



Vendor Routing and Compliance Guide

We appreciate your willingness to comply with this routing guide, allowing Lapine the best possible opportunity to reduce freight costs and non-compliant shipments. Our goal is to achieve a competitive advantage by customer and supplier working together strategically. This will allow Lapine to provide extraordinary service to our customers.

In our quest to ensure that Lapine customers receive the service and respect they deserve through exceptional product quality and service, we count on our Vendor Partners to provide the best quality products in an efficient manner. This partnership in servicing our customers can make millions of positive impressions each year. As a key contributor, you play a significant role in the success of meeting our customer satisfaction goals. This Routing and Compliance Guide defines Lapine's expectations for your performance and details those processes that will streamline the relationship, improve performance and ultimately grow our business. This is your reference manual to performance expectations.

Please note that at times the Lapine Purchase order will have specific information or instructions that may differ from what is on this Routing Guide. The Lapine Purchase Order will always take precedence over the Routing Guide.

Please ensure this Vendor Guide is distributed to all parties within your organization who have a role in your ability to comply with the guidelines.

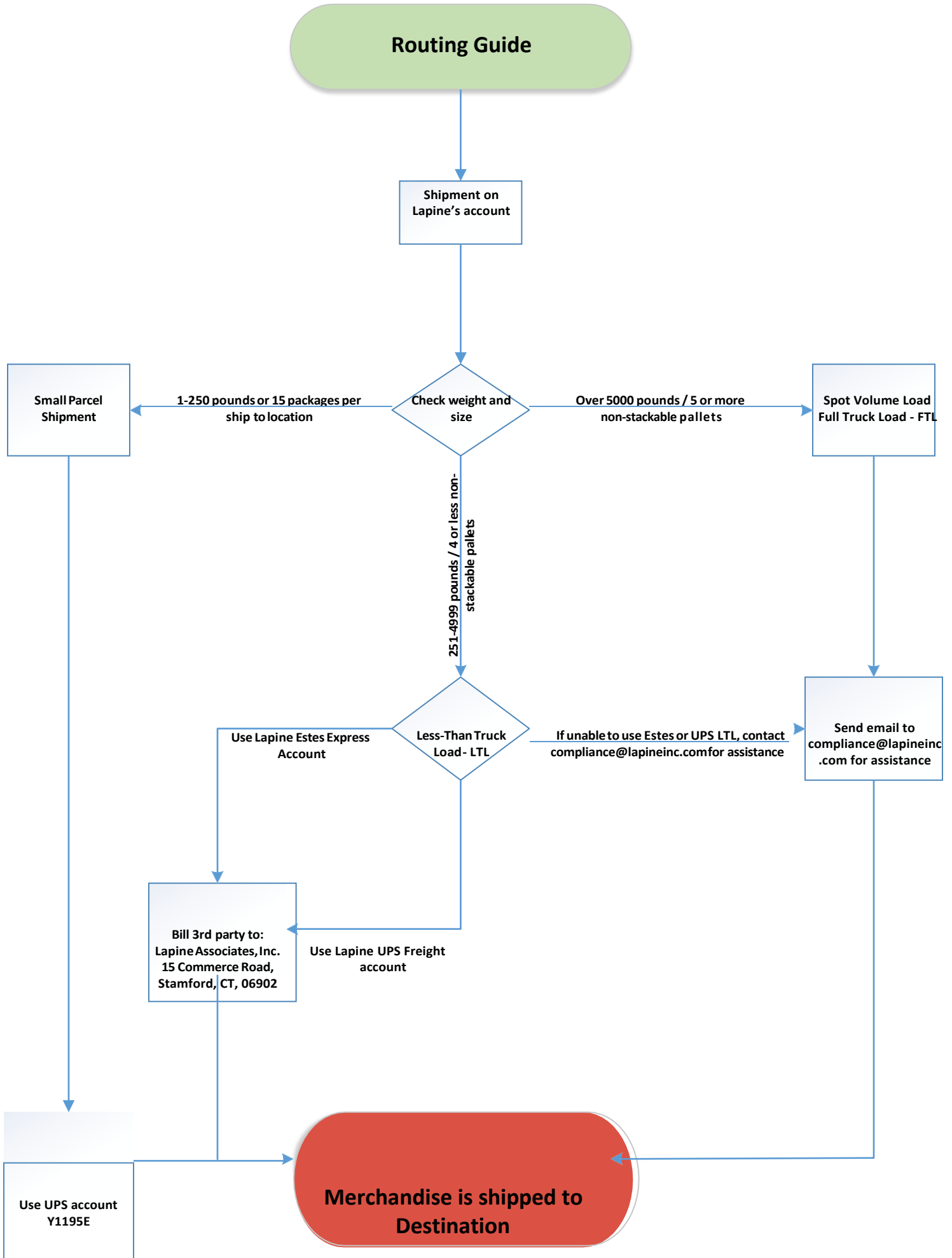
15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com



