



**Core Automotive, LLC
Routing Guide**

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(www.cloreautomotive.com)



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1 Introduction

Founded in October of 2001; Clare Automotive was created by combining Lincoln Automotive, Century Manufacturing and K & K Jump Starters under one flag. With 207 combined years of experience and quality products, our employees are committed to making Clare the industry standard for lifting, portable power, welding and environmental products.

Clare's continued growth and success is largely due to the professional business relationships we developed with our supply chain partners. It is important in our continuing business relationships for our suppliers to understand the importance we place on service. Our staff is equally cognizant of our commitment in this regard and will work with you to develop the most efficient, cost-effective program possible. As a team, we are guided by the following values:

Customers

Our #1 Priority

Integrity

Conducting business honestly, ethically, and respectfully

Dedication

Meeting our commitments

Accountability

Taking ownership and responsibility for our actions

Innovation

Turning ideas into tangible success

Teamwork

Working together to achieve our vision

Entrepreneurialism

Willing to take risks for success

Fun

Creating a winning environment

This Route Guide is our effort to communicate the needs of Clare as well as those of our customers. Please note that everything contained in this Agreement, and any other information given to you by Clare Automotive, is confidential and should be treated accordingly. Please read all of the information thoroughly. If you are not in agreement with the information, please let us know immediately, through written communication with your particular supply chain manager.

The pursuit of excellence requires total commitment, so please do not forget to share this information with all appropriate departments within your organization, i.e. logistics, accounting, sales, and customer service. We look forward to a strong and mutually beneficial relationship.



2 Vendor Contact Information

Any questions related to the purchase order, the timing of the order, clarification of this routing guide in part or whole, or contacts within the Clare supply chain, may be answered by contacting Clare Automotive, LLC at logistics@clareautomotive.com

All questions and requests received at this e-mail address will be reviewed and responded to within 24 hours of the time it is received. Response will include the answer to your question, the information requested, or the name and position of the person your question/request was forwarded to.

**Note

Established vendors of Clare Automotive, LLC have been provided with hard copies of this routing guide, including specific contact information. To avoid unwanted solicitation, and to protect the privacy of the individuals listed there, that information has been intentionally left off of the public routing guide available through our web site. For this reason, the table of contents provided here will not match the table of contents included in your private version. If you are having problems contacting someone with the information you were provided in your hard copy, please e-mail us at the above e-mail address for a current list of contact information.



3 Shipping and Routing Guidelines

- ?? All domestic shipments less than 120 pounds ship via small parcel carrier (i.e., UPS, FEDEX, Etc).
- ?? Any shipments greater than 120 pounds but less than 8,000 pounds must ship via LTL carriers. For collect shipments use Clore Automotive preferred carrier list in section 9.1 of this manual.
- ?? All shipments above 8,000 contact the Clore Traffic Manager to arrange shipments.

3.1 General Shipping Instructions

1. All deliveries to Clore Automotive, L.L.C. Kansas City Distribution Center must have scheduled delivery appointments prior to the actual delivery being made. Excluded from this requirement are parcels (e.g., UPS, FedEx, etc.)
2. Each purchase order number will be verified by an Inbound Scheduler for the delivery date, cancellation date, and quantity open on the purchase order before an appointment can be made.
3. Combine all shipments from one location to one destination, on the same day and on a master Bill of Lading. List all purchase orders on this master Bill of Lading. This will expedite the appointment process regardless of whether the shipment is prepaid or collect.
4. The Traffic Department, prior to the shipment, must authorize all air freight shipments where Clore Automotive, L.L.C. pays the freight charges. Clore Automotive, L.L.C. will route all expedited freight on its selected carrier. Contact a Traffic Department Representative for instructions.
5. The Traffic Department must route all “FOB Origin” or “Ex Works” shipments where Clore Automotive, L.L.C. pays the freight charges. All new vendors must contact the Traffic Manager via phone, fax or e-mail to obtain an account and to get routing instructions. The following information will be needed before carrier routing is accomplished:
 - ?? Vendor Name and Pick-Up Address
 - ?? Contact Name and Telephone Number
 - ?? Destination(s)
 - ?? All Purchase Order Number(s) by Destination
 - ?? Number of Carton(s), Weight and Cubic Feet by Purchase Order Number, by Destination
 - ?? Load Type (i.e. Palletized, Floor Loaded, Shrink Wrapped)

The Traffic Manager or his representative will then select and route a carrier for the shipment. The shipping instructions will be sent back to the Vendor once the shipment has been tendered and accepted by a carrier. Once the shipment is routed, if any information has changed, you **must** contact the Clore Automotive, L.L.C. traffic department for new routing instructions.

6. When shipping to Clore Automotive, L.L.C. on a prepaid basis, we request that you use one of Clore Automotive, L.L.C. preferred truckload, LTL and airfreight carriers. Historically, our preferred carriers have shorter transit times. We can also track the shipment electronically, if needed.
7. Clore Automotive, L.L.C. has historically experienced poor performance and high incidents of damage from shipments tendered to Freight Forwarders (brokers) and Intermodal companies. Therefore we have selected one international logistics partner, North Star International, to route all such shipments. Compliance to this request will improve service and reduce loss and damage claims. Questions on routing international freight should be directed to Clore Traffic Manager.



