



## **INBOUND TRANSPORTATION GUIDE**

Updated July 2019

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## CONTACT/RECEIVING INFORMATION

Carriers can schedule their own appointments using our online scheduling tool here:

**VMRECEIVING.COM**

### Nevada

**Receiving hours:**

**Monday-Friday:** 0800-1500

**Address:** 5675 E Ann Rd. Las Vegas, NV 89115

**Email:** receiving-nv@spreetail.com

### Indiana – Greenwood

**Receiving hours:**

**Monday-Friday:** 0800-1500

**Address:** 831 N. Graham Rd. Greenwood, IN 46143

**Email:** receiving-in@spreetail.com

### Nebraska

**Receiving hours:**

**Monday-Friday:** 0730-1500

**Address (Default):** 1001 W Upland Ave. Lincoln, NE 68521

**Address (Secondary):** 1000 Commerce Way Lincoln, NE 68521

**Email:** receiving-ne@spreetail.com

### Georgia

**Receiving hours:**

**Monday-Friday:** 0700-1400

**Address:** 1119 Interstate Centre Boulevard Ellabell, GA 31308

**Email:** receiving-ga@spreetail.com

### Texas

**Receiving hours:**

Monday-Friday: 0800-1500

**Address:** 1200 W Wintergreen Rd, Hutchins, TX 75141

**Email:** receiving-tx@spreetail.com

### Pennsylvania (Nanticoke)

**Receiving hours:**

**Monday-Friday:** 0800-1500

**Address:** 250 Tradeport Rd. Nanticoke, PA 18634

**Email:** receiving-pa-nanticoke@spreetail.com

\*\*\*Please note that receiving e-mails are not intended for order confirmations, ASN's, or routing requests.

# SHIPMENT, PACKAGING, & PRODUCT REQUIREMENTS

prepaid & collect (domestic only)

## UPC Requirements:

- All individual items in each shipment are required to have a UPC.
  - **If a 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 therein.
- UCC128 style barcodes are accepted.
- We can accommodate SSCC-14 barcode format in both ITF-14 (Interleaved 2 of 5) and EAN-128 symbologies.

## International Carton Markings – Minimum Requirements

Mark each master carton with clearly legible & clear English lettering. Text needs to be upright and centered, from top to bottom and left to right, on the carton using black or dark ink.

### Main carton marks must be placed on the widest side and must include:

- Product brand
- Item description (as provided with the Purchase Order)
- VM Express model number (vendor SKU number or as provided with the Purchase Order)
- UPC code
- UPC bar code
- Vendor item number
- Country of Origin
- VM Express retail website, as provided with purchase order \*

(\*Applicable to VM Express 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 Express model number (vendor SKU number or as provided with Purchase Order)
- UPC number code
- Each unit 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:

Secondary Marks/ Adjacent Side 2:	Main Marks/ Side 1:
<b>ABC-GEAR-12</b>	<b>Sports Brand</b>
<b>UPC: 736215682140</b>	<b>Sports Gear Unit</b>
<b>[Bar Code]</b>	<b>ABC-GEAR-12</b>
<b>Units: 1</b>	<b>UPC: 736215682140</b>
<b>Carton No: 1 of 1195</b>	<b>[Bar Code]</b>
<b>GW: 18.0 LBS</b>	<b>SG12-1234</b>
<b>CU.FT: 0.817</b>	<b>Made in China</b>
	<b>www.website.com*</b>

(\*Applicable to VM Express 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. The UPC must be proprietary to the individual SKU.
- The master case carton UPC's must vary from items contained within.
- The UPC must be scan-able by any standard laser scanner equipment.

## PREPAID SHIPMENTS

**\*\*Disregard if we are shipping collect\*\***

### Advance Shipment Notification – ASN

**FAILURE TO COMPLY** with the appointment process set forth by VM Express 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 and palletized, please send a copy of the packing list to primary purchasing contact(s).
  - Once this is complete the supplier will be sent a shipment number.
  - This shipment number is used to schedule the delivery and should be given to the carrier before the load is picked up.
  - The carrier will NOT be able to unload this delivery without a shipment number.
  - The shipment number is provided to the supplier by their purchasing contact.

