



# **Vendor Compliance Manual**

**Revision 07.01.2010**

## **Table of Contents**

Introduction	Page 3
Quality Assurance Transit and Product Testing	Page 4
Product Quality Requirements	Page 4
General Packaging Requirements	Page 6
Primary Packaging Methods	Page 7
Protective Packaging Materials	Page 7
Item Specific Packaging Requirements	Page 7
Liquids and Powders	Page 8
Packaging Requirements for Rugs, Mats, and fabric bolts	Page 9
Package Testing Requirements	Page 11
Item Labeling Requirements	Page 12
External Case Label Requirements (UCC-128)	Page 13
UCC-128 Labeling Resources	Page 15
UCC-128 Case Label Placement	Page 16
Advance Shipment Notification (ASN)	Page 17
Direct Import Vendor Requirements	Page 18
Importer Security Filing Rule (ISF 10+2)	Page 19
CPSIA General Certificate of Conformity	Page 19
Lacey Act of 2008	Page 20
Dom / Int'l Routing Guides and Transportation	Page 21
Drop Ship Requirements/ Routing Guide	Page 24
Offset Expense Summary	Page 26
Contact Information	Page 27

## **Introduction**

It is our mission to form a strong and lasting partnership with our vendors by addressing our requirements “up front” while minimizing back-end operating disruptions. If a shipment is received that does not conform to our requirements, a chargeback to recoup the costs of special handling could result. It is our desire to eliminate these unnecessary chargebacks by providing detailed explanations of all requirements and offering assistance to achieve compliance.

Please review this manual and distribute as needed within your organization. We have found that while departments such as accounting, operations, and shipping require in-depth understanding of this material, the information is beneficial to anyone within your organization that will be working with us.

Cinmar Quality Assurance Specialists are here to provide assistance and support for any concerns or challenges you may encounter. The Quality Assurance Department will:

- Define the Vendor Compliance requirements
- Pre-comply label diagnostics
- Monitor performance
- Provide Packaging Guidelines
- Define product testing requirements

To assist vendors in meeting our compliance requirements a Vendor Partnership website has been created. To review additional information please follow the link below.

### **[Cinmar Partnership Website](http://ccsginc.com/cinmar.htm)**

(<http://ccsginc.com/cinmar.htm>)

For additional support and information please **email** the Cinmar Quality Assurance Department at [cinmarqa@cinmar.com](mailto:cinmarqa@cinmar.com)

Thank you for your support in making our partnership a success!

Sincerely,

Cinmar Quality Assurance

**This manual supersedes all previously issued versions and is effective immediately.**

## **Quality Assurance Transit & Product Testing**

New items may require transit and performance testing through our preferred third party agency. It is the vendor's responsibility to cover all costs associated with testing unless authorized by Cinmar Quality Assurance in writing in advance. Vendors receive Cinmar's discounted rates when proper paper work and processes are followed.

Please contact your Quality Assurance contact to inquire about this process and to request a Test Request Form (TRF)

- Transit Test – expenses vary based on size and weight of product. Our agency uses ISTA protocols and can cost up to \$500.00. The cost for transit testing is well below the expense of absorbing freight and returns due to insufficient packaging.
- Performance Test – expenses vary based on nature and use of product. \$650.00 is an average expense and provides assurance of superior product quality.
- **Purchase order fulfillment is dependent upon completion of required testing.**

### **Product Quality Requirements**

**\*\*\*ALL DOCUMENTATION/TEST RESULTS MUST BE PROVIDED TO CINMAR QUALITY ASSURANCE.**

#### **Electrical Items**

All electrical items must be evaluated to UL standards, and have **CURRENT** UL, CUL, ETL, CSA or TUV LISTING. This listing will be verified. Telephones and devices that use radio frequencies must comply with FCC regulations. Documentation must be provided to Cinmar Quality Assurance.

#### **Food**

All food items must be sealed and must have the ingredients and nutritional information listed on the package. In addition, we require documentation stating that the packaging facility is FDA-approved. Expiration dates must be clearly indicated on master pack/external case.

#### **Food-Use Items**

ALL food use items must be in compliance with the FDA standards. The test report **MUST** reflect if the item is in compliance or noncompliance with California Proposition 65 standards. If the item will come into contact with a person's mouth, we also require ASTM lip and rim test results. You must provide test reports stating whether the item is safe for use in an oven, microwave or dishwasher.

#### **Furniture**

For all stools/chairs/furniture, Cinmar requires documentation of static and dynamic load performance test specifying the maximum weight capacity.

#### **Composite Wood Products**

Products manufactured using Hardwood Plywood (HWPW), Particle Board (PB), or Medium Density Fiberboard (MDF) regardless of surface finish must be produced using only materials certified to be compliant with CARB regulation 93120. Documentation of compliance must be provided for record retention to Cinmar Quality Assurance. See Page 12 for labeling details

#### **Chemicals/Liquids/Powders/Hazardous Materials**

All vendors must provide both the Merchant(s) and Cinmar Quality Assurance with the Material Safety Data Sheets (MSDS) that detail information on each chemical including appropriate safety measures. The Department of Transportation (DOT) shipping classification must also be provided if it is not included on the MSDS. Quality Assurance will forward this information to the receiving

department in the distribution center. The Distribution Center MUST have this information prior to shipment, or the delivery may be refused, and a chargeback penalty may be issued. Each supplier must comply with all local, state, and federal laws and regulations that apply to the labeling, shipping, storage and handling of hazardous materials – including, but not limited to ORM-D.

### **Mattress/Mattress Pads/Ticking**

ALL mattresses, mattress pads and ticking MUST be in compliance with Federal Regulations. Please provide test reports along with a copy of any and all sewn in labels. Please refer to 16 CFR 1632 for detailed requirements by item type. Additionally all mattresses must be registered for compliance with bedding and upholstery regulations.

### **Rugs (Bath/Area/Throw)**

ALL rugs MUST be in compliance with Federal Regulations 16 CFR 1630/1631. Test reports must be provided to the QA staff for review/approval along with the sewn-in fiber content and/or care label.

### **Regulatory Labeling**

Several industries require labeling for various products. Please be sure that all mandatory labeling is on the product. We will inspect upon receipt of shipment. Following are a few of the labels we will be looking for:

- Candle Warning Label
- UL/CUL/ETL/CSA/TUV Label
- ORM-D (Other Regulated Materials – Domestic)
- Suffocation Warning Label
- Fair Labeling FP&L / Uniform P&L Regulations NIST
- LHAMA Label
- Ohio Bedding Regulations
- Small Parts Warning Label

### **Documentation of Product Claims**

Any claims or warranties advertised in the instructions, sales materials, or on the package of the product must have prior substantiation by an independent third-party testing laboratory. Claims will be reviewed by our LEGAL DEPARTMENT, which will require copies of prior substantiation documents to Cinmar Quality Assurance.

### **Instructions/Components**

If the product requires assembly or requires several steps for use/care of the product, you MUST include English-language instructions with the product. In addition, many products, such as candles and candle holders, toys, and handcrafted items, have MANDATORY warnings or literature that MUST be stated on the instruction sheet.

All instructions will be reviewed and followed for ease and clarity. All components must be stated on the instructions. If the item requires additional components, such as light bulbs, batteries, or hardware, then the size, type or description of these components must be included with the product.

### **Consumer Product Safety Improvement Act of 2008**

In accordance with the CPSIA beginning November 12<sup>th</sup>, 2008 all shipments must include a General Conformity Certificate (GCC) to attest product is in compliance with the required mandatory standard. The complete list of regulations by product can be reviewed by clicking the link below.

