



Imperial Distributors, Inc. Logistics Requirements Guide



For delivery appointment, please email scheduling@imperialdist.com, or
leave a message at 508 756-5156 extension 5300

Routing Guide



To Imperial Distributors' valued vendors:

Attached is Imperial Distributors' current **Logistics Requirements Guide**. This outlines Imperial's policy on routing, delivery, and handling of inbound merchandise at our facilities

Imperial's objective is to clarify to the vendor community the steps we need to take to increase efficiency in our daily operation. This will benefit all of our vendors, as well. Our goal is to find the best procedures in order to maximize our business together.

This shall serve as the "Terms and Conditions" for every Imperial Distributors Purchase Order delivered from that date forward. *Non-compliance with these terms and conditions will result in a charge back to the vendor.*

Upon your receipt of this **Logistics Requirements Guide** you are considered to be aware of all of the policies of Imperial Distributors. Please forward this to appropriate persons in your company's Logistics and Traffic departments, so that any action required is taken immediately.

Derek White, Transportation Manager, is your contact person for routing and backhaul opportunities. Thank you for your attention!

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1. Bill of Lading Instructions –Please prepare the Bill of Lading as follows:

- a. Imperial's ship-to addresses are:

Imperial Distributors Inc.
33 Sword Street
Auburn, MA. 01501

Imperial Distributors Inc.
60 Webster Place
Worcester, MA. 01603

NOTE: Refer to the Purchase Order for ship to instructions.

- b. Please include the following information:

- i. Imperial's Purchase Order number(s).
- ii. Cartons and Weight
- iii. Requested Arrival Date or Ship Date
- iv. The notation, "Call for delivery appointment (508) 756-5156 extension 5300, or email scheduling@imperialdist.com."
- v. If there are any pallet exchange requirements
- vi. State "Driver unload, sort, and segregate required."

- c. Multiple shipments (i.e., if more than one Purchase Order) are to be consolidated onto one Bill of Lading.

2. Freight Presentation – please read carefully:

- a. No floor loading–POs must be shrink-wrapped and palletized. Any exceptions must be approved in advance.

- b. Keep POs intact** - Keep items from same PO together.

- i. **Within each PO, keep cases of the same item together** – do not split up same item on several different pallets – if we order 12 cases of an item on a PO, we want all 12 cases together; we do not want 3 cases on first pallet, 4 cases on the second pallet, 4 cases on the third pallet, and 1 case on the fourth pallet

- c. Do not combine different POs on the same pallet.**

- d. All PO numbers that are on a bill must be conveyed to Imperial at the time delivery appointment is made** (frequently, when multiple POs are on a freight bill, only the first one is called in – please make sure all POs are called in at time of appointment.)

- e. If items are ordered in designated Ti / Hi's, they should be shipped in those same Ti/Hi configurations, not in randomly re-stacked fashion.
- f. The Packing List must be located on outside of carton.
- g. Layered items should be separated by slip-sheets.
- h. Failure to comply will result in a chargeback.

3. Pallet Requirements

- a. Purchase Orders must be shipped on standard 40" x 48" GMA wooden pallets.
- b. Cartons can not overhang more than 2" over the sides of the pallet. No overhang on the front or back of the pallet.
- c. Maximum pallet height is 55"
- d. Pallets must be shrink-wrapped and/ or reinforced with strapping tape

4. Item, Carton and Shipment Labeling Requirements

- a. Please note that Vendor can not change case pack without first notifying Imperial
- b. Case pack and manufacturers' stocking (or style) # must be indicated on each case
- c. **Bar Code Requirements (Important!)**
 - i. Scannable Case GTIN / "ITF-14" [*also known as "SCC-14"*] bar code (example illustrated below) on outside of all shipping cartons, or
 - ii. Scannable Item GTIN / "UCC-12" bar code (example illustrated below) on outside of all shipping cartons, or
 - iii. Scannable Item GTIN / "EAN / UCC-13" bar code (example illustrated below) on outside of all shipping cartons
 - iv. We must be able to scan the bar code on the outside of your shipping case to be able determine which item is being checked in.
 1. If we have to open cases to identify the product, a chargeback will result for every case.
 - v. If shipping in inner packs, these must also be scannable.
 - vi. Failure to comply with bar code requirements will result in a chargeback
 - vii. Optional but helpful: We also recommend displaying Imperial's 6-digit item number on outside of case

The following illustrates a GTIN in an ITF-14 bar code:



ITF-14 symbol
EAN/UCC-14 structure

The following illustrates the use of a GTIN in UPC-A and EAN-13 bar codes:



UPC-A symbol
UCC-12 structure



EAN-13 symbol
EAN/UCC-13 structure

5. Scheduling and Delivery Appointments

- a. Requests for delivery appointment should be made by the carrier to be at least 4 days in advance of the requested arrival date on the Purchase Order. Contact Imperial's inbound receiving department, **(508) 756-5156 extension 5300 to schedule delivery appointments, or email scheduling@imperialdist.com**.
- b. Carrier must provide PO number, case count for each PO, the date picked up (ship date), and the size of the truck.
- c. Carrier should arrive at Imperial 10-15 minutes earlier than scheduled delivery appointment to allow time for backing in to the dock.
- d. Cancellations—if Imperial is given 24 or more hours notice, no charge back will result.
- e. Late Deliveries – we require a minimum of 1-hour notice of late arrival. After 1:15 min, it is at our discretion to receive or reschedule the delivery. If there is no communication from the carrier, or the load is more than 2 hours late, a charge back will result.
- f. Early Deliveries – if carrier arrives at Imperial early for a scheduled delivery appointment, we will try to take delivery early if possible, but both Imperial and the carrier are bound by the delivery appointment of record.
- g. If pallet exchange is required, Imperial must be informed at the time the delivery appointment is made.
- h. Imperial reserves the right to re-direct shipments to one of our other nearby receiving facilities other than what is on the purchase order
- i. If the Vendor uses a logistics company to ship goods, Imperial needs to know the specific name of the carrier that is actually bringing in the delivery, along with contact person, and phone number of the carrier.

