

1. Scope

This Vendor Routing Guide apply to all deliveries to **Ingram Micro** in the following countries listed below (Point 7: General Information).

This Routing Guide is part of the contract with Ingram Micro and remain valid if not explicit entailed in the contract.

When cooperating with logistic-service providers, the vendor is responsible for ensuring that these Routing Guide are complied with by the respective logistic service providers.

2. Notification and ASN

2.1 Notification

All shipments destined for Ingram Micro must be preceded by a pre-advice notification at least 48 hours before the intended delivery time when making a booking.

The following information must be communicated before a slot and reference number is issued:

- Supplier
- Carrier (each with complete contact details)
- Date and time of the intended delivery
- Number of pallets
- Total number of boxes (boxes on pallets and any loose boxes)
- Number of mixed pallet or/and full pallet
- Delivery notes (PDF)
- Electronic delivery notes (detailed specification in point 2.2)
- Statement “exclusively duty-free-goods” or “delivery contains dutiable goods”
- Licence plate number of the delivery truck
- Name of the driver
- Gas Free Certificate (GFC)

Only duty-free goods must be delivered. If, in exceptional cases, different arrangements are made, we must be informed that the delivery contains dutiable goods at the time of notification. In such cases, our customs department must also be notified (see in 10. contacts).

Once the notification has been made, you will receive a slot-number as well as a delivery time by Ingram Micro.

Unplanned deliveries: Any deliveries which are not scheduled to arrive at the site will be refused.

2.2 Electronic Delivery Note (ASN)

For all shipments to Ingram Micro, advanced shipping notifications (ASN) must be provided.

ASN, "Advanced shipping notice" is an electronic document which provides detailed information about a pending delivery. The aim of ASN is to notify Ingram Micro when the shipment is made by the supplier and to provide the physical characteristics concerning the shipment.

Mandatory/Minimum Requirements:

Format: TXT

Field	Length Max	Comment
PO ID	11	Ingram Micro PO ID in the following format: 81-12345
SKU	25	Ingram Micro SKU
PO Line Number	5	PO Line number (Ingram Micro PO)
Ship Quantity	5	Qty shipped
Package ID / Pallet ID	20	Package ID / Pallet ID – 20 digits SSCC number with 2 « 0 » to start the code
Delivery Note No	20	Supplier shipping reference (Ship ID)
Delivery Note Date	10	DD.MM.YYYY

Alternative formats or transmission options are to be agreed upon separately with the respective country in advance.

3. Delivery Instructions

3.1 Delivery Address

The delivery address is specified in the purchase order. Please refer to the country-specific information in section 10. General Information for the address of the respective warehouse.

3.2 Delivery Time

Our Receiving Department is open Monday until Friday. Please be advised that the opening hours of the respective warehouse can be found in the country-specific information under Section 10. General Information.

The allotted delivery time refers to the time by which the truck must be docked at the gate. A delivery is therefore considered delayed if the truck driver does not check in at least 30 minutes before the scheduled delivery time.

If the allotted delivery time cannot be met, our receiving notification department (contact in 10. General Information) must be informed not later than 24 hours prior the scheduled delivery time. In the event of unforeseen circumstances that prevent timely delivery, Ingram Micro must be notified at the latest before the assigned delivery time.

Failing to meet the pre-determined time slot may lead to inbound refusal and/or additional waiting/hold times/value added charges.

3.3 Arrival Process

When a preferably English-speaking driver arrives at the Ingram Micro warehouse, the following information must then be declared on arrival before admittance to site:

- Ingram Micro slot reference number
- Waybill (with possible notification of a seal number corresponding with the seal on the truck)
- Delivery Note
- Government Issue Photo Identification (Driving License / Passport)
- Truck licence plate number
- Seal number
- Gas free certificate (sea containers)

Only the driver is permitted entry to site with the vehicle, no drivers mates will be allowed entry to site for Health and Safety reasons.