[Regulated Products List](#)

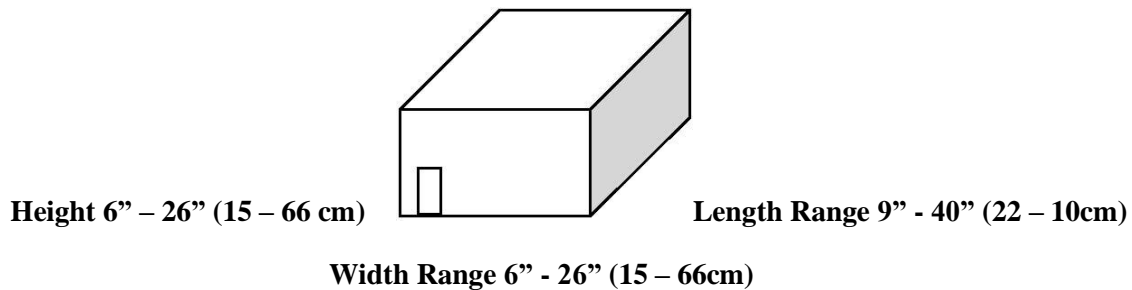
## General Packaging Requirements

Vendors are expected to deliver merchandise in prepackaged units exactly as they are to be sold to the customer. (Absolutely no inserts, advertisements, etc. [except instruction sheets] are to be included in the packaging without Cinmar's express prior approval.)

All items require packaging that will protect them during distribution, storage, handling and shipping. There are two primary packaging methods that are acceptable to Cinmar based on item type, size, and outbound ship method and as a general guideline the basis for acceptable packaging will be based our distribution center's guideline for differentiating "Conveyable" cartons vs. "Non-Conveyable" cartons.

**Please identify your product as either Non-Conveyable or Conveyable since these terms will be used for reference through out the remainder of this manual for simplicity.**

### How to determine Conveyable vs. Non-conveyable:



**Conveyable Cases** – your item is conveyable if it conforms to the dimensions shown above and meets the minimum weight requirement of 2lbs (1kg) while not exceeding 50lbs (23kg).

- Conveyable cases shipped to Cinmar's distribution center must be packed in a brown corrugated carton with certified minimum burst strength of 200lbs (91kg) or greater, and certified to meet or exceed 32.5lb (15kg) edge crush test. Cartons are to be sealed with either 3in (7.6cm) width tri-directional water activated gummed tape or 2in (48mm) minimum width polypropylene tape with a minimum thickness of at least 2mils.

**Non-Conveyable Cases** - If any case dimension exceeds the ranges above for classification as conveyable or is has a total carton weight greater than 50 lbs (23kg), the case is classified as non-conveyable and must be packaged for non-conveyable receiving in accordance with Cinmar's acceptable packaging guidelines.

- All cases identified as Non-Conveyable must be packaged as a single ship item and can not be received master-packed unless pre-approval has been obtained prior to shipment by Cinmar Quality Assurance. Conveyable cases shipped to Cinmar must be packed in a double walled brown corrugated carton with certified minimum burst strength of 200lbs (91kg) or greater, and certified to meet or exceed 32.5lb (15kg) edge crush test. Cartons are to be sealed with 3in (72mm) width tri-directional, water-activated gummed tape.

## **The 2 Primary Packaging Methods Accepted**

**1. SHIP-ALONE PACKAGING (RESHIPPER PACKAGING):** Ship alone cartons are products that are deemed too large in size or weight to pack with other items. These products ship to the end customer in the vendor packaging due to the limited availability of stock cartons in our contract distribution center. All items deemed ship alone items must be packaged individually so they can ship to the end customer and survive the rigors of small parcel (UPS, and USPS) shipping.

- Reshipper cartons must be brown box cartons with a minimum case burst strength of 200lbs and minimum edge crush test of 32.5 pounds. All products in reshipper cartons must be completely covered by the shipping carton. All reshipper cartons must be able to pass our 14 point drop test as outlined in our drop test procedures. See page 13 for detailed explanation of this requirement.
  - Failure to pass this drop test will result in additional charges due to non-compliance and the costs associated with repackaging required to enable a passing result.

**2. MASTERPACKED RETAIL PACKAGING:** Many items are packaged in a retail box made from kraft board or corrugated boxes with burst strength less than 200 lbs. per sq. inch. This type of packaging may be sufficient for some items where there is sufficient inner protection to prevent damage from shock or vibration. However all items in retail packaging must be received in a conveyable masterpack carton and meet the requirements outlined on page 9 for conveyable cartons.

- All retail packed units inside of the masterpack box must be sealed to prevent tampering or loss of product. These items must be shipped to our distribution center in a master pack of identical items only.

### **Protective Packaging Materials (Item Cushioning)**

**HARDGOODS:** All hardgood items are considered fragile and are required to have inner and outer protection sufficient to withstand the normal distribution handling and shipping environment. Inner cushioning should be provided in proportion to the fragility of the item. Several materials are available to cushion the inner product from damage, including EPS foam and fill, corrugated pads, bubble wrap. NO STYROFOAM PEANUTS or other loose fill.

- Other cushioning materials may be used only if prior approval has been received from the Cinmar Quality Assurance department.
- Regardless of cushioning provided the item will be required to pass Cinmar's 30" (76.2cm) 14 point drop test as outlined on page 13. Supporting documentation must be provided to Cinmar Quality Assurance Prior to purchase order fulfillment.

### **Item Specific Packaging Requirements**

**TEXTILES:** Textiles must be packaged in individual poly-bags with a minimum thickness of 2 mils to ensure protection from dust, dirt, and scuffing. The poly-bag must be securely closed. Multiple items of the same style number, size, color and pattern are then packed into a master carton meeting the conveyable case guidelines on page 9.

- Note: if the circumference of the poly bag opening is larger than 5 inches (12.7cm) then a warning label must be attached, as follows:

“THIS BAG IS NOT A TOY. WARNING: TO AVOID DANGER OF SUFFOCATION KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES, OR PLAY PENS. TEAR UP BAG BEFORE THROWING AWAY.”

**LIQUIDS AND POWDERS:** Liquids and powders must be packaged to prevent leakage and ensure safe delivery both inbound to Cinmar's distribution center and to the end consumer.

- **Aerosols:** All products contained in aerosol cans, must have a protective plastic cap covering the nozzle to prevent inadvertent release during transport or distribution.
- **Non-Hazardous Powders, Pastes and Creams:** All products consisting of powders, pastes or creams must be in containers that will not leak under normal mail-order handling and distribution. Kraft boxes without inner liners are not acceptable for powders.
- **Non-Hazardous Liquids:** Must have a functional inner seal. Spray applicators cannot serve as an acceptable method of closure. The applicator must be enclosed together with the product in a sealed poly-bag, or otherwise securely attached to the container. If the item is four ounces or less, the applicator can serve as the closure if it has a protective plastic cap over the nozzle.
- **All Hazardous Chemicals—Powders, Pastes, Creams, and Liquids:** Items must have a functional inner seal AND be in a sealed poly bag (minimum 40-gauge thickness). Hazardous is defined as a Health Hazard Rating of 3 = High (Serious) or 4 = Very High (Extreme) from the Material Data Safety Sheet.
- **Glass:** When glass is the only acceptable packaging material for an item, the product must be reviewed by Cinmar's Quality Assurance Department for pre-approval prior to inbound shipment to our distribution center.

