



# Partner Compliance and Freight Routing Guide

Dear Partner:

IMG is committed to providing the highest possible customer service. This is only achievable with cooperation throughout the supply chain and efficiencies in operations. Therefore, we have provided this routing guide which has been designed to provide you with a quick and easy reference for our shipping requirements.

Please be advised that compliance and routing instructions are deemed part of the terms and conditions of doing business. These requirements are structured to provide supply chain efficiencies that support our mutual needs and those of our customers. Thank you in advance for following these requirements.

## **Ship to location & contact information**

International Marketing Group  
13 Industrial Drive  
Pacific, MO 63069

Should you have any questions or to make an appointment, contact: Operations at 636-458-7153 or [operations@intmar.com](mailto:operations@intmar.com)  
Receiving hours: 8:00 a.m. to 2:00 p.m. CST.

Please forward this guide to your logistics department and other individuals responsible for the delivery of product to IMG.

Partners are expected to ship “on time” to ensure timely delivery service. Orders should be scheduled allowing sufficient time for transit to IMG by the “warehouse due date”.

**Product Requirements** - Product must be received “ship ready”. Non-compliance fees may occur if IMG must repair, repack or re-label merchandise due to missing or incorrect UPC codes. It is strongly recommended that Product packaging be sealed in some fashion (e.g. security tape, tamper-proof seal, etc.) to reduce returns to Partner. Any Product not labeled with a bar code unique to that SKU/Color will be found to be non-Compliant. The Partner may either pick the Product up and have it labeled or have IMG label the Product at an additional cost.

**Master Carton Labeling** - Master cartons must be bar coded with UPC code and clearly marked with the style, color and quantity contained in the master carton. Master Cartons cannot have multiple skus. Master Cartons should have the same quantity per sku. Ensure shipping labels addressed to IMG are NOT placed on master cartons or individual selling units unless not shipping a full pallet.

**Mixed Pallets** - Whenever possible, multi sku purchase orders should be on separate pallets. If a pallet must contain multiple skus, they must be separated by layer with cardboard in between layers and contents of pallet must be clearly marked for easy identification detailing the skus and quantities of each sku on the pallet. The same sku should not be on multiple mixed pallets.

**Pallet requirements** - Vendors must use 48” x 40” standard 4-way hardwood or plastic pallets and cannot be stacked higher than 90” including the pallet. There should be no overhang of product and said product must be secured with shrink wrap or tape. If a slight overhang of product would allow for a better weight distribution or pallet configuration, contact [operations@intmar.com](mailto:operations@intmar.com) to submit a request for authorization for approval. In the submission, include the sku and overall dimensions of the pallet. Written approval must be obtained prior to shipment. All carton labeling must be facing outward on the skid so that the pallet contents are easily identifiable.

**Pallet Configuration** - Merchandise must be sorted by sku, style and color. If multiple pallets of the same product are being shipped, ensure an **identical pallet configuration** is used in order to ensure accurate counts upon receipt. Do NOT place loose product on top of pallets in the truck. These can shift during shipment and exceed maximum height requirements.

**Pallet Labeling** - Mark the pallets “DO NOT BREAK DOWN” before shipment to avoid carriers mixing the pallets. Label each pallet with the purchase order number and the contents of the pallet. Make sure to attach the pack slip on the first pallet that will be unloaded off the truck. Shipment must contain a packing slip with IMG reference number. All “back ordered” product must be clearly identified.

IMG will not be responsible for receiving shortages when pallet requirements, configuration and/or labeling are not met.

Concealed damage will be deducted from invoice and returned to vendor at vendors’ expense. IMG reserves the right to refuse any delivery due to obvious damage or employee safety concerns.

**Truck Loading Requirements** – When loading the truck, load multiple pallets of the same sku together. Make sure to include the pack slip on the first pallet that will be unloaded off the truck. If not shipping a full truck, use load bars or straps to limit pallets shifting during transportation.

**Container Loading Requirements** – When loading a container, make sure to include the pack slip of the container contents on one of the first packages to be unloaded. Use best efforts to load the same skus together for easier unloading and identification. Failure to do so could result in additional unload fees.

**Delivery Requirements** - Delivery appointment **REQUIRED**. If carrier charges a fee to make an appointment, the fee is the Partner’s responsibility and must be prepaid. Product arriving without an appointment MAY be refused. Floor loaded containers require 72-hour notice. Carriers without an appointment will be unloaded as time permits. Bills of Lading must match inventory delivered. If BOL is not clearly marked with carton quantity, marked with “said to contain” or stacked in such a way that the quantity can’t be easily verified, the BOL will be signed as to the skid quantity and IMG will not be responsible for shortages.

