



# Inbound Routing Guide



# Table of Contents

Purpose / Scope / Locations & Contacts .....	3
Carton Requirements .....	4
Master Carton Requirements	
Case Pack Configuration	
Fragile Items	
Carton Label Requirements .....	5
Master Carton Label Requirements	
Inner Carton Label Requirements	
Partial Carton Label Requirements	
Packing List Requirements .....	7
Pallet Requirements.....	8
Pallet Build Requirements	
Pallet Type and Quality	
Pallet Label Requirements	
Scheduling Requirements.....	10
Delivery Appointment Requirements	
Scheduling a Delivery Appointment	
Delivery Appointments – Initial Setup	
Small Parcel Deliveries .....	15
Hazardous Materials .....	15
Product Serialization .....	15
Non-Conformance Policy .....	16

## Purpose

Receiving is the foundation upon which the entire Distribution Center is built. To provide the best experience for your brand, Superior Communications uses a methodical, repeatable, and scalable receiving process. By following this guide, you will help our operations team receive, store, and ship your products efficiently and effectively, avoiding any unnecessary delays, errors, or fees.

## Scope

Superior Communications is committed to improving supply chain efficiencies, associated with receiving, processing, storing, and shipping your merchandise. This Inbound Routing Guide provides key information on how to conduct business with Superior Communications.

## Locations & Contacts

### **Irwindale, CA**

4821 4th St, Irwindale, CA 91706

(626) 388-2550

Contact Hours: 7:30am – 3pm, Pacific Time

### **La Vergne, TN – DTS**

5301 Centre Pointe Drive, La Vergne, TN 37086

(615) 287-0769

Contact Hours: 7:30am – 5pm, Central Time

### **La Vergne, TN – Carrier**

1001 Suite B Centre Pointe Drive, La Vergne, TN 37086

(615) 287-0769

Contact Hours: 7:30am – 5pm, Central Time

# Carton Requirements

## Master Carton Requirements

- 1) **Master Carton Requirement:** All products must be shipped in Master Cartons. Product cannot be shipped in retail packaging outside of master cartons.
- 2) **Carton Size:** All master cartons must be properly sized to the product being shipped to minimize the use of additional packaging materials, such as air pillows.
- 3) **Carton Weight:** Carton cannot exceed 50 pounds, either actual or dimensional weight.
  - a) **Dimensional Weight** is calculated by multiplying *length* by *width* by *height (in inches)* and divide by 166. Round any decimal result up to the next whole number.  
Example:  $(18" \times 12" \times 9") / 166 = 11.71 = 12$  pounds dimensional weight
  - b) **Oversized Cartons:** Any carton that is greater than 18" in any 2 measurements (*example length and width*), and/or exceeds 28 pounds is oversized. Oversized cartons must be sufficiently packed to withstand pressure incurred during handling. They should be able to be handled by equipment including forklifts, pallet jacks, clamp trucks, hand trucks, and sortation equipment.
- 4) **Packing Material:** Do not use any type of packing peanuts, crinkle wrap, or shredded paper.
- 5) **Carton Strength:** Minimum 200 lb. burst strength test and 32 edge crust test.

## Case Pack Configuration

- 1) **Initial Shipment:** Prior to initial shipment, case pack configuration was submitted via SKU setup form. The information provided on the item setup form must be used for all shipments.
- 2) **Changes:** Any change to the original sample and product set-up must be submitted and approved prior to any delivery. Submit changes using the form below and email to [ItemSetup@scp4me.com](mailto:ItemSetup@scp4me.com) at least 4 weeks prior to delivery.



SCP Change  
Form.pdf

- 3) **Case Pack Configuration key components:**
  - a. **Packaging Dimensions:** Size and shape of retail packaged unit, Inner Carton (if applicable), and Master Carton.
  - b. **Quantity per carton:** Quantity inside each carton.
  - c. **Configuration:** How product is arranged inside each carton.