High visibility vests must be worn always whilst on site and returned to security on exit.

For Health & Safety and Security Drivers are not permitted to enter the building at any time.

If no delivery note has been provided in electronic form with your notification (see chapter 2.2), delays in unloading must be expected.

Permission for unloading will be given after the completion of safety rules and a check by Ingram Micro or a security officer. The driver is assigned a dock number. Park the truck at the designated dock, turn off the engine and make sure the wheel wedges are correctly positioned.

Drivers in all situations (for the safety of our loaders and unloaders) must submit ignition keys prior to unloading (incl. Spare sets)

3.4 Vehicle Requirements

The warehouse unloading facilities are specifically designed for fast dock unloading of truck. Delivery via other transport equipment (car, van) is permitted. Vehicles with damaged floors and/or sides will not be accepted for Health and Safety reasons.

All trailers must be capable of being off loaded from the rear by powered and hand pallet truck.

Security seals used to secure truck trailers on all access point, vessel containers, etc., must be intact and completely sealed on arrival. The security seal number on the CMR/ADR must be identical, otherwise the shipment will be refused.

3.5 Loading Instructions

No Non-IM products will either be handled or unloaded into the DC, any vehicles that are multi drop and the stock is in our way will be asked to deliver the other goods first and if needed request another slot for delivery.

Split deliveries are not allowed. This means that one delivery, including its delivery documents, may not be delivered using multiple trucks or on different days. Separate delivery documents must be prepared for each load and a separate delivery slot must be requested for each truck. Please inform us in advance if you combine multiple booked slots onto a truck.

The goods have to be secured in such a way to avoid slipping, falling over or falling down in order to avoid risk of injuring.

When securing boxes, always ensure the following:

- Boxes have to be firmly closed; however, not every box requires a strapping band.
- Box lids have to be securely fastened to the box.
- Side straps and other openings must be sealed with appropriate packaging tape.
- Each product should be packed in a proper box to prevent damage during the transport.
- If a product consists of multiple components, it must be packed as a single bundled unit.

Shipments which consist of more than 12 boxes have to be delivered on pallets. Loose Loaded containers are not allowed.

Please consider the following when delivering goods on pallets:

- Pallets have to be wrapped transparent. The wrapping has to be fixed to the pallet.
- Pallets must have edge protection (guard strips) along all edges.
- Pallets must be loaded in a way that allows safe unloading by forklift or electric pallet truck.
- Pallets may not be stacked on top of each other if the lower items cannot safely support the weight.
- Pallets must be positioned so that the access openings (located on the narrow or front side) face the unloading side.
- Unloading of pallets is only permitted at designated unloading ramps. Side unloading is not possible.

The acceptance can be declined if the load shows one of the following conditions:

- Pallets that have fallen over in a domino effect
- Unstable double stacked pallets
- Pyramid stacked pallets
- Pallets obstructed by hanging straps
- Pallets obstructed by other customer goods
- Pallets straddling others
- Slack banding
- Wedged pallets
- Broken pallets
- Damaged goods
- Other reasons that affect the safety of employees

4. Delivery Documents

Each delivery must contain a waybill and a delivery note. The driver has to keep the waybill as well as a copy of the delivery note at hand and present them when the truck is being registered at the delivery gates. The original delivery note has to be on the outer box for parcel delivery, for pallet deliveries the delivery note has to be applied to the pallets, but not on the original product carton.

If a sea freight container is used for the shipment, then a Gas Free Certificate must be provided. A ventilation period of approximately 30 minutes must be taken into account when handling the container.

Any transport of dangerous goods governed by the country specific regulations (ADR, COSHH etc.) must be accompanied by the appropriate documentation.

4.1 Contents of the Waybill/CMR

The waybill has to have the following information:

- Waybill no. and date
- Sender, Carrier and Ship to address
- Number of pallets
- Total number of boxes (boxes on pallets + loose boxes)
- Consignment weight
- Delivery note number(s)
- Comment when delivering dutiable goods
- Seal number(s)

Each delivery may include a maximum of one waybill. Consolidated shipments should be combined into a single waybill.

