

Inbound Shipping & Warehouse Guide

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Domestic Shipping Specifications

Distribution Centers

Ingram has one distribution center to support IPS. Inbound shipments should be consigned to the address below:

(Publisher Name)
C/O Ingram Publisher Services
ATTN: RECEIVING NEW PRODUCT
2577 North Parkway East
Jackson, TN 38301
731-265-5932 or 731-988-4440, option 4

Receiving Hours: 6:00AM – 2:00PM CST Monday thru Friday

- Appointments are necessary for full truck load and container deliveries.
- Appointments are not necessary for LTL deliveries of 9 or less pallets.

Routing Instructions

To take advantage of the competitive freight rates IPS offers, follow the below routing instructions for all inbound shipments. If shipping prepaid, use the carrier of your choice. Failure to adhere to the guidelines (weight breaks and carriers) when shipping collect, or 3rd party to IPS will result in a \$200.00 service fee. Shipping collect or 3rd party to IPS on a carrier not listed below will result in a \$200.00 service fee + the freight costs billed to IPS by that carrier.

Important: Do not use USPS for inbound shipments. USPS deliveries often result in delays, delivery issues, and insufficient tracking. Use of USPS is not supported and is strongly discouraged.

UPS (Shipments up to 450lbs)

- Ship via UPS Ground to the corresponding DC address noted above.
- Designate all packages as UPS Ground to be billed 3rd Party.
- UPS account number 44FE30
- 3rd party billing address is:

Ingram Transportation
C/O (Publisher Name)
PO Box 860 LaVergne, TN 37086

- Place your IPS publisher name or IPS publisher number in Reference Field 1.
- If you do not have an IPS publisher number, contact IPS Transportation Services

Less than truckload or LTL (451 - 10,000lbs or 9 pallets)

- Use R&L Carriers for shipment of freight into selected DC.
- Call R&L Carriers at 800-543-5589 for pick-up.
- Ensure BOL is completed, and Freight Terms noted are 3rd party.
- 3rd party billing address is: Ingram Transportation C/O (Publisher Name) PO Box 860 LaVergne, TN 37086
- Books should be described as NMFC# 161560 Books, Class 65

Full truckload (10,001lbs or 10+ pallets)

- If shipment exceeds 10,000lbs or 10 pallets of floor space it will need to ship full truckload. Please contact inbound.transportation@ingramcontent.com for detailed routing instructions

Additional Details

- When shipping cartons for sellable product, all cartons must be clearly marked with labeling that reads: "ATTN: RECEIVING NEW PRODUCT"
- The publisher is responsible for the setup of all title metadata prior to the receipt of product in our distribution centers and is subject to chargebacks if not followed.
- The publisher is required to combine all same day orders on a single bill of lading (BOL) and make one shipment per day.
- Pallet height should not exceed 49 inches.

Drop Shipments

- For any shipments directly from a printer or 3rd party delivering to an IPS distribution center please follow the above routing guidelines for domestic shipments.
- Ensure freight terms are noted as third party, billing to the following address:

Ingram Transportation
C/O (Input Publisher Name)
PO Box 860 LaVergne, TN 37086

Please contact inbound.transportation@ingramcontent.com for further details or assistance if needed.

IPS Transportation Contacts

General Questions Comments/Concerns:

IPS Transportation

615-213-7412

IPSTransportation@ingramcontent.com

John Latimer

Transportation Manager

P: 615-213-7017 C: 615-218-6978

john.latimer@ingramcontent.com

Inbound Routing Questions:

615-213-7413

inbound.transportation@ingramcontent.com

Import Shipping Specifications

Distribution Center

Ingram has one distribution center to support IPS. Inbound shipments should be consigned to the address below:

Importer of record:

Ingram Publisher Services
One Ingram Drive
La Vergne, TN 37086

For Delivery to:

(Publisher Name)
C/O Ingram Publisher Services
ATTN: RECEIVING NEW PRODUCT
2577 North Parkway East
Jackson, TN 38301
731-265-5932 or 731-988-4440, option 4

Receiving Hours: 6:00AM – 2:00PM CST Monday thru Friday

- Appointments are necessary for full truck load and container deliveries.
- Appointments are not necessary for LTL deliveries of 9 or less pallets.