**\*\*\*ORM-D (Other Regulated Materials – Domestic) is any item containing hazardous material in a limited quantity that presents hazard during transportation due to its form, quantity, or packaging. Items classified as ORM-D must be labeled with the consumer commodity ORM-D. (page 14)\*\*\***

**\*\*\*If liquids are received leaking as packaged from the vendor, and it is determined to be due to insufficient packaging or an inadequate container seal (not as a result of transport handling), then the portion of the shipment that is affected will be destroyed “in the field” to prevent incurring additional liability for personnel who may be harmed, or other products or equipment that may be damaged during a return shipment. Although this product is destroyed, normal documentation will be completed and submitted to the vendor for credit or reimbursement.**

**RUGS, DOORMATS, AND FABRIC:** All rugs, doormats, and fabric bolts must be individually bagged in a clear low density, polyethylene bag with a thickness of at least 6 Mils. The end of each bag must be folded over and taped securely with no cable tie or other protrusion.

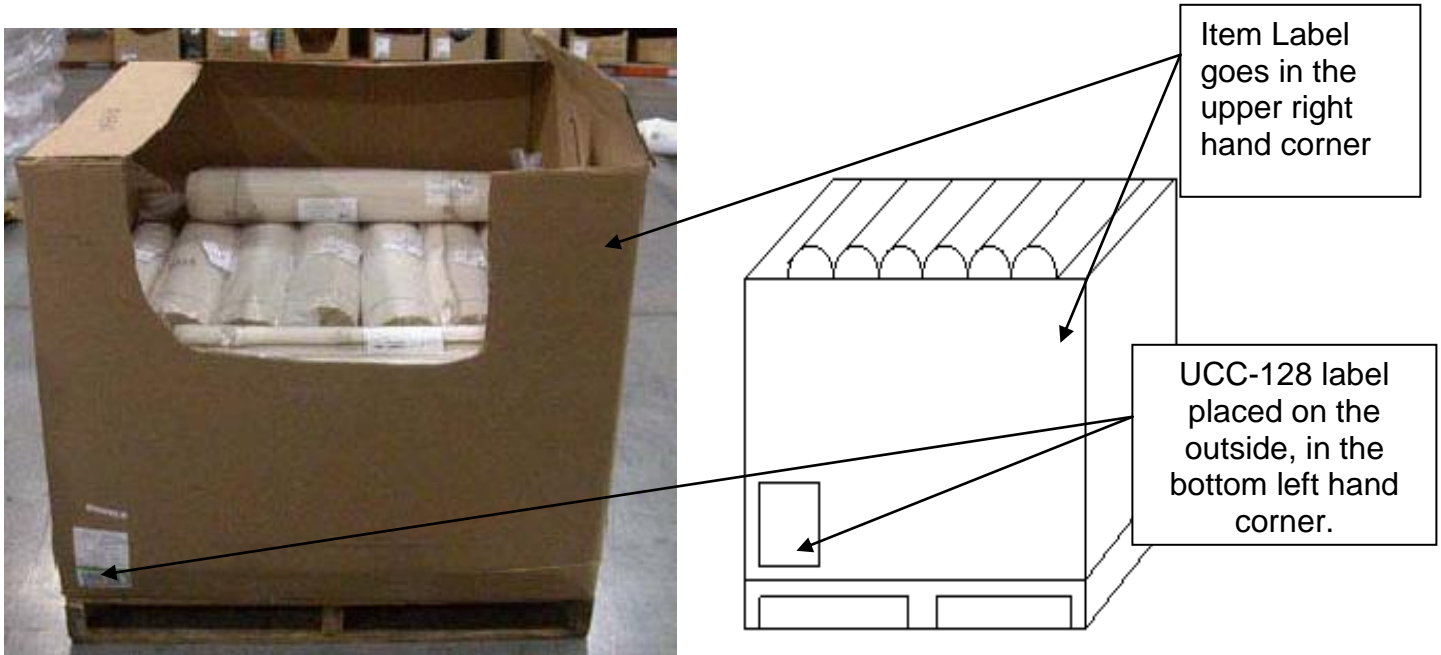
- **All rugs exceeding 4ft x 6ft (122cm x 183cm) must be individually bagged in accordance**
- **All rugs exceeding 4ft x 6ft (122cm x 183cm) must include 1 extra bag within the shipping bag with pre-labeled with the following statement:**

**KEEP THIS BAG**

“This bag is supplied for your convenience to be used for laundering, moving or in the rare event of a return.”

**Small Rugs (and Fabric Bolts) 4ft’ x 4ft’ and under:**

Rugs that measure smaller than 4ft x 4ft (122cm x 122cm) should be placed in a Gaylord box. Only one item number per Gaylord box/pallet; do not mix item numbers, sizes, styles, and/or colors. An individual item label must go on each rug. Each Gaylord will be consider a masterpack and is required to have a compliant UCC-128 (page 9) label placed in the lower left hand corner.



If a Gaylord box is not utilized due to low order quantity rugs must be packed in a conveyable master pack box.

- One item number per master pack. **Do not mix item numbers, sizes, styles, and/or colors.**
- All requirements for master packs apply (including a maximum weight of 50 lbs per case).
- Each rug’s poly bag will require an individual item label.
- UCC-128 label must be placed in the correct position on the master pack box (page 9).

**RUG BUNDLING FOR RUGS EXCEEDING 4' x 4':** All rugs and fabric bolts exceeding 4ft x 4ft (122cm x 122cm) require the use of bundle packaging.

Option 1:

- Securely banded to a heavy duty corrugated tube of with a minimum inside diameter of 4 inches (10.2cm) and 0.5inch minimum wall thickness.
- The corrugated tube must meet or exceed the length of the rugs Please refer to the bundling chart and example below.
- Bundle quantities must follow the minimum quantities by size in the chart below unless Cinmar Quality Assurance issues prior approval to reduced quantities.

Option 2: *(must be approved by Cinmar VC prior to shipment)*

- Securely bundled together with burlap, cotton rope or banding.
- Each bundle must be tied at each end of the rug bundle and center straps every 24 inches (60cm)
- A 6 inch loop must be attached to each strap to facilitate automated unloading.



**OPTION 1**



**OPTION 2**

Rug Sizes	Minimum units per bundle
3' x 3' to 4' x 6'	9
4' x 6' to 6' x 9'	7
6' x 9' to 13' x 6"	5

**Doormats:** Our distribution center allows for two packaging options for doormats. While both methods are acceptable, it is Cinmar's expectation that the packaging method applied will be dependant on item and the vendor will utilize the most efficient method.

- **Option 1 (Case Packed Mats):** Mats must be individually bagged in a polyethylene bag that is at least 6 mils thick. Securely seal the bag with clear PVC tape and apply an individual item label to the bag. Multi-pack the item into a conveyable master pack box complete with the UCC-128 label and the Cinmar item label.
- **Option 2 (Pallet Stacked Mats):** Doormats can also be sent by pallet. Each Mat must be individually bagged in a polyethylene bag that is at least 6 mils thick. Securely seal the bag with clear PVC tape and apply an individual item label to the bag. The rugs must then be securely stacked onto a pallet built to closely match the size of the doormats; i.e. sized to avoid overhang (pallet too small) or wasted space (pallet too large). Doormats shall be placed one on top of the other on the pallet, to maximum height not to exceed 65inches (165cm). The completed pallet stack must then be full covered in a breathable pallet bag and banded to skid. Only doormats of the same style and color may be placed on the same pallet and each stack will require a UCC-128 case label.

## Package Testing Requirements

All items must be package tested before they are shipped to ensure that our customers receive undamaged merchandise. Whether tested in house; i.e. Cinmar, vendor facility, or at a certified lab all items must pass the drop testing procedure outlined below and supporting documentation must be provided to Cinmar Quality Assurance prior to shipment inbound to our distribution center.