The reference numbers on the waybill and the pallets must match to allow clear identification.

4.2 Contents of the Delivery Note

Items which are listed on a delivery note may not be split across several deliveries.

The delivery note has to have the following information:

- Delivery note no. and date
- Vendor address
- Ingram Micro address
- Purchase order number (Ingram Micro order number)
- Ingram-Micro-item number
- Universal Product Code (UPC) or European Article Number (EAN)
- Vendor part number (VPN)
- Product description
- Delivery quantity (quantity shipped per part number)
- Number of pallets
- Number of boxes (boxes on pallets and any loose boxes)
- Country of origin

5. Labeling of the Goods

5.1 Goods on Pallets

Ensure all product description labels are facing outwards to speed up the process for counting and verifying deliveries.

Shock and tilt indicators are to be placed in a way that ensures they remain visible during handling and transport.

Mixed pallets need to be clearly marked as such and accompanied by the relevant packing list.

The following information must be affixed to the outside of each pallet on a label, using the specified format (generally in legible text, and as a barcode if required):

- Full supplier address (legible writing)
- Ingram Micro's order number - Purchase Order (legible writing)
- Sequential number of the pallet and total number e.g. pallet no. 3 of 5 (legible writing)
- Number of units per pallet (legible writing)
- Vendor part number (VPN)
- Product description
- Quantity per article
- List of all serial numbers on full pallets (legible writing + 1D and 2D barcode)

Ingram Micro purchasing department is to be informed in advance about palletized delivery units. When full pallet quantities are ordered, deliveries must consist exclusively of complete pallet units.

5.2 Outer boxes, Mixed Boxes and Incomplete Box Quantities

The following information must be applied to the outside of each box in the specified format — generally in legible text, and as a barcode if required:

- Identifier: mixed box or partial box
- Full supplier address (legible writing)
- Ingram Micro's order number - Purchase Order (legible writing)
- Sequential number of the packaging unit and total number e.g. box no. 3 of 5 (legible writing)
- Number of units per packaging unit (legible writing)
- Serial number (legible writing + barcode, clearly marked with SN)
- IMEI numbers (legible writing + barcode, clearly marked with IMEI)
- EAN- / UPC-Code (legible writing + barcode)
- Vendor part number - VPN (legible writing + barcode)
- Ingram Micro's item number (legible writing)
- Product description (legible writing)
- Weight per packaging unit (legible writing)

Mixed boxes have to be clearly identified as such and must include the corresponding packing list. Packaging units with quantities that deviate from standard units (e.g. incomplete boxes) must also be clearly identified.

5.3 Master Carton

Do not affix shipping labels directly to the original master carton.

The following information must be applied to the outside of each box in the specified format — generally in legible text, and as a barcode if required:

- EAN- / UPC-Code (legible writing + barcode)
- Vendor part number - VPN (legible writing + barcode)
- Product description (legible writing)
- Master carton quantity (legible writing)
- IMEI numbers (legible writing + barcode, clearly marked with IMEI)
- Serial number (legible writing + barcode, clearly marked with SN)

Ingram Micro purchasing department is to be informed in advance about the units per master cartons. When master carton quantity are ordered, deliveries must consist exclusively of complete master carton units.

5.4 Single Units

Single units must not be labelled nor marked in any way. This information must be attached on the outside of the packaging unit. Don't apply shipping labels on the original product carton.

The following information has to be applied on the outside of every single unit in the specified format (generally in legible writing, if stated also as a barcode):

- EAN- / UPC-Code (legible writing + barcode)
- Vendor part number - VPN (legible writing + barcode)
- Product description (legible writing)
- IMEI numbers (legible writing + barcode, clearly marked with IMEI)
- Serial number (legible writing + barcode, clearly marked with SN)

5.5 Regulations for the Transport of Hazardous Substances and Dangerous Goods

Ingram Micro points out that for all supplied hazardous materials, the valid version according to the regulations of IATA / ICAO, IMDG-Codes, ADR and COSHH applies. This concerns the producer and therefore also the supplier or the person acting on behalf of the supplier.

