

Mimeo Memphis(MEM) Warehouse Shipment Prep and Transportation Manual

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These requirements are applicable to shipments being sent within/to Mimeo Memphis.

In the following documentation Mimeo uses the word “vendor” to describe any business, person or company that sends in a shipment to Mimeo whether it is through their own Logistics Department or a third party vendor, etc. All documentation stating requirements for inbound shipments, prep and transportation or any other warehousing requirements are required to be sent to your logistics department or any affected parties.

General Instructions

1. This guide supersedes all previous shipment prep and transportation instructions issued by Mimeo.
2. This guide supplies detailed information on best practice guidelines, requirements regarding shipments and preparation/transportation of purchase orders to Mimeo Memphis.
3. The instructions apply to all purchase orders issued by Mimeo and are incorporated by reference into the terms and conditions of all Mimeo purchase orders.
4. Noncompliance with Mimeo’s requirements stated in this documentation will result in a chargeback of all excess expenses incurred plus an administrative fee.
5. Each supplier is responsible to forward this Guide to its Logistics Department and other affected individuals responsible for the delivery of products to Mimeo.

Important Note:

Mimeo is dedicated to providing exceptional customer service to all of its customers. The policy and procedures outlined in this manual are intended to maximize operational efficiencies and maintain the highest safety and quality standards for both Mimeo and our vendors. To ensure that these goals are met, please follow the guidelines at all times. Please note that failure to comply with these requirements may cause a delay in receipt and fulfillment of your orders while also resulting in chargebacks being applied. All steps mentioned are required unless stated otherwise and will be used to track Vendor Compliance.

1. Fulfillment of Purchase Order

Ensure that all terms of the Purchase Order(PO) are fulfilled, including:

- 1.1. Exactly the same items are being shipped in the same quantities that were ordered and confirmed.
 - 1.1.1. Verify that the Unit of Measure(individual vs case for example) being shipped is consistent with the PO and packing slip

To avoid a kitting chargeback ensure that the unit of measure matches the unit of measure specified for final sale. Any item that has a unit of measurement discrepancy will be placed into quarantine until the issue is resolved.

- 1.2. Mimeo does not accept substitutions or replacements. Shipped products that were never ordered are subject to be returned or quarantined and may result in chargebacks being applied.
- 1.3. PO's are required with all shipments within one day of the order date.
- 1.4. Accepted PO items are expected to ship and arrive at Mimeo within the specified ship / delivery window that is defined on the PO. Any arrival outside of this time period may result in chargebacks being applied.
- 1.5. A chargeback will be applied if there is no packing slip present with the shipment. Packing slips must be present for all shipments.
- 1.6. A chargeback will be applied if the total quantity of the item and the quantities are not present for every carton/pack/box/pallet as specified in this manual.
- 1.7. If for any reason you cannot fulfill the exact terms of the PO or believe the terms of the PO were created in error, please reach out to your Account Representative.

2. Packing Inventory

2.1. *Item Packaging*

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- 2.1.1. Do not include any unauthorized or promotional materials, such as pamphlets, display materials, price tags and/or other stickers with any items.
 - 2.1.2. If you believe any items will require special handling contact your Account Representative prior to shipping the items. Mimeo will work with you to find a solution that best suits your needs.
 - 2.1.3. Mimeo requires that vendors comply with all applicable Federal, State and local laws, rules, regulations, ordinances and directives with respect to product packaging materials. Vendors should direct any related questions and concerns to their legal counsel.

2.2. *Carton Packaging*

- 2.2.1. The following section utilizes the term carton but all information present applies to all types of containers that might hold individual items.
- 2.2.2. When possible, pack cartons with only one specific item. If cartons must contain more than one specific item then not that chargebacks may apply if they must be sorted and kitted before being placed into inventory. This may also delay the receipt and fulfillment of any orders pending with these specific items.
- 2.2.3. Carton's or carton amount should not exceed the standardized pallet size of 40" x 48"/1m x 1.25m pallet.
- 2.2.4. Cartons and packing materials should sufficiently protect items in transit. Mimeo is not responsible for any damaged goods found as a result of poor packaging.
- 2.2.5. To avoid this issue choose a carton size that allows for minimum empty space in the box and fill any necessary empty space with packaging materials that will protect the item.
- 2.2.6. Cartons should not be bundled together using bagging, elastic tape or extra straps. Avoid using large staple pins or nylon fiber as they are a safety hazard to our inventory and fulfillment personnel.