CONTENTS

1. **Workflow Diagram for shipments using Lapine accounts (page 3)**
2. **General Shipping Requirements (pages 4-5)**
3. **Shipments Using Lapine Accounts (pages 6-10)**
4. **Distribution Center Routing (FAI) (pages 11-12)**
5. **Damaged & Returned Goods (page 13)**
6. **Vendor Non-compliance & Chargeback (page 13)**
7. **Invoices (page 13)**





LAPINE

Brand performance from every angle.

General Shipping Requirements

The purpose of this section is for any vendor that is shipping for Lapine, that vendor must provide the following information with each shipment.

A packing list and signed bill of lading must accompany every shipment.

The following information needs to be sent at the time of shipment to tracking@lapineinc.com:

This table will be sent to you via email along with the purchase order. The information below **MUST** be completed in full which will enable Lapine to close out your order in our system and issue payment. If the information below is not supplied or is incomplete, your invoice will be put on hold.

| Lapine PO # | Vendor Item # | Quantity requested on PO | Actual Quantity Shipped | Actual Ship Date | Tracking or Pro # | Carrier Name |
|-------------|---------------|--------------------------|-------------------------|------------------|-------------------|--------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

Carton Marking Instructions:

All carton markings specified on the purchase order or sent separately that pertain to that specific order must be followed in order for the merchandise to be received. Failure to comply will result in non-compliance fees and delays in supplier payments.

Packaging Requirements:

- All products must be packed in a way that ensures that they will arrive free of any damage or wear.
- All packaging must be designed and manufactured to comply with all applicable standards as set forth by the National Motor Freight Classification (NMFC) to withstand the normal rigors of transportation and physical distribution processes.
- Appropriate packaging includes, but is not limited to: cartons, crates, pallets and any of the preceding in combination, or any other packaging method that ensures that product arrives free of damage.

15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com

**LAPINE***Brand performance from every angle.*

- All shipping cartons must protect inner packs and individual selling units. Sufficient internal packing material must also be used to ensure adequate protection during handling and shipping (e.g., corrugated or wood dividers, corrugated corner protection, blow-in foam, items individually wrapped or bagged, etc.).
- It is also the vendor's responsibility to ensure that the packaging adheres to all applicable local and international laws.
- Damage to merchandise in transit due to inadequate packaging will be the responsibility of the supplier, who will bear the full financial responsibility of remediation, repair, re- packaging, handling, freight, or full replacement costs.

Shipping Delays:

Shipping and production delays must be communicated to a member of the Lapine purchasing department in order to provide the most current shipment information to our customers.

Cancellation:

On occasion, Lapine may decide to cancel their purchase order prior to shipment from the vendor's facility, or get a quote for the minimum cancellation charges. No cancellation charges will be considered valid after the 24-hour period has elapsed. In such a case, Lapine will transmit a notification to cancel. The vendor must immediately cancel the order and must not ship to the customer. The vendor has one business day (or 24 hours) to confirm back the cancellation to Lapine. Lapine will not be responsible for payment on orders that are shipped to the customer after the vendor confirms cancellation.

Alternate routing guide:

If the Lapine purchase order notes an alternate routing guide or specific instructions to be followed, the routing guide provided with the Lapine purchase order will take precedence over this one.

Additional Information:

At times, additional shipping information and instructions will be provided on the Lapine purchase order. Please read the Lapine purchase order carefully and follow all instructions provided to ensure accurate and timely shipments.

15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com



LAPINE

Brand performance from every angle.

Shipments Using Lapine Accounts

The purpose of this section is to provide the requirements for shipping purchase orders using Lapine's third party accounts. Below you will find the different types of shipments and how to process them accordingly.

If the SHIP-VIA terms on the Lapine PO states "**ROUTING GUIDE**" please follow directions in the sections below to ship accordingly based on size and weight.

