



# INBOUND TRANSPORTATION GUIDE

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## **INTRODUCTION**

Here at VM Innovations, we are passionate about building relationships with our suppliers and vendors. Without YOU, we would not be in the best possible position to delight our customers.

This routing guide contains definitions, instructions, requirements and guidelines that will help maintain our high standards and quality, while ensuring your products feature on our website and marketplaces as quickly and accurately as possible. They will also aid in ensuring the lowest costs and resources used as possible.

**The better experience we create for our customers, the more they will be endeared to YOUR brand and products!**

We are thrilled to be working with you, and thank you for helping make this process easy and efficient.

Be Relentless. Work Hard. Learn. Adapt. Innovate. Win Together. For Our Customer.

Sincerely,



Graham Nott

Freight Coordinator



2021 Transformation Dr Suite 2500

Lincoln, NE 68508

## Quick Glance Guide Recap

- Receiving by appointment only. Scheduler your shipments using our scheduling tool.
  - <http://receivingscheduler.m2.spreatail.org/>
- A supplier or VM **purchase order** number is required of the carrier to be presented for ALL receiving requests (page 5 for more details). No purchase order number, no receiving appointment.
- VM Innovations is not responsible for excess carrier related charges derived from receiving requests made after a shipment has left the shipper's docks
  - *EXAMPLE: Shipment is picked up on Monday and is a four-day run. Receiving request is sent out on Tuesday but VM cannot accept until the following week.*
- Timeliness is key! Hold your carriers and brokers accountable for being on time as they can cost YOU money.
- Detention at a VM Innovations location requires pre-authorization. Detention accrued at any Non-VM Innovations location will be the responsibility of that company.
- Full truck loads must have numbered seals intact upon delivery. Seal numbers must be listed legibly on the BOL
- VM Innovations has the right to refuse any shipment that was damaged in transit due to improper handling, loading, blocking or bracing.
- VM Innovations will count all merchandise before signing the BOL. It is on the company who is covering freight charges to relay this information to the driver so that they are prepared to wait.

## Receiving Contact Information

**Carriers can scheduler their own appointments using our online scheduling tool below.**

>>>>> <http://receivingscheduler.m2.spreatail.org> <<<<<<

### **Nevada** – Receiving Hours M-F 7:30-12pm 01:00pm-3:30pm PST

3101 Marion Drive, Unit 101 | 2875 N Lamb Blvd Suites 13-16

Las Vegas, NV 89115 | Las Vegas, NV 89115

Email – receiving-nv@vminnovations.com

### **Nebraska** – Receiving Hours M-F 7:30-11:00am 12pm-3:30pm CST

1000 W Commerce | 1001 W Upland Ave

Lincoln, NE 68521 | Lincoln, NE 68521

Email – receiving-ne@vminnovations.com

### **Indiana** – Receiving Hours M-F 7:30-11:00am 12pm-3:30pm EST

2812 Airwest Blvd

Plainfield, IN 46168

Email – receiving-in@vminnovations.com

### **Pennsylvania** – Receiving Hours M-F 7:30-11am 12pm-3:30pm EST

3400 Industrial Rd

Harrisburg, PA 17110

Email – receiving-pa@vminnovations.com

**Receiving Scheduling Number – 402-875-6005**

## **PURCHASE ORDERS**

A Purchase order “PO” is a document or e-mail created by VM Innovations that is given to the supplier or vendor in order to purchase their products. The purchase order will have the item number, item description, quantity, price, payment terms and any other terms and conditions.

*Receipt of product not on the purchase order will be subject to a fee of \$5.00 per SKU.*

The purchase order, whether it be supplier specific or a VM Innovations 5 or 6-digit number, is required to be forwarded to the carrier responsible for delivering the goods at the time of tender and can only be used on one occasion. *This said purchase order number will also need to be presented to VM Innovations in order to schedule a receiving appointment.* Without this information, the carrier will be redirected to the shipper. This also applies to shipments where freight is handed from one freight company to another.

## **APPOINTMENT PROCESS - ASN**

**FAILURE TO COMPLY** with the appointment process set forth by VM Innovations could result in shipments being turned away from our warehouses. Vendors, suppliers or brokers will be responsible for increased shipment costs, including but not limited to reconsignment fees, storage costs, freight charges and fuel surcharges.

### **Supplier Responsibility**

Once the shipment is picked, palletized, and staged, the contents of the shipment should be finalized. At this time the packing list should be available, and the supplier should email this information, in Excel or CSV format, to your primary purchasing contact(s) in order to obtain a purchase order number before the shipment leaves your facility. Your carrier will not be able to unload without a confirmation number from VM Innovations.

