

## 15.0 SHIPPING REQUIREMENTS

This section addresses True Value's standards for shipping and labeling of purchase orders destined for the True Value Regional Distribution Centers (RDC). This document should be provided to the suppliers' Shipping/Traffic Managers and Warehouse Personnel. It provides an understanding of the proper procedures for shipments of merchandise. By following the procedures outlined in this guideline, suppliers will be able to:

- Minimize freight costs
- Reduce the potential risk of damages during transport
- Increase safety and receiving efficiencies to improve the flow of the product to the retailers

### 15.1 GENERAL REQUIREMENTS

Products being shipped to True Value are required to be skidded employing structurally sound 40" or 42" X 48" 4-way pallets. Pallets must be constructed of solid wood and fully and safely support the entire pallet load suspended in warehouse racking.

The freight is required to be sorted and segregated with like items being kept together in the same layer of the pallet. The entire pallet must be shrink-wrapped and capped to ensure product safety. Please use "Said to Contain" terminology on the freight documents.

- Provide uniform labeling for all products.
- Provide packaging and skid layering specification and notify your Inventory Planner of any changes prior to shipment.
- Provide your Inventory Planner with Truckload (where applicable), layer & pallet quantities for all warehouse-stocked items.
- Load the product in a manner that ensures safe transit, avoids product damage and maximizes the use of trailer space.
- Follow True Value Transportation Guidelines including but not limited to the utilization of a True Value Authorized Carrier.
- Comply with all federal and state regulations regarding hazardous materials.
- True Value will accept only undamaged product for resale.
- When authorized to ship via a small package carrier, individual item cartons may be over-packed to obtain lower shipping charges.
- The package must be labeled on the outside with a listing of the individual items contained within.
- Like items should be kept together within the over-packed carton
- A packing list must be enclosed with each individual shipping carton detailing the items and quantities within.
- Issue one (1) Bill of Lading per shipment destination.

## 15.2 SPECIFIC REQUIREMENTS

### 15.2.1 PALLET SIZE

Due to the bin configuration in True Value's Regional Distribution Centers, we require the use of a 4-way GMA hardwood pallet with dimensions of 40" or 42" x 48". Broken pallets, pallets with loose or missing slats or stringers and pallets with significantly cracked, damaged or poorly repaired stringers are unacceptable.

### 15.2.2 SKIDS AND LAYERING

For those items which are ordered in layer quantities, we require the following:

- Keep items ordered in pallet quantities together as a pallet.
- When combining multiple items ordered in a layer quantity on a single pallet, keep like items together. Separate each different product by a piece of corrugate or Kraft paper.
- In cases where True Value orders less than layer quantities of an item, various item numbers may be combined on a layer. **Attach a pallet placard indicating the mixed item numbers and quantities contained on the pallet.**
- The pallet height must not exceed one of the following two maximums: 42 inches or 84 inches.
- 84 inch pallets must contain a slip sheet in the middle to separate the shipment into 2 equal parts.
- All loads must be wrapped in stretch wrap for stability. A sticker on the pallet should be attached indicating **"DO NOT BREAK SHRINK WRAP"**.
- If multiple POs for the same RDC are shipped at the same time, each PO must be on a separate pallet. **DO NOT** mix multiple PO's on the same pallet.

### 15.2.3 LABELING

For information regarding the proper identification to be marked on each shipping container, refer to Packaging Requirements section.

### 15.2.4 PALLET LEVEL MARKINGS

The following indicators are required on each pallet to expedite material handling:

- Pallet Level Packing List
- Purchase Order Number

- Item Number
- Number of Cartons
- Ship From/To Address
- Carrier Name
- Pallets containing multiple items for a single PO, include a pallet placard identifying the individual True Value SKU item numbers and quantities.

## 15.2.5 PACKING LISTS

- All shipments to True Value must include a packing list for each PO.
- If a shipment contains multiple purchase orders, each PO must have a separate packing slip.
- The packing slip must be clearly located in a plastic pouch marked "Packing Slip Enclosed" on the exterior of the first carton of each PO. An additional copy of the packing slip should be attached to the Bill of Lading.
- When authorized to ship via a small package carrier, there must be a packing list included with each individual shipping carton.
- The packing slip needs to include the following information:
  - True Value PO Number and Line Number
  - True Value Item Number
  - Item Description
  - Quantity Ordered for Each Item
  - Quantity Shipped for Each Item
  - Total Cartons Shipped
  - Supplier Name
  - Carrier Name

## 15.2.6 BILLS OF LADING

Prepare **ONE** Bill of Lading for each destination listing ALL the PO's for the shipment. Attach copy of packing list to shipping carton and Bill of Lading. On truckloads, packing list must be fixed so it is accessible when doors are opened. The following information shall be included on each BOL:

- Actual Ship Date
- Carrier Name
- Shipping Point (including City, State, Zip Code)
- True Value Purchase Order Number (in full)
- Freight Terms
- Schneider Logistics "SLI" Number (when appropriate)
- Shipping Units (that carrier is responsible for; e.g., pallets/skids)
- Actual Cartons Shipped
- Actual Weight Shipped

- Item Descriptions (including full Hazardous Material descriptions when appropriate)
- National Motor Carrier Freight Classification
- Trailer Number (truckload shipment only)
- Seal Number (truckload shipment only)

## 15.2.7 DELIVERY APPOINTMENTS

Delivery appointments are required for all truckload shipments into the True Value Regional Distribution Centers. Appointments must be made 48 hours prior to the requested ship date for truckload shipments to an RDC. The Supplier is responsible for scheduling delivery appointments. All shipments must be on a True Value Authorized Carrier. Refer to the True Value Authorized Truckload and Less-Than-Truckload listings in the Transportation Requirements section. Failure to make the appropriate appointment will delay trailer unloading or result in a possible debit to the Supplier or refusal of the shipment at the True Value RDC.

## 15.3 EXPORT SHIPMENTS TO INTERNATIONAL MEMBERS

Instructions:

- Attach one copy of a packing list to the outside of the shipping carton in a securely enclosed plastic pouch. Do not ship merchandise without a packing list. Any shipment without a packing list will be returned at the Supplier's expense. Note: You must mail a separate copy of an invoice to the "Ship-To" address and True Value International Department.
- Do not ship to True Value Regional Distribution Centers. You will be charged for reshipment plus handling charges.
- DO NOT BACKORDER. Contact our Member directly for instructions if you are unable to ship the order complete by the requested ship date or if substitutes are necessary.
- Do not consolidate orders consigned to different Members. Each Member order must move under a separate Bill of Lading.
- All cartons of the order must be numbered sequentially (1 of 3, 2 of 3, etc.) and the contents of that numbered carton must be shown on your export packing list.
- All F.O.B. origin freight charges to a forwarder location must be prepaid and added to the invoice.
- Weight and cube of every carton should be listed on the Bill of Lading and Packing List.
- International Direct Shipments of Purchase Orders of Hazardous Materials must be packed according to International Maritime Dangerous Goods code (Ocean

Transportation). Supplier must attach IMO Dangerous Goods Declaration with each direct shipment. All Hazardous Materials must be clearly labeled and identified on the Bill of Lading.

- Documentation required:
- Export Packing List
- Bill of Lading
- IMO Dangerous Goods Declaration
- NAFTA Certificate (if applicable)
- ISPM-15 certified pallets must be utilized for all applicable Direct Ship orders. Please check the link below to confirm if country of final destination participates.  
<http://www.aphis.usda.gov/ppq/wpm/export/requirements.html>

## 15.4 IMPORT SHIPMENTS TO TRUE VALUE

### 15.4.1 TRADEMARK REQUIREMENTS

The Code of Federal Regulations CFR13322(b)(c) states that any article of foreign or domestic manufacture imported into the United States bearing a trademark or name copying or simulating a recorded trademark or name shall be denied entry and subject to detention. Articles subject shall be detained for 30 days from the date on which the merchandise is presented for Customs examination.

In order to obtain release from Customs detention, an Importer (in this case, True Value), within thirty (30) days, may present an authorized trademark letter from the recordant. Without the trademark letter, articles may ultimately be subject to forfeiture. For all applicable cases, Suppliers must provide (on company letterhead) to True Value a trademark letter in the format below:

RE: Confirmation of (Company's Name) permission to use (Registered Trademark).

Dear (True Value Representative):

(Company Name, having principle place business at Company Address), is the owner of the trademark (Trademark Name) in (What Countries or Categories). As the owner, we authorize True Value to use such trademark as Importer of record for the following categories:

List the Categories for which authorization is required

## 15.4.2 GLOBAL SOURCING & LOGISTICS INFORMATION REQUEST FORM

True Value requires factory and manufacturing information from its Import Suppliers for submission to the U.S. Customs and Border Protection for C-TPAT (Customs-Trade Partnership Against Terrorism) certification. Submit one of the Global Sourcing & Logistics Information Request Forms (next page) for each factory. Fields with an asterisk (\*) are required data.

Email the completed form to [Nathaniel.Shaw@truevalue.com](mailto:Nathaniel.Shaw@truevalue.com) and [Tyler.Rathjen@truevalue.com](mailto:Tyler.Rathjen@truevalue.com)

If you have any questions/concerns, please contact:

Nathaniel Shaw- Sr.Transportation Analyst at 1-773-695-5842  
Tyler Rathjen - Manager International Transportation at 1-773-695-5138

## 15.4.3 SECURITY STATEMENT

Supplier accepts responsibility for factory and container security until such time as the container/merchandise is delivered to the ocean terminal, authorized yard or consolidation point. Supplier will immediately report container seal changes and reason for changes to True Value.