3.2 Delivery Scheduling Procedures (Receiving Phone: 816-459-2205; Fax: 816-459-2246)

All truckload (TL) and less than truck load (LTL) vendor shipments delivering to a Clore Automotive facility must have a delivery appointment. The following process should be followed to receive a delivery appointment (Scheduling requirements may be avoided per section 4.3 – Advanced Shipping Notice):

- ?? Vendor should note on Bill of Lading that Clore Automotive facilities require an appointment for delivery.
- ?? Vendor should include the requested PO Delivery Date on Bill of Lading.
- ?? Carrier is required to fax the appointment request form (see section 10) as soon as they have received the shipment and have a firm ETA for all freight that would be delivering on the appointment. Please note the following, based on carrier type:
 - ?? TL carriers can request appointment prior to pick up if they have the required information for the appointment request form except the trailer number.
 - ?? LTL carriers should request an appointment only when all freight that is going to be delivered on the trailer is at the delivery terminal and a valid ETA can be given.
- ?? Clore Automotive Traffic will return all **valid** appointment requests by 4:00pm CST of the following business day, upon receipt of the request. The scheduler will write the appointment date, time and Schedule ID# on the original request and return it to the carrier requesting the appointment.
- ?? The earliest possible appointment scheduled by Clore Automotive Traffic will be for delivery the next business day only if the request is received by 4 PM Central Standard Time and provided that the ETA and the earliest PO Delivery Date on the load are not greater than one day out.
- ?? All appointments are prioritized by earliest PO delivery date on the trailer, and then carrier ETA.
- ?? In order to maintain Clore Automotive on time right quantity delivery standard, the vendor should coordinate LTL shipments to arrive at the final delivery terminal no earlier or later than 48 hours prior to the purchase order delivery date.
- ?? Vendors are not held accountable for Level Of Service (LOS) issues at Clore Automotive facilities. No extra transit time should be allotted for LOS issues.

The following information is required for all appointment requests (see example for section 4.4):

- ?? Carrier Name
- ?? Carrier SCAC
- ?? Trailer Number
- ?? Vendor Name(s)
- ?? All Valid Purchase Order Number(s)
- ?? Purchase Order Pick-up Date
- ?? Cartons for Each Purchase Order Number(s)
- ?? Total Cartons
- ?? Weight per Purchase Order Number and/or Total Weight
- ?? Carrier PRO Number and/or Shipment Number(s)
- ?? Load ID (for Collect)

Without this information, NO delivery appointment can be given.

Air Freight Shipments

For all expedited shipments (e.g. air freight), vendors must fax the following **Air Freight Notification Form** to the Clore Automotive Traffic Department. Faxing this information to the scheduler will allow us to better manage the receiving process.

Small Package Carrier Shipments (not subject to appointments or ASN)



3.4 Distribution Center Advanced Shipping Notice (ASN) Form

ASN (Advanced Shipping Notice)

Fax to: 816-459-2218

E-mail:

For Domestic Shipments: ASN-Domestic@cloreautomotive.com

For International Shipments: ASN-International@cloreautomotive.com

Vendor Name: _____ Vendor Address _____

Vendor City, State, Country _____

Contact Name: _____

Phone Number: _____

Ship To: _____ Bill of Lading #: _____ Trans Code: _____
(TL, CL, LTL, LCL, SM Pkg)

Carrier: _____ SCAC _____ Pro #: _____

Trailer / Container #: _____ Seal #: _____

Ship Date: _____ Expected Arrival: _____ Load ID: _____

Total Pallets: _____ Total Cartons: _____ Total Weight: _____

Clore P.O.	Clore Part Number	Clore Description	UPC (If applicable)	Quantity	Unit of Measure (ea, cs, etc)	Total Cartons	Total Pallets

Page ___ of ___



3.5 Distribution Center Appointment Request Form - Truckload (TL)

Clore Automotive Container & Truckload Appt. Request Form

For Appointment Call or Fax
Phone: 816-459-2205
Fax: 816-459-2246

RECEIVING HOURS: 7:00am - 3:45pm

Clore Automotive Distribution Center
8600 N.E. Underground Drive
Pillar #238; Door #11
Kansas City, MO 64161



Today's Date: _____
Billing SCAC Code: _____
Delivery SCAC Code: _____
Trailer Number: _____
Trailer Manifest: _____
Contact Name: _____
Phone: _____
Fax: _____

- **ONLY ONE TRAILER PER APPOINTMENT
- **MUST HAVE CARTON AND/OR PALLET COUNT
- **MUST PROVIDE ALL PURCHASE ORDER/RGA #'S
- **MUST FAX ORIGINAL "APPOINTED" REQUEST FORM TO CLORE RECEIVING
- **CLORE WILL RETURN FAX REQUEST WITHIN 1 BUSINESS DAY OF RECEIPT

DELIVERY DATE AND TIME REQUESTING _____

Please fill in applicable							
Container #	BOL	P/U	Vendor Loc. Stat	Vendor	P.O.	Carton	Weight

APPOINTMENT INFORMATION

THIS AREA TO BE FILLED IN BY CLORE AUTOMOTIVE - PLEASE DO NOT WRITE

Schedule Date: _____	Time: _____ Door _____
Schedule Date: _____	Time: _____ Door _____
Schedule Date: _____	Time: _____ Door _____
Schedule Date: _____	Time: _____ Door _____



3.6 DC Appointment Request Form - Less Than Truckload (LTL)

CLORE LTL APPOINTMENT REQUEST FORM

CARRIER: _____

Contact Name: _____

TELEPHONE: _____

FAX NUMBER: _____



Clore Automotive LLC
8600 N.E. Underground Drive
Pillar #238 ; Door #11
Kansas City, MO 64161
816-459-2205

PLEASE FAX REQUESTS
816-459-2246
****RECEIVING HOURS 7:00am - 3:45pm****

****RECEIVING HOURS ARE 7:00 am TO 3:45 pm****

E.T.A. DATE	LOAD #	PRO #	CLORE PO/RGA #	VENDOR	CARTONS	WEIGHT

APPOINTMENT INFORMATION

THIS AREA TO BE FILLED IN BY CLORE AUTOMOTIVE - PLEASE DO NOT WRITE

Schedule Date: _____ Time: _____ Door _____

Schedule Date: _____ Time: _____ Door _____

Schedule Date: _____ Time: _____ Door _____

Schedule Date: _____ Time: _____ Door _____



3.8 Bill of Lading Requirements

The Bill of Lading instructions are mandatory. Failure to comply with these instructions could result in costly delays. Any costs incurred by Clore Automotive, LLC as a result of improperly executed Bill of Lading will be charged to the shipper in full.

There are to be **no** hand written notations on the Bill of Lading. In the event that there is conflicting information between typed and hand written notes, the typed notation will take precedent.