### Load Size & Shipment Requirements

#### Small Parcel

- Definition: 1-150 pounds in total and/or 20 packages maximum per day.
- Vendors should email their primary purchasing contact when small parcels are shipped. This should include applicable tracking number(s) and a packing list.
- A fine of \$25 will be assessed to any shipment that does not include a packing list when the shipment is delivered.

#### Less-Than-Truck Load (LTL)

- Definition: 16 pallets or less OR via LTL carrier.
- Pallet labeling:
  - Each pallet must be labeled VM Express along with the appropriate delivery address.
  - A master packing list is required for all LTL shipments and should be on the lead pallet (1 of X).
  - All pallets should be labeled 1 of X, 2 of X, 3 of X, and so forth.
- Shipping notification: Vendors should email the appropriate purchasing contact(s) prior to the shipment, preferably at least 2 days before it is set to arrive. This should include applicable tracking number(s), Bill of Lading, a packing list, and the shipment configuration (floor loaded, pallets, slip sheets, etc.).
- A fine of \$50 will be assessed to any shipment that does not include a packing list when the shipment is delivered.
- Notification Fees: All inbound shipments to VM Express require an appointment. It is required that this is notated on the BOL to prevent the consignee from getting billed for this charge.

## Full Truck Load (FTL)

- Definition: 17 pallets (or pallet spaces) or more, single stacked OR the use of a dedicated truck.
- Pallet labeling:
  - A master packing list is required for all truckload shipments and should be on lead pallet (1 of X).
  - All pallets should be labeled 1 of X, 2 of X, 3 of X, and so forth.
  - Loads must be secured with load locks or straps.
  - Door must be sealed and the seal must be removed by consignee only.
- Shipping notification: Vendors should email the appropriate purchasing contact(s) prior to the shipment, preferably at least 2 days before it is set to arrive. This should include applicable tracking number(s), Bill of Lading, and a packing list, and the shipment configuration (floor loaded, pallets, slip sheets, etc.).
- A fine of \$100 will be assessed to any shipment that does not include a packing list when the shipment is delivered.
- **We recommend** setting a receiving appointment before scheduling a pickup to avoid possible layovers or delays. VM Express will not be held responsible for storage or layover charges if a shipment is not scheduled for a dock appointment before leaving the point of origin.

## Rail Services

- Pallet labeling:
  - A master packing list is required for all truckload shipments and should be on lead pallet (1 of X).
  - All pallets should be labeled 1 of X, 2 of X, 3 of X, and so forth.
- Shipping notification: Vendors should email the appropriate purchasing contact(s) prior to the shipment, preferably at least 2 days before it is set to arrive. This should include applicable tracking number(s), Bill of Lading, a packing list, and the shipment configuration (floor loaded, pallets, slip sheets, etc.).
- A fine of \$250 will be assessed to any shipment that does not include a packing list when the shipment is delivered.
- **We recommend** setting a receiving appointment before scheduling a pickup to avoid possible layovers, delays, or yard storage. VM Express will not be held responsible for storage or layover charges if a shipment is not scheduled for a dock appointment before leaving the point of origin. See the contact page for contact information if you need extra coordination as rail shipments can vary in transit time.
- Original BOL and packing lists are required to be delivered with the shipment if rail services are utilized. This should be notated on the BOL as a requirement for the destination rail carrier.