**Packing Slip:** The information on the packing slip should include SKU Number, item description, and quantity shipped for each item on the shipment.

**Confirmation Number:** A 5-digit series of letters and/or numbers providing to the carrier, supplier, vendor or broker when scheduling an appointment at a VM facility.

## **Carrier/Broker Responsibility**

Before the load is picked up from the supplier, it is the responsibility of the carrier or broker to either call or email the appropriate receiving manager to schedule a delivery appointment. A delivery confirmation number will be given once the appointment has been made (LTL shipments must have a confirmation for each order/shipment). As stated previously, an appointment is required for all. If an appointment is not made, the carrier should expect delays in receiving, as our resources are determined around our scheduled appointments. Any costs associated with the delay, resulting from lack of, or a missed appointment, are the responsibility of both the supplier and the carrier.

## **LOAD SIZE & ROUTING REQUIREMENTS**

### **SMALL PARCEL**

DEFINITION: 1-150LBS and/or 20 packages Maximum, per day.

ADVANCE SHIPMENT NOTIFICATION (ASN): All small parcel shipments require an ASN to be emailed to the appropriate purchasing and receiving contacts prior to shipment. This should include applicable tracking numbers(s), Bill of Lading, and a packing slip.

ROUTING REQUESTS: Routing Requests are not required for small parcel shipments.

### **LESS-THAN-TRUCK LOAD (LTL)**

DEFINITION: 151-9999lbs and 14 pallets or less

PALLET LABELING: Each pallet must be labeled with VM Innovations, along with the appropriate delivery address.

ADVANCE SHIPMENT NOTIFICATION (ASN): All LTL shipments require an ASN to be emailed to the appropriate purchasing and receiving contacts prior to the shipment, preferably at least two days before shipment is set to arrive. This should include applicable tracking numbers(s), Bill of Lading, and a packing slip.

ROUTING REQUESTS: Routing requests are REQUIRED for LTL shipments. To set up a delivery appointment, please contact the location specific receiving manager via their preferred method of contact. Carriers that combine shipments for delivery from more than one shipper are required to get a confirmation number for each and every supplier shipment.

BILL OF LADING: The broker will provide the shipper with the bill of lading. If no broker is involved, the shipper will provide a bill of lading to the carrier.

## **FULL TRUCK LOAD**

DEFINITION: More than 10,000lbs or 15 pallets or more

PALLET LABELING: Not Required

ADVANCE SHIPMENT NOTIFICATION (ASN): All Full Truck Load shipments require an ASN to be emailed to the appropriate purchasing and receiving contacts prior to shipment, preferably at least two days. This should include applicable tracking numbers(s), Bill of Lading, and a packing slip. We recommend setting a receiving appointment before scheduling a pickup to avoid possible layovers or delays.

ROUTING REQUESTS: Routing requests are REQUIRED for Full Truck Load shipments. To set up a delivery appointment, please contact the location specific receiving manager via their preferred method of contact.

BILL OF LADING: The broker will provide the shipper with the bill of lading. If no broker is involved, the carrier will provide a bill of lading to the shipper.

## **RAIL SERVICES**

PALLET LABELING: Each pallet must be labeled with VM Innovations, along with the appropriate delivery address.

ADVANCE SHIPMENT NOTIFICATION (ASN): All Rail shipments require an ASN to be emailed to the appropriate purchasing and receiving contacts prior to shipment, preferably at least two days. This should include applicable tracking numbers(s), Bill of Lading, and a packing slip.

ROUTING REQUESTS: Routing requests are REQUIRED for Rail shipments. To set up a delivery appointment, please contact the location specific receiving manager via their preferred method of contact. We recommend setting a receiving appointment before scheduling a pickup to avoid possible layovers, delays or yard storage.

BILL OF LADING: The shipper or vendor will need to provide themselves with a bill of lading.

## **Shipment, Packaging & Product Requirements**

### **UPC REQUIREMENTS**

- All individual items in each shipment are required to have a UPC.

*If product is not labeled with a unique identifier, a fee of \$0.25 will be applied per unit*

- The UPC needs to be proprietary to the individual SKU.
- The UPC needs to be scan-able with any standard laser scanner.
- Any UPC's located on case packs need to be different than the items contained within.
- We do not utilize UCC128 style barcodes.