6. Drivers' Responsibility

- a. Unloading, Sort & Segregate, and conforming to Physical Pallet Requirements are the responsibility of the driver.
- b. Sort & segregate and any other accessorial charges incurred by Imperial will be deducted from the vendor.
 - i. Imperial assumes expenses for sort/segregate of deliveries only on carriers who have Drop Trailer Programs with Imperial.
- c. Unloading assistance (a "lumper") can be provided by Imperial at the carrier's request, to be paid by the carrier upon completion. Assistance must be requested at the time the delivery appointment is made.

7. Routing / Carrier Selection

- a. FedEx Ground – Vendors can use FedEx Ground for shipments up to 150 pounds.
- b. **On all FedEx (or UPS) shipments, the PO number must be displayed prominently on the outside of all shipping cartons, as well as the Manufacturers' Stock number of the item inside.**
- c. Air Freight Shipments - must be authorized by the Purchasing Dept, and responsibility for charges agreed upon in advance.
- d. International Shipments – as with any delivery appointment, Imperial needs the name of carrier, contact person, and telephone number.

8. **Imperial Private Fleet – Please contact Transportation Manager Scott Sowa at (508) 713-6588 or SSowa@imperialdist.com regarding potential back-haul opportunities.** 48 hours advance notice of pickup is required, and the Purchase Order(s) must be ready at time of pick-up appointment from Vendor.
- a. If carrier on the routing guide is deemed to be unfit to perform, please contact Imperial's Transportation Department immediately. It is impossible to predict future bankruptcies, slow downs, strikes, mergers/acquisitions and/or natural disasters that could affect the timely arrival of your shipment.
 - b. It is your responsibility to ensure that the carrier assigned services both origin and destination locations, on a direct basis (i.e. no interline carrier).

9. **Routing Table (the carriers listed are Imperial's recommended carriers)**

Your shipping Location:	One shipment to Auburn/Worcester on next day, up to 150 lbs	One or more shipments to Auburn/Worcester, totaling over 150 lb.
CT, DC, DE, MA, MD, NH, NJ, NY, PA, RI	FEDEX GROUND	NEW PENN
CT, MA, ME, NH, RI, VT	FEDEX GROUND	ATLAS MOTOR EXPRESS
CT, IL, ME, NH, NY, OH, PA, VA, VT & QC, ON	FEDEX GROUND	NEW ENGLAND MOTOR FREIGHT (NEMF)
ALL 48 CONTINUOUS STATES EXCEPT ND, SD, NE, MN, IA, WI	FEDEX GROUND	ESTES EXPRESS LINES
ALL 48 CONTINUOUS STATES	FEDEX GROUND	FEDEX FREIGHT
ALL 48 CONTINUOUS STATES AND CANADA	FEDEX GROUND	ABF

- a. **Any collect shipment– Contact Transportation Manager Scott Sowa at (508) 713-6588 or SSowa@imperialdist.com for routing and carrier suggestions.**
- b. **Excess charges due to reclassified freight on LTL shipments will be charged back to the vendor in the amount of \$425.**
- c. **Please do not use the following carriers:**
CENTRAL TRANSPORT & YRC



10. Handling of Overages, Shortages, Damages

- a. *Overages:*
 - i. Imperial has the option to accept or refuse Purchase Order over-shipments, or items that were not on Purchase Order.
 - ii. If the carrier will not take back the overage, the merchandise will be sent to our Reclamation Center and the vendor will be notified. We require disposition within 21 days.
 - iii. Imperial will not assume any liability for product in our possession that was caused by a mis-shipment or over-shipment. Imperial will not be responsible for return freight cost.
- b. *Shortages:*
 - i. Shortages will be noted on delivery receipt and "signed short".
 - ii. Concealed shortages (discovered after carrier has left) will be documented upon completion of the receiving process.
- c. *Damages:*
 - i. Imperial will not accept delivery of damaged product.
 - ii. Concealed damages (discovered after carrier has left) will be documented upon completion of the receiving process.
 - iii. Imperial will not be responsible for handling or return freight cost.

11. Policy on Back orders

- a. If a Purchase Order or back order is cancelled by Imperial, and the purchase order or back order subsequently arrives at our dock, Imperial maintains the option to accept or refuse this shipment.
- b. If the carrier will not or cannot take back the cancelled order, the merchandise will be sent to our Reclamation Center and the vendor will be notified. We require disposition from the Vendor within 21 days.
- c. Imperial will not be responsible for the handling or return freight cost of a back-order shipment against a cancelled Purchase Order.

12. Charge Backs

- a. There will be no charge back for carrier-related violations occurring on Imperial's recommended carriers who are included in this logistics guide
- b. \$425 is the standard charge-back amount for violations of Imperial's policies outlined in this Routing and Logistics Guide. An additional 10% will be added for each re-occurrence of same violation within a 90-day period.
- c. Imperial will not absorb any accessorial charges billed to Imperial by any carriers (e.g., "sort and segregate" or "driver detention" charges). These charges, should they occur, will be paid to the carrier and deducted from the vendor invoice.