**Fragile Items:** Products or retail packaging susceptible to damage through ordinary handling, shipping, or extended storage must be packaged so that they are strong enough to pass a 4-foot drop test on a hard surface. Passing this test indicates that your products will be able to withstand typical impacts during shipping and handling without breaking. A typical drop test includes 5 drops:

- Flat on base (*drop right side up*)
- Flat on top (*drop upside down*)
- Flat on longest side (*drop on side*)
- Flat on shortest side (*drop on end*)
- On a corner (*drop on a corner*)

# Carton Label Requirements

## Master Carton Label Requirements

- 1) **Type:** Corner Wrap Labels are to be used for Master Carton Labels.
- 2) **Color:** Label must be white
- 3) **Label Size:** Minimum label size of 4" x 6"
- 4) **Font Size:** Minimum font size 12pt
- 5) **Label Data:** The following must be included on the Master Carton Label.
  - a) Superior's Purchase Order Number
  - b) Superior's Item Number
  - c) Manufacturer part number
  - d) Carton Quantity (*Number of units inside this master carton*)
  - e) Country of Origin
- 6) **Barcodes:** The following must also include a scannable 1-D barcode in a standard barcode format (*either Code 128 or Code 39*), with a minimum height of 0.25" to be easily scanned.
  - a) Superior's PO Number
  - b) Superior's Item Number
- 7) **Border:** Minimum 0.125" white space on all 4 sides of label
- 8) **Location:** Place corner wrap labels on alternating corners, so that all information is visible from all 4 sides of the carton. Top of label must be within 2" of the top of the carton.

<b>A</b>	<b>PO #: 12345678</b> 
<b>B</b>	<b>Item # 12345VRP</b> 
<b>C</b>	<b>Mfg. Part #                    12-ABC-4567-D</b>
<b>D</b>	<b>Quantity:                        100</b>
<b>E</b>	<b>Made in China</b>



## Inner Carton Label Requirements

- 1) **Color:** Label must be white
- 2) **Label Size:** Minimum label size of 1" x 2"
- 3) **Font Size:** Minimum font size 12pt
- 4) **Label Data:** The following must be included on the Inner Carton Label
  - a) Item UPC Number (or *EAN*, if item does not have a *UPC* Number)
  - b) Manufacturer part number
  - c) Carton Quantity (*Number of units inside this inner carton*)
- 5) **Barcodes:** The following must also include a scannable 1-D barcode in a standard barcode format (*either Code 128 or Code 39*), with a minimum height of 0.25" to be easily scanned.
  - a) Item UPC Number (or *EAN*, if item does not have a *UPC* Number)
- 6) **Border:** Minimum 0.125" white space on all 4 sides of label

A	<b>738516560519</b>
	
B	<b>Mfg. Part #      12-ABC-4567-D</b>
C	<b>Quantity:              100</b>

## Partial Carton Label Requirements

- 1) **Quantity:** All orders must be shipped in full case pack quantity. If a partial carton is required to fulfill an order, only 1 partial carton per item number per PO is acceptable.
- 2) **Short Shipments:** PO's that are short shipped must be shipped in full case pack quantity.
- 3) **Color:** Label must be brightly colored to identify carton as partial quickly and easily.
- 4) **Label Size:** Minimum label size of 2" x 6"
- 5) **Text:** Partial Carton label must be clearly labeled as "Partial" or "Partial Carton"
- 6) **Font Size:** Minimum font size of 48pt
- 7) **Label Location:** Wrap label on alternating corners so it is clearly visible from all 4 sides. Label must be within 2" of the top of the carton or within 1" of the bottom of the master carton labels. Do not cover master carton label when applying partial carton label.
- 8) **Carton Location:** If on a pallet, partial carton must be on the top layer of the pallet and must be readily visible and easily identifiable. If on a loose loaded container, partial carton must be readily visible and easily identifiable when you open the container.



# Packing List Requirements

- 1) **Physical:** Packing lists, placed in a waterproof envelope, must be included with every shipment, and must be easily located on the outside of each carton (*parcel deliveries*) or Pallet number 1 (*LTL, TL, and ocean deliveries*). For floor loaded deliveries, packing list must be easily located on the first carton visible when the container door is opened.
- 2) **Upload:** Suppliers must upload a computer-generated packing list (PDF format) to the delivery appointment, except suppliers sending EDI 856 (ASN).
- 3) **One Purchase Order:** Each packing list must contain only 1 PO. If multiple purchase orders are being shipped, a separate packing list must be supplied for each PO.
- 4) **Packing List Data:** The packing list must include the following information:
  - a. Packing List Number
  - b. Ship To address
  - c. Superior's PO Number
  - d. Ship Date
  - e. Superior's Item Number
  - f. Quantity Shipped
  - g. Carton Quantity (*# of cartons*)
  - h. Total number of Cartons
  - i. Total Number of Pallets
- 5) **Barcodes:** The following must also include a scannable 1-D barcode in a standard barcode format (*either Code 128 or Code 39*), with a minimum height of 0.25" to be easily scanned.
  - a. Packing List Number

