

# **Penguin Random House**

## **Point of Sale (Displays) Kit**

**Packing, Marking, Shipping, and Invoicing  
Instructions for all shipments to the Penguin  
Random House Distribution Centers**

**Important information for Manufacturers of Penguin Random House Point of Sale  
products shipping to the Penguin Random House Distribution Centers**

## Penguin Random House Point of Sale (Displays) Manufacturers Kit

The purpose of this pamphlet is to provide specific instructions for packing, marking, and shipping products that you manufacture for Penguin Random House.

Any shipment made to the Penguin Random House Distribution Centers should follow these instructions. **You should always follow any exceptions noted on the purchase order.**

For information or help interpreting these instructions please send your questions via e-mail to [scdaily@randomhouse.com](mailto:scdaily@randomhouse.com) or contact Pam Harmon at 410-386-7081/Jeanie Wood 410-386-7086.

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## Revision Page

Revision	Date	Page	Changes
6	04/18/05		Changing contact information for freight payments
7	05/9/06	All	Pallet Size
8	1/11/07	9	Updated contact information for purchasing
9	Jan. 2008	1 14	Contacts Added Appendix A (Pallet diagram)
10	1/2011	8 15	Country of Origin for books needs to be printed on the cartons regardless of where they are produced Import security filing procedure
11	7/2011	11	Updated Invoicing for 1-888-RHPAYME
12	9/2014	All	Updated company name

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## Chargebacks

### Purpose

Printer Error Charge Backs are necessary when the printer makes an error that causes rework to be done by Random House. Errors from the printer might include:

- No identifying information on pieces/pallets
- Stock not in packed sets
- Incorrectly packaged (determined by looking at the bill of lading)
- Incorrect or missing stenciled, labeled, or bar coded information
- Missing parts of identifying information
- Product inspections required at the DC due to suspected production problems, initiated by Production
- Over Height Pallets

Random House wants to have the printer reimburse the costs of the rework once it is performed, either by the Distribution Center or by an outside rework vendor. In addition, some of the rework may be due to errors on the part of Random House; we also want to track these errors so that we can isolate the root cause & eliminate the errors going forward.

This procedure is designed to accomplish the rework, the collection of the rework costs, the billback to the supplier, the tracking of internally caused problems, and root cause problem analysis. This procedure does not address any internal or workshop charges associated with any special packing, sticker/stenciling work done for customer orders.

### Accounting Overview

A general ledger account # will be set up for each of our major print & bind vendors, which will collect the costs and the associated printer reimbursements associated with the rework for each vendor:

Rework costs and the associated reimbursements will also be posted to miscellaneous manufacturing accounts for the appropriate product type, which will pass the costs/credits through to the imprints P&L. However, the costs/credits will not affect historical true PPB cost visibility for the title.

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### **Operating Procedure**

#### Receiving & Stock Control

1. When a problem receipt occurs, the Receiving Dept. will inform Stock Control of the problem. A digital photograph of the quality issue is available upon request.
2. Stock Control will determine if the required rework can be done in house, at an outside rework vendor, or sent back to the binder.
3. Production will contact the binder to inform them of the issue, correct the issue before sending any more books, and determine the root cause of the problem.
4. Stock Control will notify the Inventory Managers/Production/NY or the RH Canada Inventory department about the quality issue.

#### **Printer Chargeback Billing**

**We reserve the right to return all shipments to you for correction at your expense if they are not in accordance with our specifications, or to correct the shipment ourselves and bill you for the correction.**

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## Bindery POS/Display Cartoning Requirements

### Minimum and Maximum POS Cartoning Dimensions:

Dimension	Minimum Dimension	Maximum Dimension
Height (in inches)	4	15
Length (in inches)	9	22
Width (in inches)	6	11.5

Height < .75 x Length and Height < .75 x Width

Dimension	Minimum Dimension	Maximum Dimension
Height (in mm)	101.6	381
Length (in mm)	228.6	558.8
Width (in mm)	152.4	292.1

Height < 19.05 mm x Length and Height < 19.05 mm x Width

### Maximum carton weight

**Maximum carton weight must not exceed 35 pounds (15.88kg).** The carton should be made of minimum 200 pounds test 'C' flute or, have an ECT (edge crush test) equivalent of 32. If the ECT 32 box is used, it must have the same side impact protection as the 200 pounds test 'C' flute carton.

### Corrugated Cartoning Requirements

#### Standard packs

The POS material must be packed in standard packs when shipped to the warehouse. They must NOT be stacked in one pile and shrink wrapped, or packed loose in a box. Shrink wrap the products only, do not use rubber bands.