**Lithium Battery Requirements** - Lithium battery transport requirements are frequently amended and updated. IT IS THE PARTNER’S RESPONSIBILITY TO EVALUATE AND ENSURE COMPLIANCE WITH ALL APPLICABLE CURRENT TRANSPORTATION AND MARKING RULES, including (where applicable) those issued by the International Air Transport Association (“IATA”), the International Civil Aviation Organization (“ICAO”) and the U.S. DOT’s Pipeline and Hazardous Materials Safety Administration (“PHMSA”), as well as any requirements specific to common carriers (e.g. UPS, FedEx). If a Product was labeled incorrectly and UPS, FedEx or any other carrier fines IMG for such incorrect labeling, you, the Partner are financially responsible for the fine.

In order for IMG to ship some lithium battery products, battery information **MUST** be provided to IMG prior to shipment to IMG. This includes but is not limited to the UL/ETL Certificate, MSDS and the IMG Lithium Battery Form enclosed in this Freight Routing Guide. If the Product is pre-packed for outbound shipment and does NOT require an outer re-shipper carton, the Product must include the appropriate markings and/or labeling in accordance with 49 CFR 173.185 and any other applicable laws.

# IMG Lithium Battery Form

Must be provided for inbound product containing batteries.

Manufacturer Name:	<input type="text"/>
Battery Mfg/Supplier Name:	<input type="text"/>
Battery Part #: (i.e.: CR2032)	<input type="text"/>
UL File #:	<input type="text"/>

## Battery/Cell Type

Ion/Polymer  
(Secondary/Rechargeable):

Metal/Alloy (Primary/ Non-rechargeable):

Is it a Button Cell Battery?:

## Cell Information

Total quantity of cells in this product:

Equivalent lithium content per cell (Metal ONLY):

grams

Watt hour rating per cell (Ion ONLY):

WH

Capacity:  mAhs

Volts:

## Battery Information (batteries composed of more than one cell)

Total quantity of batteries in this product:

Equivalent lithium content per battery (Metal ONLY):

grams

Watt hour rating per battery (Ion ONLY):

WH

Capacity:  mAhs

Volts:

**IMG Outbound Shipping Guide** – For IMG’s 3PL Partners, please refer to the IMG Outbound Shipping Guide provided for the outbound shipping guidelines and consider it incorporated into this freight and routing guide.

**Non-Compliance Assessments** - It is not our intent or goal to assess any of the fees outlined below, rather IMG wants to maintain a positive, mutually beneficial relationship that is cost-effective. In order to be cost effective the guidelines need to be followed therefore continued non-compliance after a written warning may result in fees being assessed.

**Product Requirements:** \$0.50 per unit

- ☐ Product must be repacked or repaired ☐ Product must be re-labeled (missing or incorrect UPC)

**Master Carton Labeling:** \$1.00 per carton

- ☐ Carton not clearly marked with UPC, style, color or quantity contained within ☐ Mixed master cartons

**Mixed Pallets:** \$50 per pallet

- ☐ Multiple skus not clearly marked and/or separated on the skid

**Pallet Requirements:** \$50 per pallet

- ☐ 48” x 40” hardwood or plastic, 4-way pallet not used ☐ Pallet stacked higher than 90”

**Pallet Configuration:** \$50 per pallet

- ☐ Multiple pallet configurations for the same sku ☐ Loose product placed on top of a skid

**Pallet Labeling:** \$15 per pallet

- ☐ Pallet missing a label or missing Purchase Order number, contents, packing slip, etc. ☐ Pack slip missing from the first pallet to be unloaded off the truck.

**Truck Loading Requirements:** \$500 per truck

- ☐ Product had to be restacked or manually unloaded or load bar not used.

**Container Loading Requirements:** \$35 per additional man hour

- ☐ Product was mixed throughout the container requiring additional time to sort and palletize.

**Delivery Requirements:**

- ☐ Palletized delivery made without an appointment – \$25 per pallet
- ☐ Floor loaded delivery made without an appointment – \$250 per 20’ or \$500 per 40’ container
- ☐ Missed delivery appointment without prior notification - \$50
- ☐ Missing or inaccurate bill of lading - \$50

**Lithium Battery Requirements:**

- ☐ Product missing proper label or label needs to be covered because not necessary - \$0.50 per unit
- ☐ Product shipped with improper hazmat labeling – Partner responsible for any and all charges assessed against IMG for the shipment