



Invacare Corporation

One Invacare Way
Elyria, OH 44035

Vendor Shipping and Routing Guide

Policy and Processes

2014 Update

Working Together.....Winning Together



Domestic Vendor Shipping Documentation

Working Together.....Winning Together

Routing Guide Website:

Please note all inbound shipments must be entered at www.invacareroutingguide.com to find Invacare's preferred carrier. The supplier then must arrange the pickup with the carrier given. Any carrier used that does not match this information will result in the Invacare supplier being fined the difference in freight charges and a \$25 administration fee. All carrier changes will be communicated through this website. To Login, enter:

Client ID - Invacare, User ID - inbound, Password - inbound

Overview:

Paperwork is a necessary part of routing shipments accurately. For every shipment there are commercial, legal, regulatory and operational requirements that must be met. We have attempted to design and employ shipping documentation for these requirements that is as simple, clear and concise as possible.

These documents are your voice to us and represent an extension of the communication between our companies. They provide tracing, tracking and audit trails to expedite problem resolution. When our documentation requirements are met, our respective teams are literally operating on the "same page" in a way that enhances our business relationship.

The following section describes and provides examples of the basic documents to be used when shipping to our Invacare locations: These documents are standard throughout the commercial world and includes:

- ❖ Bills of Lading
- ❖ Packing Lists

Bills of Lading:

- For all TL (truckload) and LTL (less-than-truckload) shipments, the Bill of Lading (BOL) document must be prepared by the Vendor and specify the contents of the shipment, the delivery and the billing information, and the contract terms and conditions under which the carrier will perform.
- All product shipped on the same day and consigned to the same destination must be combined on one BOL.
 - A. When you combine Purchase Orders on one BOL, each Purchase Order must be itemized to include the total number of cartons, pallets, and weight.
 - B. Do not declare a value on any shipment
 - C. The Packing List must accompany the BOL to form a complete shipment document packet. Be sure to attach the Packing List to the BOL.
 - D. The BOL must only include the product that is actually being shipped.



- Each Bill of Lading must include the following:
 - A. Date Shipped
 - B. Shipper name and address
 - C. Shipper BOL number
 - D. Destination name and address
 - E. Carrier Name
 - F. Trailer Number
 - G. Seal Number (Truckload Shipments Only)
 - H. Carrier SCAC Code
 - I. Carrier Pro Number
 - J. Transportation Bill To Address
 - K. Freight Terms (Collect, Prepaid, 3rd Party)
 - L. Purchase Order Number(s). (If more than one PO all need to be listed)
 - With Consignment shipments, please write “**Consignment**” in the designated PO field.
 - M. Total Number of Pallets per Purchase Order
 - N. Total Number of Cartons per Purchase Order
 - O. Total Weight per Purchase Order
 - P. NMFC # and description of merchandise in the shipment
 - Q. Actual Freight Class for product
- Invacare preferred carriers will only sign for pallet quantities

Billing Information for Collect Shipments:

- If the freight terms for your shipment are “Collect”, complete the Bill of Lading as follows:

Send Invoices to:

Invacare, Corp C/o Ratelinx
PO Box 77065
Madison, WI 53707

Invacare Bill of Lading Example:

Refer to the next page for an example of an Invacare standard BOL – short form version

Date

BILL OF LADING – SHORT FORM – NOT NEGOTIABLE

SHIP FROM		***INVACARE PO# (Invacare required information)***	
SHIP TO		Carrier Name:	
THIRD PARTY BILL CHARGES TO		Pro Number: <u>Carrier place sticker here</u>	
INVACARE C/O Ratelinx PO Box 77065 Madison, WI 53707		Freight Charge Terms (Freight charges are prepaid unless marked otherwise): Prepaid · Collect <input checked="" type="checkbox"/> 3rd Party ·	

CUSTOMER ORDER INFORMATION					
Customer Order No.	# of Packages	Weight	Pallet/Slip (circle one)		Additional Shipper Information
			Y	N	
			Y	N	
			Y	N	
			Y	N	
Grand Total					

CARRIER INFORMATION									
Handling Unit		Package						LTL Only	
Qty	Type	Qty	Type	Weight	HM (X)	Commodity Description		NMFC No.	Class
						Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC item 360			

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____.