Small Parcel Shipments

- **Definition:**
 - 1-250 LBS, (actual weight) maximum 15 packages per ship to location.
 - No one package can be more than 150 lbs. per package or, 108" in length, 165" in length plus girth. (L +2H +2W)
- **Carrier:** UPS
- **UPS Customer Service number:** 1-800-742-5877
- **Service:** Ground unless otherwise specified by Lapine PO, buyer or purchasing administrator
- **Billing Terms:**
 - 3rd. party Account
 - UPS - Y1195E
 - Billing Address: Lapine
15 Commerce Road
Stamford, CT 06902
- **Insured/Declared Value:**
 - All packages over \$300 per package should be insured for full purchase order value.

- **Reference Number:**

For orders shipping to our fulfillment center in Billerica, MA

- Enter Lapine Purchase Order number without any characters or symbols in Reference Field #1. Lapine PO's contain 6 numeric values.

For orders shipping to all other destinations

- Enter the Lapine Purchase Order without any characters or symbols in Reference Field #1. Lapine PO's contain 6 numeric values.
- Enter the Customer Purchase Order number in Reference Field #2

- **Packing Slip Requirements include:**

- The packing list must be presented in a clear plastic envelope and attached to the outside of the lead carton for each shipment.
- Lapine or Customer Purchase order number
- Vendor SKU / Item Number / Product ID
- Description of Inventory
- Quantity per Carton



LAPINE

Brand performance from every angle.

- On multiple carton shipments, each carton must be marked 1 of 10, 2 of 10...10 of 10, to indicate the total number of cartons for each carton of the shipment.
 - Total of each SKU per carton and master carton
 - Pack slip count
 - Country of origin
- **Notes:**
 - Please follow all instructions provided above unless otherwise instructed per the Lapine purchase order
 - Vendors should strive to combine smaller cartons into larger cartons to minimize freight cost

When shipping on Lapine UPS shipping account number, the dimensions (Length x Width x Height) and weight for each package must be entered correctly when shipping. Any charges or fees Lapine incurs due to the dimensions or weight not being entered correctly will be charged back to the Vendor for incorrect entry. If these guidelines cannot be followed, a member of the Lapine purchasing department needs to be notified in advance.

Use of this UPS account is only valid when SHIP-VIA terms on the purchase order state to ship with one of these accounts or to ship using the Lapine Routing Guide.

Less-Than Truck Load-LTL

- **Definition:**
 - 251 lbs. to 4999 lbs., or 4 or less non-stackable pallets
- **Carrier:** Estes Express
- **Service:** Standard Ground
- **BOL Creation:**
 - Please find resources at the following hyperlink for BOL help:
 - <http://estes-express.com/resources/forms-library.html>
 - Note: The truck BOL is to be created by the vendor/shipper
- **Bill of Lading Requirements:**
 - Lapine Purchase Order
 - NMFC and freight class
 - Carton and pallet count
 - Weight of the shipment
- **Phone number:**
 - to schedule a pick-up call: 866-378-3748

15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com

**LAPINE***Brand performance from every angle.*

- **Billing Terms:**
 - Bill 3rd. party to:
Lapine Associates, Inc.
15 Commerce Road,
Stamford, CT, 06902
- **Packing Slip:** must be affixed to the outside of the lead carton or pallet and given to the driver along with the BOL
- **Carrier:** UPS Freight
- **Service:** Economy
- **BOL Creation:**
 - Please find resources at the following hyperlink for BOL help:
- http://tl.upsfreight.com/downloads/UPGF_BOL_Form.pdf

- **Bill of Lading Requirements:**
 - Lapine Purchase Order
 - NMFC and freight class
 - Carton and pallet count
 - Weight of the shipment
- **Phone number:**
 - to schedule a pick-up call: 800 333-7400
- **Billing Terms:**
 - Bill 3rd. party to:
Lapine Associates, Inc.
15 Commerce Road, Stamford,
CT, 06902
 - Packing Slip: must be affixed to the outside of the lead carton or pallet and given to the driver along with the BOL

Use of this Estes or UPS account is only valid when SHIP-VIA terms on the purchase order state to ship with one of these accounts or to ship using the Lapine Routing Guide.

If you are unable to use Estes or UPS, please contact compliance@lapineinc.com for an additional carrier.