## Collect Shipments

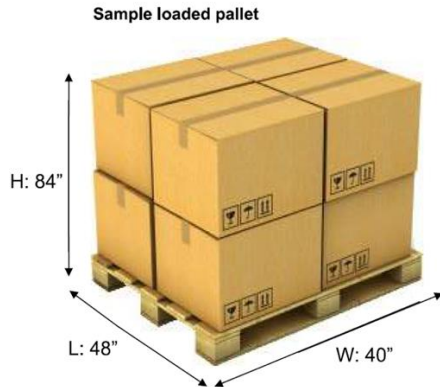
**\*\*Disregard if we are shipping prepaid\*\***

Once the order process is complete, forward all applicable information to [your purchasing contact](#). ASN's are not required for collect shipments excluding small parcel (see page 7 for small parcel ASN requirements).

### Directions based on shipment size:

- **Small Parcel**
  - Do not ship more than 20 cartons or 150 pounds of goods via small parcel. Instead, see LTL guidelines.
  - Obtain a FedEx account number from your purchasing contact once authorized by VM Express Operations.
  - 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 with "Signature Required." VM Express will not be held responsible for packages left at our facilities that go missing without required signature confirmation.
  - VM Express signing for the package confirms receipt of the package.
  - VM Express will verify the contents of the package and, if a discrepancy is found, will notify the vendor within 48 hours after receiving.
  
- **Less-than-Truckload (LTL)**
  - Please use this format when providing pallet information to your point-of-contact:
    - Pallet #: (Carton Count) L x W x H @ Weight of Pallet (including the pallet)
    - Pallet 1: (10 boxes) 48" x 40" x 48" @ 300 lbs.
    - Pallet 2: (158 boxes) 48" x 40" x 84" @ 400 lbs.

**NOTE:** If you do not have a scale to weigh a loaded pallet, add up the weight of each box on the pallet. Take the total weight of the boxes and add 45 pounds 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.](#)
  - Maximum pallet height is 96 inches for LTL orders.
  - [Providing inaccurate shipping weights and/or dimensions](#) that result in an adjustment by the carrier will be subject to a fee of the difference between the quoted amount and the actual charges.
  - [Shippers are required to use the BOL provided by VM Express or VM Express' brokers or carriers, and only that BOL.](#) This will prevent costly upcharges due to discrepancies with quote information and reclassifications. If our BOL is not used, and we experience higher than anticipated freight bills, the difference between the original quote and amount due will be transferred to the shipper.
- **Full Truckload**
    - Weight of cargo required as well as estimated/actual pallet count.
    - Shipper will provide carrier with BOL or may request one from VM Express' assigned carrier/broker.
    - A master packing list is required for all truckload shipments and should be on lead pallet (1 of X). All pallets should be labeled 1 of X, 2 of X, 3 of X, and so forth.
    - Loads must be secured with load locks or straps.
    - Door must be sealed, and the seal must be removed by consignee only.



## INVOICING

1. Invoices for merchandise must be emailed to VM Express' Accounts Payable Department using the designated email address your account manager has established for you. Please do not send it to VM Express any other way or else 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 of 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 with these invoicing requirements will result in delayed processing and payment. VM Express will not be held responsible for late fees or extra charges due to late payments as a result of non-compliance situations.**

## Carrier/Broker Responsibility

An appointment is required for all shipments. **A delivery confirmation number** will be given once the appointment has been scheduled. Before a full truckload is picked up from the supplier, it is the responsibility of the carrier, broker, or supplier to schedule a delivery appointment. LTL carriers will schedule themselves once a shipment has reached the destination terminal, but it is up to the supplier to ensure that the carrier is aware that we are by appointment only by listing this on the BOL with our online receiving page link (VMReceiving.com). LTL shipments must have a confirmation for each order. If an appointment is not made, the carrier should expect delays in receiving as our resources are scheduled around appointments. Any costs associated with the delay resulting from lack of or missed appointment are the responsibility of both the supplier and the carrier.

### Vehicle Condition

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

- The vehicle floor must be able to withstand a pallet jack fully laden as well as full-sized lift trucks.
- The vehicle floor must be safe and free from any obstructions and/or damage, such as holes.
- The vehicle must be water tight, clean, and free of strong odors.
- Load locks and/or straps not in use must be secured in the trailer or kept in the tractor.
- Very small carton deliveries will be accepted on other forms of transport, i.e. small parcel carrier vehicles.

