of pallet standards and loading requirements will result in a monetary assessment, refer to section VII for schedule.

- When shipping mixed or single SKU pallets, the height requirement can be up to 84” in accordance of OPWA industry standards.
- If there is a product category that requires a Supplier to ship product stacked over 84 inches - United Stationer Supply Co. must approve it, in writing.
  - Exceptions may apply for some paper products, furniture products and oversized products that will not fit correctly on the pallet specified.
  - Under no circumstances will a pallet be accepted if it is over 84 inches in height due to safety considerations
  - Double stack pallets must be individually shrink wrapped to their own pallet and then wrapped together.
Pallet Standards and Loading Requirements (continued)

C.) Pallet Loading Requirements
Non-Compliance of pallet standards and loading requirements will result in a monetary assessment, refer to section VII for schedule

="Stacking"
- Cartons must be stacked to form a stable pallet
- When possible, cartons should only be stacked overlapping each other (bricklayer method) when individual boxes and their contents form a rigid unit
- Pyramid shaped pallet loads are a problems because the lack of a level surface weakens the overall packaging and may expose the contents to damage from other shipments. Do not stack pallets in a pyramid fashion.
- Overhang – Product must not overhang the pallet. Overhanging product increases the risk of damage during shipping and receiving.
- It is not acceptable to “chimney stack” pallets - product cannot be stacked around the edge of the pallet with the middle left with empty space.

Block Stack – Strongest Configuration
Use for pallets built with all same size cartons

Pyramid Configuration
Avoid – high risk of damage
Pallet Standards and Loading Requirements (continued)

**Bricklayer Method – Most Stable Configuration**
*Use for pallets built with multiple size cartons to insure pallet stability*

**Overhang Configuration**
*Increases the risk of damage to product.*

- **Label Position**
  - Carton labels need to be visible and pointing outward on the pallet on adjacent sides.
  - Interior cartons, not visible from the outside of the pallet, the labels need to be facing outward and be easily identified when the outside layer of cartons is removed
D.) Pallet Configuration - Pallets/Carton Level

Non-Compliance of pallet sortation requirements will result in a monetary assessment, refer to section VII for schedule. Pallets not properly configured will require assistance from the driver to sort and segregate product. The Supplier is responsible for assessorial charges associated with sorting and segregating.

Product Sortation - General

- Products must be sorted by United Stationers Supply Co. Bulk and Shelf Locations
  - United Stationers Supply Co. passes its warehouse stocking locations for its facilities on both the EDI purchase orders and hard copy purchase orders.
- Zone Aisle Bin Information (ZABI) designates product as bulk or shelf
  - ZABI with the first two digits of 01-09 are Shelf products
  - ZABI with the first two digits greater than 10 are Bulk products
  - The key to proper sort of the product is to key on the Primary ZABI to determine if the item is bulk or shelf.
  - The ZABI field is designated on the EDI purchase order with a qualifier code of “WS” (Primary location) and on the hard copy PO this is found under the product description.
  - Any less than case pack quantity is considered shelf product (regardless of the ZABI location)
- Bulk and shelf merchandise is designated on the EDI purchase order BO qualifier = Secondary, WS qualifier = Primary.

Multiple Pallets – Bulk and Shelf Sortation

- Palletize Bulk and Shelf separately – Bulk on one pallet and Shelf on another other pallet.
- Keep the same SKU together. Like SKUs need to be on the same tier(s) level, do not spread a single SKU across multiple tiers or pallets, unless palletized by PO.

Single Pallet Shipments

- Pallets must be layered, or grouped by SKU unless otherwise approved by USSCO.
- Tiers must be interlocked and identical throughout the pallet for like-item pallets.
  - The SKU consisting of the greatest quantity should be loaded onto the pallet first, stacking the SKU with the lesser quantity on top.
  - Exceptions may apply for heavy, oversized product.
Single Pallet Shipments (continued)

- Bulk and shelf must be clearly separated. This can be achieved by shrink-wrapping the bulk then stacking on shelf product and shrink-wrapping the pallet. Suppliers could also use a slip sheet to divide the bulk and shelf items.

![Bulk and Shelf on the same pallet](image)

Tiers separated by slip-sheet

- Mixed Cartons – Bulk / Shelf
  - Mixed Bulk and Shelf Carton
    - Do not mix Bulk and Shelf SKUs in the same carton, they must be kept separated.
  - Mixed Carton – Shelf
    - Contents must be segregated by SKU and not intermingled in the carton.

