



## **Routing Guide**

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# Introduction

Amplifier enables high-affinity communities to monetize their large audiences with traditional and on-demand merchandising.

To that end, Amplifier provides services throughout our clients' supply chain from manufacturing to receiving, and from fulfilling online direct-to-consumer orders to providing customer service for those orders.

We supply this document to provide guidance and direction for our clients and their vendors shipping product to our warehouse.

Our goal is to quickly, accurately, and economically receive, store and ship inventory for our clients to their customers.

If you have any questions or comments regarding this document, please do not hesitate to contact the Amplifier staff listed in section 4.

## 1 Routing Guide Receipt Acknowledgement

Prior to scheduling a client's first inbound inventory, Amplifier requires the client to acknowledge receipt of this document and agree to its terms and conditions. An email response to [client-service@amplifier.com](mailto:client-service@amplifier.com) is sufficient for this acknowledgement.

## 2 Client Side Requirements

### 2.1 Item Level Information Requirements

Amplifier must have item codes in our production servers before we will receive any items. Before directing any vendor to deliver items to Amplifier, please make sure your items are visible on your inventory reports.

To communicate new items to Amplifier, send a Product Information Sheet (Tab: SKU Changes), available at [volume.amplifier.com](http://volume.amplifier.com), to [client-service@amplifier.com](mailto:client-service@amplifier.com). New items can take up 48 hours to process before they can be available to receive against.

Any items sent to Amplifier for which we have no corresponding SKU/UPC in our system may be refused. Any cost incurred as a result of this is the responsibility of the client.

### 2.2 Receipt Level Information Requirements

Amplifier requires notification of inbound inventory at least 48 hour prior to arrival.

To communicate expected inbound inventory, please send a Product Information Sheet (Tab: ASN), available at [volume.amplifier.com](http://volume.amplifier.com), to [client-service@amplifier.com](mailto:client-service@amplifier.com). This communication is in addition to vendor shipment notifications.

You can send new item information at the same time, using the same sheet, as you send notification of that inbound inventory. When doing so, please send with enough time to serially process the new items and new receipt data, which can take up to four days.

### 2.3 Client/Vendor Non-Compliance

Amplifier may refuse delivery when unknown, nonenumerated, or unscheduled items arrive. If we do process a non-compliant receipt, you will be assessed additional receiving costs. Non-compliant receipts may take a week or longer to process and receive, and will always be processed after compliant receipts.

# 3 Vendor Side Requirements

## 3.1 General

### 3.1.1 Delivery Address

All deliveries should be sent and addressed to:

**<client name>  
% Amplifier  
Attn: <PO#>  
800 Interchange, Suite 105  
Austin, TX 78721**

### 3.1.2 Delivery Times & Days

All deliveries should arrive between 8am and 5pm Central Standard Time, Monday-Friday. Exceptions may be granted on a case by case basis with prior approval. Please contact Amplifier Receiving for exceptions ([client-service@amplifier.com](mailto:client-service@amplifier.com) or 512-685-2446).

Amplifier is closed on following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & the day following
- Christmas Eve and Christmas Day

### 3.1.3 Delivery Notification

Notification of an arriving shipment must be sent via email to [client-service@amplifier.com](mailto:client-service@amplifier.com) at least 24hours prior to the delivery time.

### 3.1.4 Reasons for Delivery Refusal

- a. No collect shipments will be accepted.
- b. No shipments with obvious damage will be accepted.
- c. For LTL & Truckload shipments, no floor-loaded trailers will be accepted without special approval.
- d. No deliveries outside of the delivery times will be accepted without special

approval.

### **3.1.5 128 Barcode Requirements**

All barcodes must use the Code 128 symbology.

## **3.2 Item Level Preparation Requirements**

Items must arrive in a ready-to-pick state for parcel fulfillment. Please see Appendix A for a list of what constitutes ready-to-pick states for various product categories. There are additional charges for items that do not meet these requirements.

## **3.3 Parcel Shipments**

Available for any shipments 500 lbs. and under. (No carton heavier than 50 lbs.)