<p>Vendor Name _____</p> <p>SOLD TO: _____</p> <p>PO No: <b>C</b> _____</p> <p>Ship Date: <b>D</b> _____</p>	<p><b>A</b> Packing List: PL013122SC00123  </p> <p><b>B</b> SHIP TO: _____          Superior Communications          5301 Centre Point Dr          La Vergne, TN 37086</p>															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;"><b>E</b> Item No:</th> <th style="width: 33%;"><b>F</b> Quantity Shipped:</th> <th style="width: 33%;"><b>G</b> Carton Quantity:</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	<b>E</b> Item No:	<b>F</b> Quantity Shipped:	<b>G</b> Carton Quantity:													<p><b>H</b> Total Number of Cartons: <input style="width: 100%;" type="text"/></p> <p><b>I</b> Total Number of Pallets: <input style="width: 100%;" type="text"/></p>
<b>E</b> Item No:	<b>F</b> Quantity Shipped:	<b>G</b> Carton Quantity:														

# Pallet Requirements

## Pallet Build Requirements

- 1) **Palletization Requirement:** More than **5** cartons per PO must be palletized.
- 2) **Packing List:** Packing List must be visible on the outside of the first pallet for each PO. First pallet is defined as the first pallet being unloaded upon receipt.
- 3) **One Purchase Order:** Each pallet must only contain product for 1 PO.
- 4) **Multiple Pallets** – If a PO has multiple pallets, pallets must be labeled as Pallet number of total number of pallets (*example: Pallet 1 of 4*)
- 5) **1 Partial pallet per Item:** All pallets for each item must ship in full pallet quantities. Only 1 partial pallet per item, per PO is allowed.
- 6) **Master Carton Labels:** Master carton labels must face outward in a readable position.
- 7) **Shrink Wrap:** Product must be shrink-wrapped and properly secured, including corner guards. Shrink-wrap must be clear / transparent and allow visibility of Master Carton Labels.
- 8) **Restacking:** During transit, pallets are not to be broken down and/or restacked. If pallets are broken down, product must be restacked in accordance with this IRG.

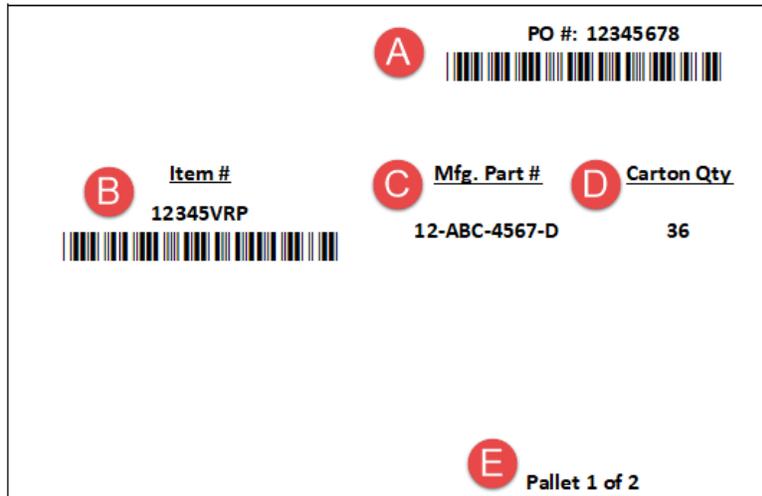
## Pallet Type and Quality

- 1) **Standard Pallets:** All pallets must be standard 48" x 40" four-way pallets
- 2) **Pallet Grade:** Only GMA Grade A wood pallets are acceptable.
- 3) **Damages:** Broken or damaged pallets are not acceptable.
- 4) **Height:** Maximum height cannot exceed **48"**, including the pallet.
- 5) **Width:** Product must not exceed the edge of the pallet in any direction.
- 6) **Pallet Exchange:** Pallet exchange is not available.
- 7) **Unacceptable Materials:** Cardboard, Foam Core, pressed wood, plywood, or plastic pallets are not acceptable.