All shipments, regardless of mode or FOB status, must be accompanied by a Bill of Lading. The Bill of Lading must include the following:

- ?? Vendor Name
- ?? Vendor Contact
- ?? Vendor Contact Phone Number
- ?? Shipping Address
- ?? City, State, and Zip Code
- ?? Clore Automotive Destination Street Address
- ?? City, State, and Zip Code
- ?? Actual Ship Date
- ?? Carrier
- ?? Carrier SCAC
- ?? Under Special Instructions: “This shipment must be stored below deck”
- ?? Trailer Number
- ?? Load ID # (supplied by Clore Automotive Traffic Department and required for collect shipments)
- ?? Seal Number
- ?? Total Number of Cartons, Pallets, and Gross Weight of Total Shipment
- ?? Product Description per NMFC classification
- ?? Released or Actual Valuation or Pounds per Cubic Foot where applicable
- ?? The statement “Delivery appointment required” or “ASN # ____ Provided on __/ __/ ____”.
- ?? CLORE AUTOMOTIVE, L.L.C.'S PURCHASE ORDER NUMBER
- ?? If shipping multiple purchase order numbers together, all numbers must be listed with a carton break down by purchase order
- ?? Master Bill of Lading for all shipments shipped on the same day from the same location to the same destination
- ?? “Shipper Load and Count” printed on the Bill of Lading when a trailer is loaded and sealed without the driver being afforded the opportunity to count or inspect the freight

Vendors are responsible for the Bill of Lading carton and packing list piece quantities, and shortages will result in a freight claim against the vendor, exception of select FOB Origin, Freight Collect shipments. The carrier should send the correct **Appointment Request Form** included on the previous pages as soon as they have received the shipment. This practice will help expedite the shipment into our Distribution Centers and help eliminate any additional transit time.

The Standard VICS Format for a Bill of Lading is provided for your convenience on the following pages. Clore Automotive, LLC strongly encourages our Vendor Partners to use this standard format for consistency within our Vendor Partners. Please feel free to use this standardized format. See Section 10 for electronic forms.



4.9 Packing List Requirements

Packing List Requirements

- ?? Only one purchase order per carton.
- ?? Only one purchase order per packing list.
- ?? The packing list should be placed in a removable envelope or pouch and must be attached to the outside facing of carton, not on top, located at the tail end of the trailer where possible. The carton with the packing list attached should be clearly marked “**Packing List Enclosed.**”
- ?? The packing list must match the contents of the shipment.
- ?? Packing lists for partial shipments must only list the units shipped. Packing lists labeled with only “**PARTIAL SHIPMENT**” is not acceptable.
- ?? For small package carrier deliveries (i.e. UPS, Fed Ex), each carton must have a copy of the complete packing list, detailing the contents of the total shipment.

An accurate and legible packing list must accompany each shipment to the Distribution Center. The packing list **must** include the following:

- ?? **Vendor Name**
- ?? **Shipping Address**
- ?? **City, State, and Zip Code**
- ?? **Clore Automotive, LLC Purchase Order Number**
- ?? **Vendor Invoice Number**
- ?? **Routing Used on the Shipment (Carrier Name)**
- ?? **Product Description**
- ?? **Model Number**
- ?? **UPC Number**
- ?? **Quantity Shipped per Model**
- ?? **Number of Cartons and Gross Weight of the Total Shipment**



4.10 Freight Terms

4.10.1 Domestic Shipping Terms

F.O.B. origin, freight prepaid: Seller pays and bears freight charges. Buyer owns goods in transit. Buyer files any claims.

F.O.B. destination, freight collect: Buyer pays and bears freight charges. Seller owns goods in transit. Seller files any claims.

F.O.B. origin, freight prepaid and add: Seller pays freight charges. Buyer bears freight charges. Buyer owns goods in transit, and files any claims.

F.O.B. origin, freight collect: Buyer pays and bears freight charges. Buyer owns goods in transit and files any claims.

F.O.B. destination, freight prepaid: Seller pays and bears freight charges. Seller owns goods in transit and files any claims.

F.O.B. destination freight collect and allowed: Buyer pays freight charges. Seller bears freight charges. Seller owns goods in transit and files any claims.

4.10.2 International Shipping Terms

Regardless of the Incoterms in use, the seller must supply the goods as agreed in the contract of sale, together with such evidence of conformity as may be required by the contract.

Regardless of the Incoterms in use, the buyer must take receipt and pay for the goods delivered, as provided in the contract.

The payment of the forwarding fee is sometimes controversial, depending on the contract of sale.

Risk of loss or damage is transferred from seller to buyer when goods have been delivered to carrier.

Carriage Paid To: The seller pays the freight to the named destination.

Carriage & Insurance Paid: Same as CPT plus cargo insurance.

Cost, Insurance, & Freight: Same as CFR plus insurance.

Cost and Freight: The seller must pay the cost and freight necessary to bring the goods to the port of destination, not including insurance. The goods must be cleared for export.

Ex Works: The buyer is obligated to pick the goods up from the seller at his dock and move the goods as well as pay all charges from that point forward.

Free On Board: Seller is obligated to have the goods packaged and ready for shipment from the agreed point. The buyer normally assumes the burden of all-inland transportation costs and risks in the exporting country, as well as all subsequent transportation costs, including the costs of loading the merchandise on the vessel. Seller fulfills his obligation to deliver when the goods have passed over the ship's rail at the named port of shipment.



Delivered ex Ship: Take possession at the port of arrival, on the ship, uncleared.

Delivered ex Quay (duty paid): Ownership changes on the wharf after entry has been made and duty paid.

Delivered Duty Unpaid: Seller is responsible for all transportation charges except custom duties and taxes abroad.

Delivered Duty Paid: Seller is responsible for all charges including duty, taxes and delivery at destination.

Free Alongside Ship: The seller fulfills his obligation to deliver when the goods have been placed alongside the vessel, on the quay, or in lighters at the named port of shipment.

Free Carrier: The seller fulfills his obligation to deliver when he has handed over the goods, cleared for export, into the charge of the carrier named by the buyer at the named place or point.