### Timeliness of Deliveries

VM Express fulfillment centers utilize scheduled appointments to plan labor resources that will ensure a vehicle's waiting time is kept to a minimum. In order to achieve this, suppliers should ensure that the agreed upon 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 and state the amended 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 Express 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.

### Detention Charge Policy

All VM Express 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 unloading to extend past the allotted 2 hours. VM Express takes full responsibility for the delay on such occasions so long as there are no violations outlined in this guide.

- **VM Express is not responsible** for detention at any non-VM Express location.
- Carriers must be backed in by their appointment time ready for offloading in order for detention to be applicable. Late arrivals will not be granted detention pay.
- A legible copy of the BOL must be presented with the invoice in instances where detention is needing to be assessed. BOL must be legible and contain the following:
  - Appointment date and time
  - In/out times
  - Signature of VM Express associate

### **Import & International Routing Booking Requirements**

1. The manufacturer 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. Bookings must include the following information:

- Cargo ready date
- PO Number(s)
- Origin Port
- City and country of origin
- Unit requirements
- Cargo destination
- Applicable purchase order numbers

Forwarder contact information can be found towards end of this section.

2. Logwin (Booking office) will book with the carrier provided to them by us.
3. ISF arranged by Alliance. Supplier provides ISF paperwork to Logwin no later than 96 hours prior to sailing. Logwin collaborates with Alliance for filing ISF.
4. Please refer to VM Express Inbound Transportation Guide for information regarding the maximum number of containers per B/L.

### **Documentation**

- ISF Completed Worksheet (additional details below)
  - ISF must be provided at least 96 hours prior to the departure of the last origin port
- Master Bill of Lading (if required)
- House Bill of Lading (if required)
- Commercial Invoice (HTS to be listed next to each line item)
- Packing List

**Commercial invoice and packing lists are to be emailed to the necessary import broker (provided upon booking request) five days after the cargo has sailed.**

#### 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 Express 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-foot or 40-foot high cube container load increments, contact VM Express immediately for order revisions

Additional booking information or requirements can be obtained from VM Express. Any original documents required must be provided to VM Express' corporate headquarters, not a VM Express distribution center.

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

An Importer Security Filing (ISF) is required by U.S. Customs & Border Protection (CBP) for all import shipments brought into the United States. A completed ISF Worksheet is to be submitted to Alliance no later than 96 hours prior to sailing. 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 the 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 Express.

**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 U.S. Customs.

## **HTS Documentation**

The vendor is required at time of booking to provide U.S. Harmonized Tariff Schedule classification of product to VM Express for all items in each shipment. The vendor should also provide HTS code number and associated duty rate to their primary VM Express purchasing contact. HTS to be listed next to each line item on Commercial Invoice.

## **Arrival Notice**

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

## **Maximums Per B/L by Destination**

In order to prevent extra storage and per diem costs, VM Express has a cap on how many containers are included on a single B/L per ship.

They are as follows:

Las Vegas, NV: 6

Lincoln, NE: 5

Greenwood, IN: 5

Nanticoke, PA: 6

Hutchins, TX: 5

Ellabell, GA: 5

Manufacturers that exceed these maximums will be responsible for costs associated with pre-pulling, storage, chassis, per diem, and demurrage if applicable.

## **U.S. Agent & Notify Party**

Alliance Customs Clearance  
5700 Broadmoor Ste 600  
Mission, KS 66202  
Phone: (913) 262-4746  
Fax: (913) 831-9297  
Email: llucas@alliance.com; [cgolden@alliance.com](mailto:cgolden@alliance.com)



States. That date indicates the time by which VM Express expects cargo to be ready for loading and sail via arranged transportation by VM Express' designated import broker.