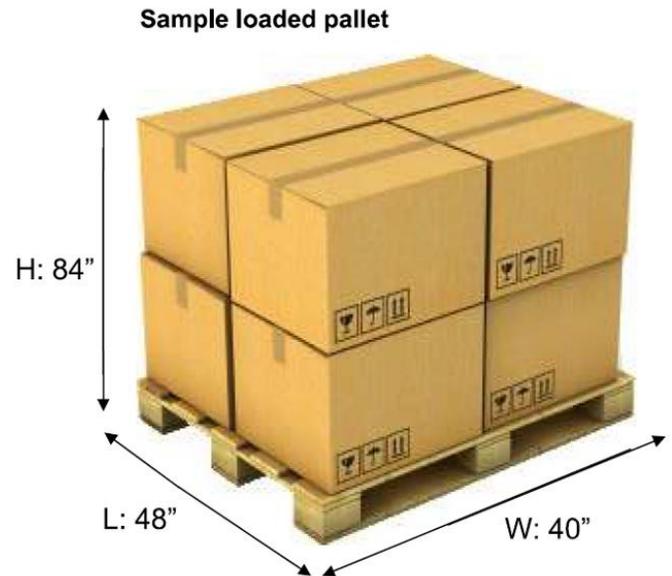
### **SMALL PARCEL**

- Items shipping via UPS, FedEx, or USPS require a packing slip containing all part numbers shipped. This can be attached to a single box on the shipment.
- All small parcels should be shipped "signature required." VM Innovations will not be held responsible for packages left on our door step that went missing or no signature was required.
- VM Innovations signing for the package confirms receipt of the package.
- VM Innovations will verify the contents of the package and, if a discrepancy is found, will notify the vendor within 48 hours after receiving.

### **LTL (Less than Truckload)**

- All LTL shipments **MUST** be on a pallet(s), unless other arrangements have been made with the purchasing contact.
- **For shipments containing more than one part number or SKU, keep like part numbers contained to one pallet, unless the quantity surpasses a pallet size. If shipment is mixed at random, VM Innovations will not be held responsible for detention charges.**
- Each pallet **MUST** be shrink-wrapped well so the pallet stays intact throughout shipping and during delivery.
- A master packing list is required for ALL LTL shipments and should be on a marked pallet loaded last, so the packing list can be referenced before the unload begins. In addition, each pallet must have an individual packing list that includes items on that specific pallet.
- Pallet segregation:
  - All items that are under 1lb need to be on the same pallet. Co-mingling is acceptable as long as the items remain together.
  - If the quantity of under 1lb items exceeds one pallet, they can be added to another pallet, but the rules stated above still apply.
  - This information will be provided to you at the time the order is placed.
- Supplying inaccurate information will result in a charge back.
- Face all carton labels out.
- Please use this format when providing pallet information to your point of contact:
  - Pallet 1: (10 boxes) 48" x 40" x 48" @ 300 lbs.
  - Pallet 2: (158 boxes) 48 x 40 x 84" @ 400 lbs
- If you do not have a scale to weight a loaded pallet, add up the weight of each box on the pallet. Take the total weight of the boxes and add 45 lbs for the weight of the pallet.
- After the pallet has been loaded and shrink-wrapped, measure the length, width and height of the loaded pallet (in inches). Height is measured from the ground to the top of the highest point. Please do not estimate.

- **Providing inaccurate shipping weights and/or dimensions which result in an adjustment by the carrier, will be subject to a fee of the difference between the quoted amount and the actual charges.**



## FULL TRUCKLOAD

- All full truckload shipments **MUST** have a numbered seal. Seal number should be legible on BOL. **In the event that VM experiences a shortage on a shipment that does not have a numbered seal, VM Innovations has the right to disregard payment for missing items to the vendor.**
- All palletized truckloads must be shrink-wrapped well so the pallets stay intact throughout shipping and during delivery.
- A master packing list is required for all truckload shipments and should be on a marked pallet loaded last, so the packing list can be referenced before the unload begins. In addition, each pallet must have an individual packing list that includes items on that specific pallet.
- Please use slip-sheets for floor loaded shipments that contain wrapped pallet sized stacks. Disregard for loose floor loaded trucks.
- VM Innovations has the right to refuse a shipment due to shifting in transit due to improper loading. VM will not be held reasonable for the cost of the damaged goods or the increase in freight charges.
- **For shipments containing more than one part number or SKU, keep like part numbers contained to one pallet, unless the quantity surpasses a pallet size. If shipment is mixed at random, VM Innovations will not be held responsible for detention charges.**
- Pallet segregation:
  - All items that are under 1lb need to be on the same pallet. Co-mingling is acceptable as long as the items remain together.