E.) Shipment Loading

Non-Compliance of Shipping Guidelines will result in a monetary assessment, refer to section VII for schedule.

Product must be loaded in a safe and efficient manner. Supplier is responsible for preparing shipments for safe transportation; carrier drivers are responsible for checking freight after loading to be sure it will travel in safe manner.

- Shipment Loading
  - Pre-paid and collect Suppliers assume responsibility for the way shipments are loaded.
    - Load in a manner that minimizes shifting and damage under normal transportation conditions. Blocking and bracing is the responsibility of the shipper
Shipment Loading (continued)

- United Stationer Supply Co. will not unload unsafe and/or poorly loaded shipments.
  - A load is considered unsafe or inefficient if the palletized load is not easily removed or has to be unloaded by hand or by exceptional means.

Demonstrates a properly loaded shipment.

- Easily Removed
  - All palletized shipments must be loaded in the trailer allowing them to be immediately removable with a forklift or hand jack.
  - Do not load both pallets in sideways (i.e. pallets positioned straight in with the 48” side against the back) unless trailers are at least 102” wide.

- Label Out
  - Item labels must be visible and pointing outward on the pallet on adjacent sides.
  - On pallets where there are interior cartons, not visible from the outside of the pallet, the labels need to be facing outward and be easily identified when the outside layer of cartons is removed.
  - Do not place labels on the indicated clamp sides of cartons.
  - Do not place the shipping label over any package marking information.

- Ship Upright
  - Ship product in an upright position. Clearly mark merchandise with up arrows when storage requirements exist.
- **Pallets - Shrink-wrap/Capped**
  - All carrier shipments excluding small package carrier and furniture loads must arrive shrink-wrapped, capped (shrink-wrap cap is ok), and palletized.
  - Shrink-wrap/capped pallets assist in identifying shipments that have been tampered with.
  - All pallets shrink-wrapped at the supplier should be flagged with a sign, “Do Not Break Stretch Wrap”, the stretch wrap must be intact when it arrives at the United Stationers Supply Co. Distribution Center location.
  - When securing pallets, use 80 gauge shrink wrap and ensure the shrink wrap overlaps the pallet and the product, securing the product to the pallet. It is also suggested that the pallet be wrapped in a ‘bowtie’ or ‘roping’ method and that ample layers of wrap are utilized to maintain integrity of the pallet.
  - Shrink-wrap should be tied out to the pallet

*Shrink-wrapped product tied to the pallet.*

- **Furniture –**
  - Upon arrival at a facility a determination will be made if driver assist is required. This might include the driver loading freight onto a pallet or into a green rack provided by the facility at their dock
  - Do not place labels on the indicated clamp sides of cartons

- **Bed-loaded Freight –**
  - Driver assist is required in unloading products that are bed loaded. This includes loading onto pallets or green rack
  - Flats are standing upright to reduce damage in transit

  - **Carrier performs services as required**
    - Driver assist is required for all toppled loads.
    - (Including unloading product by hand or with a hand truck or pallet jack). Information to this effect should be on the delivery document/BOL in the special instructions.
IV. Packaging and Labeling Requirements

The following information must be provided on each case or attached to a pallet of uniform product; i.e. one SKU per pallet.

A.) UCC128 Label requirements

Non-Compliance of Packaging and Labeling Requirements will result in a monetary assessment, refer to section VII for schedule.

<table>
<thead>
<tr>
<th>SHIPMENT CONFIGURATION</th>
<th>PALLET/FULL &amp; MIXED SKU</th>
<th>CARTON</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLOOR LOADED</td>
<td>N/A</td>
<td>Mandatory: Carton level UCC128 Serial Shipping Container Bar Code (SSCC – 18)</td>
</tr>
<tr>
<td>MIXED CARTONS</td>
<td>N/A</td>
<td>Mandatory: Carton level UCC128 Serial Shipping Container Bar Code (SSCC – 18)</td>
</tr>
<tr>
<td>SMALL PACKAGE CARRIERS</td>
<td>Master cartons are treated as pallets. If used, apply pallet level UCC 128 label to the outside of the master carton</td>
<td>Mandatory: Carton level UCC128 Serial Shipping Container Bar Code (SSCC – 18)</td>
</tr>
</tbody>
</table>
UCC128 Label requirements (continued)

- **Pallet Level UCC 128** – *Preferred Method*
  - One label must be placed in the lower right hand corner of the pallet, approximately 1 inch from the top of the actual pallet, on two adjacent sides of the pallet on the outside of the shrink wrap.