### **\*\*\*NOTE – PACKAGE TESTING AND DROP TESTING MAY BE WAIVED BY CINMAR QUALITY ASSURANCE UPON REVIEW OF A PREVIOUS ISTA-3A TRANSIT TEST**

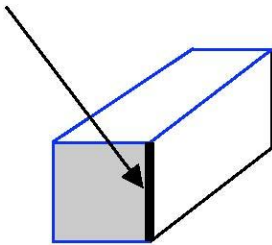
1. Determine the weight and girth of an item. Girth is calculated using the formula:

Longest side + (2 X (next longest side + smallest side))

2. All items that weigh less than 150 lbs., and whose girth is less than 165 inches, will be dropped from a height of 30 inches. The item will be dropped a total of 14 times using the drop techniques below:

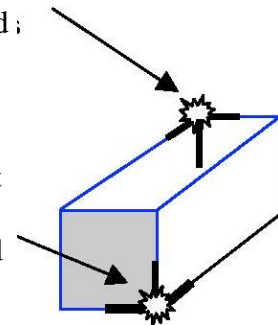
- Item is dropped on the manufactured corner bottom, the direct opposite top corner, and the three seams leading away from those corners.
- Item is dropped on the top, bottom and all four sides.

This is the manufactured edge where you see the manufactured seam.



Drop from 30 inches at the top corner of edge directly opposite the manufactured seam and ; the three edges leading away from that corner.

Drop from 30 inches at bottom corner of manufactured edge and the three edges leading away from corner.



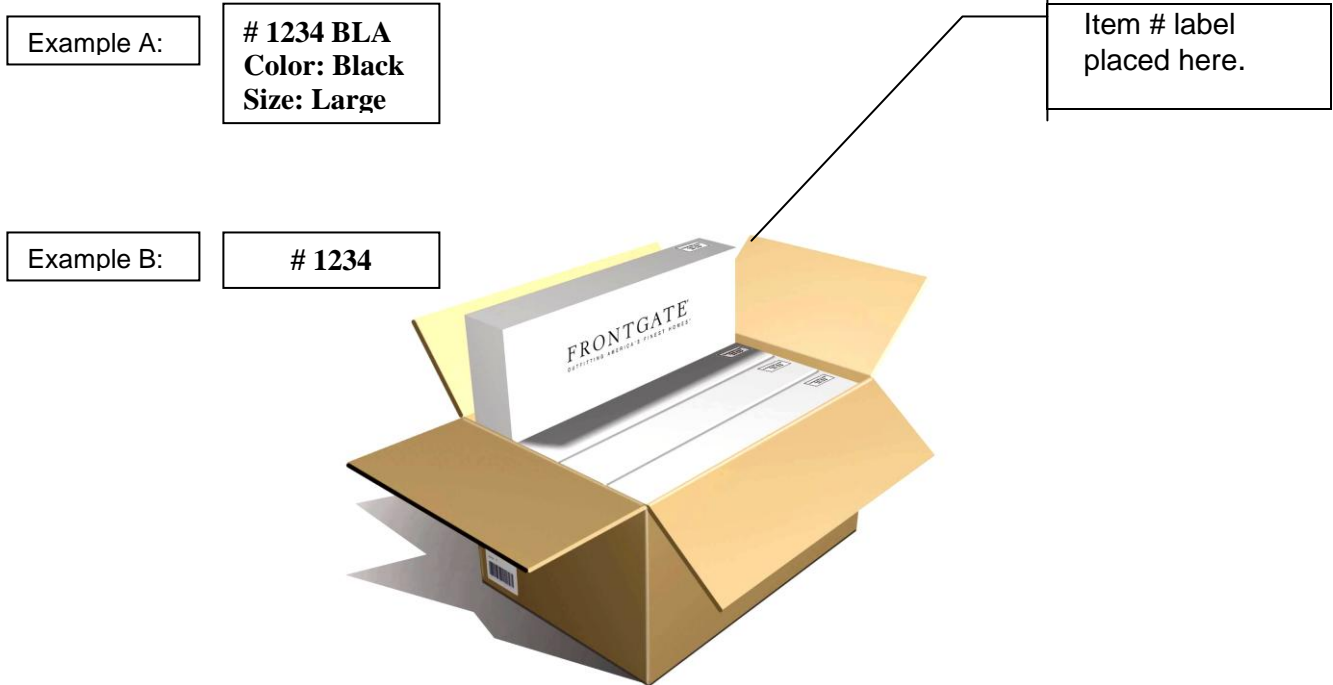
3. All items that weigh more than 150 lbs., and whose girth is more than 165 inches, will be dropped from a height of 24 inches. The item will be dropped a total of 10 items using the drop techniques below.

- Item is dropped on the manufactured corner, bottom, and the three seams leading away from that corner.
- Item is dropped on the top, bottom, and all four sides

## Item Labeling Requirements

Each item inside a master pack will require an individual item label that includes the **Cinmar** SKU, aka “Base Number” & Suffix (required when applicable). All label fonts must be at least 16 point font. A return address label will work well. You may use either of the two label options below.

The label should be visible once the master pack is opened.



### ORM-D Labeling

ORM-D (Other Regulated Materials – Domestic) is any item containing hazardous material in a limited quantity that presents hazard during transportation due to its form, quantity, or packaging. Items classified as ORM-D must be labeled with the consumer commodity ORM-D label below.



### CARB 93120 for Composite Wood Products



Any item manufactured using HWPW, PB or MDF must be labeled in accordance with 93120.7(d) to confirm compliance to the approved Airborne Toxic Control Measure (ATCM) enacted to reduce Formaldehyde emissions from composite wood products. Labels must include, at a minimum, the following information:

- Fabricator’s Name
- Date the finished good was produced
- A statement of compliance to denote that the composite wood product complies with the ATCM

## External Case Label Requirements (UCC-128)

- UCC-128 (Uniform Code Council) standard case labels are **REQUIRED** for all shipments coming to the Cinmar distribution center.
- The UCC-128 case label must have the Uniform Code Council’s 20 digit barcode symbology.
- Must have UCC-128 bar code quality program in place that ensures ANSI A or B print quality (ANSI X3.182). Be sure to use “smudge-proof” labeling/ink and low-reflective tape (if tape is used to apply the label).
- If you are producing your own UCC-128 labels or have obtained them from a label source provider other than a pre-approved recommended label source, you need to have your label approved by sending a copy of the label to Cinmar vendor compliance at [cinmarvc@cinmar.com](mailto:cinmarvc@cinmar.com)
- If you need to purchase UCC-128 labels, label order forms are available on the Cinmar Vendor Partnership web site ([Cinmar Partnership Website](#)). Adaptive Data Interchange (ADI) is the pre-approved recommended label source provider for U.S. vendors. Elmicron is the pre-approved recommended label source provider for European vendors.

### Example UCC-128 Case Label

<b>FROM:</b> VENDOR NO. CITY, STATE, ZIP COUNTRY OF ORIGIN	<b>TO:</b> Cinmar Distribution Center 8877 Union Centre Blvd. West Chester, OH 45069
U.S. Postal Code: <b>(420)45069</b> 	<b>Carrier Info.</b> Carrier: <b>YELLOW</b> PRO #: <b>Z-66692</b>
<b>PO Number:</b> 001238989 <b>Item # :</b> 6886 BLK <b>Vendor Item #:</b> T-024 <b>Description:</b> Cup Dispenser <b>Size:</b> <b>Quantity:</b> 8 <b>Color:</b> Black <b>Case #:</b> 001 <b>of:</b> 008	
<b>(00) 0 7059539 000000031 2</b> 	

- “Ship From”
  - Vendor Number
  - City, State, Zip
  - Country of Origin**\*\*Do not include company name/street address on the case label.**
- “Ship To” information
- Purchase order number
- Cinmar item number
  - Include suffix when applicable
- Cinmar product description
  - Include color & size where applicable
- Quantity per case (for rugs - Gaylord/bundle)
 

**\*\*This refers to qty of Cinmar item number, and may not equal total pieces included in case. For example, item 12345, Set of Two Chairs, (2 chairs in case) should read “Quantity: 1” because the item no. corresponds to one set of 2 chairs)**
- UCC-128 Barcode
  - UCC Code 128 subset “C”
  - Encoded Digits: twenty (20) numeric
  - Overall Pattern Length: 3.52” **\*\*including quiet zones**
- Label should measure 4” x 6” and have 12 point font.