- If the quantity of under 1lb items exceeds one pallet, they can be added to another pallet, but the rules stated above still apply.
- This information will be provided to you at the time the order is placed.

## **RAIL SERVICES**

- All trailers and containers **MUST** be blocked and braced unless the freight is loaded in a manner that does not leave any voids in the container.
- Blocks and braces **MUST** prevent any and all lengthwise or crosswise movement by the use of wood, approved filler materials or straps.
- The shipper takes full responsibility if damages occur due to improper stabilization and VM Innovations has the right to refuse such shipments.

## **Carrier Expectations – Vendor Paid Freight [PREPAID]**

Carriers that are selected by the vendor to deliver “Vendor Paid” shipments to VM Innovations’ fulfillment centers must comply with this manual and it is the **responsibility of the vendor to ensure that the appropriate requirements outlined in this manual are followed by the carrier**. Suppliers should note that the failure of a carrier to comply with these requirements may cause the delivery to be refused.

### **Vehicle Condition**

The following standards of vehicle condition are required when delivering goods to VM Innovations fulfillment centers:

- The vehicle floor must be able to withstand a pallet jack fully laden.
- The vehicle floor must be safe and free from any obstructions and damage such as holes.
- The vehicle must be water tight, clean and free of strong odors.
- Securing straps **must not** be allowed to hang freely. Straps, unless actually securing a load(s), **must** be firmly fixed to the vehicle so that they present no danger to staff and ensure accessibility to the goods being unloaded.
- Very small carton deliveries will be accepted on other forms of transport, i.e. small parcel carriers

### **Timeliness of Deliveries**

- The VM Innovations Fulfillment Centers schedule appointments and labor resources to ensure a vehicle’s waiting time is kept to a minimum. In order to achieve this, suppliers should ensure that the agreed appointment time is met. Suppliers are also reminded to carefully check the warehouse address before the delivery is made.
- Late deliveries will be subject to significant delays and/or refusal. When a carrier/supplier recognizes that a delivery may be late, they should contact the fulfillment center stating the expected time of arrival and the reason for the delay. The warehouse will make every effort to accommodate late arrivals, providing this does not adversely affect other suppliers’ delivery times.

*VM Innovations will count all merchandise for each and every incoming shipment before signing the BOL. Otherwise, the shipper will be required to accept any and all physical discrepancies.*

## INVOICE REQUIREMENTS

1. Invoices for merchandise must be emailed to VM Innovations Accounts Payable Department using the designated e-mail address your account manager has established for you. Please do not send it to us any other way or it may get lost!
2. Please do not include invoices with shipments. Only packing lists and shipping labels should accompany shipments.
3. Each SKU (Stock Keeping Unit – a unique item identifier) must have its' own line. We need to be able to reference each product/SKU individually.
4. The invoice cost must match the product cost as listed on the purchase order.
5. As a condition to payment, you must have the ability to provide proof of delivery; such as a signed copy of the Bill of Lading or tracking numbers for LTL, dedicated shipments or shipments sent via parcel carrier, as requested.

**FAILURE TO COMPLY to the invoicing requirements will result in delayed processing and payment. VM Innovations will not be responsible for late fees or extra charges based on late payments as a result of non-compliance situations.**

# Detention Charge Policy

All VM Innovations Fulfillment Centers strive to ensure that receiving appointments are unloaded and counted at their scheduled appointment. On rare occasions, unforeseen events may cause a scheduling conflict and the original appointment will need to be rescheduled. In addition, rare circumstances may arise that cause an unload to extend past the allotted 2 hours. VM Innovations takes full responsibility for the delay on such occasions as long as the following process takes place.

1. Driver/Dispatch MUST call our receiving number (402-875-6005) and select option 1 (Detention Charge Approval). This will direct you to our central receiving headquarters where you will then be able to obtain approval for detention. Please have the following information ready before calling:
  - a. Original confirmation number.
  - b. Original appointment time and date.
  - c. Name of carrier.
  - d. Contact name phone number and email address for scheduling new appointment if applicable.
  - e. Load description.
2. Once this information has been confirmed, driver/dispatch will then be contacted by the receiving warehouse to schedule a new appointment if VM is unable to accept the shipment during the original shipment time.
3. The driver, as well as the VM Innovations Fulfillment Center manager, will be required to sign the VM Innovation Detention Approval document showing in and out times, and that VM Innovations agrees to be responsible for applicable detention charges. A copy of the Detention Approval document must be requested by the driver to forward for billing purposes.
4. **Important!** – VM Innovations will not be responsible for any detention charges if the Detention Approval document is not presented at the time of invoicing.
5. VM Innovations will pay detention at a rate of \$60 per hour to be bill in incremental 15-minute intervals, not to be rounded up.
6. **VM Innovations is not responsible for detention at any Non-VM location.**
7. VM Innovations will not be responsible for excess freight charges occurred in part to an untimely load (i.e. detention at consignee, layover, drop fees, etc).

