GLOBAL DISTRIBUTION

PACKING STANDARDS

Packing Standards for the US and UK Elsevier Distribution Centers

www.elsevier.com/vendor-guide
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Non-compliance with any of the specifications and requirements outlined in this document will be followed up with a phone call or email and is subject to a chargeback for any rework needed. Incurred reverse transport and redelivery cost will be fully to the expense of the supplier.
1. CARTON PACKAGING REQUIREMENTS

a) Standard carton
The standard carton to be used for all books is a 200-lb. (pounds per square inch) burst test, double-wall container (High Performance Liner) or 275-lb single-wall container. European equivalent: 275 Kraft outer liner, B-flute, double wall, C-flute, 275 Test inner liner, commonly referred to as 275K/BC/275T. Minimum compression requirement would be 725 lbs/sq. inch. The ECT (Edge Crush Test) carton is not an acceptable substitute.

The maximum and minimum carton specifications are as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Minimum</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Imperial (inches)</td>
<td>10”L x 4”H x 9”W</td>
<td>18”L x 10”H x 11.5”W</td>
</tr>
<tr>
<td>Metric (millimeter)</td>
<td>254mmL x 101mmH x 229mmW</td>
<td>457mmL x 254mmH x 292mmW</td>
</tr>
</tbody>
</table>

b) Tape
Each carton must be securely taped all round (top and bottom) with 3” / 75mm wide tape. Top / bottom glued or stapled is not acceptable. Industrial strength pressure-sensitive box sealing tape is permissible. (For example, 3M brand sealing tape). Banding is not allowed on individual cartons.

c) Carton quantity
All products must be packed in uniform quantities per carton. Partial cartons (those having less than uniform quantity) should be flagged with a neon color label stating “PARTIAL QTY”. In addition, partial carton quantities must be listed as a separate line item on the Advanced Shipping Notice. Partial carton should be on the top of the partial pallet.

d) Weight
Cartons not to exceed 42lb/19kg gross weight. This is a Health and Safety requirement and non compliance will lead to refusal or re-box costs. The minimum carton weight is 2lb. / 0.9kg.

e) Packing
All products are to be packed flat/horizontally, in stacks of one, two, three, or four, etc, depending on trim size, with books facing alternate directions. DO NOT PACK ON SIDES OR BINDINGS!

f) Small product
Answer keys, small manuals, etc., where practical, are to be packed in cartons with the weight between 20lb / 9kg and 40lb / 18kg. Manuals of less than 25 pages are to be divided into groups of twenty to fifty in multiples of ten and secured with bands showing the quantity enclosed.
g) Void fill

All voids in cartons should be filled to protect books and preserve strength of cartons when packed on top of each other. There should be no movement in the cartons once books are packed. Required void fill should be corrugated pads (or wrap). Loose fill like biodegradable or polystyrene chips/peanuts are also unacceptable. The amount of stuffing should not be excessive; however, all void spaces MUST be filled.

h) Pack instructions

All products including Sets and individual CD-ROMs, Videos, etc. must be packed in accordance with the instructions from the respective Business Unit. In the event that you do not have specific instructions from the Business Unit, we suggest that you utilize packing to provide security and product protection.

i) Sets

In the event that grouping individual pieces into a set creates a different ISBN, the carton quantity should reflect that of the Set ISBN, not of the individual pieces. All multi-volume sets must have only one set per carton.

If a set consist of multiple cartons, each carton should be labeled accordingly. (ex; 1 of 2 of 2 cartons, 2 of 2 of 2 cartons) (Vol 1-7 of 15 Volumes, Vol 8-15 of 15 Volumes) AND a separate ISBN/part number for each box should be obtained from production and be printed on the specific carton label (see 3C Multi Box Set Carton Label for specs)

The number of cartons per set is determined by number and weight of volumes (see 1D Weight for restrictions)

j) Reprints

Product reprints must be packed as packaged for the previous printing with the same uniform carton quantities, not to exceed 42 lbs/19 kgs.

k) Special Major Reference Works (MRW) carton

The special carton to be used for all MRWs is a 300-lb. (pounds per square inch) burst test, double-wall container. European equivalent: 300 Kraft outer liner, B-flute, double wall, C-flute, 300 Kraft inner liner, commonly referred to as 300K/BC/300K. Strength characteristics of: Edge Crush Test of 9.61 kN/M, Burst Strength of 346 lbs psi and Box Compression Strength of 485.09 kg.