The supplier or their representative guarantees compliance with all applicable duties and obligations. In doing so, any liability claims against third parties are excluded. As a precaution, Ingram Micro refers to the currently applicable legal requirements for each mode of transport as outlined in the respective dangerous goods regulations.

Unless provided otherwise in ADR, the UN number corresponding to the dangerous goods contained, preceded by the letters "UN" shall be clearly and durably marked on each package.

All package marks must:

- be readily visible and legible;
- be able to withstand open weather exposure without a substantial reduction in effectiveness.
- be in the minimum dimension/height in accordance with ADR 5.2

Additional provisions for goods of class 1 until 9 applying also in accordance with ADR 5.2

Each package of dangerous goods contained in an overpack shall comply with all applicable provisions of ADR 5.1

Label for Lithium Batteries

Shape:	Rectangle with a red hatched border
Symbol:	Black batteries (one damaged and emitting flames) above the UN number
Colors:	Symbol: Black on white Hatching: Red
Standard Size:	120 mm wide x 110 mm high, with hatching at least 5 mm thick
Minimum Size:	105 mm wide x 74 mm high
Proportions:	If no exact size is specified, all features must be approximately proportional to the standard.

Packages containing lithium cells or batteries prepared in accordance with special provision 188 shall be marked as shown as following:



Lithium battery mark
 * Space for UN number(s)
 ** Space for telephone number for additional information

We explicitly point out that deliveries will not be accepted for safety reasons if chemicals are loaded.

6. Pallet Requirements

6.1 Pallet Dimensions

In general, 4 way entry Euro-flat pallets (1.20 x 0.80 m) have to be used for the transport.

Alternatively, disposable wooden pallets may be used, as long as the dimensions match to those of EURO or industrial pallets (1.20 x 1.00 m) and the applicable requirements with regards to access opening are met. Required is a pallet bottom board on the long side, but not on the short side of the pallet.

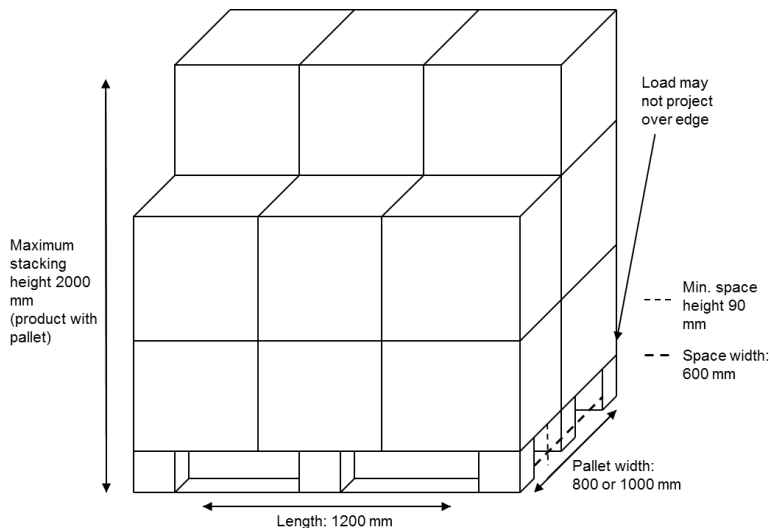
The delivered pallets must not exceed a height of a maximum of 2.00 m (product including pallet). All stock is to be stacked within the confines of the pallet – no hollow center – no overhanging products. Overhanging pallets represent likelihood of damage – therefore maybe refused.

Items which exceed the individual dimension of the above mentioned pallet size must be delivered on best fitted pallets that match the size of the product.