2.3. *Pallet Building*

- 2.3.1. To avoid possible chargeback Mimeo suggests using GMA Pallet Grade B or higher and that they are the standardized size of 40" x 48" / 1m x 1.25m wood pallets. If the item can not be fit on a pallet of this size properly, please use a pallet size and type suitable for that item.
 - 2.3.1.1. If broken pallets are used the item will be re-palletized and the necessary charge backs applied.
 - 2.3.1.2. Mimeo does not support the return or exchange of CHEP pallets.
- 2.3.2. Do not ship items on pallets made of weak materials, such as cardboard or particle boards.
- 2.3.3. Do not ship items on PECO pallets, as they can not be lifted by a standard pallet jack..
- 2.3.4. Stack only one SKU per pallet when quantities allow.
- 2.3.5. When shipping multiple SKUs on a pallet, physically separate the SKU's so that they are easily distinguishable upon receipt. It is required that a "MIXED SKU" warning label should be present and easily visible on the side of each box on all sides of the pallet.

- 2.3.5.1. **Note that Mixed sku are susceptible to chargeback costs because of the extra labor needed to get them into inventory.**
- 2.3.6. Cartons should be placed on a pallet in a way that makes them flush and stable on all sides, whenever possible. Brick stacking, with heaviest items on the bottom is recommended.
- 2.3.7. Do not let any cartons hang over the edge of the pallet.
- 2.3.8. *Pallet/Bin Height Standards*
 - 2.3.8.1. Half Pallet -Can not exceed 38 Inches in total height.(Including the pallet) Ex: Product 32” H + Pallet 6” = 38 Total “
 - 2.3.8.2. Pallet -Can not exceed 58 Inches in total height(Including the pallet)
 - 2.3.8.3. Bin- Items sent in to be stored within a bin location should not exceed 16 inches in total height.
- 2.3.9. Pallets should be built as close to the standard height as possible. This will allow for lift clearance and stacking opportunities expediting our receiving and put away process.
- 2.3.10. All pallets received in should be securely stretch wrapped. All cartons and items should be stretch-wrapped from the carton onto the pallet board. This allows minimal movement and prevents possible safety hazards. Use corner boards to help protect and maintain the stability of cartons in transit.
- 2.3.11. All pallets should be arranged in a fashion that makes them easily accessible to a forklift.
- 2.3.12. A distance of 3” should be maintained between the pallet stacks and container or trainer walls.
- 2.3.13. Mimeo reserves the right to change any pallets that do not match the criteria needed for safe and effective storage at the vendor’s expense.

3. Labeling Inventory

3.1. General Labeling Requirements

Printer Requirements::

- 3.1.1. Each label must be readable and have the quality to last at least 3 months.(No handwritten labels)
- 3.1.2. Use a printer with a print resolution of 300 DPI or greater.

- 3.1.3. The usage of inkjet printers is not recommended as they are highly susceptible to smudging, blurring which can lead to difficulty reading.
- 3.1.4. If you're having trouble with your printer ensure that you check if the printer heads are dirty. Mimeo recommends testing, cleaning and/or replacing your print heads on a regular basis.
- 3.1.5. Mimeo reserves the right to dispose of or liquidate mislabeled units if the owner is unknown. If the owner is known Mimeo reserves the right to re-label the material at the vendor's expense.

Printing Labels:

- 3.1.6. When printing your labels make sure that the print settings do not scale the image.
- 3.1.7. Adjust the scaling to fit right but do not let the printer auto scale the image to fit smaller into the area. This will cause the label to be misaligned and possibly cut off valuable information.
- 3.1.8. If you are unable to get the printer settings to work properly Mimeo recommends contacting the printer manufacturer's technical support department or seeking local support for additional assistance.

Printing Your Own Labels:

The following section utilizes the term carton but all information present applies to all types of containers that are the outermost packaging on a pallet. A common example is boxes stacked up on a pallet. Ensure that all Master pack and sub packs have information regarding the quantity, unit of measure, and item description. This allows Mimeo to quickly identify and receive all items and lines within a shipment.

The labels placed on each carton must include the following information:

- 3.1.9. Ship from address.
- 3.1.10. Ship to address.
- 3.1.11. Title and description of the product.
- 3.1.12. Unit of Measure detail. Please include the unit of measurement the items are stored in inside of the carton. **All items inside the carton must be in this specified unit of measure.**
 - 3.1.12.1. If two or more items are inside one carton include a label for both and adhere a "MIXED INVENTORY" label on all of the packaging inside the carton that is mixed. For example, if bags are used to kit the items together adhere a sticker to each bag that is mixed. If all bags in the carton are mixed adhere one "MIXED INVENTORY" warning label to the outside of the carton.