**The UCC-128 20 digit barcode is a sequential, serialized bar code that represents a case from a manufacturer or vendor. It consists of five parts:**

- A. (00) lets the system know that the bar code is a UCC-128 bar code.
- B. 0 represents a case. All UCC-128 bar codes shipped to Cinmar should have a 0 in this position.
- C. 123456 is the manufacturer identification number assigned to Compliant Company (123456 is used as an example only). The identification number is the first 6 digits of a products UPC preceded by at least one zero.
- D. 000000001 is the first sequential number for the first case shipped to Cinmar by Compliant Company. The next case would have 000000002 and so on.
- E. 8 is the check digit calculated by the software application used to create the bar code. It is a calculation of the previous 16 digits.

**\*\*IMPORTANT!!:** A 20 digit case number may only be used once. **Never** duplicate case numbers! Always send a label to [Cinmarvc@cinmar.com](mailto:Cinmarvc@cinmar.com) before your first shipment to ensure label compliance.

## **UCC -128 Labeling Resources**

Vendors without the ability to create compliant **UCC-128** barcode case labels may contact the following suppliers to purchase labels at a nominal cost:

### **Adaptive Data Interchange** - ADI (*Domestic or International Vendors*)

[jgribler@adi-barcode.com](mailto:jgribler@adi-barcode.com)

Ph: (937) 436.2343

Fax: (937) 436.2344

Website: [www.adi-barcode.com](http://www.adi-barcode.com)

### **Elmicron Printing Services** (*European Vendors*)

[info@Elmicron.de](mailto:info@Elmicron.de)

Ph.: +49(0) 34 45 - 78 11 20

Fax: +49(0) 34 35 - 77 01 42

website: [www.elmicron.de](http://www.elmicron.de)

*Our label provides have proven to be reliable however it is ultimately the vendor's responsibility to assure the labels are accurate.*

### **UCC Labeling Software Resources**

Vendors who wish to create their own labels may purchase label creation software. Cinmar recommends the BarTender program by Seagull Scientific. You may purchase and download the full installation by visiting the Seagull Scientific website at: [www.seagullscientific.com](http://www.seagullscientific.com).

For information regarding pricing please contact:

Seagull Scientific

Sales Department

[sales@seagullscientific.com](mailto:sales@seagullscientific.com)

Ph: (800) 758.2001 / (425) 641.1408

## UCC-128 Case Label Placement

The label placement of the UCC-128 bar coded case label must be on the lower **left hand side of the smallest side of the case**. If the height of the smallest end is not > 6”, the bar code of the UCC-128 should be placed on the smallest side with the remainder of the label folded over the edge of the case.

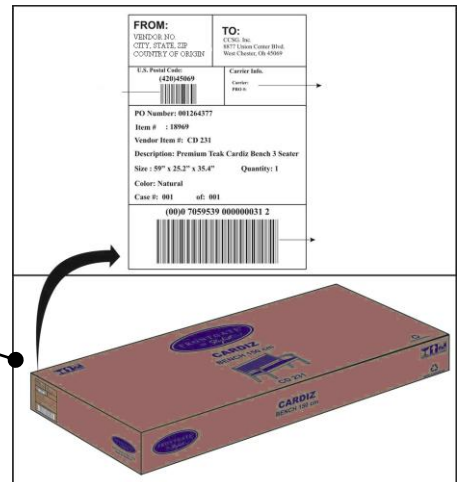
**\*\*\*If in doubt contact Cinmar Quality Assurance for recommended placement of the UCC-128 case label\*\*\***

Place label on the lower left hand side of the smallest end of the case. Place one inch from bottom and left edge



<b>FROM:</b> VENDOR NO. CITY, STATE, ZIP COUNTRY OF ORIGIN	<b>TO:</b> Client Distribution Center 8877 Union Centre Blvd West Chester, OH 45069
U.S. Postal Code: <b>(420)45069</b>	Carrier Info: Carrier: YELLOW PRO #: Z-66692
PO Number: 001238989	
Item #: 6886 BLK	
Vendor Item #: T-024	
Description: Cup Dispenser	
Size:	Quantity: 8
Color: Black	
Case #: 001 of 008	
(00) 0 7059539 000000031 2	

If the dimensions of your carton does not allow for full visibility of the UCC-128, the label must be wrapped over the adjacent side while maintaining barcode visibility.



**\*\*Arrow Directions (Non-Conveyables Only) – our distribution center follows safe handling practices regarding transportation and storage of product. Consequently “arrow” instructions printed on incoming non-conveyable packages are considered critical. Only use these indications when the “arrow” instructions impact the security and protection of the product. For example, if an arrow indicates that a product should be transported and stored in a vertical orientation, the product must arrive at the distribution center in this orientation, and the placement of the item or UCC 128 labels must coincide with this requirement. If orientation arrows are not provided the cartons stored and shipped in the direction of the text printed on the UCC-128 case label.\*\***

## Advance Shipment Notification (ASN)

The ASN is an official receiving document of record. All Domestic, International, LTL, and air shipments require an Advance Shipment Notification. The ASN must be sent prior to scheduling a pick-up from your facility for domestic vendors or when the container leaves your origin for international vendors. Our DC will not schedule delivery until the ASN is received and loaded into our system. A late or missing ASN will result in compliance offsets. (See “Offset Expense” Summary)

- **An ASN may be received by one of three methods (No faxed ASNs will be accepted):**

- 1) **Excel ASN Creator** - Click to download current version - [ASN Creator 2.0.2a](#),
  - ASN must be e-mailed to [ASN-FG@CCSGINC.COM](mailto:ASN-FG@CCSGINC.COM) and [VCCinmar@cinmar.com](mailto:VCCinmar@cinmar.com)
  - ASN must be saved in the following format: **PO # Vendor Name**
  - The Carrier PRO# Field must contain one of the three choices below
    - House Bill of Lading
    - Container or Vessel Number
    - Carrier Pro
  - Due to system limitations, you may send a maximum of 3 ASNs per e-mail.
  - If receipt is not confirmed within 24 business hours, please resend to ensure ASN is received.
  - Keep confirmation e-mails as proof of receipt.
- 2) **VendorNet** - web based order processing system designed to create labels and ASN information for Cinmar vendors. Information on VendorNet is available on the Cinmar Partnership Website ([www.ccsinc.com/cinmar.htm](http://www.ccsinc.com/cinmar.htm) ) or click below:

[Cinmar Partnership Website](#)

- 3) **EDI (856)** – for information regarding testing and implementation please visit the Cinmar Partnership Website

[Cinmar Partnership Website](#)

- **One ASN per trailer/container.**
  - When more than one trailer or container is sent to fulfill a purchase order(s), an ASN is required for each load. This is required for all three ASN methods listed above!
  - Ask a QA Specialist about a Load Plan when shipping multiple trailers/containers.
- **ASN must be 100% accurate and match the actual shipment/purchase order.**

## **Direct Import Vendor Requirements**

As a Cinmar Vendor, you MUST comply with all U.S. Import requirements, as per the Department of the Treasury, U.S. Customs Service. *Vendors will be held accountable for any and all violations of these U.S. Import Requirements that result in delays or additional costs to Cinmar.* For more details regarding U.S. Import Requirements and U.S. Customs, please reference [www.customs.treas.gov](http://www.customs.treas.gov).