Routing Instructions

For shipments originating outside of the United States, IPS can manage the shipment from origin or origin port to final delivery at our U.S. distribution center. This includes ensuring proper and timely submission of the Importer Security Filing (ISF – see Appendix A for ISF requirements) and other documents legally required for clearance by U.S. Customs and Border Protection. To take advantage of IPS's international shipping program, please email Ingram.bookings@woodlandgroup.com and ipsimports@ingramcontent.com to request a booking for a shipment.

Properly complete the ISF Form and submit via email to IPS's customs broker, isf@woodlandgroup.com, and to ipsimports@ingramcontent.com at least 3 BUSINESS DAYS PRIOR to any container being loaded onto a ship bound for the United States.

If this action is not completed, Ingram will not agree to be the importer of record on the shipment. The client publisher will be responsible to make other arrangements and will be solely responsible and liable for all fees or other penalties incurred during this process.

If you do not use IPS to manage shipments originating outside the United States, Ingram will not act as importer of record and you must make other arrangements for ISF filing, importer of record, and customs clearance. Publishers using WTA for transportation services who are being directly billed for those services may continue with no changes.

PLEASE NOTE INGRAM'S SERVICES CANNOT BE USED FOR DROP SHIPMENTS TO NON-INGRAM LOCATIONS.

IPS's preferred port of entry is the Memphis, Tennessee port for shipments destined to Jackson, TN 38301.

Customs Broker for imports from any country:

Woodland Group

Email: Ingram.bookings@woodlandgroup.com

For any additional questions or concerns on international routing instructions, Importer Security Filings or details related to international shipments to the IPS distribution center, please contact your Client Services Representative or IPS Transportation ipsimports@ingramcontent.com.

Metadata Requirements for Titles

Inventory cannot be received in Jackson for non-IPS EANs. Metadata must be added to CoreSource and allowed 24–48 hours to populate in our warehouse system before inventory can be received, assuming all required metadata is in place.

Please note that if title metadata is added to CoreSource on a Friday afternoon or the weekend, the internal process that triggers the EAN to populate in our other systems will not run until the following Monday.

If active titles are being moved to IPS from another Ingram relationship (Wholesale, Lightning Source, etc), the EANs must be converted to consignment prior to stock arriving in Jackson. This process is overseen by the IPS Integrations team. Please reach out to your Client Manager with any questions.

Minimum Metadata Requirements

All titles must have the following metadata:

- Title
- Author or other contributor field
- Valid Imprint – must be set up by IPS
- Publisher
- Valid ISBN prefix – must be set up by IPS
- Retail USD price – price must be greater than \$0.02.
- Publication Date
- Product Form
- IPS Discount

Product Label

The Product Label is the rectangular box with human and machine-readable title information. This information is integral in today's supply chain because it provides better accuracy and faster turnaround times for getting books into the marketplace. A title without a Product Label, or an invalid/incomplete label will likely cause confusion, delays, and additional costs, for both accounts and the publisher.

Book Identifier (ISBN13)

- All books and related information products must be identified with an ISBN (International Standard Book Number) issued to the publisher by an ISBN agency affiliated with the International ISBN Agency.
- The human-readable ISBN above the bar code must be in a 13-digit ISBN format (ISBN13).
- 10-digit ISBN formats (ISBN10) and UPC barcodes, either price or item specific, are NOT compliant.