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- 3.1.12.2. If an item is sold in eaches but shipped in packs it is required you include a warning label on each side of the carton stating “ITEM SOLD IN EACHES”
 - 3.1.13. The exact total quantity inside of the box.
 - 3.1.14. Carton #
 - 3.1.15. Pallet #
 - 3.1.16. Serial #
 - 3.1.17. PO Number supplied by Mimeo.
 - 3.1.18. Lot Number is recommended if relevant to the product.
 - 3.1.19. *Print Specifications:*
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Specification	Description
Label Color	White
Font Type (Recommended)	Consolas(Windows), Monaco(Mac), Andale Mono (Linux). Any easily legible type of font is allowed.
Font Size	Unless noted, Mimeo recommends using a normal font weight (do not bold or italicize) and using a font size of 10.
Label Size	As long as all of the required information is available on the label, label size is up to your discretion.
Label Type	Removable Adhesive

Important Note:

**Mimeo reserves the right to re-label and apply chargebacks accordingly if a label is found to be not within specifications.
Additional charges may apply**

3.2. *Item Labeling*

- 3.2.1. Ensure that each shippable/sellable unit has the necessary labeling stated above.
- 3.2.2. DO NOT...
 - 3.2.2.1. Place faded labels on your Units
 - 3.2.2.2. Wrap labels around corners or curves.
- 3.2.3. Make sure items intended to be sold together are packaged together and follow all of the labeling specifications and warning labels stated above.
- 3.2.4. It is also important to note that Mimeo does not allow perishable items. Mimeo's warehousing is a warm environment not suitable for items needing to be refrigerated. No matter if these items are labeled correctly, Mimeo reserves the right to either return them back to you or dispose of them and apply chargebacks accordingly.

Important Note:

Mimeo reserves the right to re-label and apply chargebacks accordingly if a label is found to be not within specifications. If an item comes in packaged incorrectly Mimeo will quarantine the item and your Account representative will get in touch with you for further action. Mimeo reserves the right to charge for any additional actions needed to get the inventory into stock.

3.3. *Carton Labeling*

It is mandatory for vendors to provide the information about the contents of a carton on a label pasted on the outside of it. The labels made to specifications are required on every carton in the shipment.

3.3.1. *General Labeling Requirements:*

- 3.3.1.1. Affix a carton label to the exterior of each carton in a way that leaves it easily legible, and easy to locate. Mimeo prefers these labels are placed on the side of the box to avoid any extra work to identify the items.

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3.3.1.2. Any label size is fine as long as the labels supply all of the needed information and are easily legible.

3.3.1.3. Include the following information on all carton labels:

Ship From: (Your Companies postal address and zip code)

Ship To: (Mimeo's postal address and zip code)

Attn: (Customer name if other than Mimeo)

PO#: (Mimeo supplied number). No PO on cartons will attract chargebacks

Serial #: (Serial numbers are unique in that a separate number is given to each separate item of inventory) (Ex: Watches and phones)

Carton#: (#_____ of total #_____)

BOL#: (include BOL# whenever possible or relevant.)

Lot #: (include if applicable)

Quantity: (Exact number of total units contained) Unit refers to total quantity of each or a single instance of that item.

UOM: (The amount of eaches that make up a pack.)

Important Note:

Mimeo will not be held responsible for any quantities later found in excess or shortage because of misinformation. Mimeo's receiving process does not perform a 100% audit of inventory upon arrival unless you are a premium member or have requested an 100% audit to be performed. Vendors will be charged accordingly for a 100% audit request if they are not a premium member. It is pertinent that your logistics department and any other affected individuals understand that to avoid later inventory discrepancies they are required to put the exact quantity amounts on the label. This statement stands for items shipped in packs as well. The unit of measure labeled must be accurate for all items present.

3.3.1.4. For any cartons containing mixed inventory , it is required that a warning label is provided on each carton that the inventory is mixed in.

3.3.1.5. It is also important to note that Mimeo does not allow perishable items. Mimeo's warehousing is a warm environment not suitable for items needing to be refrigerated. No matter if these items are labeled correctly, Mimeo reserves the right to either return them back to you or dispose of them and apply chargebacks accordingly.

3.3.1.6. Do not place any labels over the seam of the carton. Mimeo requires all labels to be placed on the outside of all cartons on a side that is easily visible to the receiver upon receipt.

3.4. *Warning Labels in Cartons*

All warning labels must be affixed to applicable cartons in addition to the carton labels to help ensure safety and accuracy in Mimeo's warehouse and fulfillment center. It is preferred that all warning labels are large, bright and affixed to all applicable cartons. The warning labels should never be placed over the carton label. Affix the following labels when needed:

"Team Lift"- Affix this warning label to every carton that weights between 50lbs/23 kg and 100 lbs/45 kg.