Incoterms and Services	EXW	FCA	FAS	FOB	CFR	CIF	CPT**	CIP**	DAF	DES	DEQ	DDU	DDP
	Ex Works	Free Carrier	Free Alongside Ship	Free on Board	Cost and Freight	Cost, Insurance, & Freight	Carriage Paid To	Carriage & Insurance Paid	Delivered at Frontier	Delivered ex Ship	Delivered ex Quay (duty paid)	delivered duty unpaid	Delivered Duty Paid
	named place	named place	named port of destination	named port of destination	named place of destination	named place of destination	named place of destination	named port of destination	named place	named port of destination	named port of destination	named place of destination	named port of destination
warehouse storage at point of origin	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
warehouse labor charge at origin	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
export packing	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
loading at point of origin	buyer	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
inland freight	buyer	buyer	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
port receiving charges	buyer	buyer	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
forwarding fees	buyer	buyer	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
loading on ocean carrier	buyer	buyer	buyer	seller	seller	seller	seller	seller	seller	seller	seller	seller	seller
ocean freight	buyer	buyer	buyer	buyer	seller	seller	seller	seller	seller	seller	seller	seller	seller
charges in foreign port	buyer	buyer	buyer	buyer	buyer	buyer	seller	seller	seller	buyer	seller	seller	seller
delivery charges to final destination	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	seller	seller
customs duties and taxes Cleared abroad	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	buyer	seller	buyer	seller



4 Labeling – Domestic and International Supply

1. An over-pack label needs to be placed at the end of each over-pack carton, on two sides, not on top.
2. Carton Label, unless otherwise specified on the purchase order or packaging drawings must include:
 - ?? Clore Part Number per the Clore purchase order
 - ?? Quantity
 - ?? Unit of measure
3. The pallet label must be on every pallet. Information on each **Pallet or Over-Pack label** must include the following:
 - ?? **Vendor's Name and Address**
 - ?? **Purchase Order Number**
 - ?? **Carton Quantity**
 - ?? **Bill of Lading Number**
 - ?? **Packing List Number**
 - ?? **Manufacturing date, as required on the purchase order**
4. On express shipments (e.g. UPS, Fed Ex), each carton must be marked "**CARTON X of N**", where X is the sequential carton number and N is the total number of cartons on shipment. All express shipments must have a carton label and shipping label on every unit.
5. Special handling notations should also be on any and all cartons if applicable. Examples of such notations are:
 - ?? **Fragile**
 - ?? **This End Up**
 - ?? **Hazardous Material**
 - ?? **Protect from Heat/Freezing**
 - ?? **Mixed or Partial, if applicable**



5 Shipping

1. Merchandise must be shipped on 40" x 48" GMA pallets. Exceptions as approved in writing by the Supply Chain Manager and the Distribution Center Manager.
2. The maximum stacking height is 48" unless otherwise approved in writing by the Kansas City Distribution Center Manager.
3. Stretch-wrap product to pallets. (Metal banding is unacceptable.) All cartons on pallets must not exceed an overhang of 1" on all sides of pallet.
4. A shipping label needs to be applied to a face of each pallet.
5. All goods must be packaged to conform with good packaging procedures, the requirements of carriers and to the National Motor Freight Classifications (NMFC) requirements. All products must be packed in recyclable corrugated cartons with minimum burst strength of 125 PSI. Proper packing material must be used to ensure adequate protection of product, including the use of cardboard corners to protect packaging. Failure to collect loss and damage claims from the carriers due to poor packaging will result in such losses being claimed against the shipper and the charges deducted from the invoice.
6. LTL shipments must be shipped on pallets and stretch-wrapped in clear wrapping to the pallets. **No loose product or cartons.**
7. Product must be loaded onto a trailer by purchase order, then by SKU. Mixed SKU's or PO's across pallets or across trailer is unacceptable.
8. Allow at least 4 inches of clearance from the top of the trailer.
9. Containers and Truckload shipments should use whatever dunnage is appropriate to fill empty spaces thus preventing shifting leading to damage of product.
10. Excess packing on a trailer will not be accepted, and will be returned at shipper's expense (e.g. Styrofoam, corrugated boxes, etc).

5.1 Pallet Label Example

Vendor Name	
Address	
City, State Zip	
Ship to:	Clore Automotive Kansas City Distribution Center
	Address
	City, State Zip
Purchase Order #:	_____
Carton Quantity:	_____
Bill of Lading #:	_____
Invoice #:	_____
Packing List #:	_____
Pro# / Shipping #:	_____
Sequential Pallet #:	_____
Total Number Of Pallets #:	_____



6 International Supply Chain Shipments

The official language of Clore Automotive, LLC is English. All documentation and correspondence must be in English.

6.1 General Import Information

6.1.1 Import Supplier Factory Profile

Note: Add as many copies of this form as necessary to capture all your facilities. See Section 10 for electronic forms. Submit to Clore Automotive Traffic Manager prior to first shipment.

Vendor	_____	Factory	_____
Address	_____	Address	_____
Address	_____	Address	_____
City	_____	City	_____
Country	_____	Country	_____
Contact	_____	Contact	_____
Title	_____	Title	_____
Phone	_____	Phone	_____
Fax	_____	Fax	_____
Email	_____	Fax	_____

Years in Business _____

Annual Export / U.S. \$ _____

Factory Size _____

Number of Employees _____

Major Products _____

Production Capacity _____

Banking Information

Bank Name	_____	Contact	_____
Address	_____	Phone	_____
City	_____	Fax	_____
Account Number	_____	Swift Number	_____



6.1.2 Import Product Shipment Check List

The import product shipment checklist must be filled out and sent to the Traffic Manager at Clore Automotive prior to every shipment.