Product Label Bar Codes

- Each book must only have the following: a single identifying Bookland EAN barcode with a human readable ISBN13 number along the top of the barcode.
 - UPC barcodes, either price or item specific, on previously existing backlist stock must be stickered over at the publisher's cost, or risk chargebacks from accounts requiring ISBN13's only.
 - All books and related information products must be marked with a single Bookland EAN barcode in "picket fence" orientation along the lower edge of the back cover, otherwise known as Cover 4.
 - For strippable paperbacks, the Bookland EAN barcode should be placed on the inside front cover, otherwise known as Cover 2.
 - A sample of the Bookland EAN as recommended by BISG is shown below:



- Required elements for the Bookland EAN display to be compliant with BISG guidelines are:
 - ISBN13 in the main body, with human-readable text above and below as shown.
 - Background of the bar code must be white, as to display the best possible capture of the barcode.
 - Suggested price encoded in the add-on, with encoded human-readable text above. (If the book does not carry a standard retail price, the add-on should be encoded '900000'.
 - The greater-than sign (">") to the right to protect the "quiet zone"
- A human-readable suggested retail price with dollar sign and decimal point is required by certain retailers including Barnes & Noble. For these retailers, the Retail price must be visible on the product, not concealed beneath packaging or wrapping. Retail price may be printed on the item itself or adhered as a sticker. Failure to comply with this requirement will result in chargebacks

from accounts that mandate a transparent retail price, and it will be the responsibility of the publisher to cover these chargebacks. The retail price provided to IPS must match the retail price specified on a book.

- Should a human readable price be applied, it will provide retail booksellers and customers a standard location to determine price. International suggested retail prices added as needed.
- The price add-on is included as part of the Bookland EAN barcode since the ISBN does not change when the price of the book is changed.
- When there is a human readable price on the book, and the price is correctly encoded in the add-on bar code, scanning the complete symbol (including the add-on) at point of sale, and using the data assures that the price charged a consumer matches the human-readable price.
- A detailed FAQ on the Bookland EAN barcode and its placement on books is available on the BISG website: <https://www.bisg.org/barcoding-guidelines-for-the-us-book-industry>.

Product Label Bar Code Specifications

The Publisher Care support team serve as the day-to-day contacts for operational assistance.

- The symbol, which always includes the 5-digit price add-on, is 1" high x 2-3/16" wide at 100% magnification.
- At 80% magnification, the overall size is approximately 13/16" high x 1-3/4" wide.
- Magnification may be any size between 80% and 200%.
- For offset printing, it should not be necessary to print larger than 100%.
- Width is measured with a 3/32 inch "quiet zone" on either side of bars.
- Height is measured from the top of the bars to the bottom of the numbers below the bars.

A Bookland EAN barcode must appear on the front cover (cover 2) of all strippable paperback books and not on the back jacket (cover 4).



- The strippable indicator (the letters in a triangle) is a required element of the information.
- The example of the strippable indicator triangle icon is found on the bottom right corner of the ISBN13 barcode.
- If the title is not strippable do not use the indicator icon.
- The barcode must be in a "picket fence" orientation to the front edge of the cover (or ladder) orientation with reference to the bottom edge.
- Placement may be anywhere along the front edge within the tolerances shown.
- The barcode must not be rendered unreadable by embossing or cutouts.



Product Label Bar code on Strippable paperback (cover2)

Encoded Suggested Retail Price in Add-on Barcode

Encoded Data in Add-On	Pricing Interpretation
50001 – 59998	US \$0.01 – US \$99.98
59999	Price is not encoded and is understood to exceed US \$99.98**
10000 – 19999	US \$100.00 – US \$199.99
20000 – 29999	US \$200.00 – US \$299.99
30000 – 39999	US \$300.00 – US \$399.99
40000 – 49999	US \$400.00 – US \$499.99
00000	None Designated-Do Not Use
50000	None Designated-Do Not Use
60000– 89999	No current meaningfor price information
90000	Price is not encoded for this title
90001 – 99989	No current meaning for price information
99990– 99999	Interpretation specified by NACS

*A price of US \$99.99 cannot be encoded

**Any non-compliance chargebacks IPS receives regarding product label barcodes will be passed along to the specific publisher incurring the infractions. Any non-compliant product that requires IPS to bring into compliance will do so at the publisher’s expense.