## Pallet Label Requirements

- 1) **Location:** Place pallet labels on the front & back of the pallet, at the top center. Front & back of pallet are the 40" width ends. Sides of pallet are the 48" length.
- 2) **Color:** Label must be white
- 3) **Label Size:** Minimum label size of 4" x 6"
- 4) **Font Size:** Minimum font size of 12pt
- 5) **Label Data:** The following must be included on the Pallet Label
  - a) Superior's Purchase Order Number
  - b) Superior's Item Number
  - c) Manufacturer part number
  - d) Carton Quantity (*number of cartons*)
  - e) Pallet Count (*Pallet 1 of 4, Pallet 2 of 4, etc.*)

- 6) **Barcodes:** The following items must include a scannable 1-D barcode
  - a) Superior's PO Number
  - b) Superior's Item Number
- 7) **Border:** Minimum 0.125" white space on all 4 sides of label



8) **Mixed Pallet Requirements**

- a) **Same PO:** All items on the mixed pallet must be for the same PO number.
- b) **Number of Items:** No more than 4 items per pallet. Each item must be easily identifiable on the pallet label and physically stacked together on the pallet.
- c) **Pallet Label:** Pallet label must include label data for all items on the mixed pallet.
- d) **Clearly Identified:** Brightly colored label, minimum size of 4" x 6", showing "MIXED" or "MIXED PALLET" must be placed on upper right corner on the front and back of the pallet to identify it as a mixed pallet. Text must be minimum font size 72pt.



PO #: 12345678		
Item #	Mfg. Part #	Carton Qty
12345VRP 	12-ABC-4567-D	12
23456VRP 	23-ABC-5678-E	7
34567VRP 	34-ABC-6789-G	10
Pallet 1 of 1		

# Scheduling Requirements

## Delivery Appointment Requirements

- 1) All LTL, TL, and ocean container deliveries require a delivery appointment.
- 2) Appointments must be requested **48 hours** in advance of expected delivery time.
- 3) **Peak Season:** During Peak Season (*typically, August – October*), appointment schedules fill up fast. Please be sure to book your appointments early.
- 4) **Delivery Confirmation Number** will be provided upon appointment confirmation and must be reflected on the Bill of Lading. Deliveries without the Confirmation Number may be refused.
- 5) **Late Arrivals:** Deliveries arriving more than 15 minutes later than scheduled appointment time are subject to cancellation and will need to be rescheduled.
- 6) **Multi-stop deliveries:** For deliveries at both 5301 Centre Pointe and 1001 Centre Pointe, the delivery for 5301 must be scheduled for a delivery time before the delivery time for 1001.
- 7) **Missed Deliveries:** No Shows will be charged penalty fees.
- 8) **Packing List:** Suppliers must upload a computer-generated packing list (PDF format) to the delivery appointment, except suppliers sending EDI 856 (ASN).

## Scheduling a Delivery Appointment

- 1) **Login** to the Appointment Scheduler: <https://appointments.scp4me.com>
- 2) **Click Book Now** to begin booking an appointment. 
- 3) **Select the Warehouse / Destination** location for your delivery using the drop-down menu



The screenshot shows a four-step process bar at the top: 1 CREATE REQUEST, 2 SET DATE & TIME, 3 REVIEW, and 4 CONFIRMATION. Below this, the 'Warehouse / Destination' section features a dropdown menu with the following options:

- Select a Warehouse
- Select a Warehouse
- Irwindale (4821 4th Street, Irwindale, CA 91706)
- 5301 (5301 Centrepointe Dr, La Vergne, TN 37086)
- 1001 (1001 B Centrepointe Dr La Vergne, TN 37086)

## Complete the form for your delivery

- a) **Carrier:** This field is pre-filled based upon your login information and cannot be changed. Carrier shown must be the carrier making the actual delivery.
- b) **PO No.:** Enter all PO numbers for this delivery. If multiple PO's are being delivered, separate each PO number by a comma. (*Example: PO185234, PO186123*)
- c) **Contact Name:** This is pre-filled, but it can be updated. *Verify information is correct.*
- d) **Contact Phone #:** This is pre-filled, but it can be updated. *Verify information is correct*
- e) **Truck Type:** Select **Trailer**, **Ocean**, or **Box Truck**.
- f) **Load Type:** Select **Palletized**, **Loose Cartons**, or **Other**
- g) **Pallets:** Enter number of pallets being delivered (*must be a whole number*)
- h) **Cartons:** Enter number of cartons being delivered (*must be a whole number*)
- i) **Tracking:** Add tracking number (Pro Number, HAWB, etc.)
- j) **Supplier:** Enter supplier name (*Otter, JBL, Casemate, etc.*)
- k) **Comment:** Add any additional information for this delivery.
- l) **Documents:** Upload packing list (PDF format), except suppliers sending ASN-856.
- m) **Click Proceed to move to the next step.**