# **Import & International Routing**

## **Booking Requirements**

Vendor is required to make a booking for the Purchase Order with the designated forwarder three weeks prior to delivery of the merchandise to the ocean carrier terminal. The following is required at the time of booking:

### **Documentation:**

- ISF Completed Worksheet (additional details below)
  - ISF must be provided at least 48 hours prior to departure of last foreign port
- Master Bill of Lading
- House Bill of Lading
- Commercial Invoice
- Packing List

### **Additional information if not included with documentation:**

- Seller name, address, contact person, telephone, email and fax number
- Manufacturer name, address, contact person, telephone and fax number
- VM Innovations purchase order number
- Container stuffing location, name and address
- Port of loading
- Cargo ready date
- Shipment incoterm
- Description of the merchandise (HTS classification required)
- Number of cartons
- Total kilograms (KGS) / Total pounds (LBS)
- Total cubic meters (CBM) / Total cubic feet (CFT)
- Number of containers required and container size required
  - For order quantities varying from full 40' or 40' high cube container load increments, contact VM Innovations immediately for order revisions.

Additional booking information or requirements can be obtained from VM Innovations. Any original documents required must be provided to VM's Corporate Headquarters, not sent to any VM distribution centers.

## **Importer Security Filing (ISF) – Further Details**

An Importer Security Filing (ISF) is required by US Customs & Border Protection (CBP) for all import shipments brought into the United States. A completed ISF Worksheet is to be submitted to VM Innovations at the time of booking. Shipping orders will not be released until a complete ISF worksheet is submitted.

The following information is required to complete the ISF Worksheet:

- Shipper/Supplier - The name and address of the supplier of the finished goods in the country from which the goods are leaving.
- Manufacturer - The entity that last manufactures, assembles, produces or grows the commodity.
- Seller - The last known entity from whom the goods are sold or agreed to be sold.
- Buyer - The last known entity to whom the goods are sold or agreed to be sold.
- Ship To - The first delivery to party scheduled to physically receive the goods after the goods have been released from customs custody.
- Container Stuffing Location - The physical location where the goods in full containers were stuffed into the container. For break bulk shipments, the physical location where the goods were made "ship ready" must be provided.
- Consolidator - The party who stuffed the container or arranged for the stuffing of the container.
- Country of Origin - Country of manufacture, production or growth of the article.
- Commodity HTS number(s) - Harmonized number(s) to be provided to the 10 digit level.

Upon completion the ISF worksheet is to be sent to VM Innovations.

Any shipment that sails without a completed ISF Worksheet is considered non-compliant and is subject to an infraction encompassing the entirety of the penalty issued by US Customs.

## HTS Documentation

Vendor is required at time of booking to provide U.S. Harmonized Tariff Schedule classification of product to VM Innovations for all items in each shipment. Vendor should also provide HTS code number and associated duty rate to their primary VM Innovations purchasing contact.

## Arrival Notice

Arrival notice must be provided immediately upon availability to designated Notify Party.

**Forwarder Contact** - Booking contact may vary by port of discharge. Please verify booking contact with VM Innovations.

## U.S. Agent & Notify Party:

Imports@VMInnovations.com

2021 Transformation Drive  
Suite 2500  
Lincoln, NE 68508

402-875-5469

## International Carton Markings – Minimum Requirements

Mark each master carton with a minimum 3/4" print or larger size in clear English lettering. Text is to be upright and centered, from top to bottom and left to right, on the carton using black or contrast dark ink.