- **Item Level UCC128** –
  - When shipping a pallet of product and providing a UCC128 label at the item level, all SKUs must be kept adjacent and on the same pallet. The label must be on the side that is facing the outside the pallet. Do not place the label on the top or bottom of the carton.

- **Carton Level UCC128** –
  - When shipping a pallet of product and providing a UCC128 label at the carton level, one label should be placed on the upper right hand side of the carton. When shipping individual, mixed or over-pack cartons, this same placement should be followed.

- **Retail Cartons**
  - Any labels affixed to a retail carton must be removable without damaging the carton.
UCC 128 LABEL INFORMATION

- **Shipper Information** <1>
  - Shippers name and address
  - Name should match the name under which the purchase order was issued.
  - If a Supplier is manufacturing product under one of United Stationer Supply Company’s private labels, the shipper name should be the United Stationer Supply Company’s private label name.

- **Ship-to-Information** <2>
  - Ship to Distribution Center name needs to be printed on every shipping label.
  - Include the ship to address if space is available on the label.

- **Purchase Order Number** <3>
  - The purchase order number(s) from which the product is being shipped against must appear on the shipping label.
  - Do not use ORDER NUMBER to indicate a purchase order number.

- **Item Information** <4>
  - **Carton Level**
    - United Stationers Supply Co.’s SKU number, quantity contained within the carton and United Stationers Supply Co.’s unit of measure needs to be indicated on the shipping label or carton. **All of which need to appear as they did on the original purchase order.**
    - **Mixed Cartons** – this field should read “MIXED” and not contain a SKU number
    - **Pallet Level** – this field should read “MIXED” unless it is a full pallet of a single SKU
  - **UCC 128 Bar Code** <5>
    - Must also be in human readable form

- **Shipment No** <6>
  - BOL #
  - PRO # or if a Small Package carrier, a tracking number must appear on the shipping label and packing list.
    - With the exception of Parcel Post shipments, this number should be the Bill of Lading Number.

- **Shelf / Bulk Locations** <7>
  - United Stationers Supply Co. passes its warehouse stocking locations for its facilities on the EDI purchase orders.
  - Bold print is preferred for this information. Always aim for maximum readability in size. Information should be easily readable from 5 feet away.
## UCC 128 Label – Required Information Label Example

<table>
<thead>
<tr>
<th>FROM:</th>
<th>Supplier Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6674 EAST COUNTY ROAD</td>
</tr>
<tr>
<td></td>
<td>MATOON, IL. 61938</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TO:</th>
<th>UNITED STATIONERS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5360 HICKORY HILL ROAD</td>
</tr>
<tr>
<td></td>
<td>MEMPHIS, TN. 38141</td>
</tr>
<tr>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SHIP TO POSTAL CODE:</th>
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</thead>
<tbody>
<tr>
<td>AAA COOPER</td>
</tr>
<tr>
<td>PRO#: 123456789</td>
</tr>
<tr>
<td>BOL#: 47ABCDE</td>
</tr>
<tr>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PO #:</th>
<th>3712345</th>
</tr>
</thead>
<tbody>
<tr>
<td>SKU:</td>
<td>UNV 20233</td>
</tr>
<tr>
<td>BIN:</td>
<td>03127015</td>
</tr>
<tr>
<td>BULK:</td>
<td>309999999</td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERIAL SHIPPING CONTAINER CODE (SSCC):</th>
</tr>
</thead>
<tbody>
<tr>
<td>(00) 1 0012345 123456789 5</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>
B.) Packaging Markings

Non-Compliance of Packaging and Labeling Requirements will result in a monetary assessment, refer to section VII for schedule.

The following information must be provided on each case or attached to a pallet of uniform product; i.e. one SKU per pallet.

- **Product Number**
  - The manufacturer’s reorder number must be present and consistent on all levels of packaging. This SKU number should match the SKU number printed in United Stationers marketing material.

- **Manufacturer Name**
  - The manufacturer’s name should be clearly represented on all products. If the product is private label, the private label name should be used in place of the manufacturer’s.

- **Description of Product**
  - All levels of packaging must be identified with a complete description of the product.

- **Color Identification**
  - If the product comes in various colors, the color must be clearly marked in the description of the product.

- **Quantity**
  - The item quantity within the packaging must be present on all levels of packaging. The quantity should specify the number of inner containers and the number of actual units contained within.