Package flat cardboard sheets in sets of 50, shrink-wrapped or string tied together, then stacked on a pallet and shrink wrapped or banded down on the pallet.

Package folded bases in sets of 10, shrink wrapped, banded, or string tied together, as specified on purchase order and then stacked and shrink wrapped or banded down on the pallet.

Package small POS items in sets of 10, banded or string tied together, and put in a box as specified on purchase order.

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If sending in small POS items, the box must adhere to the dimensions mentioned above. If there is a partial carton in the lot, **please clearly mark it as a partial**. Please also say how many packs per carton there are, and use the above guidelines for a standard quantity of items per pack (i.e. 100 bundles of 25 bookmarks, reading guides etc.).

### Carton Closure

Cartons should be sealed on the **bottom** with glue, hot melt, reinforced paper tape, or 2" (50.8mm) minimum width plastic tape.

Cartons must be sealed on **top** with **2-inch** pressure sensitive or gummed tape **ONLY**. No glue may be used on top. Cartons with **lift-off tops** are not acceptable.

### Bindery POS/Display Carton Marking Requirements

#### Cartoned Point of Sale Stenciling

Stencil on one side panel and one end panel (or two side panels) as follows: (This is our standard stencil information format and our purchase orders refer to it that way)

Pos#/ Full ISBN (if provided by PRH production)	Description/Title
Quantity (POS items per carton)	
Country where POS items are made	
Note on each pallet with mixed pallets	
Carton Weight in pounds rounded to nearest tenth	

Abbreviations of the title and category are permissible.

Minimum printing size for stenciling is 3/8" (9.53mm) high using bold print. All other printing techniques used must be legible.

If necessary, you can use more than 3 lines depending on height and width of carton.

No markings should appear on the top or the bottom of the cartons.

Labels are acceptable if legible, and all required information meets the above requirements.

The pallets and POS material **MUST** be marked with the correct information for Random House to receive the material.

**If shipping full pallets, all the above information must be on a pallet placard located on the center front of the pallet.**

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## Bindery POS/Display Carton Shipping Requirements

Our purchase (bind) orders normally provide instructions for shipping the finished products.

### Pallet Procurement and Requirements

Penguin Random House supplies and ships pallets and tops (where applicable) for vendor shipments to locations specified by our Purchasing Manager.

Initial requests for pallets should be made to the Purchasing Department via:  
e-mail: [purchasing@penguinrandomhouse.com](mailto:purchasing@penguinrandomhouse.com)

- Quantity and title of displays being manufactured
- The name of your Random House New York Production contact
- The name and address of the vendor shipping to Westminster if the job is being subcontracted

An annual December pallet physical inventory on hand is to be forwarded via email to [purchasing@penguinrandomhouse.com](mailto:purchasing@penguinrandomhouse.com)

All shortages will be billed to the vendors involved, including transportation costs.

In the event pallets are not procured in time for a particular job and POS material must be unitized on the vendor's own pallets, PRH cannot guarantee return of these pallets and will not accept billing for these pallets.

The standard Westminster pallet size is **48 inches x 40 inches (121.9 cm x 101.6 cm)**.

The maximum allowable pallet height is **51 inches** (129.5 cm) including the load on the pallet.

If not using a standard PRH pallet, the maximum height is **46 inches** (116.8 cm) including the load on the pallet.

The maximum pallet weight is **2500 lbs (1134 kg)**.

Pallets should be stretch wrapped for security so the material doesn't fall over in the trailer.

Any product shipped to PRH **MUST** fit onto the footprint of our 48 x 40 pallet. Any items with overhang will not be able to be put away. If items that are glued onto flat



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sheets now do not fit the pallet footprint, try restacking the pallet, or reconfigure the items on the pallet (new folds in corrugation).

### Identification of Stock for Shipment

On the outside of the shrink or stretch films or corrugated wrapping of each unitized load of stock coming into the Distribution Center, identify the pallet destination by using the instructions on the purchase order.

For corrugation, POS# must be perforated into the corrugation.