Import Shipment Check List
Fax to: 816-459-2218
E-mail: International-Receiving@cloreautomotive.com

Vendor Name: _____ Vendor Address _____
Vendor City, State, Country _____

Contact Name: _____ Phone Number: _____

Ship To: _____ PO #: _____

Item #	Check Point Description	Status
1	Country of Origin certificate	
2	Express Bills of Lading/Forwarder's Cargo Receipt preferred	
3	Partial shipments acceptable, only if full container load	
4	Each PO must be invoiced separately	
5	Three sets of documents distributed as listed below:	
6	Beneficiary's signed statement to the following: "We certify the true country of origin has been properly marked on these goods and no transshipment of such goods occurred to avoid quota restrictions."	
7	Container seal number noted on packing list	
8	Shipments shipped after the last ship date will be subject to a one tenth of 1 percent (.1%) penalty for each day past the last ship date, or as set forth in standing contract.	
9	Additional freight charges resulting from the incorrect container loading as set forth by this Letter of Credit will be the responsibility of the beneficiary and will be deducted from the L/C payment.	
10	ASN Prepared and ready to submit	
11	Wood Packing Material statement or Fumigation Certificate	

6.2 Consolidation of LCL shipments

The vendor must transfer finished goods to our specified freight forwarder facility. The freight forwarder is responsible for consolidating multiple vendor orders into full container shipments based on expected delivery date. The freight forwarder is responsible for moving freight to the port for exportation.

The use of the consolidator's facility requires timeliness on the part of each factory. One factory's delay can set the entire shipment off schedule, resulting in warehouse charges, storage charges and discrepancies to the L/C. Each supplier will be responsible for contacting and coordinating LCL shipments to the consolidation warehouse.



6.3 Full Container (FCL) Shipments

Containers for full loads should be requested up to two weeks in advance from the freight forwarder. This will allow our freight forwarder to book the space on a vessel and arrange for the container to be available to the factory in a timely manner.

6.4 Italy Consolidation

CONSOLIDATION LOCATION: Albini & Pitigliani; Warehouse, Leonardo Da Vinci, Capalle, 50100 Florence, It.

Primary Operations Contact: Ms. Florence Ravaux Tel. No. +39 (055) 278943 Fax. No. +39 (055) 213207

Email: f.ravaux@albinipitigliani.it

Other Contacts: Carlo Stefanelli, Tel. No. +39 (055) 278956

Paoli Gianni, Tel. No. +39 (055) 278953

CORPORATE OFFICE: Albini & Pitigliani; Lungarno Amerigo Vespucci 58, Florence, It.

Primary Sales Contact: Mr. Mario Marini Tel. No. (055) 27891 Fax No. (055) 268422

Email: m.marini@albinipitigliani.it

Note: Mario will be responsible for all initial arrangements and ongoing programs with Clore Italian suppliers.

6.4.1 Consolidation Services

?? Suppliers will tender cargo to Albini's warehouse location. Albini will consolidate all shipments and set up for appropriate container moves, the day after formal booking.

?? All Clore / Supplier goods can remain in the Albini warehouse (fully insured for the invoiced price) at no charge, for an unlimited period of time.

?? On time status reports for all goods in transit to the Albini warehouse, and set up for outbound containers. Sailing schedules will be provided to North Star as shipments move.

6.4.2 Service Notes

Cut-off – Every Tuesday, Sailing on Thursday. Est. Transit Time – 13 days.

On any given week if the consolidation location does not have enough cargo to fill a container, all cargo will be shipped by Fri; on an LCL basis.

6.5 Taiwan Consolidation

CONSOLIDATION / CORPORATE LOCATION: THI GROUP LIMITED, (Public Warehouse), 8th Floor, No. 3, Pao Ching Street, Taipei, Taiwan.

Primary Operations Contact: Ms. Jenny Chen Tel. No. (886)2 275 32093, ext 153

Email: jennychen@thi-group.com

Primary Sales Contact: Mr. Jack Lai Tel. No. (886) 2 275 32093, ext. 146

Email: jacklai@thi-group.com

Note: Jack will be responsible for all initial arrangements and ongoing sales follow up with Clore Taiwan suppliers.



6.5.1 Consolidation Services

- ?? Suppliers will deliver cargo to THI's selected warehouse. This will be either ocean container or ocean LCL. All cargo will be combined into appropriate ocean containers. THI will also accommodate the movement of containers direct from the factory location.
- ?? THI / Tpe will monitor all shipments, and interface with THI / Sha.
- ?? Clore, and Clore's Designated Forwarder will be provided the quantity, dimensions, and weight on all arranged shipments from the various suppliers.
- ?? After Receiving approval from Clore, or Clore's Designated Forwarder, THI will release shipping numbers to suppliers regarding the movement of cargo to the THI warehouse.

6.5.2 Service Notes

- A. Cut-off (Kaohsiunb/Keelung) – Every Wednesday. Sailing (ETD), the following Tuesday or Wednesday. Arrival (ETA) in Los Angeles 11 days, plus 7 days to Kansas City.
- B. All LCL shipments will be delivered to consolidation location, for stuffing. THI will instruct warehouse personnel on loading procedures, upon receipt of information from North Star. In those situations in which part of the LCL cargo is in Kaohsiung, and another part is in Keelung, THI will initiate a Topping Service, combining all cargo into one container. The Ocean Freight for the whole container will be applied as a Keelung shipment.

6.6 Hong Kong Consolidation

CONSOLIDATION LOCATION: MING FUNG GODOWN CO; LTMD; Unit # 506, 5/F, Hong Kong Int'l. Distb. Ctr.

Primary Operations Contact: Mr. Ricky Kwan (THI Group). Tel. No. (852) 27811818 Fax No. (852) 27811308
Email: rickykwan@thi-group.com

CORPORATE OFFICE: THI GROUP LIMITED, Rm 1311-1312, 13th Floor, Hang Shing Bldg; 363 Nathan Rd; Kowloon, Hong Kong

Primary Sales Contact: Mr. Sam Chan Tel. No. (852) 27181818 Fax No. (852) 27811308
Email: samchan@thi-group.com

Note: Sam will be responsible for all initial arrangements and ongoing programs with the Clore Hong Kong suppliers.

6.6.1 Consolidation Services

- ?? Hong Kong suppliers will deliver cargo to Thi's selected warehouse location. All cargo will be combined into one full loaded container. Assigned warehouse personnel will be instructed to load cargo, based on Clore Automotive's requirements.
- ?? Clore, and our Designated Forwarder will be provided with all shipment information, relative to quantity, dimensions, and weight on all arranged shipments from the various Hong Kong suppliers.
- ?? On all instructions received from Clore, THI will release shipping numbers to suppliers for sending cargo to the THI selected warehouse.

