

INBOUND RECEIVING QUALITY STANDARDS

15200 NBN Way

BUILDING B, Attn: New Books Receiving

Blue Ridge Summit, PA 17214

Effective January 1, 2008 – All Inbound Shipments

1. NOTIFICATION TO NBN WAREHOUSE—REQUIREMENTS

- Publisher Services is to be notified a minimum of 2 working days prior to receipt of shipment.
 - Primary method of notification is through web site, www.nbnbooks.com.
 - Alternate method of notification is fax to 717-794-3828.
 - Information needed includes publisher name, ISBN, title, quantity shipped, country of origin, and expected date in warehouse.
- A packing list must accompany each shipment and must be included in the last pallet loaded on the trailer.
- Delivery appointments are required for shipments of 5 or more pallets, 717-794-3800 x3545.
- Delivery hours are 7 AM to 3 PM Monday to Friday.

2. PRODUCT REQUIREMENTS (detailed information and examples are located on the BISG website, <http://www.bisg.org/documents/barcoding.html>)

- EAN 13 bar code on back of book, which includes ISBN printed out in consumer readable format.
- U.S. price on book is to be part of bar code and in consumer readable format immediately above bar code
- Bar code must be located in bottom right corner of back cover.
- UPC bar code is not to be on back cover.
- Bar code can be no smaller than 7/16" by 1 3/4" wide.

3. CARTON REQUIREMENTS

- Carton must weigh no more than 45 pounds.
- Cartons must be new. Must be at least 200 lb test single-wall cartons, sealed by 3" wide tape. 275 lb test single-wall cartons are strongly recommended to protect your books.
- Maximum carton size is 19¼ x 14½ x 11¼; minimum carton size is 13 x 10½ x 7½.
- Books must be packed so there is no more than ½" of filler. Filler should be only brown packing paper or corrugated filler pads.
- Printer carton quantities should remain the same every time you reprint a book.

4. CARTON LABELING REQUIREMENTS

- Each carton is to be stenciled or labeled with title, ISBN, carton quantity, weight, publisher, U.S. price, country of origin. <http://www.bisg.org/documents/shipping.html>
- Labeling to be done on one long and one short side of each carton and measure 6" tall x 4" wide.

5. ADDITIONAL REQUIREMENTS --INBOUND TRUCK SHIPMENTS

All skids must be hardwood, 48" x 40" pallets. Pallet height must not exceed 56".

- Pallets are to be stringer type (not block construction).
- Each skid must be marked with a label saying "NEW BOOKS RECEIVING".
- Skids must be shrink-wrapped. Cartons must be stacked in a way that a label is visible for each layer.
- A partial carton, if applicable, is to be packed in the top layer of the last pallet, marked "PARTIAL".
- ISBNs being shipped must be grouped together on a pallet. Pallets with multiple titles on them must be marked "MIXED SKID".
- Double stacking of pallets is strongly discouraged.
- Non complying shipments will be charged back for work performed

6. ADDITIONAL REQUIREMENTS--NON-TRUCK SHIPMENTS (i.e., UPS, FedEx, USPS)

- Each carton to be marked 1 of 2, 2 of 2, etc. and have NBN fluorescent (bright yellow, green or orange) label on it that says “NEW BOOKS RECEIVING. These labels can be generated by you or your printer as long as they stand out on the package being shipped.

7. NONCONFORMING SHIPMENTS – Book Product Requirements

- Publisher will be notified of any variances between the actual book and the product requirement standards and will have 48 hours to respond with decision on how to address issues—whether it is to be shipped back to source or if NBN is to do rework.
- If the publisher does not respond within 48 hours, NBN will perform the rework in-house which will be rebilled back per publisher contract terms.