



## General Shipping Instructions

### SHIPPING

#### Transportation Department

inbound.transportation@ingramcontent.com

routing@ingramcontent.com

Phone: (615) 213-7018 or (615) 213-7413

#### Third Party Billing address

Ingram Content Group

PO Box 860

Lavergne, TN 37086

1. Transportation freight charges for which the Vendor is responsible must be shipped freight Prepaid, direct to the address on the purchase order (PO) and include the PO number on the boxes. We ask Vendors ship no more than twice a week. Vendors responsible for shipping freight Prepaid who ship Collect or Third Party, will be assessed the full amount of the freight (including redirection of the freight if necessary), plus a \$100.00 administrative fee.
2. Transportation freight charges for which Ingram Content Group (ICG) is responsible must be shipped with Third Party Billing, only by a carrier routed by ICG Transportation Department. The following instructions apply to freight correctly shipped Third Party. For a copy of the ICG routing guide, please contact ICG Transportation.
  - Every shipment should be consolidated for one (1) week OR 1,000 pounds, whichever comes first.
  - Never ship on consecutive days, never ship small packages more than once weekly,
  - Never ship LTL more than twice weekly and never mix shipping methods within a week.
  - LTL Freight for which ICG is responsible, if books, must travel at Class 65, NMFC #161560.
3. If shipping freight from a location other than the origin specified on the routing guide, or if the shipment exceeds the specifications noted, contact ICG Transportation Department for instructions.
4. When shipping LTL Third Party, all vendors are instructed to ship direct to each ICG DC per the routing guide provided. For those vendors, the following applies:
  - Pallets containing purchase orders ending in N, H, or S must be marked as such on the exterior of the shrink-wrap.
  - All LTL shipments to each ICG DC must be on a single Bill of Lading containing the following information:
    - A. ICG address
    - B. Number of pallet
    - C. PO numbers
    - D. Number of cartons
    - E. Total weight
    - F. "Ship via [Carrier]" as indicated on routing guide
  - All Inbound LTL shipments to any ICG DC will be accepted on a First Come/First Serve basis.
  - If you use multiple distributors/printers to ship your product to ICG, they should include your pub name or pub number in the address of every shipment so that it can be easily identified.
5. In the case of deviation by vendors who ship freight Third Party, the following fee schedule will apply:
  - Failure to follow ICG routing guide – Freight incurred + \$200.00 min charge
  - Box heavier than 40 lbs – Freight incurred + \$200.00 min charge



- Shipping to wrong ICG warehouse – Freight incurred + \$200.00 min charge
- Shipped using wrong carrier – Freight incurred + \$200.00 min charge
- Shipped using wrong account number – Freight incurred + \$50.00
- Continued shipping to Consolidation locations – Freight incurred + \$200.00 administration fee.

## INVOICING

### Accounts Payable Department

Phone: (615) 213-5000, ext. 27328

1. **Do not include invoices with shipment.** All invoices should be sent to:  
Ingram Content Group,  
Accounts Payable Department 305  
PO Box 3006  
One Ingram Blvd  
LaVergne, TN 37086-1986
2. Purchase orders may NOT be combined on an invoice.
3. **No freight charges are allowed on invoice.** Adding freight charges to an invoice will result in an automated chargeback from Accounts Payable.

## PACKING & MARKING

### Operations Department

Phone: (615) 213-6287

1. A valid, scannable Bookland EAN barcode must be printed on the back cover (cover 4) of each book. Cover 2 is acceptable for mass market books only. Suppliers who do not adhere to this standard will be charged \$0.40 per unit to cover the cost of ICG stickering the non-compliant product.
2. All product must be packed in shippable (minimum 29 ECT, 200 burst strength) cartons, with no carton exceeding 40 lbs. ICG will not accept loose books on pallets.
3. Full cartons of a single title must be packed in consistent quantities and must be labeled in accordance with BISAC primary product label standards (see [www.bisg.org](http://www.bisg.org)), including EAN, title, price, quantity, and country of origin.
4. All copies of a title should be packed together whenever possible. Cartons containing multiple titles must be clearly labeled "MIXED TITLES." A single title must not be packed in more than one (1) mixed title carton.
5. Each carton must be clearly and legibly marked with the ICG PO number which corresponds to the product packed inside that carton. **Do not mix product from multiple POs in a single carton.**
6. Each carton must be labeled with the correct carton count for its PO (example: 1 of 15, 2 of 15, etc.)



7. Any LTL or truckload shipment of 16 cartons or more must be palletized. All cartons for a single PO must be palletized together. Whenever possible, each title should be kept together on a pallet, and all mixed title cartons should also be grouped together. It is acceptable to palletize all cartons for several small POs onto one (1) mixed PO pallet.
8. Only standard 40" x 48" four-way entry pallets should be used. Pallet height is restricted to 60" or less and should be shrink-wrapped and/or banded to be stackable.
9. Any ICG PO ending in N (new titles), H (hot titles), or S (specialty retail titles) must be clearly marked as such on the wrap of the pallet.
10. When a bill of lading or manifest is required, it should list all ICG PO numbers in the shipment and the total pallet and/or carton count.
11. ICG will pay based on the price and discount listed on the PO, unless content manager is notified in advance of any changes. However, for pre-priced product, ICG will accept the price printed on the books actually received, even if it differs from the price on the PO.
12. All copies of a title on one (1) PO must bear the same price.
13. Multi-volume sets: See **Multi-Volume Sets** (available separately) for detailed requirements. A work order fee of \$100.00 plus \$0.14 per component unit will be charged for set product that does not comply with these requirements.
14. Any item larger than 18" x 14" x 10" must be individually packaged in its own shippable container. A work order fee of \$100.00 plus \$2.00 per individual unit will be charged for reboxing oversized items that do not comply with these requirements.
15. All maps/posters/charts must be packaged individually in shippable containers. A work order fee of \$100.00 plus \$3.14 per individual unit will be charged for packaging maps/posters/charts that do not comply with these requirements.
16. Cartons should be packed in the appropriate size carton with minimal dunnage, which may consist of air pillows, sheet foam, or crumpled paper. Do not use shredded paper, peanuts, or any other loose fill material.
17. To be in compliance with key customer requirements, you may be required to prepare shipments to ICG to meet these specific special packing and shipping needs. ICG will provide notification of any specific infringement, and Vendor will have 30 days to be in compliance before fees will go into effect.



## DC INFORMATION

### **For POs beginning with N:**

Ingram Content Group  
One Ingram Blvd  
LaVergne, TN 37086

Phone: (615) 213-7204  
Receiving Hours: 7:00 AM-2:00 PM, local time, M-F  
First Come/First Serve

### **For POs beginning with E:**

Ingram Content Group  
201 Ingram Dr  
Roseburg, OR 97471

Phone: (541) 817-4920, opt. 4  
Receiving Hours: 7:00 AM-2:00 PM, local time, M-F  
First Come/First Serve

### **For POs beginning with D:**

Ingram Content Group  
7315 Innovation Blvd  
Ft. Wayne, IN 46818

Phone: (260) 489-2022, ext. 388  
Receiving Hours: 7:00 AM-2:00 PM, local time, M-F  
First Come/First Serve

### **For POs beginning with C:**

Ingram Content Group  
1240 Ingram Dr  
Chambersburg, PA 17202

Phone: (717) 262-4868  
Receiving Hours: 7:00 AM-2:00 PM, local time, M-F  
First Come/First Serve