6.6.2 Service Notes

Cut-Off: Every Wednesday, Sailing (ETD): Sunday; Arrival (ETA) in LA: 14 days.



6.7 Shanghai Consolidation

CONSOLIDATION / CORPORATE LOCATION: THI GROUP LIMITED, 24th Fl; 333 Chengdubei Rd; Shanghai, 200041, China.

Primary Contacts: Ms. Jenny Hang Tel. No. (021) 52981128, ext. 848 Fax No. (021) 52981130
Email : jennyhang@thi-group.com
Mr. Eric Wang
Email: eric@mail.thigroup.com
Ms. Vicky Pong
Email: vickypong@thi-group.com

Primary Sales Contact: Mr. Jack Lai Tel. No. (886) 2 275 32093, ext. 153
Email: jacklai@thi-group.com

6.7.1 Consolidation Services

- ?? Suppliers will deliver cargo to THI's selected warehouse. All cargo will be combined into one full loaded container. Assigned warehouse personnel will be instructed to load cargo, based on Clore Automotive approval. THI / TPE will be the control office on sales / operation items relative to the effective management of the Consolidation between SHA and TPE.
- ?? Clore and Clore's Designated Forwarder will be provided all shipment information, relative to quantity, dimensions, and weight on all arranged shipments from the various suppliers.
- ?? On all instructions received from Clore, THI will release shipping numbers to vendors for sending cargo to the Thi warehouse.

6.7.2 Service Notes

Cut-off: Every Wednesday; Sailing (ETD): Every Sunday; Arrival (ETA) in Loas Angeles, 14 days

6.8 Airfreight

Ongoing airfreight programs will be arranged well in advance of the start date to ensure proper execution by all parties.

One-time shipments will be pre-arranged with the International Department and all excess charges incurred will be reviewed and allocated properly. Shipments will be booked as collect unless other arrangements have been made. Clore Automotive, LLC will obtain a spot rate on each one-time shipment to ensure the most cost effective and efficient method is being used. Vendor will be charged back for the air/ocean difference.

6.9 Shipping Requirements

- ?? All shipments are required to be on a vessel/airplane by the ship date as listed on the purchase order.
- ?? **Air freight shipments:** It is the vendor's responsibility to ensure that the orders are on board an aircraft by the ship dates as listed on the purchase order.
- ?? **Ocean shipments:** It is the vendor's responsibility to ensure orders are loaded in containers properly to minimize damage, and to contact the North Star International Regional Partner to obtain customs clearance.



- ?? The shipment must be delivered to the Freight Forwarder with sufficient time prior to the vessel cut off date and time to meet the ship date listed on the purchase order.

- ?? If a shipment misses the ship date and must travel by airfreight, the vendor will be responsible for the air/ocean freight difference.

- ?? All ocean shipments are to be booked through North Star International's regional partner.

- ?? Carton labels/markings must be on each carton or pallet in accordance Clore's specification.

Vendor Name	
Address	
City, State Zip	
	Ship to: Clore Automotive Kansas City Distribution Center
	Address
	City, State Zip
Purchase Order #:	_____
Carton Quantity:	_____
Bill of Lading #:	_____
Invoice #:	_____
Packing List #:	_____
Pro# / Shipping #:	_____
Sequential Pallet #:	_____
Total Number Of Pallets #:	_____



6.10 International Documents

The following documents are required for entry of goods to the United States. The documents must be submitted to North Star International Regional Partner origin offices within 3 to 5 days of vessel departure for ocean shipment with the exception of the new U.S. Customs requirements. Please see section 7.6 for new requirements. For air shipments, documents will travel with the shipment.

6.10.1 Commercial invoice

Packing list must include the purchase order number.

Bill of lading or Forwarder's Cargo Receipt

We require that one set each of the documents is sent to the following parties:

- ?? One set of original documents to our Notify Party
- ?? One set to the purchasing department (buyer of record)
- ?? One set to Clore Automotive, LLC Traffic Department

All documents should be prepared as follows:

US Destinations	European Destinations
Consignee: Clore Automotive, LLC 8600 Underground Drive Pillar 248 Kansas City, MO 64161 816-459-2200	Consignee: Freightways Distriservices Mandenmakerstraat 6 2222 AX Katwijk The Netherlands Phone: 31-71-4090701
Notify: Traffic Manager Clore Automotive, LLC 8600 Underground Drive Pillar 248 Kansas City, MO 816-459-2224	Notify: Annelore Hazenberg Freightways Distriservices Mandenmakerstraat 6 2222 AX Katwijk The Netherlands Phone: 31-71-4090701 Fax: 31-71-4080838



New U.S. Customs rule (The 24 hour rule):

Advance presentation of Vessel Cargo Declaration to Customs before cargo is laden aboard vessel at foreign port for transport to the United States.

Customs must receive, from the carrier, the vessel's Cargo Declaration 24 hours before such cargo is laden aboard the vessel at the foreign port.

In order to comply with this new rule, the below information will need to be furnished by the vendor, to the forwarder before the shipment can be loaded on the vessel.

?? Complete name and address of consignee; please review this information so it accurately reflects the party who will be receiving the merchandise.

?? Detailed cargo description, no generic descriptions are allowed, such as FAK (Freight All Kind) or "general cargo" and "said to contain". Additionally, such categorical descriptions, such as "stuffed toy" or "electronics," are likewise insufficient. Therefore, the foreign vendor needs to furnish a specific description of the merchandise and/or the applicable six-digit tariff number under the Harmonized Tariff Schedule.

?? Container numbers; and

?? Seal numbers

You must present the above information to the forwarder a minimum of 72-hours prior to the shipment cut off time (well before the 24-hour rule) to insure no delays of the shipment.

If the above documents are not in order, Customs will not authorize the shipment in question to be loaded on the vessel thus, delaying the shipment.

Non-compliance of this new rule will result in penalties and or cancellations.

Other documents may be required depending on the type of commodity being imported Additional document requirements will be listed on the Letter of Credit or communicated to you in writing.