### **3.3.1 Shipping Container Packing Requirements**

- a. Goods must be packaged in such a way as to best prevent damage in transit. Shipping cartons should protect the inner cartons and/or individual items. Internal packaging material (such as : Styrofoam peanuts, void-fill, dividers, foam, etc) should be used where applicable to prevent unnecessary shifting. Packaging and protection of items shipped is the vendor's responsibility.
- b. Each container should weigh no more than 50lbs
- c. Containers should be sealed securely and all items must be enclosed (i.e. no exposure of goods).
- d. Sealing tape should not obscure container labels.

### **3.3.2 Shipping Container Paperwork Requirements**

#### **3.3.2.1 Shipping Container Labels**

Every container must be labeled with the information below. (Most of these fields are usually already required or provided by the carrier, or embedded in the Amplifier Delivery Address.)

- i. Vendor ship-from address
- ii. Client Name
- iii. Client PO/Reference Number

- iv. Container sequence. e.g. "Container number 1 of X"
- v. For single item containers: Client Part Number or UPC. (Vendor Part Number may be included, but must not be the exclusive reference number for the item.)
- vi. Mixed-item containers must be clearly marked.

### **3.3.2.2 Shipping Container Packing Slip**

Every mixed-item container must have a packing slip with the information below:

- i. Client Name
- ii. Client's PO/Reference number
- iii. Client Part Number or UPC. (Vendor Part Number may be included, but must not be the exclusive reference number for the item.)
- iv. Item description. Including, but not limited to: item name, size, color.
- v. Item quantity in container.
- vi. Containers with serialized items must have serial numbers or serial number range on packing slip.

### **3.3.3 Shipment Paperwork Requirements**

Amplifier requires that all shipments arrive with a shipment level packing slip. For multiple carton shipments the packing slip should be affixed to the first carton and clearly labeled. The shipment level packing slip must contain the information below:

- a. Vendor name, address and contact telephone number.
- b. Client's PO/Reference number.
- c. Client Part Number or UPC. (Vendor Part Number may be included, but must not be the exclusive reference number for the item.)
- d. Item description.
- e. Total Item count.
- f. If the shipment is partial, (i.e. items on backorder) the packing slip must reflect the item(s) affected with actual delivered counts and backordered counts.

- g. Total carton count.

### **3.3.4 Private Carrier Deliveries**

Amplifier will take receipts from private carriers, including in-town deliveries from small vendors. The same shipping container paperwork applies but the shipment level paperwork must be given to the receiver and the delivering agent must sign and date the document.

## **3.4 LTL and Truckload Shipments**

Required for any shipments 500 lbs and over.

### **3.4.1 Carton Packing Requirements**

- e. Goods must be packaged in such a way as to best prevent damage in transit. Shipping cartons should protect the inner cartons and/or individual items. Internal packaging material (such as : Styrofoam peanuts, void-fill, dividers, foam, etc) should be used where applicable to prevent unnecessary shifting. Packaging and protection of items shipped is the vendor's responsibility.
- f. Each carton should weigh no more than 80lbs unless prior approval is granted.
- g. Cartons should be sealed securely and all items must be enclosed (i.e. no exposure of goods).
- h. Sealing tape should not obscure carton labels.

### **3.4.2 Carton Paperwork Requirements**

#### **3.4.2.1 Carton Labels**

Every carton must be labeled with the following information:

- i. Client Name
- ii. Client's PO/Reference number

- iii. Client Part Number or UPC: human readable and bar-coded. Not the Vendor Part Number.
- iv. Item description. Including, but not limited to: item name, size, color.
- v. Item quantity per carton: human readable and bar-coded
- vi. Cartons with serialized items must have serial numbers or serial number range on label.
- vii. Partial cartons must be clearly labeled
- viii. Mixed cartons must be clearly labeled.

#### **3.4.2.2 Carton Packing Slips**

All mixed cartons must contain packing slips with the following information:

- vii. Client Name
- viii. Client's PO/Reference number
- ix. Client Part Number or UPC. (Vendor Part Number may be included, but must not be the exclusive reference number for the item.)
- x. Item description. Including, but not limited to: item name, size, color.
- xi. Item quantity in carton.
- xii. Cartons with serialized items must have serial numbers or serial number range on packing slip.