The following requirements apply to the access openings of standard EURO pallets:

- Access openings: 4 way entry for a full accessibility with forklifts and pallet trucks.
- Access width: The clear width of the access openings between the spacing blocks must be at least 0.60 m.
- Access height: The clear height of the access openings must be at least 0.09 m.

The following illustration (example B) shows the necessary requirements:



6.2 Instructions for Proper Pallet Stacking

To ensure a smooth unloading process, the goods must be stacked on the pallet in a way that guarantees stability and prevents packages from toppling during beaking down the pallet.

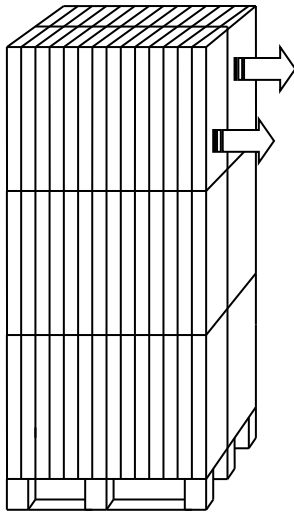
All pallets must be stacked in the correct manner to facilitate an accurate count. Ensure all product description labels are facing outwards to speed up the process for counting and verifying deliveries.

The pallet layers must stacked correctly and with the same number of cartons on each level to enable us to verify accordingly.

Not accepted stacking

Tipping over

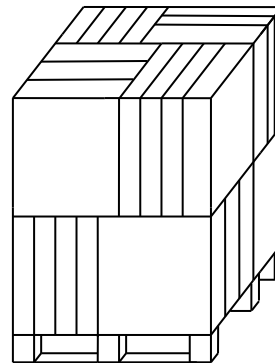
When all boxes are aligned in the same direction, pallet stability is reduced. Even a slight push from the front or rear may cause the boxes to collapse in that direction, creating a domino effect.



Accepted stacking

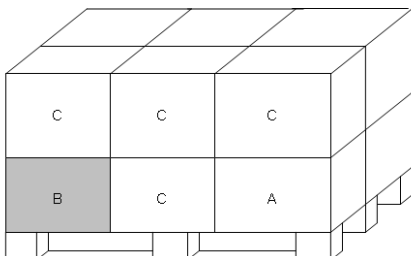
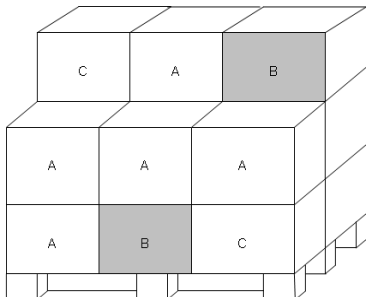
Stable stacking

Each layer has been arranged with a combination of longitudinally and laterally placed cartons. This stacking method ensures stability and allows the goods to be removed safely without causing a "domino effect".



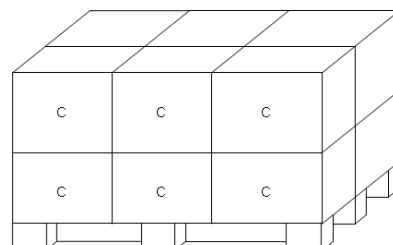
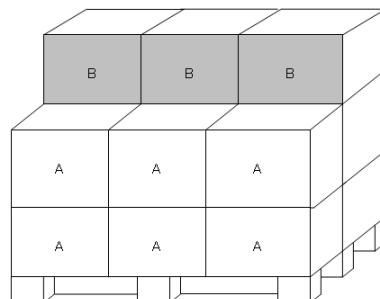
No logical and consistent packing pattern

- stacked not in layers
- larger quantity stacked on smaller quantity
- packed on multiple pallets



Logical and consistent packing pattern

- stacked layer by layer
- smaller quantity stacked on larger quantity
- Article A + B result in a mixed pallet
- Article C packed on a full pallet



6.3 Nature of Pallets

In general, flat wooden pallets are required. The delivered pallet should be in a usable condition.