### Packing List

A detailed packing list must accompany every shipment into the Distribution Center, with separate packing lists for each address. The packing list should include:

ISBN (SKU, if provided by PRH production)	Description/Title
POS Number	Random House Purchase Order #
Number of cartons	Bill of Lading number
If corrugated, # pallets shipped	If corrugated, # of units per pallet
Number of POS items per carton	Total # of items shipped
Date Shipped	Scheduled Dock Time
POS manufacturer address information	Ship to address information

In cases where multiple titles are on a pallet, please put a 'pallet list' on each pallet detailing what titles and how many of each are on the pallet. This will prevent partial receipts in the warehouse. **The pallet containing the packing list should be clearly marked, and it should be the last pallet loaded onto the trailer.**

### Bill of Lading

We must also have an itemized bill of lading for **each title** on the trailer, as well as a separate bill of lading for each address, and all bills of lading must show the following information:

ISBN (SKU, if provided by RH production)	Description/ Title
POS Number	Number of cartons
Number of POS items in each carton	RH Purchase Order Number
Carrier	Trailer Number
Date Shipped	Gross Weight
Total # of POS items or flat sheets	

**If the shipment consists of 10 or more pallets the BOL must contain the following statement:**

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**Call 24 hours in advance for a delivery appointment.**

**Hahn Road deliveries 410-386-7732**

**Bennett Cerf deliveries 410-386-7782**

**Crawfordsville deliveries 765-362-5125**

Billing address for freight payments that must go on the BOL is:

Penguin Random House

Attn: Logistic Services

400 Bennett Cerf Drive

Westminster, MD 21157

A copy of the bill of lading accompanies your invoice and is sent to:

Penguin Random House

Attn: Accounts Payable

400 Hahn Rd.

Westminster, MD 21157

This will serve not only as a bill of lading, but also as a shipping manifest. A copy should be faxed to 410-386-7715.

### **Bills of Lading “Out of House/Drop” Shipments**

If you manufacture POS material for us that are not shipped to the Penguin Random House warehouse, (not controlled by our Warehouse system), we will require a copy of bill of lading and packing list be faxed to the fulfillment coordinator as proof of your shipment at 410-386-7099.

### **Delivery Dates for New Titles**

Please have items to deliver to the address on the purchase order by the date on the purchase order.

### **Invoices**

#### **Invoices should be sent to:**

Attn: Accounts Payable

Penguin Random House

400 Hahn Road, Westminster, MD 21157

**OR**

Contact our A/P Dept. at 1-888-RHPAYME

For instructions on e-mailing invoices and

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receiving payment electronically, if not currently enrolled.

In order for the Accounts Payable Department to process your invoice, the following information **must** be included on your invoice. Invoices not containing this information will be returned to the vendor for corrections.

### Required Fields:

Penguin Random House SAP purchase order number	Invoice number
Invoice Date	Full Title
Name of purchaser	ISBN
Division	Printing Number

Quantity invoiced per line item, if applicable for **any** item invoiced. A proper description of the charge must be listed for **each** item billed.

The invoice **must** match the purchase order line for line. If the Purchase Order has three lines, your invoice must have three lines. This can be accomplished by subtotalling your invoice line items to match the purchase order. Invoices that do not match the purchase order line for line could be delayed for up to six months or returned to the vendor for corrections. If the job ordered requires additional work not listed on the purchase order, you must notify the purchaser of the change and ask them to update the purchase order.

### Distribution of Advance Copies

Penguin Random House requires our binderies to supply advance copies of our POS items for our use and approval. All copies needed are specified on our purchase order and should be shipped as soon as they are available. Our requirements will typically include shipments to our New York offices. All other shipments may be made in bulk and must be packed and addressed as indicated on bind order.

### Routing Instructions

If the trailer is loaded to full visible capacity, seals should be applied and the seal number put on both the packing list and the bill of lading with a note to the carrier stating: "This number is to be reflected on your delivery receipt."

Double stacking is permitted, but only with prior approval from the issuer of the purchase order.

## **Penguin Random House Point of Sale (Displays) Manufacturers Kit**

Call the Penguin Random House Logistics Services Inbound Load Coordinator listed below to schedule the pick up of shipments over 200 lbs. For shipments under 200 lbs. ship prepaid by UPS.

Multiple shipments made in one day must be consolidated onto one master bill of lading or chargebacks will result from the overcharge in freight.

Please do not use UPS Ground to ship product to Westminster. For small items, please use Federal Express, and for other items please contact the Transportation Department for Routing Instructions.

Should you need additional information concerning shipments to the Distribution Center contact the Inbound Load Coordinator assigned to your area.

### **Inbound Load Coordinator**

For shipments weighing over 200 lbs. and for Third Party shipments you must contact the Random House Inbound Load Coordinator at 410-386-7792 during the hours of 7:30AM - 4:00PM.

### **After Hours Contact**

To arrange for pick ups after hours in all states please call 410-386-7707 during the hours of 4:30PM – 12:30AM.