"Mech Lift"- Affix this warning label to every carton that weighs more than 100lbs/45kg.

"Mixed SKUs"- Affix this warning label to every carton/pallet that contains more than one type of saleable unit. (I.e more than one sku)

"Mixed Inventory"- Affix this warning label to every carton that contains more than one type of saleable unit inside of a carton.

"Partial Quantity"- Affix this warning label to every carton that contains fewer units than would make a full case. Ensure that the quantity on your carton label reflects the change in quantity.

"Exceeded Quantity"- Affix this warning label to every carton that contains more than the standard quantity inside a carton. For example, 10 boxes on your pallet contain a quantity of 500 making this the standard quantity for the carton. 1 box on that pallet contains a quantity of 700. **This box must be placed on the outside of the pallet stack and the warning label easily visible.** Ensure that the quantity on your carton label reflects the change in quantity.

"Multi-box Item": "Part x of x" - Affix this warning label to any single item being shipped in more than one carton. Please contact your Account Representative before sending in a multi-box item.

"Item Sold In Eaches"- Affix this warning label to any item that is sent in as packs but sold as eaches. For example, 1000 pens are sent in in packs of 100 but are sold as singular pens. Affix this label so that our pickers know to pick 1 pen as an order of 1 and not 100 pens as an order of 1. This must be present on every applicable box.

"Sharp Items Present" - Affix this warning label to any item that has the potential to cause bodily harm or injury by cutting or puncturing the skin.

Important Note:

Mimeo will not be held responsible for any type of inventory discrepancies later found if these measures are not followed. Chargebacks may be applied for any additional work needed to get the necessary labeling needed on our cartons.

3.5. *Pallet Labels*

- 3.5.1. Affix a pallet label with the following information to each pallet:
- Pallet # _____ of _____ total (When the pallet is above the quantity of 1.)
 - "Mixed Sku" label when applicable.
 - PO Number if it is not present on the carton label or Packing Slip (Only if units on pallet are for a single PO)
 - BOL # When applicable.
- 3.5.2. Pallet labels should be placed squarely(not at an angle) on two sides of the pallet, both of which are fork lift entry sides. Since pallets are requested to be shrink wrapped the pallet labels should be placed on the outside of the shrink wrap.

4. [Documentation That is Required for Shipments](#)

4.1. *Bill of Lading*

- 4.1.1. The following information is required on all BOL's given to Mimeo and all information MUST BE printed not handwritten.
- Vendor and Mimeo Information
 - Name
 - Street Address
 - City, State and Zip Code
 - DC Contact Name and Phone (Vendor)
 - Carrier Name
 - Any specified freight terms
 - All Mimeo PO information contained within the shipment.
 - Handling unit quantities(Pallet, carton, packs(if applicable) and each information.
 - Include the BOL # on all pallet and carton label(s) for quick freight verification.
 - All shipments whose BOL's do not meet the above requirements will be refused upon delivery.

- Vendor's are responsible for ensuring that pallets, cartons, packs and each count(s) are correct. Excess and shortages found upon receipt and inspection may result in additional chargebacks.
- All shipments are required to have a packing slip with them, either physically with the shipment or electronically sent to Mimeo. The packing slip must arrive before the shipment is received or the items will be quarantined and the necessary chargebacks applied.
- A Packing Slip is an enclosed document that is with the shipped product and used to verify that that shipment is complete. This should always include the item description and exact total quantity sent. Refer to section 4.2 for packing slip requirements.

4.2. *Packing Slip*

- 4.2.1. The following information is required on all packing slips, if applicable, given to Mimeo and all information **MUST BE** printed not handwritten.
- 4.2.2. Ship to and bill to address, order date, and contact info
 - 4.2.2.1. This basic information is useful for filing purposes. Just in case there are issues in transit, a packing slip can be a helpful backup option to the labels.
- 4.2.3. Itemized list of the shipped items
 - 4.2.3.1. Mimeo verifies all the items they receive against this list of what was ordered to make sure that they are receiving everything needed.
- 4.2.4. Ordered and Shipped Quantity of each item and their unit of measure
 - 4.2.4.1. This quantity should match the **EXACT** quantity Mimeo is to receive. Ensure this number reflects any overages or shortages present. The unit of measure should be supplied for each item and should remain consistent for each instance of that item in the shipment.
 - 4.2.4.2. **Note: Please include any back ordered quantity as well. For example, identify if the 250 was supposed to contain a quantity of 250 and only 75 are present in the shipment. In the ordered quantity put 250 in the shipped quantity put 75. This will help Mimeo quickly identify that there is an expected shortage in quantities.**
- 4.2.5. Item # of each item
 - 4.2.5.1. This number helps to identify inventory. It's what will be referenced if you need to contact Mimeo and what we will use to get to the root cause of an issue.