The screenshot shows a web form for creating a delivery request, divided into four steps: 1. CREATE REQUEST, 2. SET DATE & TIME, 3. REVIEW, and 4. CONFIRMATION. The form is currently on step 1. It features a map of the destination area, showing 'Superior Communications' and 'Southwestern Distribution Center'. Below the map are several input fields, each with a red letter label: A (Carrier: SCP), B (PO #: PO183124), C (Contact Name: [redacted]), D (Contact Phone #: [redacted]), E (Truck Type: Trailer), F (Load Type: Palletized), G (Pallets: 26), H (Cartons: 350), I (Tracking #: 1245689287), J (Supplier: Casemate), K (Comment: [empty]), and L (Documents: Packing List - PO183124.pdf). A 'Proceed' button with a right arrow is at the bottom right, labeled with a red 'M'.

- 4) **Select the Date and Time** from the available options that you would like to deliver. Greyed out dates do not have any available appointment times.

The screenshot shows the 'SET DATE & TIME' step of a four-step process. The steps are: 1. CREATE REQUEST, 2. SET DATE & TIME, 3. REVIEW, and 4. CONFIRMATION. Under step 2, there is a calendar view for the week of May 14, 2022, to May 20, 2022. The date 'Wednesday May 18, 2022' is selected and highlighted in blue. Below the calendar, there is a grid of time slots: 08:00 AM, 10:00 AM, 12:00 PM, 01:00 PM, 02:00 PM, and 04:00 PM. The '10:00 AM' slot is highlighted in blue. A summary bar at the bottom of the time selection area shows '5/18/2022 at 10:00 AM' with a green checkmark. At the bottom of the screen, there is a grey bar with a left arrow and the text 'Edit Request', and an orange button with a right arrow and the text 'Proceed'.

- 5) **Review Appointment Summary:** Before accepting your appointment, review and confirm your appointment details as shown on the Appointment Summary. Click Edit Request (*in the lower left corner*) if you need to make any changes before you accept your appointment.

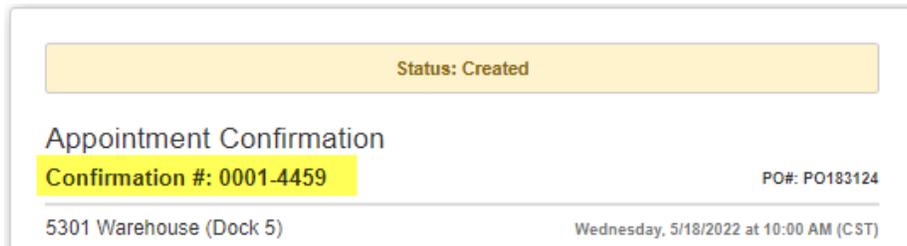
The screenshot shows the 'REVIEW' step of the appointment booking process. The steps are: 1. CREATE REQUEST, 2. SET DATE & TIME, 3. REVIEW, and 4. CONFIRMATION. The main heading is 'Appointment Summary'. Below the heading, the PO# is PO183124. The location is '5301 Warehouse (Dock 5)' and the date & time is 'Wednesday, 5/18/2022 at 10:00 AM (CST)'. A map shows the location of the warehouse, with a red pin and the name 'Superior Communications'. Below the map, there is a table of appointment details:

Location	5301 Warehouse 5301 Centrepointe Dr, La Vergne, TN 37086
Dock	Dock 5
Date & Time	Wednesday, 5/18/2022 at 10:00 AM (CST)
Purchase Order #	PO183124
Carrier	SCP
Contact Name	[REDACTED]
Contact Phone #	[REDACTED]
Truck Type	TRAILER
Load Type	PALLETIZED
Pallets	26
Cartons	350
Tracking #:	1246689287
Supplier	CASEMATE

Below the table, there is a link to a PDF file: 'Packing List - PO183124.pdf'. At the bottom of the summary, there is a message: 'Please confirm all above information is correct. You have limited time (4-42) to accept, else you will be redirected to select a different time.' Below this message is an orange button with the text 'Accept Now!'. At the bottom of the screen, there is a grey bar with a left arrow and the text 'Edit Request'.

- 6) **Click Accept Now! to confirm your appointment.** Your appointment is not confirmed until you click *Accept Now!*

- 7) **Confirmation:** The confirmation number shown will be required to be on the Bill of Lading (BOL) for this delivery. Be sure to record it exactly as shown. (*example: 0001-4459*)



Status: Created

Appointment Confirmation

Confirmation #: 0001-4459 PO#: PO183124

5301 Warehouse (Dock 5) Wednesday, 5/18/2022 at 10:00 AM (CST)

- 8) **Print Confirmation:** If desired, you can print this confirmation. Note – upon appointment confirmation, a confirmation email is sent to the address on file for this account.