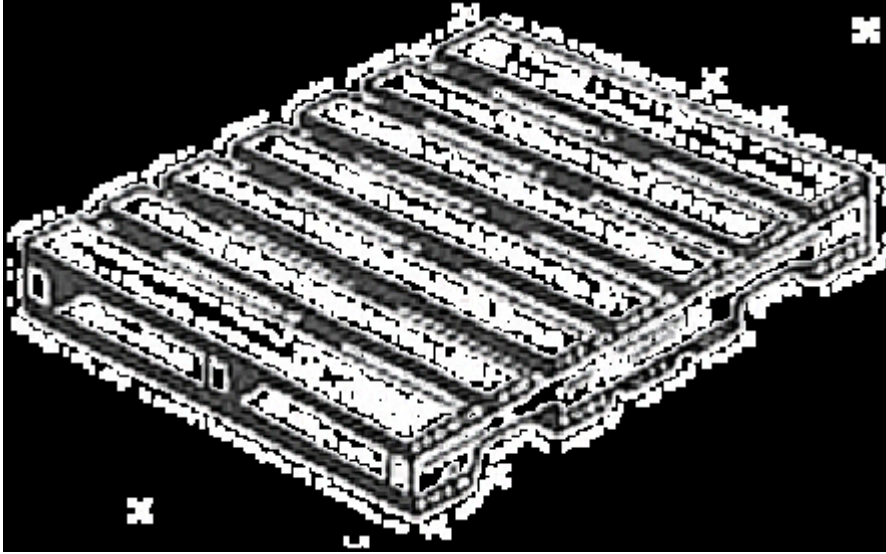
### **Expedited Routings**

For expedited routings contact the Inbound Load Coordinator for your area.

Note: If unable to reach the Inbound Load Coordinator of the After Hours Contact via phone. Please e-mail [domestictransportation@penguinrandomhouse.com](mailto:domestictransportation@penguinrandomhouse.com) for assistance.

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## Appendix A



### **Penguin Random House Requirements**

48" x 40" (121.9 cm x 101.6 cm) Grocery Industry 4-way  
GMA standard pallet

Deck boards: 5/8" minimum thickness, end boards 5 1/2"  
width minimum. Boards must be spaced with a 3" maximum gap.

Stringers: 1 1/8" x 3 1/2" (plus 1/4", minus 0") x 48" hardwood

Side cutouts must meet GMA specifications

Protruding nail heads or points are not permitted

No broken deck boards or stringers will be allowed

Side Stencil - Side stringers should be stenciled with

Random House or RH, date of manufacture and the manufactures' name or other identification

Pallets heat treated for export shipment: Both ends of the center stringer must be painted red and the side stringers must be marked with the IPPC Heat Treat stamp. Each heat treated must only contain one stamp. If reconditioned pallets are specified, they must meet the above requirements and repairs must be limited to replacement of lumber or repair with metal plates consistent with industry standard Grade #1 or A Grade.

If grade #2 or B grade is specified, pallets must meet the above requirements and have 2 or less repaired stingers.

**Where components and dimensions are not specified, the 48"x 40" Grocery Industry 4-way GMA standard pallet minimum specifications will apply.**

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### **Import Security Filing (ISF) Procedures – Also Known as 10+2**

In an effort push supply chain security beyond US borders, the Department of U.S. Customs and Border Protection now requires that certain key data elements be reported on all shipments bound for the United States prior to loading on board the conveying vessel. In order to ensure strict compliance with this requirement, the following policies will be required on all Random House shipments that are exported to the United States.

#### **FOB Shipments – (International freight paid by Penguin Random House)**

Each shipper is required to complete an ISF request form and submit it to the designated *local* contact for DHL Global Forwarding. This must be done no less than 3 business days prior to the vessel load date. DHL Global Forwarding will submit the required information to U.S. Customs and secure confirmation of approval prior to loading the shipment on board the conveyance for transport.

#### **C&F Shipments – (International freight paid by the binder/shipper)**

Each shipper is required to complete an ISF Request Form and submit it via email to the addresses listed below no less than 5 business days prior to the vessel load date. DHL Global Forwarding will submit the ISF information to U.S. Customs and secure a confirmation number. DHL will forward the confirmation number to shipper upon receipt. The shipper must provide the ISF confirmation number to their designated freight forwarder prior to loading the shipment on the conveying vessel. Failure to secure and report the proper ISF confirmation number prior to vessel loading will result in significant financial penalties which will be passed on to the shipper accordingly.

#### **ISF Request Form Distribution List For C&F Shipments**

[Andrea.Mostafa@dhl.com](mailto:Andrea.Mostafa@dhl.com)

[Matthew.Mooradian@dhl.com](mailto:Matthew.Mooradian@dhl.com)

[Donald.McAndrews@dhl.com](mailto:Donald.McAndrews@dhl.com)

[export-import@randomhouse.com](mailto:export-import@randomhouse.com)