The cartons for MRWs must be manufactured to the correct dimensions, so filling would only be necessary on the height. The preferred method is to use corrugated pads which should be equally spaced at the top and bottom of the carton, with one pad also separating each volume. There should be no movement in the cartons once books are packed.

From time to time Elsevier may request these specifications for other publications, should they be similar to MRWs.
2 COMPANY LOGO REQUIREMENTS

a) Supplier / Printer logo
Supplier logo or name on the carton, tape or carton label are NOT allowed

b) Elsevier logo
We require all of our suppliers / printers to either:

- Print our authorized logo (black only) on the long side panel of the shipping cartons.

Or

- Use a plain carton and print our authorized logo and/or our company name “ELSEVIER” on the carton label.

The following is a sample logo for your guidance. The specific artwork can be obtained by emailing k.jurd@elsevier.com. If you don’t have access to email please call her at +1-(573)-897-3694.

3 CARTON LABEL SPECIFICATION REQUIREMENTS
Note: Carton labels have been simplified. However, they must meet the barcode specifications detailed.

a) Product Carton Label specs

The carton label contains information pertaining to the product inside the specific container; not the shipment. The product label is for single title cartons only. All cartons containing more than one product must be marked “MIXED TITLES ENCLOSED”. All fields not specified in “human readable format” must be bar-coded. A divider line is preferred between zone 1 and zone 2. Please see the example on the following page.

- **Zone 1** – The information in Zone 1 is to include (in human readable format) the title, author, Publisher: “Elsevier” and your assigned vendor code all left justified. (If you are not aware of your assigned vendor code, please contact the business unit responsible for purchase order) Also in Zone 1 should be included “Printed in (country)”.
- **Zone 2** – Publisher Purchase Order Number and Printing number. PPON and PRTG “x” should be left justified above the barcode. All barcodes should be Code 128 Symbology. All barcodes must be at least 0.5 inch / 1.3 cm high.
  *Please note print number on carton label should match far left number on the print line of the copyright page.*
- **Zone 3** - The information in Zone 3 includes carton quantity, carton weight, and ISBN. Only the 13 digit ISBN is now required. All barcodes should be Code 128 Symbology. The ISBN bar code should be built using the MOD 10 check. All bar codes and the human readable ISBN must be at least 0.5 inch / 1.3 cm in height.

*Product Carton Label sample*

![Carton Label Sample](image)

b) Product Carton Label Barcode specs

<table>
<thead>
<tr>
<th>Use on Product Label</th>
<th></th>
<th></th>
</tr>
</thead>
</table>


<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order Number</td>
<td>Used to identify the Publisher’s purchase order</td>
</tr>
<tr>
<td>Impression number</td>
<td>Used to identify the printing number (fixed length of numbers)</td>
</tr>
<tr>
<td>Carton Quantity</td>
<td>To identify the total number of units/pkgs contained in the container. Please note that if the carton contains multiple volumes creating one set that the carton label reads “1 SET” (see sample below)</td>
</tr>
<tr>
<td>Carton Weight</td>
<td>To identify the weight of the shipping container</td>
</tr>
<tr>
<td>ISBN</td>
<td>UCC/EAN 128 Symbology</td>
</tr>
</tbody>
</table>

Do not use Application Identifiers in the barcode format. This is the number in ( ) prior to the text encoded in the barcode. Nonconformance to this will result in a chargeback for necessary rework for corrections to the carton labels.

c) **Product Carton Label placing**

There must be one carton label on both the short and long side of the carton at least 2” / 50mm from the bottom and the right corner of the carton.
We understand that these instructions are very specific. However, due to automatic scanning it is necessary that these procedures be followed very closely.

The **PINK** Multi-Volume Set Label must be applied to a single carton flap on top of carton. **DO NOT PLACE OVER THE MIDDLE OF THE CARTON.**

d) **Multi Box Set Carton Label**
Products that are multiple volumes in multiple cartons must have individual Part Numbers displayed on the labels. So for three cartons you will need three part numbers. The part numbers will be provided by Elsevier Production as the main Part Number displayed in Zone 3 using MS Sans Serif point 10 non bold. The Set ISBN must be stated in Zone 1 including the text “(………. Consists of # cartons)” as per the new sample below:

![Carton Label Example]

**Title:** MEYLER’S SIDE EFC DRGS CARTON 1 of 2 / V4 - V7  
**Author:** Aronson  
**Publisher:** Elsevier  
**Vendor:** 000  
**Printing:** 001  
**Ctn Qty:** 1  
**Ctn Wt:** 29.2 lbs  
**PART #:** 9999908063

e) Miscellaneous Carton Labels
Multi-volume Sets: the supplier shall be responsible for printing and affixing a Neon sticker (preferably pink) to the far right, top panel of the carton that reads: “This Is A Set - DO NOT SEPARATE”. The label MUST be placed on one of the carton flaps and must be 4” x 6” / 100mm x 150mm.