15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com

**LAPINE***Brand performance from every angle.***Spot Volume Load/Full Truck Load -FTL**

- **Definition:** Over 5000 lbs. or 5 or more non stackable pallets
- **Contact:** compliance@lapineinc.com 48 hours prior to shipment departure date with the following information
 - o Warehouse Name and Address
 - o Contact information
 - o Contact email
 - o Contact phone number
 - o Purchase Order #
 - o Total pallet count
 - o Total pallet dimensions
 - o Total carton count
 - o Total units
 - o Total shipment weight including weight of pallet
 - o Product Description
 - o NMFC and freight class
 - o Are pallets stackable: (Y/N)
 - o Shipment ready date



Distribution Center Routing – Fulfillment America Inc.

The purpose of the Distribution Center Routing section is to provide the requirements for shipping purchase orders to the Lapine Distribution Center; Fulfillment America Inc. located in Billerica MA.

The Ship to Address for shipments to the Lapine Distribution Center in MA is:

Fulfillment America Inc.
C/O Lapine Associates
Lapine PO #XXXXX
4 Enterprise Road
Billerica, MA 01821

Packing Slip/Bill of Lading: A packing slip and bill of lading must accompany each shipment and should include the following:

1. C/O Lapine
2. Lapine purchase order number
3. Lapine SKU / Item Number / Product ID
4. Description of merchandise
5. Quantity per Carton
6. Total of each SKU per shipment
7. Country of origin

Hours:

The receiving departments' hours are from 8:00am until 5:00pm Eastern Standard/Daylight Time, Monday thru Friday.

Delivery Appointments:

Although delivery appointments are not required during our regular receiving hours, deliveries with appointments will take priority over non-scheduled deliveries. Detention charges are the responsibility of the supplier. Appointments are required for after hour deliveries and weekends and may be subject to additional charges. For Delivery appointments call the Receiving Dept at: (978)-988-7576. EXT. 430.

15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com



Sample Packing List:

Packing List

Lapine PO #: XXXXXX

Ordered by:

Lapine Associates Inc.
15 Commerce Road
Stamford, CT 06902

Ship to:

Fulfillment America Inc.
C/O Lapine Associates Inc.
Attn: Lapine PO # _____
4 Enterprise RD Billerica, MA 01821

| SKU/Item Number | Description | Quantity per carton | Cartons | Total quantity |
|-----------------------|-------------|---------------------|---------|----------------|
| ABC | Brochure | 25,000 | 10 | 250,000 |
| 123 | Sales Map | 75 | 10 | 750 |
| | | | | |
| Total Cartons: | | | 20 | |

Master Carton Labeling:

Cartons:

- Each carton is to be boldly labeled with:
 - SKU
 - Quantity per carton
 - Ship to: (C/O Lapine)
 - Ship from:
 - Lapine PO#
 - One SKU per carton unless clearly marked on label and packing slip

Pallets:

- Max. Weight = 1,500 lbs.
- Max. Dimensions = 48"L X 40" W X 42"H (Dimensions include pallet and material)
- Pallets that do not comply with these requirements may require break down services and additional charge backs will be deducted from the supplier invoice.

15 Commerce Road
Stamford, CT 06902
LapineInc.com

(203) 327-9099
brandbuilders@lapineinc.com



Returns & Damaged Goods

Any parcel non-deliverable/refused cartons from the customer will be shipped directly back to vendor for processing.

All non-deliverable/refused cartons are to be shipped back to the vendor unless prior agreements were made with a member of the Lapine purchasing department.

Vendor Non-Compliance & Chargeback

Lapine reviews shipments to insure compliance with our Routing Guide and Purchase Order instructions.

Violations may include but will not be limited to: no packing list or bill of lading, unsigned bill of lading, incorrect or no carton markings, incorrect labeling, no Lapine purchase order reference, items delivered to the wrong location and no advanced shipment notice.

If shipments are non-compliant for any reason, Lapine has the right to short-pay your invoice by \$100.00 dollars or 1.5% of your total invoice, whichever is greater.

If your invoice has already been paid, Lapine may send a separate invoice or request a credit note for future orders based on vendor non-compliance.

Invoices

Please email all invoices to financegroup@lapineinc.com.

At minimum, your invoice must contain the following:

- Lapine PO#
- Payment terms as per Lapine PO
- Remittance address
- Freight costs if shipping terms are prepaid and add
- Quantities shipped for each line item on our purchase order
- Price per unit for each line item on the purchase order
- Vendor SKU #'s
- Itemized description

11/13/17