### **Documentation**

All entries are required by the Customs Service to accommodate the paying of duties and taxes that are due and payable to the U.S. Government at the time of importation. Duties are assessed when the importing carrier arrives at the U.S. port of entry. To facilitate the entry of goods into the United States, U.S. customs officials require that proper documentation be provided within 5 working days from the date the carrier arrives, to secure their release.

**To successfully meet these requirements, Cinmar requires the following documentation/Customs paperwork written in English:** *\*Please note that "Customs Paperwork" includes but is not limited to: Commercial Invoices, Packing list and original bill of lading (if applicable) plus any other customs required paperwork for specific commodities.*

- **ISF 10+2 requirements as outlined by US customs (See page 19)**
- **General Certificate of Conformity (GCC) (See Page 19)**
- **Lacey Act – Plant and Plant Product Declaration Form (See Page 20)**
- Commercial Invoice (must indicate phase of compliance to CARB 93120 for all composite wood products)
- Packing List
- Quantity and net weight of each item
- Marks and numbers on each box, case, per container
- Other Documents (If required)
- Textile declarations and Quota Charge Statements
- NAFTA forms
- Shipping documents
- Certificate of Origin (Form A)

### **Other Agency Requirements**

- FDA Permits
- ATF labels or permits
- F & W licenses
- USDA regulations satisfied
- DOT, EPA, or other agency requests
- TSCA Statements

### **Country of Origin Markings**

In addition to the labeling requirements already specified in this manual, Cinmar and U.S. Customs require the following of imported products.

**All imported articles are required to be marked individually with “Made in \_\_\_\_\_” or “Product of \_\_\_\_\_” and put in a conspicuous place as indelibly and permanently as the nature of the item permits (except if marking an item would cause damage.)**

**Cinmar requires the Country of Origin to be marked on the individual item, and on the item packaging.**

If paper sticker or pressure sensitive labels are used, they must be affixed in a conspicuous place and so securely that unless deliberately removed they will remain on the article while it is in storage or on display, and until it is delivered to the ultimate purchaser. When tags are used, they must be attached in a conspicuous place and in a manner, which ensures that unless deliberately removed they will remain on the item until it reaches the ultimate purchaser. **Marking that will not remain on the article during handling or for any other reason except deliberate removal is not a proper marking.**

## **Importer Security Filing Rule (ISF 10+2)**

Effective January 25<sup>th</sup>, 2009 Customs published Importer Security Filing Rule known as 10+2 and refers to the 10 additional data elements that will be required from importers and the 2 additional data elements that will be required from carriers.

The rule requires importers to transmit an Importer Security Filing to Customs for cargo other than foreign cargo remaining on board (FROB), no later than 24 hours before cargo is laden aboard a vessel destined to the United States.

As a Cinmar Vendor you are required to provide the data elements shown below as part of your import packet provided to the freight forwarder.

### **REQUIRED DATA ELEMENTS:**

- Seller
- Buyer
- Importer of Record number
- Consignee number
- Manufacturer or Supplier
- Ship to party
- Country of Origin
- Commodity HTSUS number
- Container stuffing location
- Consolidator

## **General Certificate of Conformity (GCC)**

In accordance with the CPSIA beginning November 12<sup>th</sup>, 2008 all shipments to Cinmar must include a General Conformity Certificate (GCC) to attest product is in compliance with the required mandatory standard. This certificate is required to be included with the import documentation provided to the freight forwarder and to Cinmar Vendor Compliance in electronic form for record retention.

### **The General Certificate of Conformity must at a minimum include:**

- Identification of the product covered
- Citation to each CPSC product safety regulation to which the product is being certified
- Identification of the manufacturer certifying compliance of the product
- Contact information for the individual maintaining records of the testing results
- Date and location where the product was manufactured
- Date and location where the product was tested for compliance with cited regulations
- Identification of any third-party laboratory on whose testing the certificate depends

An example of an acceptable GCC form can be found on the [Cinmar Partnership Website](#) or downloaded directly by clicking the link below.

**[Sample GCC Form](#)**

## Lacey Act

The Lacey Act is a federal law that makes it unlawful to import, export, transport, sell, receive, acquire or purchase in interstate or foreign commerce any plant taken in violation of U.S. State, or any foreign law that protects plants.

On April 1<sup>st</sup>, 2009 the Lacey Act requires an import declaration for all plants and plant products, except plant based packaging used exclusively to import other products. Cinmar vendors must file a declaration to be included with the import packet that contains the scientific name of the plant, the value of the importation, quantity, and the name of the country from which the plant was taken.

Declaration form can be downloaded directly by clicking the link below

### [Plant and Plant Products Declaration Form](#)

#### Phase-In Schedule of Enforcement of the Declaration Requirement for Goods of, or Containing, Plants or Plant Products\*

II April 1, 2009	III October 1, 2009	IV April 1, 2010
HTS Chapters:  <b>Ch. 44 Headings (wood &amp; articles of wood)</b> 4401—(Fuel wood) 4403—(Wood in the rough) 4404—(Hoopwood; poles, piles, stakes) 4406—(Railway or tramway sleepers) 4407—(Wood sawn or chipped lengthwise) 4408—(Sheets for veneering) 4409—(Wood continuously shaped) 4417—(Tools, tool handles, broom handles) 4418—(Builders' joinery and carpentry of wood)	HTS Chapters:  <b>Ch. 44 Headings (wood &amp; articles of wood)</b> 4402—Wood charcoal 4412—Plywood, veneered panels, except 44129906 and 44129957 4414—Wooden frames 4419—Tableware & kitchenware of wood 4420—Wood marquetry, caskets, statuettes  <b>PLUS PHASE II</b>	HTS Chapters:  <b>Ch. 44 Headings (wood &amp; articles of wood)</b> 4421—Other articles of wood  <b>Ch. 66 Headings (umbrellas, walking sticks, riding crops)</b> 6602—Walking sticks, whips, crops  <b>Ch. 82 Headings (tools, implements)</b> 8201—Hand tools  <b>Ch. 92 Headings (musical instruments)</b> 9201—Pianos 9202—Other stringed instruments  <b>Ch. 93 Headings (arms and ammunition)</b> 9302—Revolvers and pistols 93051020—Parts and accessories for revolvers and pistols  <b>Ch. 94 Headings (furniture, etc.)</b> 940169—Seats with wood frames  <b>Ch. 95 Headings (toys, games, &amp; sporting equipment)</b> 950420—Articles and accessories for billiards  <b>Ch. 97 Headings (works of art)</b> 9703—Sculptures  <b>PLUS PHASES II &amp; III</b>

## **ROUTING GUIDE & TRANSPORTATION**

All shipments must follow the Routing Guides provided on the following pages. However, it is the Vendor's responsibility to have the most up-to-date Routing Guide available and we recommend that you visit the Cinmar Partnership Website periodically to confirm you have the most up to date version.

### [Cinmar Partnership Website](#)

Any of the following violations will result in a penalty:

#### **1. Dropship:**

- Failure to update the Estimated Ship Date (ESD) in VendorNet.
- ESD change >30 days from lead time quoted on item set-up form or multiple ESD changes
- Failure to reference customer order number in UPS reference field or on BOL
- Failure to update Vendor Net with tracking information
- Order not ship confirmed / updated within 24 hours of receipt

#### **2. Freight shipments not shipped "Freight collect" or "billing terms collect", or is billed to a third-party:**

- If Cinmar or its affiliates are paying any portion of the freight, shipments are to be made on a "freight collect" basis. Merchandise invoices with freight charges added will be paid net of freight charges.

