



TNG RECEIVING REQUIREMENTS

This procedure outlines the receiving requirements for shipping book product to TNG.

Non-compliance to these requirements will generate service charges per incident. TNG will begin invoicing vendors for non-compliance offenses on 6-01-16.

Delivery Schedule

Freight deliveries no longer require an appointment. TNG Spring Arbor receiving department accepts deliveries Monday thru Thursday, 7:00 am to 2:00 pm. Trucks are unloaded in the order in which they arrive at the warehouse.

Our warehouse address and contact information is listed below:

TNG
345 E MAIN STREET
SPRING ARBOR MI 49283
Phone: 517-750-1442
Nancy Ritter – Warehouse Manager

Documentation

All orders must arrive with the adequate documentation to allow product to be entered into our receiving system properly.

Bill of Lading for freight deliveries must be hand delivered to receiving personnel, no exceptions.

Bill of Lading must contain the name and address of the shipper, consignee and the carrier.

Bill of Lading must be signed by our receiving personnel and quote the date and delivery time.

Packing list or Invoice must accompany every delivery and must contain the following information:

Purchase Order # (If multiple PO#'s on the order, appropriate PO# must be listed beside each title)

Product description/Title, EAN or ISBN

Quantity Shipped

Retail

Discount / Cost

Publisher Name and contact information.

All receiving is subject to count, any non-compliance will be reported after the product is verified by our receiving department.

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TNG RECEIVING REQUIREMENTS (Continued)

Packaging

Each box including boxes within a pallet is to be labeled correctly as listed below:

Labels located on two adjacent sides

All labels to face out on the same side of the pallet

Full Purchase Order number

EAN or ISBN of title

Title Name

Quantity per box

Retail Price

Invoice Number

Machine readable bar code (optional)

All books to be packed in boxes of one title per box. No mixed title within a box.

Boxes are to be packed full to prevent damages.

Boxes are to be packed in the case count quantity established during title set-up, no exceptions.

No partial cases are allowed (unless specifically requested by Purchasing Manager).

Pallet Requirements

All pallets must be 48" by 40"

Top Deck Boards (7 boards, 5/8" to 3/4" evenly spaced with a 4" maximum spacing).

Both end boards (5 1/2", other boards 3 1/2").

Bottom deck boards, both end boards and 3 centerboards to have same board dimensions as top-deck boards.

No loose boards

Stringers – not split through or broken, no double stringers or block patched stringers. 3 stringers (1 3/8" – 1 3/4" X 3 1/2" – 3 3/4" X 48")

No protruding nails

All boxes to be securely wrapped and banded

No more than 5 titles per pallet

Mixed title pallets to be marked "Mixed Titles" on shrink wrapping

Titles to be packed contiguously (orders not to be spread across pallets)



TNG RECEIVING REQUIREMENTS (Continued)

Book Requirements

All books are to be bar coded with a unique EAN, Price Point, or UPC.

Every title published is to have a unique bar code, including differentiation of trade binding, library binding, edition changes, movie tie-in editions, box set editions, individual books within the box set, etc.

All books must have a pre-printed or stickered retail, either above, below or adjacent to the bar code.

TNG does not allow any substitution to our orders, all deliveries must match the purchase orders exactly, no exceptions.

Non-compliance with TNG's receiving requirements will result in charge-backs of \$125.00 per incident. TNG will initiate this charge-back fee invoicing starting 6-01-16. These charge-back invoices will be deducted from Publisher statements approximately 30 days from the non-compliance charge-back invoice dates.

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