Carton Specifications

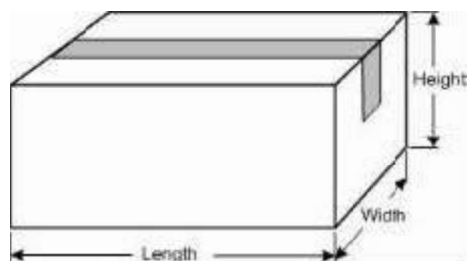
Cartons are designed to absorb the blows as it travels long distances between printer, the warehouse, the account and finally the consumer. The better the carton quality provides better protection of the enclosed cargo.

Product Carton Size

Product cartons inbound to IPS or an account must adhere to the following specifications:

- The human-readable ISBN above the bar code must be in a 13-digit ISBN format (ISBN13).
- 10-digit ISBN formats (ISBN10) and UPC barcodes, either price or item specific, are NOT compliant.

	Length	Width	Height	Weight
Minimum	9 inches	6 inches	4 inches	7 lbs.
Maximum	36 inches	27 inches	24 inches	50 lbs.



Carton Dimensions

- The top of the carton is located where the taped flaps come together.
- In the most cases, the carton width is greater than the carton height.
- These guidelines apply to all cartons.

Carton / Containers for Displays

Cartons or containers for displays must adhere to the following specifications:

	Length	Width	Height	Weight
Minimum	9 inches	6 inches	4 inches	7 lbs.
Maximum	36 inches	27 inches	24 inches	50 lbs.

- The weight per square foot of a display carton bottom must not exceed 35 lbs.
- If a display must be shipped in more than one carton the portion of the display contained in each carton must be treated as a unit and assigned a unique identifier.
- The identifier must be an ISBN13.
- The portions (cartons) will be considered separate entities for ordering and receiving.

Physical Specifications

- At a minimum, all cartons shipped must be rated at an edge crush test (ECT) of at least 44 lbs./in or a bursting test of at least 250 lbs./SQ in.
- Cartons are to be sealed with tape and should not be stapled.

- Make sure that the carton dimensions, both the carton count, and the corrugation burst strength, can absorb the weight of the individual books.
- IPS suggests that publishers invest in stronger cartons for heavier and/or oblong titles beyond these basic specifications. Those titles endure a higher percentage of damage in transit.

Packing

- All items must be flat packed in cartons. If cartons are not full, complete the filling with corrugate filler only.
- All cartons must be for a single product only. Mixed titles in a carton are not permitted.
- All individual units must be identified with an ISBN13 product label.
- If individual units are in inner cartons within a larger carton, each inner carton must have an ISBN13 product label on the inner carton.

***Any non-compliance chargebacks IPS receives regarding cartons specs will be passed along to the specific publisher incurring the infractions. Any non-compliant product that requires IPS to bring into compliance will do so at the publisher's expense.*

Carton Product Label

The Carton Product Label (CPL) contains information relevant to the contents of the individual carton, but not to any particular shipment (there is a separate shipment label). This replaces the old stenciled or low-tech labels some publishers have been using. The following standards must be used when labeling or marking product information on full carton packs only.

Carton Product Label Layout

The CPL follows an approach similar to that of the Carton Shipping Label that IPS uses on all shipments and is composed of zones. However, the sequence of the zone layout, the sequence of information within each zone, and the bar code minimum specifications must be followed.

Label Dimensions: The recommended minimum product label height and width is 4.0" x 6.0".

Bar Code Dimensions: All barcodes in this label must be 0.5" high. The "quiet zone," or white space preceding and following each bar code, is to be at least 0.25-inch-wide around the bar code itself.

Carton Product Label and Zones

Zone 1 (Top Half):

- This zone is reserved for human readable info specific to the title.
- Contains the following: Title, Author, Publisher, On Sale Date, Country of Origin (Printer).
- Use a 14-point bold font for the Title, and a 12-point regular font for the others.
- This zone is 1" in height.
- The info in this zone is mandatory.