![Neon Sticker Example](Image)

Partial quantity; if a box on a shipment contains less/more than the uniform carton quantity for that ISBN, a Neon label to the top panel of the carton needs to be affixed that reads "Partial QTY”

f) **Sources for compliance**

The formats presented in this document follow the guidelines for Shipping Container Labeling by the Distribution Executives Interest Group (DEIG), a committee of the Book Industry Study Group (BISG). In turn the DEIG guidelines were prepared in accordance with the guidelines of the Uniform Code Council, Inc., (USS) for carton labeling.

The DEIG Guidelines are available at:


Sources of assistance in production carton labels in accordance with these guidelines are identified, but not endorsed, by Elsevier

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4 **REQUIREMENTS FOR PRODUCTS**
a) Component / Volume Overages

Delivery of Component/Volume overages (such as extra cd’s) to the Distribution Center must be identified by the product isbn/part number, not the Kit / Set ISBN. (For example the cd part number should be on the product/carton, not the ISBN of the product with the cd in it) Unless specifically instructed to do so, only 25 overages should be sent to the warehouse.

b) Barcodes for individual volumes

Multiple volume sets must have two barcodes; one (1) for the text ISBN for the individual volume, the second (2nd) should indicate the set ISBN and corresponding barcode. Sample:

![Barcode Example](image)

c) Product identification

All products should contain the 13 digit ISBN bar code. Sample:

![Barcode Example](image)

d) Product Packaging

Unless sold as a set, products should not be wrapped or shrunk inside of cartons

e) Production Memo Concerning CD Overages
Handling of CD overs for **US ONLY**

**Scope**
This document serves as a guideline for acceptable CD spoilage and provides guidance to vendors for handling additional CD quantities.

<table>
<thead>
<tr>
<th>Allowable</th>
<th>Addl CD’s over Print Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Run</td>
<td>Print Run Variance</td>
</tr>
<tr>
<td>&lt; 5,000 copies</td>
<td>+/-5%</td>
</tr>
<tr>
<td>5,000 – 10,000</td>
<td>+/-5%</td>
</tr>
<tr>
<td>10,000 – 15,000</td>
<td>+/-5%</td>
</tr>
<tr>
<td>15,000 – 25,000</td>
<td>+/-3%</td>
</tr>
<tr>
<td>&gt;25,000</td>
<td>+/-3%</td>
</tr>
</tbody>
</table>

**For remaining loose CD’s:**
- Quantities of 25 CD’s are to be sent to Linn Distribution. These must be cartoned separately from the book and should be labelled according to Elsevier Global Distribution Standards for component / volume overages (see Global Distribution packing standards page 11).
- After sending 25 CD’s to the warehouse, or unless notified otherwise by Elsevier, all remaining CD overs should be destroyed.
- If the vendor notes an excessive number of CD’s > 2,000, Elsevier requires the vendor to alert Global Supply Management. Spoilage should be no more than 5% of the total print run.

**NOTE:** CD part number or ISBN numbers must be included on CD’s shipping to Linn Distribution. It is not possible to inventory CD’s without these numbers. Shipments not including these numbers will result in destruction of the delivery.
a) Journal Carton label Specs

The carton label contains information pertaining to the product inside the specific container; not the shipment. The product label is for single title cartons only and should be 4X6 in size. Specific fields that must be bar-coded are listed below in zone 2. A divider line is preferred between zone 1 and zone 2. Please see the example label below.

- **Zone 1** – The information in Zone 1 is to include (in human readable format) the Journal Title, Volume/Issue, Month/Year (all 3 to be left justified) and your assigned vendor code. If you are not aware of your assigned vendor code, please contact the business unit responsible for purchase order.

- **Zone 2** – The following information in Zone 2 is to include both human readable format and barcodes: Carton Quantity, Carton Weight and the Product ID.

The Product ID is listed as follows:

<table>
<thead>
<tr>
<th>Journal Acronym*</th>
<th>Volume</th>
<th>Separator</th>
<th>Issue</th>
<th>Product ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Characters</td>
<td>4 Characters</td>
<td>1 Character ( / )</td>
<td>4 Characters</td>
<td>15 Characters Total</td>
</tr>
</tbody>
</table>

*If the Journal Acronym is less than 6 characters, enter spaces to populate this section. See example label below.