Pallets are considered as unusable if:

- A board is missing, skewed or broken across
- More than two bottom, top border boards or a diagonal boards are broken to the extent that more than one nail or screw shaft is visible per board.
- A block is missing or broken in such a way that more than one nail or screw shaft is visible.
- Improper material were used for repairs (boards or blocks that are too narrow or too short).
- The condition of the pallet is so poor that its load capacity can no longer be guaranteed, or goods could get dirty or damaged.

Furthermore, only heat-treated pallets (HT: Heat Treatment) are accepted, while fumigated pallets (MB: fumigating with methyl bromide) are prohibited.

Acceptance is limited to pallets complying with the Waste Wood Regulation:

Pallets made from glued, painted, coated, lacquered, or otherwise chemically treated wood—without halogenated organic compounds in the coating and free of preservatives—are not permitted.

6.4 Pallet Exchange

Euro pallets should be exchanged upon request. In order to exchange pallets, they must meet the European Pallet Pool's exchange criteria for EURO pallets. The exchange generally takes place on a one-for-one basis at the point of delivery.

In the event that pallet exchange does not take place, Ingram Micro is not be responsible for returning pallets.

The pallets must meet the following criteria in accordance with the European Pallet Pool:

- Only EURO flat pallets (wooden pallets) made according to UIC Standard 435-2 and measuring 1.20 x 0.80 m can be exchanged.
- Broken or defective EURO pallets, are not eligible for exchange.
- Repaired EURO pallets can only be exchanged if the repair was done properly. This can be verified by the EPAL quality nail on the center block of the long side.

7 General Information

France

Address: Ingram Micro, 9 Avenue de la Rotonde, 59160 Lille, France

Opening hours inbound: 06:00 am – 01:00 pm

Contacts: **Pre-advice notification and slot allocation**
Phone 0826 46 47 26 (ext. 3055) - Calling from France
Phone +33 3 59 01 88 00 (ext 3055) - Calling from other countries
Email frplanning@ingrammicro.fr

Germany

Address: Ingram Micro, Europaring 20-22, 94315 Straubing, DE

Opening hours inbound: 06:00 am - 02:00 pm

Contacts: **Pre-advice notification and slot allocation**
Phone +49 (0) 9421 738 785
Email avisinbound-sr@ingrammicro.com

Delivery includes dutiable goods / import
Phone +49 (0) 9421 738 265
Email DESR-Customs-Import@ingrammicro.com

Pick up of returns
Phone +49 (0) 9421 738 110
Email ordermanagement-outboundrdc@ingrammicro.com

Hungary

Address: Ingram Micro, B2 East Gate Business Park, Akácos Street 2151 Fót, HU

Opening hours inbound: 08:00 am – 02:30 pm

Contacts: Pre-advice notification and slot allocation
Phone +36 (0) 12377082
Email HU-ReceivingAdminGroup-DL@ingrammicro.com

Italy

Address: Ingram Micro, Viale delle industrie 14/B, 20090 Settala (MI), IT

Opening hours inbound: 08:00 am – 03:00 pm

Contacts: Pre-advice notification and slot allocation
Phone +39 (0) 295185257
Email imit_receiving@ingrammicro.com

Netherlands

Address: Ingram Micro, Gesworenhoeckseweg 11, 5047 TM Tilburg, NL

Opening hours inbound: 06:30 am – 02:00 pm
Opening hours express parcel shipments: 06:30 am – 12.30 pm

Contacts: Pre-advice notification and slot allocation
Phone +31 (0) 137502027
Email Inboundtilburg@Ingrammicro.com

Emergency number (security):
Phone +31 (0) 13 7502008

Spain

Address: Ingram Micro, Avda. Europa S / N plots 5/6, PI Constantí, 43120 Constantí (Tarragona), ES

Opening hours inbound: 06:00 am – 01:00 pm

Contacts: Pre-advice notification and slot allocation
Email PreavisosCarrier@ingrammicro.com

