



***Imperial Distributors, Inc.***  
***Logistics Requirements Guide***



For delivery appointment, please email [scheduling@imperialdist.com](mailto:scheduling@imperialdist.com).

***Routing Guide***

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**To Imperial Distributors' valued vendors:**

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

Our objective is to clarify to the vendor community the steps that need to be followed to optimize efficiency in our daily operation. Our goal is to identify the best procedures possible to grow our business together.

This shall serve as the "Terms and Conditions" for every Purchase Order delivered to Imperial Distributors. *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 all appropriate persons in your company's Logistics and Traffic departments, so that any action required is taken immediately.

John Cimmino, 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:

<b>Imperial Distributors, Inc.</b> <b>150 Blackstone River Road</b> <b>Worcester, MA. 01607</b>	<b>Imperial Distributors, Inc.</b> <b>33 Sword Street</b> <b>Auburn, MA. 01501</b>
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*NOTE: Refer to the Purchase Order for ship-to instructions.*

- b. Please include the following information:
- Imperial's Purchase Order number(s).
  - Cartons and Pallet Count by PO
  - Imperial's Expected Arrival Date
  - The notation, "For delivery appointment email [scheduling@imperialdist.com](mailto:scheduling@imperialdist.com)."
  - If there are any pallet exchange requirements
  - 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.
- 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**

- Purchase Orders must be shipped on standard 40" x 48" GMA wooden pallets.
- Cartons can not overhang more than 2" over the sides of the pallet. No overhang on the front or back of the pallet.
- Maximum pallet height is 60"
- Pallets must be shrink-wrapped and/ or reinforced with strapping tape

#### 4. Ground Shipments

- a. **The PO Number must be CLEARLY marked on outside of each carton.** Do NOT mark “Attention to:” a particular Category Manager or other person if you are shipping a purchase order. (This would often cause freight to be misdirected to “sample area”.)

#### 5. Item, Carton Labeling and Bar-Coding 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. All items must have UPC which is scannable at our accounts’ checkouts. That is the UCC-12 structure.
  - ii. All cases coming in to Imperial to be received must have a scannable case code on the outside of the shipping carton. (“ITF-14” [also known as “SCC-14”] bar code, “UCC-12” bar code, or “EAN / UCC-13” bar codes are the industry standard, and are required (examples illustrated below).
  - iii. 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.
  - iv. If shipping in inner packs, these must also be scannable.
  - v. Failure to comply with bar code requirements will result in a chargeback
  - vi. 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

## 6. Scheduling, Delivery Appointments, and Purchase Order Deliveries

- a. All deliveries (except for UPS Ground and FedEx Ground) require that a delivery appointment be made in advance.
- b. Requests for delivery appointment should be made by the carrier at least 7 days in advance of the expected arrival date on the Purchase Order. **Email** Imperial's inbound receiving department at [scheduling@imperialdist.com](mailto:scheduling@imperialdist.com). Response will be within 24 hours, not including weekend days.
- c. Carrier must provide all PO numbers, case and pallet count for each PO.
- d. Failure to deliver by expected arrival date and/or time will result in chargebacks to the vendor.
  - i. All deliveries must arrive on the expected arrival date stated on the purchase order. If any shipment will arrive later than the expected arrival date, the Supplier must notify the Procurement Department in advance of that date, and communicate the reason
    - ✚ There will be a chargeback for each day late beyond the expected arrival date. .
  - ii. All deliveries must be delivered at the assigned time it is appointed for.
    - ✚ Imperial requires a minimum of 1-hour notice prior to scheduled appointment, by email to [scheduling@imperialdist.com](mailto:scheduling@imperialdist.com).
    - ✚ If a carrier will be 1 or more hours late, it is at Imperial's discretion to receive or re-schedule the delivery.
    - ✚ Any delivery more than one hour late is subject to chargeback to vendor.
  - iii. Any delivery that must be rescheduled is subject to a rescheduling fee.
  - iv. Cancellation of Delivery Appointment by carrier—Imperial requires a minimum of 24 hours' notice (email to [scheduling@imperialdist.com](mailto:scheduling@imperialdist.com)) if carrier is cancelling delivery appointment.
- e. 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.
- f. If pallet exchange is required, Imperial must be informed when the delivery appointment is made.
- g. Imperial reserves the right to re-direct shipments to an alternative receiving facility other than what is on the purchase order
- h. 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.

## 7. Drivers' Responsibility

- a. Imperial utilizes a 3<sup>rd</sup> party unloading service, Diversified/Southeast Unloading. Live appointment unloading fees will be determined and collected by this group.
- b. Unloading, Sort & Segregate, and conforming to Physical Pallet Requirements are the responsibility of the driver/carrier.
- c. Sort & segregate and any other accessorial charges incurred by Imperial will be deducted from the vendor.

## 8. 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.**

*---There should be no mixing of more than one SKU in a shipping carton.---*
- 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.

9. **Freight Pick-Ups and Backhaul – Please contact Transportation Manager John Cimmino at (508) 713-6588 or [JCimmino@imperialdist.com](mailto:JCimmino@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).

**10. Imperial's Recommended Carriers**

<b>Your shipping Location:</b>	<b>One shipment to Auburn/Worcester on next day, up to 150 lbs</b>	<b>One or more shipments to Auburn/Worcester, totaling over 150 lb.</b>
Northeast, including PA, MD, DE, NJ, NY, CT, RI, MA, VT, NH, ME	FEDEX GROUND	A DUIE PYLE
Central and East, including IN, OH, WV, VA, PA, MD, DE, NJ, NY, CT, MA, RI, VT, NH, ME & QC, ON	FEDEX GROUND	NEW ENGLAND MOTOR FREIGHT (NEMF)
ALL 48 Continental US States, Canada	FEDEX GROUND	OLD DOMINION
ALL 48 Continental US States, Canada, International	FEDEX GROUND	FEDEX FREIGHT
ALL 48 Continental US States, Canada, Mexico	FEDEX GROUND	ABF

- a. Any collect shipment– Contact Transportation Mgr. John Cimmino at (508) 713-6588 or [JCimmino@imperialdist.com](mailto:JCimmino@imperialdist.com) for routing and carrier suggestions.
- b. Charges due to re-weighed or re-classed 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**

**R&L Carriers**

**XPO**



## **11. 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.

## **12. 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.

## **13. Charge Backs**

- a. \$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.
- b. 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.