#### **3. UPS shipments not shipped "Prepaid":**

- Please use our UPS account number from the Routing Guide

#### **4. Unauthorized carriers:**

- If Cinmar or its affiliates are paying any portion of the freight, then the carrier specified in our current routing guide for the origin/destination/shipment size must be utilized. All merchandise lost or damaged will be the responsibility of the vendor if wrong carrier is used.

#### **5. Overweight shipments:**

- Shipments matching the overweight/oversized shipment characteristics in our current routing guide must be routed per the overweight/oversized shipment-routing instructions. Each shipment will be assigned a unique authorization number regardless of the specific carrier selected by CCSG Transportation or their agent. The authorization number must appear on your bill of lading or air bill.
- Multiple-trailer shipments require one Bill of Lading per trailer.

#### **6. Shipment did not match authorized weight, cube, cartons:**

- Shipments being routed via our overweight/oversized routing guidelines must match the weight, cube, and carton count authorized.

#### **7. Unauthorized air shipment.**

#### **8. Failure to consolidate same day / destination**

- All merchandise to be shipped from a single shipping address to a single destination address on the same day must be combined onto a single Bill of Lading. Routing guidelines should then be applied to the entire shipment.

#### **9. Merchandise consigned to wrong location:**

- Merchandise must be consigned to the proper location as specified on your purchase order. Failing to ship to the address specified on the purchase order will result in the following:
  - All freight charges will be the responsibility of the vendor.
  - All detention fees and/or transfer freight will be the responsibility of the vendor.
  - An expense offset will be assessed.

**CINMAR**  
**NORTH AMERICA VENDOR ROUTING GUIDE**  
**Effective 5-11-10**

The following routing instructions apply to all ship to locations.

\*Please refer to the purchase order for the correct ship to address.

**OVERSIZE and EXCEPTION SHIPMENTS - ANY of the Following**

- Weight is greater than 2,500 pounds.
- Shipment is less than 4 pounds per cubic foot and occupying 750 or more cubic feet.
- Shipment is 1,500 or more cubic feet.
- Shipment is 6 or more skids.
- Any Air or Expedited Shipping Requests.

If your shipment meets ANY of Oversize or Exception Shipment characteristics please contact the Routing Center at Kingsgate Transportation for Custom Routing.

Please note that Kingsgate may route shipments via Yellow.

Please be sure to record the Routing Authorization Number on the Bill of Lading.

Routing Center Web Utility Address: <http://www.kingsgateextranet.com/ccsg>  
 Routing Center E-Mail Address: [cornerstone@kingsgatetrans.com](mailto:cornerstone@kingsgatetrans.com)  
 Routing Center Phone Number: 800-336-3441 x1027

**Standard Shipments**

**If Shipping From: California, New Jersey, New York zips 10000 to 11999 and Pennsylvania zips 18900 to 19499.**

<u>Shipment Weight</u>	<u>Carrier Name</u>	<u>Carrier Phone Number</u>	<u>Carrier Website/E=Mail</u>	<u>Other Information</u>
0 – 100 pounds	<b>UPS</b>	800-Pick-UPS	<a href="http://www.ups.com">www.ups.com</a>	Use UPS <u>Collect</u> Billing - Account # X107W4
101- 750 pounds	<b>Yellow</b>	800-610-6500	<a href="http://www.yrc.com">www.yrc.com</a>	Billing is Freight Collect
Over 750 pounds	<b>Kingsgate</b>	800-336-3441 x1027	<a href="http://www.kingsgateextranet.com/ccsg">http://www.kingsgateextranet.com/ccsg</a>	Kingsgate may route shipments w/ Yellow.

**If Shipping From: Any State or Zip Code NOT Listed Above and Canada**

<u>Shipment Weight</u>	<u>Carrier Name</u>	<u>Carrier Phone Number</u>	<u>Carrier Website/E=Mail</u>	<u>Other Information</u>
0 – 100 pounds	<b>UPS</b>	800-Pick-UPS	<a href="http://www.ups.com">www.ups.com</a>	Use UPS <u>Collect</u> Billing - Account # X107W4
101- 2,500 pounds	<b>Yellow</b>	800-610-6500	<a href="http://www.yrc.com">www.yrc.com</a>	Billing is Freight Collect
Over 2,500 pounds	<b>Kingsgate</b>	800-336-3441 x1027	<a href="http://www.kingsgateextranet.com/ccsg">http://www.kingsgateextranet.com/ccsg</a>	Kingsgate may route shipments w/ Yellow.

**If Shipping From: Mexico**

Call Cornerstone Brands Transportation: 513-603-1100 ask for Transportation

**Bill of Lading Requirements**

1. Bill of Lading must have ALL Purchase Order Numbers on it.
2. Carton and Skid Count must be listed on Bill of Lading. Carton count must match ASN.
3. Routing Authorization Number (if applicable) must be on Bill of Lading.
4. All full truckload shipments must have a seal placed on them with the seal number listed on the BOL.

Please refer to the vendor compliance manual for ASN, packaging, labeling and all other requirements.

Routing guide is subject to change.

For the most up to date routing guide and vendor compliance manual please go to our web site at:

<http://www.ccsinc.com/>

**\*Failure to follow these routing instructions will result in a charge back penalty.\***

# International Routing Guide

Effective May 11, 2010

**Shipments originating from any country:**

**Dimensional Weight: 1 to 56 lbs (1 to 25 kilograms)**

**Carrier: UPS    Terms: Collect – Account 45E460**

*Please enter **Purchase Order Number** in the Reference Field.*

**Shipments originating from Canada or Mexico:**

**Dimensional Weight: 57 lbs and Greater (>26 kg)**

**Please see Domestic Routing Guide**

*Please reference the **Purchase Order Number** on the BOL*

**Shipments originating from any of the countries below with a shipment weight > than 26 kg**

PHOENIX				EXPEDITORS		
Country				Country		
Austria	Taiwan	Nanjing, CN	Yantian, CN	Brazil	Portugal	
Belgium	Philippines	Ningbo, CN	Zhanjiang, CN	Denmark	Korea	
France	Vietnam	Qingdao, CN	Zhongshan, CN	Germany	Spain	
Hong Kong	Chiwan, CN	Sanshan, CN		Great Britain	Turkey	
Indonesia	Dalian, CN	Shanghai, CN		India		
Poland	Fuzhou, CN	Shekou, CN		Israel		
Sweden	Guangzhou, CN	Shenzhen, CN		Italy		
Switzerland	Huangpu, CN	Tianjin, CN		Netherlands		
Sri Lanka	Jiangmen, CN	Xiamen, CN		Peru		
Thailand	Nanhai, CN	Xingang, CN				

Attn: China origin port/province shaded in gray

<p><u>Forwarder/ Broker:</u> <b><u>Phoenix International</u></b> <b>Terms: Freight Collect – No account # Req.</b></p>	<p><u>Forwarder/ Broker:</u> <b><u>Expeditors International</u></b> <b>Terms: Freight Collect–No account # Req.</b></p>
<p>Find your forwarder’s origin office/contact at: <a href="http://ccsginc.com/cinmar.htm">http://ccsginc.com/cinmar.htm</a> “click” (Routing Guide Contacts)</p>	<p>Find your forwarder’s origin office/contact at: <a href="http://ccsginc.com/cinmar.htm">http://ccsginc.com/cinmar.htm</a> “click” (Routing Guide Contacts)</p>
<p>Addresses for <i>Customs paperwork</i> to be sent to -</p>	
<p><b><u>Phoenix International</u></b> Attn: Lisa Talmage 1501 N. Mittel Blvd. Suite A Bensenville, IL 60106-1219 Tel: (630) 274-7950 Ext - 17001</p>	<p><b><u>Expeditors International</u></b> Attn: Michelle Redmon 2000 Connor Road, suite 190 Hebron, KY 41048 Tel: (859) 282-9494</p>

Please note that “Customs Paperwork” includes but is not limited to: Commercial Invoices, Packing list and original bill of lading (if applicable) plus any other customs required paperwork for specific commodities.