- **Best-Used By/Expiration Date**
  - The date the product should be used by or the date the product expires must be clearly printed on all product packaging if the product has a useful shelf life.

- **GTIN/UPC Bar Codes**
  - A unique GTIN/UPC Bar coding is required on all levels of packaging.

- **Master carton quantity (total number of selling units)**
- **SKU number**
C.) **Additional Labeling**

Non-Compliance of Packaging and Labeling Requirements will result in a monetary assessment, refer to section VII for schedule.

- **Mixed or Non-Standard** –
  - Must have a UCC128 label with the word MIXED and the additional green MIXED label that clearly identifies if the carton contains mixed product. The Mixed label should be affixed to every mixed carton or less than standard case pack quantity.
  
  - Any deviation from the standard case pack being shipped into United Stationers Supply Co. distribution centers must have this label affixed.

- **NL (Non Listed Label)** –
  - An easily identified label should be affixed to the outer carton of every NL item shipping into a USSCO facility. DO NOT place NL label on drop shipped product
  
  - The purchasing department at United Stationer Supply Co. currently supplies the label upon request.
  
  - Only **one** NL label per piece on all NL items. NL items must be segregated on the shipment.
Additional Labeling (continued)

- **Over-pack Cartons**
  - Over-pack cartons should have no outside markings. The only labels should be the UCC128 label and a over pack label or marking to clearly identify the carton as an Over pack carton.

- **Back order Pallets**
  - All back order pallets must be clearly marked with a back order label, when palletized by PO.

- **Furniture Handling and Stowing Labels**
  - All furniture cartons must have labels indicating proper handling and stowing procedures.

**D.) Packaging Quality**

**Non-Compliance of Packaging and Labeling Requirements** will result in a monetary assessment, refer to section VII for schedule.

- Shipping container/carton packaging must meet International Safe Transit Association (ISTA) Standards. For more information about these standards, contact the ISTA at their web site [www.ista.org](http://www.ista.org).

- Supplier should provide their packaging specifications in the NMFC, as most common carriers that subscribe refer to these packaging requirements when analyzing causes of damages that may have occurred to settle freight claims.

- Cartons must be taped or glued.

- Packing straps must be strong enough to endure a standard distribution conveyor system.

- The use of “packing peanuts” is prohibited. Recycled paper or airbags is recommended.

**E.) OPWA Standard**

- Office Products Wholesalers Association (OPWA) can be referenced at: http://www.opwa.org/

- USSCO is a member of and conforms to the OPWA standards as posted on their website.
v. **Damaged Product:**

   Delivery receipts must be completed and signed by both parties at time of delivery. Drop trailer and or shipments that are unitized shrink-wrapped on pallets are subject to our subsequent count and inspection. Exceptions will be reported in writing to the delivering carrier within 72 hours of receiving.

   A.) **Visible Damage**

   - Visible carton damage is defined as when the exterior shipping container is:
     - Crushed, corners are crushed, punctured, torn, seal integrity broken, open, wet, creased, or recouped into foreign packaging.

   B.) **Refusing Damaged Product**

   - USSCO reserves the right to refuse shipments or portions thereof when the shipping container is found visibly defective upon live delivery or subsequently on drop trailers or shrink wrapped pallets as described above.
   - USSCO’s standard F.O.B. terms with our merchandise suppliers is **F.O.B. Destination**, thus such visible carton damages found will be returned to the respective supplier, “Collect”.
   - USSCO associate will present the carrier with formal shipping documents to return defective merchandise to the supplier.

   C.) **Inbound Damaged Procedure Highlights**

   - United will indicate on the freight bill the number of cartons being refused when damage is visible on the exterior layer of the pallet or carton.
   - Only the items that are damaged will be refused, i.e., not entire shipments or entire pallets, unless there is an excessive amount of damage.
   - United will accept damaged product and settle claims for shipments that arrive via the United Stationers consolidation program or United truck.

   D.) **Exception Report Window**

   - If United discovers damaged product after the driver has departed (concealed within the pallet), USSCO will notify the carrier within 72 hours of unloading (24 hours for UPS).
   - Dropped trailers will also be subject to the 72-hour window. Damaged items will be reloaded onto the dropped trailer and sealed. United will instruct the carrier to return he damaged product to the supplier.

   E.) **USSCO Truck Picked Up Merchandise**

   - For suppliers being picked up by a USSCO truck, USSCO drivers will be instructed to not pick up damaged merchandise.
   - If damaged product is found at time of receiving (concealed within a pallet), United will notify the supplier within 24 hours of unloading.