Zone 2 (Middle):

- The publisher may choose to display the purchase order number issued to the printer, but not necessary.
- May also include the printing impression number and job number, but not necessary.
- This zone is 1" in height.
- This zone may be left entirely blank.

Zone 3 (Bottom Half):

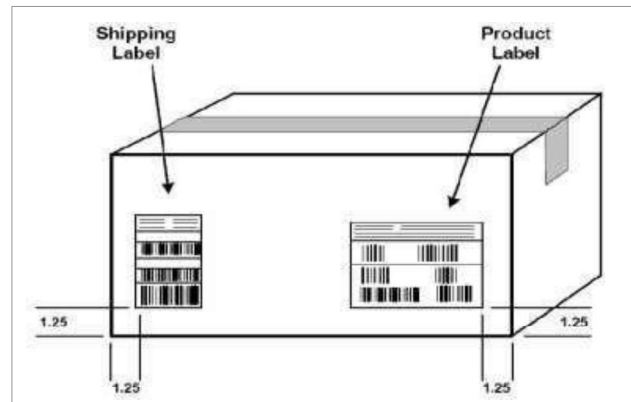
- This zone contains the primary bar codes that accounts would use to receive orders against.
- Carton Quantity, Carton Weight and ISBN13. The Suggested List Price is required by certain retailers including Barnes & Noble. Failure to comply with this requirement will result in chargebacks from accounts that mandate a transparent retail price, and it will be the responsibility of the publisher to cover these chargebacks. The retail price provided to IPS must match the retail price specified on a book.
- (The ISBN13 has a bar code in the GTIN14 format, while displaying the human readable ISBN13).
- The weight measurements must in US units. If you are using an overseas printer, please make sure they do not use metric units.
- This zone is 2" in height.
- The info in this zone is mandatory.



Carton Product Label Placement

The CPL is to be placed on the carton as shown.

- At a minimum, 1.25" from the side and bottom edges.
- The maximum space from the carton side and bottom edge is 3.0".
- Place the CPL along the long side of the carton (see picture).
- The publisher may supply a second duplicate CPL along the short side, but this is not mandatory.



****Any non-compliance chargebacks IPS receives regarding the carton label will be passed along to the specific publisher incurring the infractions. Any non-compliant product that requires IPS to bring into compliance will do so at the publisher's expense.**

Pallet Specifications and Labeling

This document describes the required configurations of pallets built for shipments inbound to an IPS warehouse or drop shipments made directly to our retail customers. These specifications are critical to protecting books and other products and ensuring that the physical configuration of built pallets will be compatible with material handling practices in both our and our customer's distribution centers.

Pallet Construction

Pallets MUST meet the following specifications:

- Size: 48" x 40" (121.92 cmX106.6 cm).
- Material: Hardwood Only, Four (4) way construction, #2 quality pallet or better, with solid stringers in good condition. Do not use disposable pallets or block pallets.

**Chargebacks will be applied to bring product into compliance if not followed*

Standard Pallet Build Specifications

- Total height of the built pallet, including the pallet itself, is not to exceed 49 inches (124.5 cm) and should also not exceed 2,500 lbs. (1,134 kg).
- Pallets containing a single title or product (ISBN or EAN) on a single purchase order are preferred whenever possible.
- If the quantity resulting from a single title or product on a single purchase order is not sufficient to fill a standard pallet, mixed pallets will be accepted.
- Chargebacks will be applied to the publisher for extra handling should a single title spread across multiple mixed pallets.
- All pallets must be stretch wrapped with three to five layers including the pallet, whether the product is packed in cartons or stacked directly on the pallet (when authorized).
- Plastic banding is not required but will be acceptable if used at the option of the shipper. Metal banding is not to be used in any case.
- Cartons must be stacked upright on each pallet and must not overhang the edges.
- Each pallet must be marked on two sides with the delivery address.

Pallet Headers

- A legible pallet header list MUST accompany each pallet into IPS' warehouse.