COD Amount: \$ _____
 Fee terms: Collect · Prepaid · Customer check acceptable ·

Note: Liability limitation for loss or damage in this shipment may be applicable. See 49 USC § 14706(c)(1)(A) and (B).			
Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications, and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.		The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees. Shipper Signature _____	
Shipper Signature/Date This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.	Trailer Loaded: <input type="checkbox"/> By shipper <input type="checkbox"/> By driver	Freight Counted: <input type="checkbox"/> By shipper <input type="checkbox"/> By driver/pallets said to contain <input type="checkbox"/> By driver/pieces	Carrier Signature/Pickup Date Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.



Packing Lists:

- The packing list expedites the receiving process and facilitates the movement of merchandise at Invacare by providing line item details about the contents of a shipment. It also completes the shipment document packet we require from carriers.
- By “line item details” we mean a listing of the total quantity of cartons that are being shipped per SKU.
 - A. For shipments less than 300 pounds (FedEx Ground), affix the Packing List to the outside of the shipping carton. Packing lists are NOT to be used as labels. Affix one packing list per Purchase Order to the first carton in the shipment.
 - B. For shipments exceeding 300 pounds (LTL and TL), a packing list must be given to the carrier driver with the BOL to form a “document packet”. A second copy of the Packing List must be attached to the last pallet loaded in the trailer.
- Each Packing List must include the following:
 - A. Vendor Name
 - B. Purchase Order Number / Release Number
 - C. Consignee Name and Address
 - D. Date Shipped
 - E. Invacare SKU number (s) in sequential order
 - F. Summarized total for each SKU number
 - G. Quantity Ordered (# Pieces / # Cartons)
 - H. Quantity Shipped (# Pieces / # Cartons)

See Next Page for Packing List Example:

The Medical Supply Company
PACKING LIST

SHIP-TO CUSTOMER

SOLD-TO CUSTOMER

FORT MEDICAL EQUIPMENT
 306 WASHINGTON ST
 FORT ATKINSON WI 53538

MONROE MEDICAL EQUIPMENT INC.
 1007 16TH AVE
 MONROE WI 53566

ORDER-NUMBER	CUSTOMER PO#	ORD DT	SHP DT
441252522-4420561	8247	01/14/08	01/14/08

MANIFEST-ID :0 CARRIER :01001 Enterprise:81766

ITEM NUMBER AND DESCRIPTION	ORDER QTY (UNITS)	SHIPPED QTY (UNITS)	PCS/PKG NO (UNITS)	CARRIER
9153638274 CPAP & HEATED HUMIDIFIER 9153638274	6	6	1	CWCE
9153630740 RAISED TOILET ST W/ARM CLAMP 915363	2	1	2	CWCE
9153630741 RAISED TOILET SEAT CLAMP ON 9153630	2	1	2	CWCE
9153631802 CONTOURED TRANSFER BENCH 9153631802	3	3	1	CWCE



Domestic Vendor Routing Guide

Working Together.....Winning Together

Overview:

The Invacare transportation mission is to support the growth of our company by ensuring consistent, superior service at the lowest possible cost from our Vendors to our Customers. Invacare has made significant strides in achieving this mission by working with carriers to reduce costs and streamline processes. We intend to extend and expand these efforts to our Vendors.

Invacare has selected a group of quality carriers to provide the best combination of cost and value. By virtue of a rigorous selection process and ongoing performance reviews, we have determined our core carriers based on the following criteria:

- Reliable / Consistent performance
- Excellent working relationships
- Familiarity with Invacare receiving processes
- Efficient tracking and tracing capabilities
- Accurate and timely deliveries
- Best possible service at lowest possible cost

This set of criteria translates into significant benefits to Invacare and our Vendors. As a result, the carriers who meet the criteria are considered “preferred” carriers. Because of our volume and relationships with these carriers, we enjoy a commercial leverage that results in tighter operational control, closer communication and faster resolution of problems or issues that may arise.