6.11 International Invoice Requirements

- ?? One invoice issued per Purchase Order
- ?? Inco Terms and Payment Terms per the Purchase Order or Contract
- ?? Shipper's full name and address
- ?? Country of Origin
- ?? Point of Origin (Full Plant Address Required)
- ?? Part Number from the Clore Automotive Purchase Order
- ?? UPC Number (where applicable)
- ?? Quantity of pieces per part number
- ?? Full and complete description of product
- ?? Unit Price
- ?? Total value of invoice
- ?? Sail port and date
- ?? Vessel and Booking Number
- ?? Container Number(s) and / or Packing List Number

6.12 International Packing List Requirements

- ?? One (1) Packing List Per Container (no multiple containers per packing list)
- ?? Purchase Order Number
- ?? Product Description
- ?? Quantity per Model
- ?? Carton Count
- ?? Pallet Count
- ?? Gross Weight/Net Weight per model
- ?? Cubic feet per model
- ?? Seal Number
- ?? Container Number

6.13 International ASN

See section 4.3 for the ASN requirements. For international shipments that ASN is not optional and must be received within 48 hours of shipment, along with copies of the packing list, commercial invoice, and bill of lading.



7 Routing Guide Violations and Non-Compliance Penalties

7.1 General Routing Guide Violations

Failure to comply with Clore Automotive, LLC’s routing instructions is considered serious. The resulting additional expenses for freight charges, excess handling charges, and/or processing charges will be deducted from your invoice or result in a chargeback to the vendor.

Below is a list of violations to Clore Automotive, LLC instructions and the penalty/charges that may be assessed.

Collect Freight Term Vendors	
Violation	Charge (USD)
?? Not following or obtaining routing Instructions from Clore Automotive Traffic Department for FOB Origin, Freight Collect shipments.	Any excess freight charges, including expediting charges from Clore Automotive Distribution Center plus \$100.00 processing fee.
?? Failure to consolidate all shipments on the same day from the same location to the same destination, or as instructed from Clore Automotive Transportation	Excess freight charges plus \$100.00 processing fee.
?? Shipping Air Freight without authorization from Clore Automotive Transportation.	Excess Freight charges plus \$100.00 processing fee.
?? Failure to follow Bill of Lading Requirements and Packing List Requirements	\$100.00 Processing Fee Plus any additional expenses incurred to deliver product to the customer.

Prepaid Freight Term Vendors	
Violation	Charge (USD)
?? Unauthorized “Freight Only” Invoice. See Freight Terms page for submitting Freight Only charges.	Excess freight charges plus \$100.00 processing fee.
?? Freight Added to Invoice – Clore Automotive LLC, will not pay Freight Charges that are Received on Product invoices.	Any freight charges added to the purchase invoice plus \$100.00 Processing fee.

All inquiries related to Transportation chargebacks must be in writing and addressed to:

CHARGEBACK REVIEW – TRANSPORTATION
Clore Automotive, LLC
8600 Underground Drive, Pillar 248
Kansas City, MO 64141



7.2 Domestic Routing guide Violations

A \$25.00 processing fee will be applied to each debit memo.

Violation	Charge	UOM
Packaging*		
?? Product shipped in poor quality boxes/packaging.	\$ 50.00	Carton
?? Case pack quantity different than stated in P.O.	\$ 50.00	Carton
?? More than one SKU or purchase order within a carton.	\$ 25.00	Carton
?? Non-Basiloid packaging on appliances	\$ 10.00	Carton
?? Mixed skus across trailer or pallets.	\$100.00	Shipment
?? More than one Purchase order per Carton (unmarked)	\$ 25.00	Shipment
Carton Label*		
?? Missing label from carton.	\$ 2.50	Carton
?? "Mixed" or "Partial" cartons not labeled as such.	\$ 10.00	Carton
?? Missing information/ incorrect information on label.	\$ 1.00	Carton
?? Missing information/incorrect information on shipping label	\$ 2.50	Carton
?? Missing carton label and PO on small package carrier (e.g. UPS, Fed Ex) shipments.	\$ 10.00	Carton
UPC Bar Code (Where Applicable)		
?? UPC missing from product and or Master Pack	\$ 1.00	Case or Unit
?? Improper UPC specifications (non-scannable).	\$ 1.00	Unit
Packing		
?? Product not loaded by sku, then by PO.	\$100.00	Shipment
?? Missing/ incorrect pallet label.	\$ 10.00	Pallet
?? Non-standard / poor quality pallets.	\$ 10.00	Pallet
?? Excess Dunnage (e.g. Styro-foam, cardboard, straps, etc).	\$100.00	Shipment
?? Overhanging cartons exceeding 1" allowance on 40X48 pallet.	\$ 10.00	Pallet
?? Not properly loaded	\$250.00	Shipment
?? No reasonable clearance from top of trailer.	\$100.00	Shipment
Shipments		
?? Excess cartons through Express Door.	\$100.00	Shipment
?? PO arrived without a scheduled appointment.	* \$100.00	Purchase Order
?? Poor Load Quality	\$100.00	Shipment
Re Work Issues		
?? Administrative Fee per Purchase Order	\$500.00	Purchase Order

***Shipment may be refused.**

****All Re Work issues will be subject to lost sales, storage fee's, extra freight charges and labor rate charges from Clore Automotive, in addition to the Administrative fee.**

Note: Correspondence on any or all chargebacks must be initiated within 90 days of the chargeback date. Correspondence concerning chargebacks older than 90 days will not be researched or addressed.



7.3 International Routing Guide Violations

A \$25.00 processing fee will be applied to each debit memo.

Violation	Charge (USD)	UOM
<u>Packaging *</u>		
?? Product shipped in poor quality boxes/packaging.	\$ 10.00	Carton
?? Case pack quantity different than stated in P.O.	\$ 10.00	Carton
?? More than one SKU or purchase order within a carton.	\$ 10.00	Carton
?? More than one SKU or purchase order within a Pallet.	\$ 10.00	Pallet
<u>Labeling *</u>		
?? “Mixed” or “Partial” cartons not labeled as such.	\$ 10.00	Carton
?? Missing label from carton.	\$ 2.50	Carton
?? Missing information/ incorrect information on label.	\$ 1.00	Carton
?? Missing carton label and PO on small package Carrier (e.g. UPS, Fed Ex) shipments.	\$ 10.00	Carton
?? Missing/ incorrect shipping label (small packing carrier).	\$ 2.50	Carton
<u>UPC Bar Code</u>		
?? UPC missing from product and or master pack. (where applicable)	\$ 1.00	Case or Unit
?? Incorrect or Non-Scannable UPC	\$ 1.00	Unit

***Shipment may be refused.**

Note: Correspondence on any or all chargebacks must be initiated within 90 days of the chargeback date. Correspondence concerning chargebacks older than 90 days will not be researched or addressed. The listed violations are not all inclusive, product incurring additional freight expense due to late shipment caused by the vendor will be charged back to the vendor.