#### **3.4.3 Pallet Building Requirements**

- a. Shipments must be arrive on standard 40" x 48" pallet.
- b. Each pallet should contain a single-item type or be clearly segregated if multiple item types are on the same pallet.
- c. Where possible, each carton on the pallet should have one side facing out. All carton labels should face outwards or upwards so that they are readable.

- d. Cartons should never overhang the edge of the pallet unless they are partially braced and protected. Damaged occurring due to pallet overhang will be the vendor's responsibility and may result in refused delivery.
- e. All pallet shipments must use wrapping or strapping to ensure the safe transit of items.

### **3.4.4 Pallet Paperwork Requirements**

#### **3.4.4.1 Pallet Labels**

Each pallet must be labeled with the following information:

- i. Client name
- ii. Client's PO/Reference number
- iii. Pallet sequence. e.g. "Pallet number 1 of X"
- iv. Carton count on pallet
- v. Client Part Number or UPC: human readable and bar-coded (for single item pallets)
- vi. Item description (for single item pallets)
- vii. Mixed Item Pallets must be clearly marked.

#### **3.4.4.2 Pallet Packing Slips**

All mixed pallets must contain packing slips with the following information:

- i. Client name
- ii. Client's PO/Reference number
- iii. Pallet sequence. e.g. "Pallet number 1 of X"
- iv. Carton count on pallet
- v. Client Part Number or UPC. (Vendor Part Number may be included, but must not be the exclusive reference number for the item.)
- vi. Item description

vii. Item units

### **3.4.5 Shipment Paperwork Requirements**

*In addition to the Bill of Lading*, Amplifier requires that all shipments arrive with a shipment level packing slip. For multiple carton shipments or multiple pallet shipments, the packing slip should be affixed to the first pallet and clearly labeled.

#### **3.4.5.1 Shipment Packing Slip**

The packing slip should contain the following information:

- a. Vendor name, address and contact telephone number.
- b. Client's PO/Reference number.
- c. Client Part Number or UPC. (Vendor Part Number may be included, but must not be the exclusive reference number for the item.)
- d. Item description.
- e. Total Item count.
- f. If the shipment is partial, (i.e. items on backorder) the packing slip must reflect the item(s) affected with actual delivered counts and backordered counts.
- g. Total carton count.

### **3.4.6 Shipment Notification Requirements**

Notify Amplifier Receiving when shipment departs or at least 24 hour prior to arrival at Amplifier. You can notify us via email ([receiving@amplifier.com](mailto:receiving@amplifier.com)) or via phone: 512.685.2446. Please provide the following information:

- a. Vendor Name
- b. Client Name
- c. Client PO/Reference Id
- d. Expected delivery date
- e. Number of pallets



## 4 Amplifier Contacts

We are glad to answer any questions you have, and want to work together with you to quickly, accurately, and economically receive, store and ship inventory for our clients to their customers.

You can reach us at these extensions from our main number: 512-469-0505

Issue	Area	Ext	Email
Questions around delivery events: times, places, capabilities	Receiving Dock	x147	receiving@amplifier.com
Questions around processes: such as Preparing Product Info Sheets, Item level preparation.	Client Service Team	x202	client-service@amplifier.com

Revision History			
Version	Notes	Date	Author/Contributor
11.1	Carry-forward from v10	March 7, 2011	Topher Hyink, Rory Grant
11.2	A/B Synthesis	April 22, 2011	Rory Grant, Macon Stokes

# Appendix A: Ready-to-Pick

## Item Level Labeling

We recommend all items have a label with the Client Item Code or UPC in human readable & barcoded formats.

## Item Level Packaging

Item Type	Required	Recommended
Glassware, Bottles	bubble-wrap	corrugate, foam or styrofoam inner-boxes
Shirts, hoodies, pants, shorts	individually folded	folded and bagged
Calendars	na	shrinkwrapped with stiffener