- Total pallet quantity should be clearly indicated on the outside of each pallet, i.e., 1 of 4, 2 of 4, etc.
- If a pallet contains only one title, please indicate total number of units on that pallet on the outside of the pallet.
- Multiple ISBN pallets should be clearly identified on outside of pallet as “MIXED PALLET.”
- A physical pallet header is to be posted in a clearly visible location on each pallet, under at least one layer of stretch wrap.

Pallet Packing List

- A legible packing list MUST accompany each trailer into IPS’ warehouse.
- That packing list MUST detail the following for each title: the ISBN, title description, number of cartons, and total quantity of units.
- The carton containing the packing list must be clearly marked “PACKING LIST ENCLOSED” and must be located on top of the pallet for reliable identification and access.
- The pallet containing the packing list should be the last pallet loaded onto the trailer, so it is the first pallet removed upon arrival.
- Additionally, the pallet should contain the ship-to, ship-from, date shipped, bill of lading and pro number along with an itemized pallet list that details the ISBN13, Title name(s), number of cartons, carton quantities and total units.
- Information such as Bill of Lading and Pro Numbers maybe written in or omitted if including it on the pallet header would delay shipment.
- Freight terms should be shown as freight collect on the bill of lading when IPS is responsible for the charges.

Sample Pallet Packing List

Ship To

Ingram Publishers Services
 Street Address
 City, ST, Zip Code

Bill of Lading: 923773

Ship From

Perfect Printing Company
 12 Printers Drive
 Stauton, VA, 24401

Shipper Ops Contact

John Freighty 540-555-1212

Date Shipped

1/16/2019

Pallet Number: 1 of 3

Purchase Order	ISBN13	Title	# of Cartons	Carton Quantity	Total Units
12345678	9780234567899	Title #1	4	12	48
12345678	9780234654323	Title #2	20	28	560
12345678	9780234654323	Title #3	12	16	192
23456781	9780234147696	Title #4	10	24	240
23456781	9780234951231	Title #5	20	24	480
Total for pallet:			66		1,520

Appendix A

ISF (Importer Security Filing)

The Importer Security Filing rule (informally tagged with the name 10+2) went into effect January 26th, 2010. Importers are required to electronically transmit to CBP 10 data elements 24 hours before loading any container onto a ship bound for the United States.

The 10 data elements are:

1. MANUFACTURER/SUPPLIER NAME AND ADDRESS	
2. SELLER (OR OWNER) NAME AND ADDRESS	
3. BUYER (OR OWNER) NAME AND ADDRESS INGRAM PUBLISHER SERVICES LLC 210 AMERICAN DRIVE JACKSON, TN 38301 USA	4. SHIP TO NAME AND ADDRESS INGRAM PUBLISHER SERVICES LLC 210 AMERICAN DRIVE JACKSON, TN 38301 USA
5. CONTAINER STUFFING LOCATION (WHERE THE CONTAINER IS BEING LOADED)	6. CONSOLIDATOR NAME AND ADDRESS (WHERE FREIGHT DOCK IS LOCATED. TYPICALLY GET THIS FROM CARRIER)
7. IMPORTER OF RECORD NUMBER - EIN 20-1245693	
8. CONSIGNEE NUMBER - EIN 20-1245963	
9. COUNTRY OF ORIGIN (WHERE BOOKS WERE PRINTED)	
10. COMMODITY HARMONIZED TARIFF SCHEDULE NUMBER (4901.99.0070 FOR HARDBOUND BOOKS, 4901.99.0075 FOR PAPERBOUND BOOKS, ETC.)	

The additional "2" data files that the ocean carrier will transmit to CBP are:

- Vessel Stow Plan to indicate the location of each container on the ocean vessel.
- Container status messages, which detail information on the movement and status changes of a container as it travels through certain parts of the supply chain.

Please email completed form and additional required Customs forms to ISF@woodlandgroup.com and ipsimports@ingramcontent.com.