As noted in the preceding 'Booking Requirements,' booking requests are made with VM Express' designated broker three weeks prior to delivery of merchandise to an ocean carrier terminal. If booking requests are made in a timely manner and cargo is ready by the agreed upon and noted Purchase Order date, VM Express' expectation is that goods will sail pursuant to the vessel as immediately selected by VM Express' designated import broker.

To ensure a smooth booking process and ensure all VM Express functions are not adversely impacted by shipment delays, we have introduced the following procedures and compliance standards.

- **First Ship Date / Cargo Ready Date will be agreed upon by VM Express purchasing contact and vendor contact, and recorded on the official VM Express final purchase order copy**
  - Notification of shipment delay or required modification of First Ship Date must be provided to the VM Express purchasing contact within five (5) days of final order acceptance date. Revised First Ship Dates must be agreed upon in writing by VM Express and accompanied by a revised Purchase Order copy at that time.
  - Additional modifications to Purchase Order shipment contents, agreed upon First Ship Date or other terms must be completed within ten (10) business days from the original final order acceptance date.
- **Non-compliance with the designated ship date may include the following implications or penalties:**
  - Baseline of '0' is the date to when the cargo sets sail.
  - Early Ready Date (more than -21 days): There are no penalty considerations, but early shipments must be approved prior to advancement of any booking processes. Please discuss and update Purchase Orders and agreements in writing with VM Express purchasing contact prior to any corresponding booking requests.
  - Late Ready Date (-20 to 0 days): Vendor must notify VM Express' purchasing contact of any unanticipated delays in writing. Vendor will be provided one warning annually for First Ship Date non-compliance. Subsequent delayed shipments may result in item, quantity or ship date modifications by VM Express to Purchase Order(s).
  - Late Ready Date (after 0 days): Vendor must notify VM Express' purchasing contact of any unanticipated delays in writing. Vendor may be assessed a fee up to 3% of net invoice value to corresponding Purchase Order(s), as well as possible incremental invoice and margin recovery charges for shipment delays beyond 30 days. Upon notification, VM Express reserves the right to modify any aspect of original First Ship Date expectations or product contents, up to and including order cancellation.

By ensuring proactive and consistent communication and action with your VM Express purchasing contact and corresponding freight contacts, the import logistics process will be efficient and mutually beneficial. Please direct policy questions to your primary VM Express purchasing contact. Your cooperation and partnership in this regard is a critical part of our success.

### **Booking Cancellation Fee (BCF)**

A booking cancellation fee may be applicable to the supplier if bookings are cancelled after the shipping instruction cut-off time.

## CONTAINER LOADING (FACTORY LOAD)

The vendor is required to book and load the appropriate container size to eliminate dead space.

**All VM Express International Purchase Orders are planned to ship in full 40-foot or 40-foot high cube container increments only and as denoted by the Purchase Order. If the container selected is determined to have space remaining or overages, contact your VM Express representative immediately for Purchase Order adjustments prior to production.**

- Packing list should be placed within the container upon completion of loading.
- 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 and chemical action, as well as prevent tampering. The factory must provide the seal.
  - For additional information on Container Seal requirements please reference: <http://edocket.access.gpo.gov/2008/E8-18174.htm>.
- The 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 carriage 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 Express will not issue payment for damage goods related to loss or damaged goods shipped on a container that is not suitable for shipping or damaged goods due to improper loading.**
- Restrictions in the U.S.A. disallow a container to move on the road if the weight limit is exceeded. **Charges derived from requiring a transload from overweight containers will be at the manufacture’s expense and deducted from merchandise invoice.** Maximum weight by container type are as follows:
  - 20’ containers have a maximum weight of 37,500 pounds. No more than 22,000 pounds in the front half of the container, and no more than 24,000 pounds in the rear half of the container.
  - 40’ and 40’ HC containers have a maximum weight of 44,000 pounds. Furthermore, no more than 21,000 pounds can be on the front axis and 25,000 on the rear axis.
  - 45’ containers have a maximum weight of 42,500 pounds. No more than 20,000 pounds in the front half and 24,000 in the rear half of the container.
  - Load should be spread as evenly as possible across the floor of the container.