All should be left justified above the barcode. All barcodes must be at least 0.5 inch / 1.3 cm high. All barcodes should be Code 128 Symbology.

Also included in this zone are the Publisher and Country of Print. No barcodes are needed for these items.

**Product carton label sample:**

```
Journal: The American Journal of Human Gene
Volume-Issue: Volume 96 - Issue 5
Month-Year: May 2015
Vendor Code: 015

Ctn Qty: 20
Ctn Wt: 25 lbs

Publisher: Elsevier

AJHG 0096/0005

PRINTED IN USA
```

b) Journal Packing Specs

All packing specs are to be followed as outlined in Section 1 of Elsevier’s Global Distribution Standards. Journal cartons DO NOT require the Elsevier logo to be printed on the carton.

c) Journal Pallet Specs

All pallet specs are to be followed as outlined in Section 6 of Elsevier’s Global Distribution Standards.
6 PALLET & PALLETTIZING REQUIREMENTS

a) General Pallet Specifications

This standardization is intended to be for all truck load shipments of Elsevier product. However, this may apply to suppliers who make regular LTL (less than truckload) shipments to our Distribution Centers. If the required pallets are not available for LTL shipments, then any standard two-way, wood pallet may be used as long as they are good quality and 40” x 48” / 1000mm x 1200mm size. Foam pallets, slip-sheet, power boxes and glide packs are not permitted.

Pallet Specifications:

<table>
<thead>
<tr>
<th>Description</th>
<th>Linn, USA</th>
<th>Rushden, UK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pallet Size</td>
<td>40” x 48”</td>
<td>1000mm x 1200mm</td>
</tr>
<tr>
<td>Maximum pallet height ++</td>
<td>54”</td>
<td>1200mm</td>
</tr>
<tr>
<td>Maximum pallet weight</td>
<td>2500 #</td>
<td>800kg</td>
</tr>
<tr>
<td>Pallet overhang allowed</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>“Kits” pallet overhang</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Corrugated specifications</td>
<td>Same as Book Specs</td>
<td>Same as Book Specs</td>
</tr>
</tbody>
</table>

(++) = Pallet Height is measured from floor to top of carton stack (includes pallet height.)

b) US Pallet Specifications

Requesting Pallets: Suppliers are encouraged to provide their own pallets per Elsevier specifications. Elsevier US may supply pallets upon request for delivering into the Linn Warehouse only. Please note that approximately two weeks is required for the delivery of pallets. Please call the Elsevier Warehouse Shipping Manager, Brad Sieg at +1-(573)-897-1929 to request pallets if needed.

Pallet Manufacturing Specification

<table>
<thead>
<tr>
<th>QTY</th>
<th>DESCRIPTION</th>
<th>DIMENSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Pallet Size: Flush, Non-Reversible, Multiple Use</td>
<td>40”W x 48”L x 5”H</td>
</tr>
<tr>
<td></td>
<td>Maximum Weight Capacity</td>
<td>2,500 LB. (Fully Loaded)</td>
</tr>
<tr>
<td>2</td>
<td>Top Outside Boards, 9 screw nails each</td>
<td>¾” x 5-3/4” x 40”</td>
</tr>
<tr>
<td>5</td>
<td>Top Inside Boards, Evenly spaced between outside boards, 6 drive nails each</td>
<td>¾” x 3-3/4” x 40”</td>
</tr>
<tr>
<td>3</td>
<td>Runners (minimum specifications)</td>
<td>1-3/8” x 3-3/4” x 48”</td>
</tr>
<tr>
<td>2</td>
<td>Bottom outside boards: Chamfers (four points) per board. Face of board at chamfers will not exceed 1/8” and taper on 45-degree angle, 9 drive screw nails each</td>
<td>¾” x 5-3/4” x 40”</td>
</tr>
<tr>
<td>2</td>
<td>Bottom inside board; evenly spaced, Chamfers (four points) per board. Face of board at chamfers will not exceed 1/8” and taper on 45-degree angle, 6 drive screw nails each</td>
<td>¾” x 3-3/4” x 40”</td>
</tr>
</tbody>
</table>
Chamfers on outside edges of bottom deck, for ease of entry of Pallet Jack.

Use standard screw nails throughout assembly.

Commercial tolerances to apply to all sizes and dimensions.