   F.) **USSCO Preferred Carriers**

   - USSCO’s preferred carriers are aware of these procedures. A list of our preferred carriers is available on USSCO’s website: [http://www.ussco.com/manufacturers/mf_guidelines.shtml](http://www.ussco.com/manufacturers/mf_guidelines.shtml)

   **NOTE:** Hours for notification applies only to work days, not calendar days.
<table>
<thead>
<tr>
<th>Store #</th>
<th>LOCATION</th>
<th>INBOUND EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 01</td>
<td>ATLANTA</td>
<td>ReceivingAtlanta @ussco.com</td>
</tr>
<tr>
<td>01 04</td>
<td>GRAND RAPIDS</td>
<td>ReceivingGrandRapids @ussco.com</td>
</tr>
<tr>
<td>01 05</td>
<td>BOSTON</td>
<td>ReceivingBoston @ussco.com</td>
</tr>
<tr>
<td>01 06</td>
<td>LOS ANGELES</td>
<td>ReceivingCityofIndustry @ussco.com</td>
</tr>
<tr>
<td>01 08</td>
<td>PITTSBURGH</td>
<td>ReceivingPittsburgh @ussco.com</td>
</tr>
<tr>
<td>01 09</td>
<td>BALTIMORE</td>
<td>ReceivingBaltimore @ussco.com</td>
</tr>
<tr>
<td>01 10</td>
<td>NASHVILLE</td>
<td>ReceivingNashville @ussco.com</td>
</tr>
<tr>
<td>01 11</td>
<td>CLEVELAND</td>
<td>ReceivingCleveland @ussco.com</td>
</tr>
<tr>
<td>01 12</td>
<td>MINNEAPOLIS</td>
<td>ReceivingMinneapolis @ussco.com</td>
</tr>
<tr>
<td>01 15</td>
<td>ST. LOUIS</td>
<td>ReceivingStlouis @ussco.com</td>
</tr>
<tr>
<td>01 16</td>
<td>ALBANY</td>
<td>ReceivingAlbany @ussco.com</td>
</tr>
<tr>
<td>01 17</td>
<td>KANSAS CITY</td>
<td>ReceivingKansasCity @ussco.com</td>
</tr>
<tr>
<td>01 18</td>
<td>PORTLAND</td>
<td>ReceivingPortland @ussco.com</td>
</tr>
<tr>
<td>01 22</td>
<td>TULSA</td>
<td>ReceivingTulsa @ussco.com</td>
</tr>
<tr>
<td>01 23</td>
<td>SEATTLE</td>
<td>ReceivingSeattle @ussco.com</td>
</tr>
<tr>
<td>01 25</td>
<td>CHICAGO</td>
<td>ReceivingChicago @ussco.com</td>
</tr>
<tr>
<td>01 27</td>
<td>DALLAS</td>
<td>ReceivingDallas @ussco.com</td>
</tr>
<tr>
<td>01 29</td>
<td>PHOENIX</td>
<td>ReceivingPhoenix @ussco.com</td>
</tr>
<tr>
<td>01 31</td>
<td>MIAMI</td>
<td>ReceivingFtLauderdale @ussco.com</td>
</tr>
<tr>
<td>01 36</td>
<td>COLUMBUS</td>
<td>ReceivingColumbus @ussco.com</td>
</tr>
<tr>
<td>01 37</td>
<td>INDIANAPOLIS</td>
<td>ReceivingIndianapolis @ussco.com</td>
</tr>
<tr>
<td>01 42</td>
<td>MEMPHIS</td>
<td>ReceivingMemphis @ussco.com</td>
</tr>
<tr>
<td>01 43</td>
<td>HOUSTON</td>
<td>ReceivingHouston @ussco.com</td>
</tr>
<tr>
<td>01 47</td>
<td>SACRAMENTO</td>
<td>ReceivingSacramento @ussco.com</td>
</tr>
<tr>
<td>01 48</td>
<td>SALT LAKE</td>
<td>ReceivingSaltLake @ussco.com</td>
</tr>
<tr>
<td>01 50</td>
<td>CRANBURY</td>
<td>ReceivingCranbury @ussco.com</td>
</tr>
<tr>
<td>01 51</td>
<td>DENVER</td>
<td>ReceivingDenver @ussco.com</td>
</tr>
<tr>
<td>01 52</td>
<td>ORLANDO</td>
<td>ReceivingOrlando @ussco.com</td>
</tr>
<tr>
<td>01 53</td>
<td>CHARLOTTE</td>
<td>ReceivingCharlotte @ussco.com</td>
</tr>
</tbody>
</table>
## UNITED STATIONERS SUPPLY CO. (USSCO) INBOUND DELIVERY REQUEST

*Carrier notice*: this request must include all inbound USSCO shipments in your possession for scheduling. Failure to present and confirm delivery appointments with USSCO in advance will result in denied delivery.