## True Value Company Global Sourcing & Logistics Information Request Form

Complete One Form for Each Factory

\* Required for C-TPAT Certification-Trade Partnership Against Terrorism-For Additional Info, Go to [WWW.CBP.Gov](http://WWW.CBP.Gov)

Factory			
*Name:			
*Physical Address:			
Street	Town/City	State/Province	Zip Code/Country
*Mailing Address:			
Street	Town/City	State/Province	Zip Code/Country
*Phone:	*Fax:	*Company E-mail:	
*Company Website:			
*Factory Contact:		*Title:	*E-Mail:
Mobile Phone:		*Ownership: Private Enterprise <input type="checkbox"/> Joint Venture <input type="checkbox"/>	
Agent/Supplier			
*Name:			
*Physical Address:			
Street	Town/City	State/Province	Zip Code/Country
*Mailing Address:			
Street	Town/City	State/Province	Zip Code/Country
*Phone:	*Fax:	*Company E-mail:	
*Company Website:			
*Sales Contact:		*Title:	*E-Mail:
Mobile Phone:		*Ownership: Private Enterprise <input type="checkbox"/> Joint Venture <input type="checkbox"/>	
Manufacturing			
Business Type: (Check One)		Certificates: (Check One)	
Manufacturer <input type="checkbox"/>		UL <input type="checkbox"/>	
Packager <input type="checkbox"/>		ANSI <input type="checkbox"/>	
Monthly Capacity      number of 40' containers		Other <input type="checkbox"/> (List, if other)	
Floor (sq. ft.)		ISO Number	
Major Product Lines:		Standard Lead Time (in days):	
		First Order      days	
		Repeat Order      days	
Major Material:			
Company Brand Names:			
Personnel			
Total Number of Employees:		Quality Control People:	Technical Staff:
Commercial			
Previous Years Sales (US\$):		% of Export Sales by Market:	
USA –	Europe –	USA –	%      Europe –
Others –	Total –	Others –	%
Major Customers:			
USA –			
Europe –			
Other –			
Product Liability Insurance			
Carrier Name:		Policy Amount (US\$):	
Carrier Address:			
Certificate of Insurance must be written by an admitted United States carrier with a Best rating of A- or better and a financial size rating of Class VIII or higher.			
Financial			
Payment Terms:			
Bank Name:			
Bank Address:			
Account Number:		Defective Policy:	



# Supplier Policies & Procedures

Factory			
*Name:			
*Physical Address:			
Street	Town/City	State/Province	Zip Code/Country
*Mailing Address:			
Street	Town/City	State/Province	Zip Code/Country
*Phone:	*Fax:	*Company E-mail:	
*Company Website:			
*Factory Contact:		*Title:	*E-Mail:
Mobile Phone:		*Ownership: Private Enterprise <input type="checkbox"/> Joint Venture <input type="checkbox"/>	
Agent/Supplier			
*Name:			
*Physical Address:			
Street	Town/City	State/Province	Zip Code/Country
*Mailing Address:			
Street	Town/City	State/Province	Zip Code/Country
*Phone:	*Fax:	*Company E-mail:	
*Company Website:			
*Sales Contact:		*Title:	*E-Mail:
Mobile Phone:		*Ownership: Private Enterprise <input type="checkbox"/> Joint Venture <input type="checkbox"/>	
Manufacturing			
Business Type: (Check One)		Certificates: (Check One)	
Manufacturer <input type="checkbox"/>		UL <input type="checkbox"/>	
Packager <input type="checkbox"/>		ANSI <input type="checkbox"/>	
Monthly Capacity      number of 40' containers		Other <input type="checkbox"/> (List, if other)	
Floor (sq. ft.)		ISO Number	
Major Product Lines:		Standard Lead Time (in days):	
		First Order      days	
		Repeat Order      days	
Major Material:			
Company Brand Names:			
Personnel			
Total Number of Employees:		Quality Control People:	
		Technical Staff:	
Commercial			
Previous Years Sales (US\$):		% of Export Sales by Market:	
USA –      Europe –		USA –      %      Europe –      %	
Others –      Total –		Others –      %	
Major Customers:			
USA –			
Europe –			
Other –			
Product Liability Insurance			
Carrier Name:		Policy Amount (US\$):	
Carrier Address:			
Certificate of Insurance must be written by an admitted United States carrier with a Best rating of A- or better and a financial size rating of Class VIII or higher.			
Financial			
Payment Terms:			
Bank Name:			
Bank Address:			
Account Number:		Defective Policy:	