## Drop Ship Requirements

All Cinmar Drop Ship Vendors are required to use the Vendor Net web based application. Vendor Net allows you to easily receive, confirm, process, and invoice Cinmar customer orders all in one convenient web based site.

To begin the Vendor Net set-up process please complete and return the VN set-up form to your merchant contact. The form can be found on the [Cinmar Partnership Website](#) or downloaded directly from the link below.

### Vendor Net Set-Up Form

Please return the completed form to your merchant contact. Once received a member of our Vendor Technologies Group (VTG) will contact you to begin training prior to receiving any live orders.

#### **Receiving Orders:**

Once you have completed the required training your merchandise will be activated for point of sale and you will begin receiving orders from Vendor Net. At this point you will begin receiving order confirmation emails and are required to monitor and confirm daily for by logging into the site.

- **ALL pending** orders must be acknowledged and confirmed within **24hrs** of order receipt
- **Confirmation of Ship Date** must be confirmed during order acknowledgment
  - If order can not be processed due to back order situation a revised ship date must be entered and you are required to notify the Cinmar planning department of the delay.
  - Failure to notify Cinmar of delays could result in immediate order cancellation.

#### **Shipping Orders:**

Orders available for shipment must be shipped via the ship method specified on the order in Vendor Net, in accordance with the [Drop Ship Routing Guide](#), and within the allowable time frame for order fulfillment (confirmed shipped date from above).

- **Prior to shipment** you must check the order in Vendor Net to confirm accuracy and ensure no changes have been specified by the customer
- **Within 24hrs of shipment** you must “ship confirm” the order in Vendor Net and add the tracking details to the appropriate field.
- Invoices are auto generated through Vendor Net. Manual invoice will not be paid / accepted.
- **The shipper must obtain documentation** of carrier pick-up for all shipped orders and as the shipper of record you are required to file claims, and tracer’s requests. Failure to maintain documentation could result in debits if shipping disputes arise.

**\*\*In accordance with FTC – Mail Order Rules your order will be available for cancellation if the estimated/confirmed ship dates have elapsed\*\***

**\*\*Customers orders can be canceled without penalty upon request if at any point the order exceeds the estimated ship dates in Vendor Net\*\***

# Cinmar

## Drop Ship Routing Guide

Effective 10-12-09

Drop Ship vendors must use our preferred carriers. In unique circumstances, Cinmar may allow exceptions based on final transportation rates. Written approval of exceptions is required and failure to comply will result in a compliance chargeback.

### Small / Parcel Shipments – (Total Weight Less than 150 Lbs)

Route through **UPS (United Parcel Service)** via the Ground service.

<u>Carrier Name</u>	<u>Carrier Phone Number</u>	<u>Website/EMail</u>	<u>Billing Information</u>
UPS	800-PICK-UPS	<a href="http://www.ups.com">www.ups.com</a>	3 <sup>rd</sup> Party # X107W4

**\*We require the Cinmar Order Number be entered in the Reference field #1 field.**

### Large / Motor Freight Shipments – (Greater than 150 lbs or dims exceeding UPSable)

Route through **Ceva** via Threshold and In-Home services)

Two shipment methods/services:

- 1) **Truck** (Threshold) - **IDD**
- 2) **In-Home** (White Glove) - **WGD**

The **BOL** (Bill of Lading) **Must** be marked as 3<sup>rd</sup> Party Billing to:

Acct# FRON55450

Cinmar – Frontgate/GrandinRoad

8877 Union Centre Blvd.

West Chester, OH 45069

**BOL Must** include the following verbiage:

- “Inside Delivery Required. All charges are Pre-Paid”
- The Cinmar / Customer Order Number

**If you have any questions about drop ship routing, please contact a Transportation Specialist at:**  
**[routing@cornerstonebrands.com](mailto:routing@cornerstonebrands.com)**

## Offset Expense Summary

**Offset Expense Declaration Policy:** Written notice of any disagreement must be received within 90 days of the check date. If the written disagreement is received after this 90-day time period, Cinmar will not recognize the dispute.

Description of Non-Compliance	Code	Charge per Shipment
No Appointment (unscheduled delivery)	101	\$250/shipment
ASN ASN not received 24hrs in advance Incomplete case level information Multi POs not defined on ASN ASN info differs from actual receipt	102 103 104	\$250/shipment
UCC-128 Shipping Labels No UCC-128 label present UCC-128 incorrect location UCC-128 Invalid or will not scan	105 106 111	\$250/shipment
Missing, incorrect or inaccurate case/carton Information No PO# markings on case No SKU# markings on case No Qty # markings on case	107 109 110	\$250/shipment
Failure to follow Case instructions	112 113 121	\$250/shipment + all related material expense incurred during correction
Failure to follow Inbound Routing Guides	Ref. Pro #	Act. Freight + \$250/shipment
Problem Resolution Research	117	\$250/shipment
Individual Item Labeling / (Master packs)	114	\$250/shipment + \$1.00/unit
Packaging to follow Cinmar Pkg Requirement	108	\$250/shipment + Material/Labor
Missing information – Dropship vendors	Ref. Order No.	\$25.00 + Actual Freight
Non-Compliant Shipment - Third Party Divert	115	\$600/shipment
Multi-Sku Case Receipts	Ref. PO	\$10/case
Missing ORM-D item labeling	Ref. PO	Same as Customs charges below

### U.S. Customs – Direct Imports

**1<sup>st</sup>, 2<sup>nd</sup> Violations = 2% of invoice, or the actual costs incurred by Cinmar for the Customs violation, whichever is higher.**

**3<sup>rd</sup> Violation = 5% of invoice or actual cost, whichever is higher**

*References of the occurrence code(s), third party divert company, purchase order, BOL and invoice number will be provided via email to our vendor contact within 14 days of receipt.*

## **Contact Information**

To assist you in directing your questions to the proper person or department, listed below is contact information.

### **Cinmar Quality Assurance Specialists**

Teri Harker (Fleming)  
Ph: (513) 603-1181  
Fax: (513) 645-4083  
[tharker@cinmar.com](mailto:tharker@cinmar.com)

Jeff Tabor  
Ph: (513) 603-1118  
Fax: (513) 645-4464  
[jtabor@cinmar.com](mailto:jtabor@cinmar.com)

Guy Galinsky  
Ph: (513) 603-1221  
Fax: (513) 645-4121  
[ggalinsky@cinmar.com](mailto:ggalinsky@cinmar.com)

Lauren Dorfman  
Ph: (513) 603 -1019  
Fax : (513) 645- 4080  
[ldorfman@cinmar.com](mailto:ldorfman@cinmar.com)

### **EDI Department**

Ph: (513) 603-1271  
[vtg@ccsginc.com](mailto:vtg@ccsginc.com)

### **Vendor Net**

Ph: (513) 603-1271  
[vtg@ccsginc.com](mailto:vtg@ccsginc.com)

### **Cinmar Quality Assurance Manager**

Aaron Tucker  
Ph: (513) 603-1297  
Fax: (513) 645-4128  
[atucker@cinmar.com](mailto:atucker@cinmar.com)

### **International Routing Department**

Nicole Watson  
Ph: (513) 603-1427  
[nwatson@ccsginc.com](mailto:nwatson@ccsginc.com)

### **Domestic Routing Department**

Transportation Department at [routing@ccsginc.com](mailto:routing@ccsginc.com)

### **Accounts Payable**

[cinmar-ap@cornerstonebrands.com](mailto:cinmar-ap@cornerstonebrands.com)

Toll Free 1-877-333-1049