Hardwood construction. No Coniferous Wood.

c) UK Pallet Specifications

Pallet Size of 1000 mm wide X 1200 mm long.

Construction: 4 way entry with full perimeter base as part of the construction i.e. slats from corner to corner on the bottom of the pallet.

The construction must be sturdy enough to withstand picking up by a fork-lift truck and storing on a metal racking system and the pallet should be sufficiently sturdy not to collapse under the weight of the books. These pallets will be used for forward shipping to our customers so one-way pallets are NOT allowed.

Commercial tolerances to apply to all sizes and dimensions.

Hardwood construction. No Coniferous Wood.

Only four-way pallets accepted.
d) International Pallet Regulations

**US Regulations**

Importers and suppliers of US imports must ensure all solid Wood Packing Material (WPM) meet the ISPM 15 Standard. Shipments containing noncompliant regulated WPM will not be allowed to enter USA.

APHIS has set standards for Wood Packaging Material imported into the USA through 7 CFR 319.40 - Importation of Wood Packaging Material. This Final Rule states that all regulated wood packaging material shall be appropriately treated and marked under an official program developed and overseen by the National Plant Protection Organization (NPPO) in the country of export. Additionally, per APHIS PPQ policy, findings of insects in the families of Cerambycidae, Buprestidae, Siricidae, Cossidae, Curculionidae, Platypodidae, Sesiidae and Scolytidae represent timber pests that, when found live in otherwise properly marked WPM, signify that the WPM was not properly treated and safeguarded in accordance with 7CFR319.40-3(b)(1). Beginning July 5, 2006 ISPM 15 marked WPM containing pests in the above mentioned families shall be immediately re-exported pursuant to 7CFR319.40-3(b)(3). The importer of record is responsible for any costs or charges associated with the re-export.

Anticipating questions and concerns from stakeholders for the phase in periods for ISPM 15 Enforcement, Customs and Border Protection (CBP) and APHIS PPQ have posted information on the respective websites. Questions concerning Port of Entry Enforcement may be referred to DHS CBP +1-(202)-354-1000 or +1-877-CBP-5511 Monday-Friday, between 8:30 and 5:00 Eastern Time.

To read more specifics about the US requirements:


**EU Regulations**

The European Union (EU) issued emergency measures affecting coniferous Solid Wood Packing Material (SWPM) exported from the United States, Canada, China and Japan, which become mandatory October 1, 2001. The purpose of these regulations is to prevent the pinewood nematode, a microscopic eelworm that kills pines, from causing the same damage in the EU that it has in the countries to which the regulations apply. “To avoid problems use only hardwood pallets, no coniferous wood.”

Any coniferous SWPM from the United States, Canada, China and Japan, must be appropriately treated before it is allowed entry into the EU. Appropriate treatment consists of heat-treating or kiln-drying, pressure treating or fumigating with approved chemicals. Once treated, all SWPM must display a special mark, which verifies proper treatment. Although no paper certification is required, it is recommended to make a notation on the commercial invoice and the bill of lading regarding the type of SWPM used, if any, and its treatment status. This should help prevent delays.
e) Cross Dock Pallet Requirements

Any Foreign Cross Dock to USA shipments need to be delivered on pallets that comply with the APHIS standards for Wood Packaging Material imported into the USA and are treated and marked according to ISPM 15.


Sample of an acceptable WPM / ISPM 15 mark:

For UK Only -- Plastic pallets of a sufficient quality can be used as an alternative.

f) Palletizing Requirements

All pallets must have a slip sheet between the pallet and the parcels. All parcels must be interlocked when stacked on a pallet and must not overhang the perimeter of the pallet. The resulting packs, when stacked, are fairly “rigid” – i.e. the parcels will not slide when the pallet is moved/handled. For any one delivery of a title, there should be a constant number of cartons per layer and a constant number of layers per pallet.

Parcels must be made secure on the pallet by overall stretch or shrink-wrap. Additional banding/strapping can be applied with top boards in such a way that strapping does not cut into edges of parcel and damage contents. Plastic bands are preferred over steel - steel stretches.

To cut down on carriage costs when the delivery consists of equal very small quantities of a number of titles, the pallets can be stacked on top of each other for transportation (piggy back). This would be only acceptable if the cartons are being packed properly to avoid being crushed.

