

LERNER FULFILLMENT OPERATIONS

CONTACT INFORMATION AND SHIPPING REQUIREMENTS

SHIPPING REQUIREMENTS

Our shipping requirements play an important role in ensuring a positive experience for our customers, vendors, and publisher partners. Please follow these requirements and ensure the appropriate personnel at each shipping location have the most current version. Deviations from these requirements will result in chargeback fees outlined on page 4 in order to recoup costs.

Please direct questions about this routing guide to Charles Thunder at cthunder@lernerbooks.com.

CONTACTS

DISTRIBUTION CENTER

LERNER PUBLISHING GROUP

c/o CGC Fulfillment Warehouse
150 Kingswood Drive
Mankato, MN 56001
Phone: (507) 386-6398

To make delivery appointments, please contact:

TOM SCHNOOR

tlschnoor@corpgraph.com

JUSTIN GEERDES

jjgeerdes@corpgraph.com

RECEIVING HOURS

MONDAY - FRIDAY

8:00 AM - 4:00 PM

Special hours and appointments by request. If customer pick up or drop ship instructions appear on the Purchase Order, then do not use Lerner Fulfillment operations info.

MAIN OFFICE

LERNER PUBLISHING GROUP

241 1st Ave North
Minneapolis, MN 55401
Phone: (612) 332-3344
Fax: (612) 215-6222

For routing instructions, to arrange order pickups, or to request general information about shipping orders to our distribution facility or to any of our customers, please contact:

CHARLES THUNDER

INVENTORY & LOGISTICS SPECIALIST

cthunder@lernerbooks.com

DOUG HODGEMAN

PRODUCTION DIRECTOR

dhodgeman@lernerbooks.com

FOR ANY SHIPMENT TO LERNER FULFILLMENT OPERATIONS, CUSTOMER PICKUP, OR DROP SHIP (PREPAID, COLLECT, OR INTERNATIONAL):

Please email Packing Slip, Bill of Lading, and Tracking Information to the following contact prior to shipping:
shippingdocs@lernerbooks.com

Send production invoices to: accountspayable@lernerbooks.com

Send shipping invoices to: cthunder@lernerbooks.com

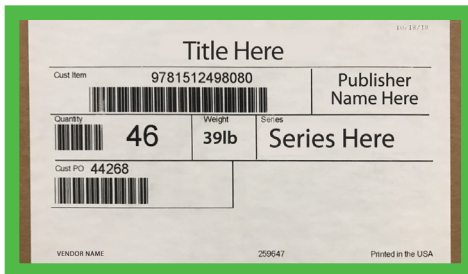
SHIPPING REQUIREMENTS

The following guidelines pertain to shipments being delivered to Lerner Fulfillment Operations.
These guidelines are effective for all shipments: domestic or international in origin.

PAPERWORK REQUIREMENTS

- ✓ Packing list
 - PO#
 - Title or product description
 - ISBN 13-digit
 - Series
 - Quantity of cartons shipped
 - Total quantity of books
 - Total quantity of pallets
- ✓ Bill of lading
- ✓ All shipments must have a numbered packing slip on top of the first pallet or box (for small shipments).

Carton Label Example:



CARTON REQUIREMENTS

- ✓ All goods must be packed in uniform-sized corrugated cardboard boxes, only one partial case per title
- ✓ Maximum weight per carton: 40 pounds
- ✓ Maximum carton size: 22" length x 12" width x 12" height
- ✓ The cartons should be made of minimum 200 pounds test "C" flute or have an Edge Crush Test (ECT) equivalent to 32. If the ECT 32 is used, it must have the same side impact protection as the 200 pounds test "C" flute carton.
- ✓ Cartons must be marked with the following:
 - Title or description
 - Series
 - PO number (with scannable bar code) (for Lerner vendors only)
 - ISBN 13-digit (with scannable bar code)
 - Qty per carton (with scannable bar code)
 - Country of origin (International shipments)
 - Weight
 - Label dimensions should be no less than 4" by 6"
 - Labels must be placed on the end and the main side of the carton

PALLET REQUIREMENTS

- ✓ Pallets should be stringer pallets
- ✓ Pallets size standard Length 40-48 inches, Width 36-46 inches new or in good condition with either 2-way or 4-way entry
- ✓ NO BLOCK PALLETS
- ✓ Junk pallets may be subject to refusal and re-palleting charges may apply
- ✓ Pallets, boards and runners should be unbroken
- ✓ Pallets should have a protective material on the pallet boards to protect the product from exposed nails, screws, etc.



SHIPPING REQUIREMENTS CONTINUED

LOAD REQUIREMENTS

- ✓ Product should be piled / stacked within the perimeter of the pallet
- ✓ For titles with over 1,000 books: maximum one (1) title per skid
- ✓ Pallets not to be stacked higher than 42" (including pallet and cartons) from floor
- ✓ Maximum weight: not to exceed 3,000 pounds
- ✓ Product should be film wrapped
- ✓ Titles with quantities under 1,000 books but greater than 200 books should be consolidated on each skid stacked side by side, but not on top of each other
- ✓ Fit as many titles as possible on a pallet, without overhanging
- ✓ Titles with less than 200 units may be consolidated on one skid
- ✓ Do not double stack pallets



PALLET IDENTIFICATION REQUIREMENTS

- ✓ All loads must include two identification tags or pallet labels on the front and side of each pallet
- ✓ Pallet labels must include the following:
 - Vendor Name/ Order #
 - PO# / RMA#
 - Quantity of product
 - Title(s) or description(s) on each pallet
 - Pallet count (i.e. 1 of 5, 2 of 5, etc.)

INTERNATIONAL SHIPMENTS

Lerner Publisher Services clients are the importer of record and cannot send shipment collect. Lerner Publisher Services clients are responsible for contracting their own customs broker and arranging delivery to Lerner Fulfillment Operations.

International shipments require additional information:

- ✓ Complete and submit the Importer Security Filing (ISF), available from US Customs and Border Protection
- ✓ The commercial invoice or Shipper's Letter of Instruction (SLI) (an SLI is generally required for shipments with total values of more than \$2,500.00, US, this can vary by country).
- ✓ The declared value for every item being shipped; include the value of all items being shipped, including samples and promotional items.
- ✓ In addition to including paperwork on the shipment, also email all paperwork to **shippingdocs@lernerbooks.com**.

CHARGEBACKS

Please note: Deviations from these shipping requirements will result in chargeback fees to the vendor due to the expenses Lerner Fulfillment Operations incurs.

CHARGEBACKS COLLECTION

Lerner Fulfillment Operations will notify the publisher partner of the reason(s) for the chargebacks and will deduct them from the publisher's statement or vendors' invoices.

If you have any questions or concerns, please do not hesitate to contact Charles Thunder at cthunder@lernerbooks.com.

ISSUE	CHARGEBACK
Labeling errors such as a missing labels, labels with incorrect information or labels on the wrong product	\$50 per pallet
Carton errors such as incorrect items in a carton, non-standard packages or a carton with no information on it, bar codes that don't scan, boxes that exceed maximum dimensions	\$5 per carton
Documentation errors such as order acknowledgment, packing list, or ASN, missing the ISBN-13	\$150 per shipment
Shipping errors such as issues with the BOL, incorrect info on BOL, or any other paperwork	\$100 per shipment
Palletizing errors such as a pallet that is the wrong weight or height, not stretch-wrapped, titles not stacked side by side, or defective pallets	\$150 per pallet