8 Preferred Carriers

The following carriers are the major carriers Clore Automotive uses. To find out if any other carriers are supported, please contact Clore's Traffic Manager.

8.1 Domestic LTL Carriers

Clore Automotive Routing Guide

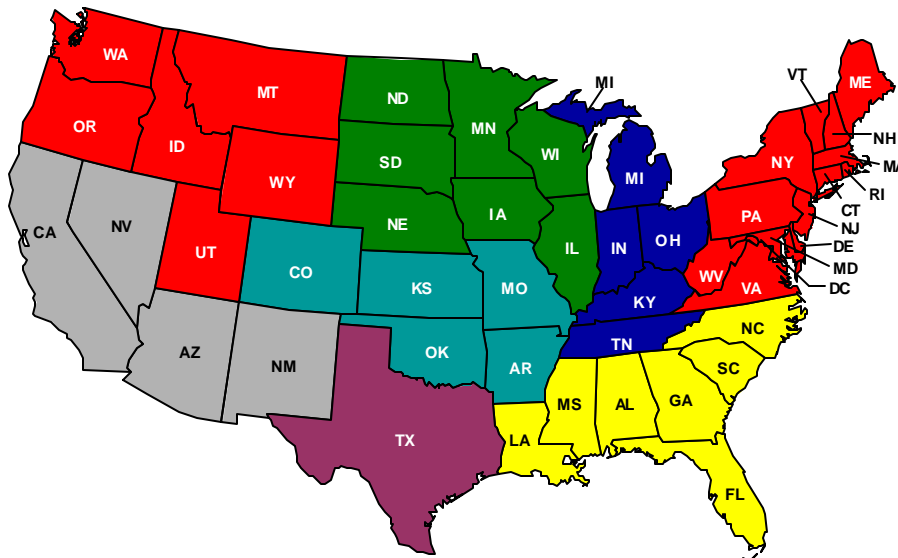


8.2 Rates/Routing (LTL) Customer Service/Expedites	Routing (TL) Logistics Dept.	Routing (Int'l) Logistics Dept.	Routing (Air)	Cargo Claims
8.3 866-533-2111 Ext. 286	866-475-2374 Ext. 248	866-842-1338 Ext. 352	866-989-9538 Ext. 353	866-533-2111 Ext. 357

Mode	Weight	Carrier	Coverage	Local Number
LTL	1 - 7,999 lbs.	Central Freight	Regional	816-920-7911
		USF Dugan	Regional	800-238-0611
		Vitrans Express	Regional	800-967-3331
		WSKT	Regional	800-925-9758
		Yellow	National	800-610-6500
Truckload	8,000 lbs. & More	Contact Clore Traffic Department	Regional	816-459-2200

Customer/Vendor location will determine the Carrier.

Use Vitrans Express for all Canadian Shipments.



Central Freight Lines	WSKT	USF Dugan
WSKT (Primary) Vitrans Express (Secondary)	WSKT (Primary) Central Freight Lines (Secondary)	Vitrans Express
		Yellow



8.2 International Freight Forwarder

Clore Automotive's Logistic Partner that takes care of international freight forwarding and consolidation is:

Company / Contact	Address	Phone / Fax	e-mail
North Star International	980 Lone Oak Road – Suite 160 Eagan MN 55121	1-800-944-2471	nsi@shipnorthstar.com
North Star Regional Partners:			
Taiwan:			
THI Group Limited Contact: Ms. Sunny Kuo ext. 127	8 th Floor, No. 3 Pao Ching Street Taipei, Taiwan	(P) 886-2-275-32093 ext. 146 (F) 886-2-276-53512	Sunny@mail.thi-group.com.tw
Shanghai:			
THI Group Limited Contact: Mr. Eric Wang	Room 2405 – 2408, Suite (East) 333 Chengdubei Road Shanghai 200041, PRC	(P) 86-21-52981127 (F) 86-21-52981130	Eric@mail.thigroup.co
Hong Kong:			
THI Group Limited Contact: Mr. Sam Chan	Room 1311-1312, 13 th Floor, Hang Shing Bldg; 363 Nathan Rd; Kowloon, Hong Kong	(P) 852-27181818 (F) 852-27811308	Samchan@thi-group.com
Netherlands:			
Freightways Distriservices Contact: Annelore Hazenberg	Mandenmakerstraat 6 2222 AX Katwijk The Netherlands	(P) 31-71-4090701 (F) 31-71-4080838	a.hazenberg@freightways.nl
Italy:			
Albini & Pitigliani (Office) Contact: Ms. Florence Ravaux	Lungarno Vespucci 58 Florence, Italy	(P) 39 (055) 278943 (F) 39 (055) 213207	f.ravaux@albinipitigliani.it



9 Electronic Forms

9.1 *Advanced Shipping Notice Form (# 4.4)*



4.4 - ASN FORM

9.2 *Distribution Center Appointment Request Form - TL (#4.5)*



4.5 - TL Appointment
Request

9.3 *Distribution Center Appointment request Form – LTL (#4.6)*



4.6 - LTL
Appointment Request

9.4 *Air Freight Notification Form (#4.7)*



4.7 - Air Freight
Notification

9.5 *Bill Of Lading Form (#4.8)*



4.8 - Bill of Lading

9.6 *Bill Of Lading Supplement Form (#4.9)*



4.9 - Bill of Lading
Supplement

9.7 *Import Supplier Factory Profile (#4.10)*



4.10 - Import
Supplier Factory Profile