### Container Inspection Checklist

All containers are required to be inspected prior to loading in order to prevent the following:

- Holes/cracks that allow water to seep into the container and cause damage to the items.



- Lift truck wheels from falling through the base of the container during offload.
- Other situations that can happen during transit that will lead to the Steamship company from billing the consignee for damages that possibly happened in-transit.

An official container inspection checklist can be obtained by e-mailing '[Freight@VMExpress.com](mailto:Freight@VMExpress.com).'

## **Broker Expectations – Prepaid**

### **Prepaid**

In order to avoid costly fees with not receiving containers in timely fashion, it is extremely important that the broker provides consistent updates to VM Express so that we are able to receive your unit(s) timely. Without consistent updates from when the container sails, preferably bi-weekly, VM Express will not be held liable for excess related charges, including but not limited to per diem, detention, pre-pull, storage, and chassis fees.

#### **Updates need to include:**

- Date of sail
- ETA to port
- Destination port
- ETA to inland rail ramp if applicable
- Container number
- Destination warehouse

## Overseas Office Contacts / Logwin

Alphabetical by country

### Australia

<b>Melbourne</b>	<b>Brisbane</b>
Logwin Air + Ocean Australia Pty. Ltd.	Logwin Air + Ocean Australia Pty. Ltd.
<b>Address:</b> P.O Box 702, Tullamarine, Victoria 3043 Melbourne	<b>Address:</b> Building 106.1, 2-6 Leonardo Drive, Davinci Business Park Brisbane Airport, QLD 4007 Australia
<b>Contact:</b> Dory Munoz <a href="mailto:Dory-munoz@logwin-logistics.com">Dory-munoz@logwin-logistics.com</a> +61(0) 399 109 210	<b>Contact:</b> Brad McGregor <a href="mailto:Brad.Mcgregor@logwin-logistics.com">Brad.Mcgregor@logwin-logistics.com</a> +617 3860 5161 Fax: 617 3860 6317
<b>Sydney</b>	
Logwin Air + Ocean Australia Pty. Ltd.	
<b>Address:</b> 75-85 O Riodan Street, New South Wales 2015 Alexandria	
<b>Contact:</b> Judy Hoyn <a href="mailto:Judy.hoyn@logwin-logistics.com">Judy.hoyn@logwin-logistics.com</a> +612 9313 7299	

### Bangladesh

<b>Bangladesh</b>
Transmarine Logistics Ltd.
<b>Address:</b> Transmarine Logistics Ltd. 10 Kazi Nazrul Islam Avenue Jahangir Tower (6th Floor) Karwan Bazar, Dhaka 1215
<b>Contact:</b> Tofazzai Hossain Web: <a href="http://www.transmarinelogistics.com">www.transmarinelogistics.com</a> Phone: +88 0171 314 6281

Email: Tofazzal.hossain@transmarinelogistics.com

## China

<b>shanghai</b>	<b>Tianjin/Xingang</b>
Seafreight Export Operation Asia Pacific, America & Africa Trade Lanes Logwin Air + Ocean China Ltd. Shanghai Branch	Logwin Air + Ocean China Ltd. Tianjin Office
<b>Address:</b> 25th Floor, Ocean Towers No.550 Yan-an Road E HuangPu District, Shanghai, China	<b>Address:</b> Room 1103, Junyue Mansion No. 18, Guizhou Road, Heping District 300051 Tianjin, P.R China
<b>Contact:</b> Molly Mao Phone:+86 021 23262000 *2099 DID: +86 021 23262099 Fax: +86 021 23262300 * 2099 Email: molly.mao@logwin-logistics.com	<b>Contact:</b> Emily Wu Phone: +86 022 58296910 *8006 Fax: +86 022 58296900 Email: Emily.wu@logwin-logistics.com
<b>Ningbo</b>	<b>HKG/Yantian/Shenzhen/Donguan (S. China)</b>
Logwin Air + Ocean China Ltd. Ningbo Branch	Logwin Air + Ocean Hong Kong Ltd.
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## Definitions:

- **Receiving** by appointment only. Schedule your shipments using our online scheduling tool: VMReceiving.com
- **A supplier or VM Express purchase order** number is required to be presented by the carrier for **ALL** receiving requests. (See page 5 for more details.) You may not set up a receiving appointment without a purchase order number.
- VM Express is not responsible for **excess carrier-related charges** derived from receiving requests made after a shipment has left the shipper's docks for full truckload or dedicated shipments.
  - *EXAMPLE: Shipment is picked up on Monday and is a 4-day run. Receiving request is sent out on Tuesday but VM Express 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.
- Shipments that do not include a **packing list** will be assessed a fee.
- **Detention** at any non-VM Express location will be the responsibility of that company.
- **Packing list:** The information on the packing slip should include the SKU number, item description, and quantity shipped for each item on the shipment.
  - **A fine will be assessed to any shipment that does not include a packing list when the shipment is delivered.**
- **Shipment number:** A unique 5-digit series of letters and/or numbers provided to the carrier, supplier, vendor or broker for use when scheduling an appointment at a VM Express facility.
- **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 with "Signature Required." VM Express will not be held responsible for packages left at our facilities that go missing without required signature confirmation.
  - VM Express signing for the package confirms receipt of the package.
  - VM Express 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.
  - Each pallet **MUST** be shrink-wrapped properly so the pallet stays intact throughout shipping and during delivery.
  - A master packing list is required for **ALL LTL** shipments and should be located on the Lead Pallet (1 of X). All pallets should be marked 1 of X, 2 of X, 3 of X and so forth.
  - Face all carton labels out.

- **Full Truckload**

- All Full Truckload Shipments **Must** Have A Numbered Seal. The Seal Number Should Be Legible on the Bol. **In The Event** That VM Express Experiences A Shortage On A Shipment That Does Not Have A Numbered Seal, VM Express Has The Right To Disregard Payment To The Vendor For Missing Items.
- All Palletized Truckloads Must Be Shrink-Wrapped Properly to Ensure the Pallets' Stay Intact Throughout Shipping and During Delivery.
- A Master Packing List is Required for All Truckload Shipments and Should Be on Lead Pallet (1 Of X). All Pallets Should Be Labeled 1 Of X, 2 Of X, 3 Of X, And So Forth.
- Please Use Slip-Sheets for Floor Loaded Shipments that Contain Wrapped Pallet-Sized Stacks. Disregard for Loose Floor Loaded Trucks.
- VM Express Has the Right to Refuse a Shipment if Improper Loading Caused Shifting in Transit. VM Express Will Not Be Held Responsible for the Cost of the Damaged Goods or for Any Resulting Increase in Freight Charges.
- VM Express Will Not Pay for a Driver Count Without Approval from VM Express.

- **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 In The Form Of Wood, Approved Filler Materials, Or Straps **Must** Prevent Any And All Lengthwise Or Crosswise Movement.
- The Shipper Takes Full Responsibility if Any Damages Occur Due to Improper Stabilization and VM Express Reserves the Right to Refuse Such Shipments.

## FAQs

**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 within a few days.

**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 before the shipment leaves the shipper's docks for full or partial truckloads. For LTL's, it is best for the carrier to schedule an appointment once the shipment arrives at the destination terminal. If the driver was on time to appointment, please see the Detention Charge Policy in the guide 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 (whose 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 Express is in no way responsible for detention charges caused by delays. Please e-mail delays to the applicable receiving e-mail (page 4).



## VMEXPRESS INBOUND TRANSPORTATION GUIDE COMPLIANCE

Please sign and return to 'Freight@VMExpress.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 Express in this guide. Furthermore, I understand that if not followed properly, additional fees may  
result. These fees will be deducted from payment of merchandise related to said shipment(s).

Today's date: \_\_\_\_\_

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

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

V07.2019