Sweden

Address: Ingram Micro, Tallbacksgatan 13, 195 72 Rosersberg, SE

Opening hours inbound: 06:00 am – 02:30 pm

Contacts: Pre-advice notification and slot allocation
Phone +46 (0) 70 431 82 09
Email dcadmin@ingrammicro.se

United Kingdom

Address: Ingram Micro, Parklands, Dirft East, Crick, Northamptonshire, NN6 7EX, GB

Opening hours inbound: 05:00 am – 01:00 pm
Opening hours express parcel shipments: 07:00 am – 01.00 pm

Contacts: Pre-advice notification and slot allocation
Phone +44 (0) 1788 527024
Email imukscheduling@ingrammicro.com

8 Consequences for Non-Compliance with the Applicable Vendor Routing Guide

Non-compliance with the Vendor Routing Guide may result in the following consequences:

- Goods may be rejected upon delivery.

OR / AND

- Use of Value Added Services - all incurred costs will be charged.

Non-Compliance Reasons	Non-Compliance Details	€	£	Indicator
Late delivery with notification	Failure to attempt a delivery at the agreed date/time	100	90	Deliveries
Late delivery without notification	Failure to attempt a delivery at the agreed date/time	150	130	Deliveries
Booked delivery failed to arrive	Failure to attempt a delivery at the agreed date/time	150	130	Deliveries
Delivery Discrepancy	Discrepancy: Prealert vs. Delivery	100	90	Deliveries
	Damages or Shortshipment	25	22	Articles
	The delivery needs clarification (e.g., wrong shipment)	25	22	Articles
Non-declared goods	Goods not cleared through customs, without prior notification or the required documentation	200	180	Deliveries
Slot booking	Slot booking tool not used	50	45	Deliveries
ASN issue	No ASN received or ASN unusable (delayed or incorrect content)	1	1	Lines
Loading quality	Potential safety risk because of poor loading quality	300	270	Deliveries
Blocked load	Ingram Micro product is blocked and not accessible with handling of non-Ingram Micro goods	100	90	Deliveries
Inappropriate vehicle	The vehicle cannot be unloaded at the docks	50	45	Deliveries
Packaging insufficient	Insufficient product packaging: lack of protection during transportation and handling.	10	9	Units
No transparent pallet wrapping	No clear shrink wrap used and not securely wrapped	15	13	Pallets
Parcel shipments >12 boxes	> 12 boxes sent via parcel service instead being palletized	50	45	Deliveries
Missing/Wrong freight document	CMR/Waybill/Bill of loading missing or content wrong/missing	25	22	Deliveries
Deliver Note issues	Delivery note missing	20	18	Articles
	Delivery note was not handed out at the check-in	20	18	Articles
	Delivery Note content missing/wrong	20	18	Articles
Label / Barcode issue	Palett label missing/wrong	15	13	Pallets
	No serial manifest on the pallet	15	13	Pallets
	EAN/UPC/VPN barcode missing/not useable (mastercarton)	1	1	Units
	Serial barcodes missing/not useable (mastercarton)	1	1	Units
	Mixed box / partial box label missing (outer box)	20	18	Articles
	EAN/UPC/VPN barcode missing/not useable (single unit)	1	1	Units
	Serial barcodes missing/not useable (single unit)	1	1	Units
Pallet issues	Hazardous material label missing/wrong	15	13	Units
	Pallet type/material/size incorrect	15	13	Pallets
	Pallet height > 2 m	15	13	Pallets
	Pallet wrapping intransparent	35	30	Pallets
	Pallets in no useable condition (broken)	15	13	Pallets
	Pallet stacking poor	40	35	Pallets
	Shipment not palletized	35	30	Pallets

The costs consist of the charge per process and a handling fee of €20.00 per delivery.

9 Country-Specific Legal and Compliance Requirements

Please be advised that each country may have its specific regulations and requirements. It is therefore essential to consult the relevant national contacts to ensure full compliance.