### Main carton marks on one side, widest side, must include:

- Product Brand
- Item Description (as provided with purchase order)
- VM Innovations Model Number (vendor SKU # or as provided with purchase order)
- UPC code
- UPC bar code
- *[Insert One Blank Line]*
- Vendor item number
- Made in – Country of Origin
- VM Innovations retail website, as provided with purchase order \* (**\*Applicable to VM Innovations trademark private label products. Only include as instructed.**)

### Secondary marks must be placed on one adjacent side to the main carton marks and include:

- VM Innovations Model Number (vendor SKU # or as provided with purchase order)
- UPC number code
- Each units within the carton
- Carton number in the series of cartons shipped on purchase order
- Gross weight of the master carton in pounds
- Carton size in cubic feet

## Sample Minimum Carton Markings

Main Marks/ Side 1:

**Sports Brand**  
**Sports Gear Unit**  
**ABC-GEAR-12**  
**UPC: 736215682140**  
**[Bar Code]**  
**SG12-1234**  
**Made in China**  
**www.website.com\***

Secondary Marks/ Adjacent Side 2:

**ABC-GEAR-12**  
**UPC: 736215682140**  
**[Bar Code]**  
**Units: 1**  
**Carton No: 1 of 1195**  
**GW: 18.0 LBS**  
**CU.FT: 0.817**

(\*Applicable to VM Innovations trademark private label products. Only include as instructed.)

## UPC Barcode Minimum Requirements

- All individual items in each shipment are required to have a UPC bar code. UPC must be proprietary to the individual SKU
- Master case carton UPC's must vary from items contained within
- UPC must be scan-able as to any standard laser scanner equipment

## Container Loading (Factory Load)

The vendor is required to book and load the appropriate container size to eliminate dead space. All VM Innovations international purchase orders are planned to ship in full 40' or 40' high cube container increments only and as denoted by the purchase order. If container selected is determined to have space remaining or overages, contact VM Innovations representative immediately for purchase order adjustments prior to production.

- U.S. Customs & Border Protection (CBP) requires that all containers imported into the U.S. have a high security seal applied at the time of loading. All seals must meet the ISO/PSA 17712 standard. Container seals must show a mark to indicate their grade is "H" for high security, showing the manufacturer's logo and be uniquely assigned. The seal must be strong and durable against weather, chemical action and prevent tampering.
  - For additional information on Container Seal requirements please reference:  
<http://edocket.access.gpo.gov/2008/E8-18174.htm>.
- Vendor is responsible for adhering to any policy updates and current requirements for container seals.
- All containers must be delivered to the ocean carrier's terminal to meet the cutoff date and time for the vessel as booked. All origin charges are for the account of the vendor.

- If a container is not being packed by or on behalf of the carrier:
  - It is the responsibility of the Merchant to thoroughly inspect each container to ensure suitability for safe carrier of the goods before packing it. The Merchant's use of the container shall be prima facie evidence of its being sound and suitable for use.
  - It is the responsibility of the Merchant to ensure proper packing of the container, which includes but is not limited to: proper loading, stowing, stuffing, using proper packaging material and securing to prevent damage of goods.
  - **VM Innovations will not issue payment for damage goods related to: loss or damaged goods shipped on a container that is not suitable for shipping; damaged goods due to improper loading.**

## FAQ's

Q – My driver just attempted an LTL or Full Truck delivery and was told that it couldn't be unloaded for a few hours or possibly the next day.

A – This shipment failed to make an appointment and for whatever reason, the warehouse was not able to receive it at that time. In order to avoid this, please schedule an appointment at least 24hrs in advance. If the driver was on time to appointment, please see Detention Charge Policy above.

Q – I am a driver for the carrier and it looks like I will be able to make up some time resulting in arriving a day sooner than expected. Can I arrive a day in advance?

A – Sometimes inbound shipments are cancelled and slots open up. The driver can call the receiving manager (who's information should be listed on the BOL), and discuss a possible early delivery. If the warehouse can accommodate this request, a new appointment will be scheduled and the shipment can be unloaded then. *FYI – In order to drop your trailer, you must be granted permission.*

Q – The appointment I scheduled with the receiving manager is no longer going to work. Can I reschedule?

A – Absolutely. The sooner the receiving manager knows about the expected delay, the more flexible they can be about rescheduling the shipment. In this event, VM Innovations is in no way responsible for detention charges caused by delays.

## VM Innovations Inbound Transportation Guide Compliance

Please sign and return to 'Freight@VMInnovations.com' with your signature included.

I, \_\_\_\_\_ (full name – printed),

with \_\_\_\_\_ (company name),

have read and understand this guide in full. I am aware of all expectations provided to me by VM Innovations in this guide. Furthermore, I understand that if not followed properly, may result in additional fees. These fees will be deducted from payment of merchandise related to said shipment(s).

Today's Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_