Invacare preferred carriers, as found on www.invacareroutingguide.com, are to be used for all **Collect** shipments moving to an Invacare destination. Compliance with this request has a positive impact on the cost and service performance for both of us. We will continue to seek vendors who endorse and comply with our routing and shipping needs. We look forward to your cooperation and efforts ... and to working with a *partner* who *ships* with excellence.



Carrier Routing Guidelines:

To control transportation expenses, we require that all PO's shipped within the same calendar week be consolidated into a single shipment. This consolidation includes all modes of shipping: Small Package, LTL and TL. To select the proper shipping method, determine the size and weight of your shipment and follow the below routing methods:

- Small Package = **FedEx Ground**, **Shipment Weight of 1–299 lbs**
 - No single package can exceed 150 lbs or 165” in combined Length and Girth
 - No single package dimension can exceed 108 inches in length
- LTL (Less-than-truckload) = **Shipment Weight of 300 - 10,000 lbs**
 - Shipments greater than 750 cubic feet, must contact Invacare for Routing Instruction
- TL (Truckload) = Contact transportation_usa@invacare.com , **Shipment Weight > 10,000 lbs or > 750 Cubic Ft**
 - Contact 2 business days prior to planned ship date to enable scheduling of carrier

Invacare Locations:

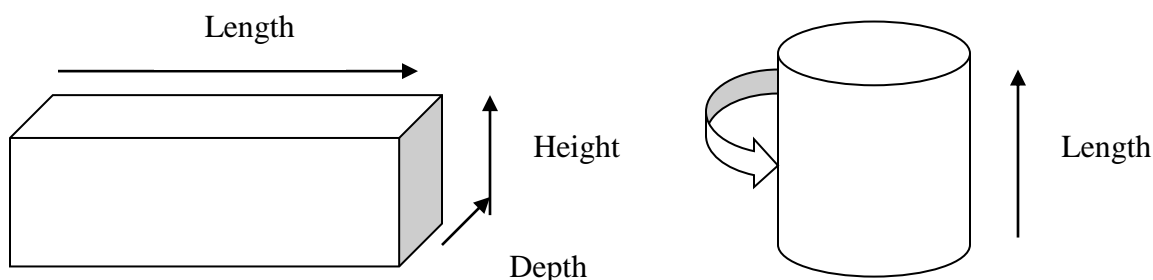
The routing guidelines outlined in the routing process section must be adhered to when shipping to the following Invacare locations.

INVACARE LOCATION	ADDRESS	CITY	STATE	ZIP
Invacare Distribution	4350 Boulder Ridge Drive	Atlanta	GA	30336
Invacare Distribution	1265 S. River Road Ste. 500	Cranbury	NJ	08512
Invacare Distribution	39400 Taylor Parkway	North Ridgeville	OH	44039
Invacare Distribution	3460 South Watson Road	Arlington	TX	76014
Invacare Distribution	3980 Earlstone Street	Ontario	CA	91761
Invacare Manufacturing	2101 E. Lake Mary Blvd.	Sanford	FL	32773
Invacare Manufacturing	1200 Taylor Street	Elyria	OH	44035
Invacare c/o All Pro	2625 Jewett Lane Sanford, FL	Sanford	FL	32771
Invacare Manufacturing	7801 S. Jackson Road	Pharr	TX	78577
Invamex c/o All Pro	1200 Chester Industrial Parkway	Avon	OH	44011
Invacare Tag & Pindot	899 Cleveland Street	Elyria	OH	44035
Invacare Tag West	3980 Earlstone Street	Ontario	CA	91761
Invacare Service Parts	39400 Taylor Parkway - Docks 62/64	North Ridgeville	OH	44039



Routing Process: Small Package Shipment:

- Applies to shipments **less than** 300 pounds destined to an Invacare location.
- No single package can exceed 150 pounds or 165 inches in combined length and girth
 - Length plus Girth: The combination of three dimensions (length, height and depth) or for cylindrical items the height plus the circumference of the packages.
 - Length: The largest dimension of the carton or object being shipped. For example, if the package is very tall (height is greater than the base) use the height as the length.
 - Girth: The sum of 2 times the height plus 2 times the depth or the measurement around the largest area of the cylinder.