Occasionally, we will request books to be packed loose on pallets. All books are to be stacked 36” / 92cm to 54” / 137cm high (depending on bulk) in alternating, interlocking layers, with sheets of paper between the layers, to prevent shifting. Each layer is to be packed uniformly and, if more than one pallet, all pallets should be packed identically. Any additional loose books should be secured with pallet tops or angle boards, stretch wrapped, and banded with four steel bands, two in each direction. Shipments of loose books packed on pallets are to be sent as part of the first shipment to the Elsevier Distribution Center.
g) Pallet Identification Requirements/Receiving Information

**Pallet Address Label**
Each pallet should have an address label affixed stating the sender and the receivers address. The label should also indicate the number of pallets on the shipment and the specific pallet number (e.g. 1 of 10, 2 of 10, etc.)

Receiving hours: 7:30 a.m. – 2:00 p.m.

Linn, US address:

**UPS Shipments**
Elsevier Inc.
Attention: New Receiving
**1799-B** Hwy 50 East
Linn, MO 65051
United States

**ALL OTHER SHIP METHODS**
Elsevier Inc.
Attention: New Receiving
1799 Hwy 50 East
Linn, MO 65051
United States

Rushden, UK address:
Elsevier Ltd
C/o DHL Exel Warehouse
2 Spire Road
John Clark Way
Rushden
Northamptonshire
NN10 0FN
United Kingdom

**Mixed pallet label**
The general rule is one title only per pallet. However in very small print runs this is inappropriate. In the latter case, 4 titles can be put together on a single pallet if they are kept apart clearly, and the cartons, pallet and documentation are clearly marked "MIXED PRODUCT ON THIS PALLET".

**LTL shipment label**
For LTL shipments - Attach pallet signs that read “DO NOT BREAKDOWN – DO NOT DOUBLE STACK.”
7 VENDOR NON CONFORMANCE

a) Notice to Vendors

We reserve the right to refuse any shipment not stacked, wrapped, bound, identified, documented, or shipped in accordance with the instructions, forms and charts contained herein. In such cases, transportation charges back to the supplier and subsequent transportation charges on reshipment are to be borne by the supplier. We reserve the right to audit compliance and charge back if instructions are not followed and/or variances granted.

b) Vendor Non-Compliance Chargeback Rates

Vendors will be charged back for violations of the specifications contained herein. The minimum charge will be $250 per occurrence: An occurrence is defined by each order or each individual issued PO.

- Book Error - $1.00/unit: Where Linn Distribution Center assigns personnel and/or materials to correct errors that appear on the book unit in the form of missing or incorrect ISBN, missing or incorrect barcode, missing shrink wrap, and where after investigating the root of the error, it is agreed that the error originated with the vendor.
- Book Error - $1.00/unit: Where Linn Distribution Center personnel are assigned to inspect books to determine printing or binding errors, and where after investigating the root of the error, it is agreed that the error originated with the vendor.
- Carton Error - $1.00/ per carton: Where Linn Distribution Center assigns personnel and/or materials to correct errors as they appear on an individual carton in the form of missing/incorrect carton labels, wrong size or overweight cartons, incorrect/insufficient packing materials, incorrect carton strength used, incorrect carton stacking, etc.


c) Exemption Approval

If the need to deviate from these specifications should arise, it is the responsibility of the vendor to request an exemption form. This form should be completed to document any pre-approved exemptions to the specifications outlined in this guide. Informational request (purchase order numbers, and vendor codes) should be directed to the respective Business Unit. Exemptions concerning physical specifications (carton/pallet sizes and weights) should be directed to:

Linn, US: Inventory Manager, Christi Blauvelt, at the Elsevier Distribution Center at +1-(573)-897-1914 who will provide the necessary documentation.

Rushden, UK: The DHL Exel Stock Manager at the Elsevier Warehouse at +44-193-341-6600 who will provide the necessary documentation.

d) Supplier Performance

The Elsevier Distribution centers operate a monitoring system called ‘YELLOW CARD NON-CONFORMANCE’, to measure supplier conformance to this Global Packing specification. Non-
conformances are regularly reported back to Elsevier Global Distribution and the supplier, and any costs incurred because of non-compliance issues will be charged back.

8 OFFSITE STORAGE INFORMATION:

If the vendor should be contacted to send a portion of the print run to Elsevier’s offsite storage facility (contact information provided on page below), that quantity is to be sent last and should be in uniform pallet quantities. All stock going to the distribution center should be delivered first.

Industrial Warehouse Distribution Group (IWDG)
Attn: Andy Stuckenschneider
312 Wilson Drive
Jefferson City, MO 65109
(573) 659-4500

Receiving hours 7:30 a.m. – 2:00 p.m. unless otherwise agreed upon IWDG contact.