[Print Confirmation](#)

- 9) **Cancel Appointment:** Click Cancel Appointment if you need to cancel this appointment. You will be prompted to confirm that you want to cancel the appointment.

[Cancel Appointment](#)

- 10) **Edit Request:** Click Edit (*lower right corner*) if you need to edit this appointment. When done, click Save Changes.

- 11) **Receiving Scheduler:** Click Receiving Scheduler to return to the main menu. Once there, you will be able to view your appointments or book a new appointment.

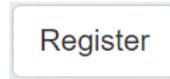
[Receiving Scheduler](#)

## Delivery Appointments – Initial Setup

Prior to using the Appointments Scheduler for the first time, each carrier will need to create an account inside the Receiving Scheduler. This is done through the Register button on the website:

<https://appointments.scp4me.com>

Click **Register** on the login screen to create an account.



Complete the registration form on following screen.

- 1) **Email:** Email of the person who will be making the appointments on behalf of the carrier.
- 2) **Password:** Create a password to use on this site. Password must be at least 6 characters, including 1 number, 1 uppercase letter, and at least 1 non-alphanumeric character.
- 3) **Confirm Password:** Re-enter your password. Passwords are case sensitive.
- 4) **Carrier:** Name of carrier who will be delivering to Superior Communications.
- 5) **Contact Name:** Name of person at carrier who is requesting access.
- 6) **Contact Phone No.:** Phone number of person requesting access.

When done, **click Register**. Your account will be **Pending for Review**. This process may take up to **48-hours** for approval. Once approved, you will receive an email notifying you of your approval.

A registration form titled "Receiving Scheduler Registration" with the Superior Communications logo at the top. It contains six input fields: Email, Password, Confirm password, Carrier, Contact Name, and Contact Phone No. A "Register" button is located at the bottom right of the form.

### Application Approved

You have been approved to use the following web application:

[Receiving Scheduler](#)

Please [click here](#) to log in.

## Small Parcel Deliveries

- 1) **Scheduling:** Parcel deliveries do not require an appointment
- 2) **Number of Cartons:** Parcel shipments cannot exceed five (5) cartons based on carton quantity of the PO. If PO is for more than 5 cartons, PO cannot ship parcel.
- 3) **Packing List:** Packing List must be included for each carton and must be visible on the outside of each carton.
- 4) **Reference:** PO number must be referenced on the shipping label.
- 5) **One Purchase Order:** Each parcel must only contain product for 1 PO.
- 6) **One Item Number:** Each parcel must only contain 1 item number.
- 7) **Damages:** If cartons arrive open, wet, or damaged, delivery will be rejected.

## Hazardous Materials

All shipments must comply with all applicable Dangerous Goods regulations.

## Product Serialization

If serialization is required, there must be a written agreement prior to delivery of product. This will be covered during the Supplier onboarding / set up process. In addition, vendor must comply with the following requirements:

- 1) **Unit:** Each unit must contain a “1D” barcode which reads its serial number when scanned.
- 2) **Master Carton:** Each master carton must contain a “2D” barcode that reads the serial numbers from each of the individual units contained within the carton.
- 3) **Inner Carton:** If inner cartons are used, each inner carton must contain a “2D” barcode that reads the serial numbers from each of the individual units contained within the inner carton.
- 4) **2D Barcodes:** “2D” barcodes on inner & master cartons must meet the following standards:
  - a. Serial number information must be supplied in a CSV format.
  - b. Label must be readily visible on each inner carton / master carton
  - c. Location must be standard across all cartons.
  - d. 1” minimum (2” preferred) margin on ALL borders of label must be free of any text and/or graphics that could interfere with the scanning ability
  - e. Printing quality must be clear enough to allow scanning

### **Example:**

- Pack Out: 5 individual units inside each inner carton, 4 inner cartons inside master carton.
- Barcodes Required:
  - 20 – “1D” barcodes – One on each individual unit.
  - 4 – “2D” barcodes – One on each inner carton containing info for 5 units each
  - 1 – “2D” barcode – Located on master carton containing info for 20 units

# Non-Conformance Policy

Failure to comply with Superior Communication's Inbound Routing Guide may result in the shipment being refused and/or penalties and fees will be assessed to correct the non-conformance.

Penalties assessed for non-conformance will be deducted from any outstanding invoice.