- No single package dimension can exceed 108 inches in length
- To determine if your package meets these handling requirements, use the formula below
 - Length plus Girth Calculation: $(\text{Height} \times 2 + \text{Width} \times 2 + \text{Length} = \text{Package Size})$

Example 15H x 4W x 40L, Calculation: $(15 \times 2) + (4 \times 2) + 40 = 78$ inches

- A. FedEx **Ground** is the Invacare “Preferred Carrier” for parcel shipments.
- B. All Vendors must have a valid account number with FedEx.
- C. To Establish a FedEx account, contact 1-800-GO-FedEx (1-800-463-3339)
- D. FedEx requires 7 days notification to establish your account.
- E. All shipments must ship Ground with “**Collect**” terms selected as the payment option.
- F. Invacare will not be responsible for any accessorial fees such as pickup fees, shipment value protection fee, incorrect addresses, clean-up fees, etc as outlined in FedEx’s standard rate guide.
- G. All packages must contain the Invacare purchase order and carton count (1 of 3, 2 of 3) information on the FedEx Ground label.



Routing Process: LTL Shipment

- Applies to shipments between 300 and 10,000 lbs
- Applies to shipments that utilize **less than** 750 cubic feet of trailer space

How to Calculate Cubic Feet:

1. $H \times W \times D = \text{Total Cubic Inches}$
 2. $\text{Total Cubic Inches} / 1,728 = \text{Total Cubic Feet}$
 - If a shipment takes up more than 16 feet of trailer space, you've exceeded 750 cubic feet
 - 8 pallet positions or less would warrant as an LTL shipment
 - If your shipment contains 9 skids or more, see "Truckload Shipment" section.
- A. All LTL shipments must be palletized and shrink wrapped.
- B. LTL shipments must be consolidated to make on full shipment within the same business week.
- C. All shipments must deliver to our Invacare location by the Purchase Order **Dock Date** listed on your Purchase Order.
- D. Please see www.invacareroutingguide.com for Invacare preferred carrier. Invacare will communicate any and all changes through this website and it is required if you are an Invacare Supplier.**
- E. The LTL carriers are responsible for contacting Invacare to schedule delivery.



Routing Process: Truckload Shipment:

- Applies to shipments **greater than** 10,000 pounds
- Applies to shipments **greater than** 750 cubic feet.

How to Calculate Cubic Feet:

H x W x D = Total Cubic Inches

Total Cubic Inches / 1,728 = Total Cubic Feet

- If a shipment takes up more than 16 feet of trailer space, you've exceeded 750 cubic feet
 - 9 pallet positions would warrant a TL shipment
 - If your shipment contains 9 skids or more, it qualifies for a truckload shipment
- A. Contact transportation_usa@invacare.com for all truckload routing instructions.
- B. All TL shipments must be palletized and shrink wrapped.
- C. Maximum pallet height is 84" if product is not double stackable.
- D. Using Cardboard corner supports is recommended to help support and stabilize higher pallets
- E. Contact transportation_usa@invacare.com 2 business days prior to the desired pickup date to schedule a pickup.
- D. Before departure from your facility, you are required to seal the trailer door and document the seal number on the Bill of Lading.
- Invacare and our carriers will not be responsible for any merchandise exceptions if trailers arrive at our locations without the seal intact.



Compliance Guidelines:

Invacare requires all vendors to comply with this Domestic Vendor Routing Guide to develop a Vendor community focused on improved Supply Chain efficiency. Analysis shows that it is 6-8 times less costly to perform a process right the first time.

Non-compliance charge backs and fees may be assessed if these guidelines and requirements are not adhered to. Charge backs and fees are not a punishment, but rather, the price we must assess to offset the costs of service disruptions, lost productivity and inefficient merchandise flow.

Compliance with our requirements means superior service to our customers. In turn, your participation and compliance means superior satisfaction with your service, avoidance of unnecessary expenses and a strong commercial relationship.