- 4.2.6. Description of each item
 - 4.2.6.1. A description should be supplied that can be cross-referenced to make the item quickly identifiable within the shipment.
- 4.2.7. PO #
 - 4.2.7.1. With the PO # present Mimeo's receivers can cross-reference the PO number with the slip number to ensure the right order was shipped and received.

Please review the reference packing slip in the Appendix Section

5. Loading Shipments

5.1. *Floor-Loading*

- 5.1.1. Palletize all shipments, whenever possible. Floor-loaded shipments requiring extensive handling may be refused or incur additional charges on a case-by-case basis. Any additional charges assessed would vary based on the extra labor required which can vary significantly from shipment to shipment.
- 5.1.2. Stack cartons into columns. Cartons should not be bundled together with any kind of straps, zip ties, tape, etc.
- 5.1.3. Only floor-load freight into containers that are at least 96"/ 2.5m tall and make sure that the overall height of the carton stack allows 3"/ 8cm of clearance from the top of the stack to the roof of the container.
- 5.1.4. When loading the trailer, maintain at least 3"/ 8cm between cartons stacks and container walls, air bags should be used for stability and to maintain the separation in transit.
- 5.1.5. All shipments should be properly secured using load bars/straps. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting during transit. When using Intermodal transportation (COFC), always use a load strap, never a load bar to secure loads.
- 5.1.6. Ensure that all cartons (regardless of weight) conform to the slip sheet instructions below.

5.2. Slip Sheets

- 5.2.1. Insert slip sheets between the floor and product, as well as between layers. Overall height of stack should allow 3”/ 8cm of clearance from the top of the stack to the roof of the container.
- 5.2.2. Use only slip sheets of industry standard pallet size, 40”x48”/ 1mx1.25m.
- 5.2.3. Products exceeding 48”/1.25m in length must be loaded along the length of the container or trailer.

6. Safety and Quality Requirements

6.1. Trailer/Shipment Safety and Loading Requirements

- 6.1.1. Due to safety concerns, the use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is highly discouraged. In the event that a product must be shipped in a climate controlled trailer, the product must be palletized. Non Palletized (floor loaded) products that arrive at Mimeo on a trailer with uneven or corrugated floors will be refused.
- 6.1.2. A trailer, shipment or portion of a shipment is subject to refusal at Mimeo if our Mimeo associates are unable to safely unload product from the trailer or to verify the contents of a shipment.
- 6.1.3. Common reasons for freight refusals include, but are not limited to:
 - 6.1.3.1. Pallets shifting in transit
 - 6.1.3.2. Pallets/products stacked less than 3”/ 8cm from roof and walls of the trailer, preventing the FC from safely unloading the product.
- 6.1.4. If there are multiple pallets for the same PO, all pallets of the same PO must be loaded together throughout the trailer, provided all overweight axle guidelines are met.
- 6.1.5. Consolidate any small parcel and LTL shipments where possible

6.2. Quality Assurance

- 6.2.1. All products must arrive in the proper condition and in an agreed upon manner to the guidelines stated above. If all guidelines are followed product quality should be maximized and less products are at risk of damage during transit.

6.3. *Quality Assurance Cont.*

In an effort to help our vendors meet operational expectations, Mimeo collects and reviews vendor operational performance data on a continual basis. We use this data to identify and address noncompliance in vendor operations. Depending on the severity of noncompliance, Mimeo may initiate communication with vendors in a number of ways to help bring awareness and a resolution to the situation. Vendors may receive a one-time contact regarding an isolated incident or may have ongoing communication with a Mimeo Representative in order to rectify more consistent problems. Mimeo will often share data in order to educate vendors on operational issues. Whenever necessary, Mimeo may return merchandise at vendors' expense and/or assess charges to vendors to offset expenses incurred as a result of vendor noncompliance with operational standards. To help ensure continuous levels of quality, it is necessary to communicate to your Account Representative well in advance of any circumstances that may compromise or interrupt service, such as system changes or facility closures.

7. SLA

- 7.1. Mimeo agrees to receive all shipments within the same business day they arrive as long as all compliance standards are met.

For further information on all of Mimeo's Warehouse, prep and transportation requirements please visit any other manuals, guides and requirements supplied by Mimeo.