<table>
<thead>
<tr>
<th>Carrier Name</th>
<th>Phone #</th>
<th>Requested Delivery Date</th>
<th>Requested Delivery Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrier scheduler name</td>
<td>Fax #:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Drop trailer section

<table>
<thead>
<tr>
<th>Trailer number:</th>
<th>Trailer seal #:</th>
<th>Trailer size:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Shipper/Supplier name</th>
<th>PO#</th>
<th>BOL#</th>
<th>CARRIER PRO#</th>
<th># CARTONS</th>
<th>WEIGHT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL PIECES SHIPMENTS:**
VII. Assessment Fee Schedule for Non-compliance

<table>
<thead>
<tr>
<th>Violation</th>
<th>ASN</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ASN was not in the system at time of shipment arrival.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>ASN data does not match shipment.</td>
<td>$275 per occurrence</td>
</tr>
</tbody>
</table>

**Appointment and Delivery Standards**

<table>
<thead>
<tr>
<th>Violation</th>
<th>ASN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery email request sent in after noon (facility local time)</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>the previous business day.</td>
<td></td>
</tr>
<tr>
<td>Shipment appointment was not emailed to facility.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Delivery volume/carton count on BOL did not match scheduled delivery carton count.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Driver refuses to stage bed loaded, flats, or furniture freight</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>or assist in toppled freight.</td>
<td></td>
</tr>
<tr>
<td>Shipment arrived after the appointment time. Late by 30 min for full truck/2 hours for LTL.</td>
<td>$550 per occurrence</td>
</tr>
<tr>
<td>Shipment was not delivered on scheduled day.</td>
<td>$550 per occurrence</td>
</tr>
<tr>
<td>Deviations from the freight terms as per the merchandise agreement.</td>
<td>Difference in freight charges plus a $100</td>
</tr>
</tbody>
</table>

**Pallet Standards and Loading Requirements**

<table>
<thead>
<tr>
<th>Violation</th>
<th>ASN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pallet is broken and can not be used for storage, shipping,</td>
<td>$55 per occurrence</td>
</tr>
<tr>
<td>or handling of freight.</td>
<td></td>
</tr>
<tr>
<td>Pallet is not a 48X40, 4 way entry, grade A pallet.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Pallet height is above 84 inches.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Any safety issue with shipment.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Shipment not loaded in efficient manner, require additional handling</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>for receipt and stocking.</td>
<td></td>
</tr>
<tr>
<td>Bulk and shelf not sorted on separate pallets for multiple pallet</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>shipment.</td>
<td></td>
</tr>
<tr>
<td>Single pallet shipment, bulk and shelf items not sorted and physically</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>separated.</td>
<td></td>
</tr>
<tr>
<td>Sku not together on 1 pallet for multi pallet order/sku across multi</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>tiers on single pallet.</td>
<td></td>
</tr>
<tr>
<td>Bulk and shelf items mixed in over pack carton.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Packaging and Label Requirements</td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td></td>
</tr>
<tr>
<td>The label is torn, smudged or damaged in some way and the RF equipment cannot scan it</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>There are no UCC128 labels from a certified supplier.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>UCC labels on incorrect pallets or cartons.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Quantity on the shipment did not match UCC data.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Items on the shipment do not match UCC data.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Package information not in compliance with standards.</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Mixed, NL or Non-standard cartons are marked with the designated label</td>
<td>$275 per occurrence</td>
</tr>
<tr>
<td>Product must be relabeled by USSCO facility.</td>
<td>$4 per carton with a minimum of $50 per stocking location. This value can be altered based on the amount of rework involved.</td>
</tr>
<tr>
<td>Product must be repacked by USSCO facility</td>
<td>$4 per carton with a minimum of $50 per stocking location. This value can be altered based on the amount of rework involved.</td>
</tr>
<tr>
<td>Product must be inspected by USSCO facility for recall</td>
<td>$4 per carton with a minimum of $50 per stocking location. This value can be altered based on the amount of rework involved.</td>
</tr>
</tbody>
</table>