 Global Quality Document	Supplier Requirements- Shipment Preparation and Documentation	
	Reviewer Coordinator: SQD	SRM-SW-0004
	Where Used: CQC,DQA,PQC,PROC,SQD,WHS	Rev#: 01.02
	Site: ADA,BP,QU	Effective: 12/12/2017
Business Line: Beauty,Durables,Home Care,Nutrition,OTC,Personal Care	Page 1 of 5	

1.0 Purpose

The purpose of this standard work is to clearly state our supplier requirements and expectations, as they relate to SHIPMENT PREPARATION AND DOCUMENTATION. Failure to follow these, as enumerated within, will result in one or more of the following:

1. Shipment Refusal
2. Issuance of an ADR (Arrival Defect Report). Issued ADR's will result in a zero (0%) RFT (Right First Time quality metric) score for the Purchase Order Line in question.
3. Issuance of an NCM (Non-Conforming Material) report – in more severe cases where material cannot be properly identified, or material quality/safety is in question. Issued NCM's will result in a zero (0%) RFT (Right First Time quality metric) score for the Purchase Order Line in question.

2.0 Scope

This standard work applies to all ABG-US (Amway-Nutrilite) suppliers, who provide direct materials (raw materials, chemicals, components, finished goods) to any ABG-US location, or globally at the direction of any ABG-US entity.

3.0 Requirements


3.1 Pallets

3.1.1 Pallet Dimensions

1. For California ABG receiving locations (*Buena Park, Lakeview, etc.*) 48" x 40" (4-way entry) is the only pallet size accepted.
2. For all other ABG US locations, the following are acceptable:
Raw Material, Components, & Finished Goods Paper, Paperboard, & Corrugated Sheets Only
Option #1 = 48" x 40" (4-way entry) Minimum = 40" x 32"
Option #2 = 48" x 48" (2-way entry) Maximum = 50" x 48"
3. Pallets must have a minimum under-clearance of 3 5/8" for fork entry.

3.1.2 Pallet Material Composition and Condition

1. All pallets must conform to "specification and grades for hardwood warehouse permanent or returnable pallets" of the National Wooden Pallet and Container Association.
2. ABG requires a GMA #1 pallet or better.
3. Pallets made of Ash will not be accepted at any ABG location.
4. Pallets must not be chemically treated or contain wood treated with preservatives.
5. Pallets can be heat treated if they meet ISPN 15 standards. In some cases heat treatment may be required and prior notification will be given.

 Global Quality Document	Supplier Requirements- Shipment Preparation and Documentation	
	Reviewer Coordinator: SQD	SRM-SW-0004
	Where Used: CQC,DQA,PQC,PROC,SQD,WHS	Rev#: 01.02
	Site: ADA,BP,QU	Effective: 12/12/2017
Business Line: Beauty,Durables,Home Care,Nutrition,OTC,Personal Care	Page 2 of 5	

6. Pallets must be clean, odor and stain free.
7. Shipments received on damaged or substandard pallets will be refused.
8. Pallet skid decks must be smooth, free from nail protrusions, knots, and other damaging projections

3.1.3 Pallet Exchange Programs

1. ABG does not participate in pallet exchange programs.
2. Compensation for pallets is to be negotiated with ABG Procurement and is subject to quality inspection for payment at the time of receipt.
3. With select suppliers, ABG will consider participating in pallet rental and supplier owned recycling programs.

3.1.4 Slip Sheets and Corrugated Pads


1. Slip Sheets are required for all international finished goods.
2. For all Nutrition/Nutrilite raw materials and components, corrugated pads are required.

3.2 Pallet Placards (for Mixed Skus & Lots on Pallet, or Partial Containers)

1. Only one part number (SKU) and Supplier Lot Number per pallet are preferred.
2. If a pallet contains more than one SKU and/or Supplier Lot Number, a **SKU/Lot/Qty Breakdown Sheet** or **Placard** (8.5" x 11" placed on the front of each pallet) must identify the SKU, Lot Number and Qty per SKU.
3. Partial containers must be clearly marked "**PARTIAL**" (placed on the exterior top of the pallet).

3.3 Palletized Loads (Size, Weight, Configuration and Security)

1. Overall height of raw material, component and finished goods palletized unit including pallet is not to exceed 53". Exceptions are permitted with written authorization from ABG Warehouse & Procurement personnel.
2. Containers or material must not extend over the perimeter of the pallet base
3. Cartons shall be placed right side up on the pallet.
4. Gross weight of material including pallet is not to exceed 3000 pounds.
5. Container construction and pallet design should be such that the stacking of pallet(s) loads is obtainable.
6. Pyramidal pallet loads are not acceptable.
7. All unitized loads are to be plastic banded, stretch-wrapped or shrink-wrapped.
8. A strong, durable container capable of containing the contents during transport and storage is required.

 Global Quality Document	Supplier Requirements- Shipment Preparation and Documentation	
	Reviewer Coordinator: SQD	SRM-SW-0004
	Where Used: CQC,DQA,PQC,PROC,SQD,WHS	Rev#: 01.02
	Site: ADA,BP,QU	Effective: 12/12/2017
	Business Line: Beauty,Durables,Home Care,Nutrition,OTC,Personal Care	Page 3 of 5

9. For Hazardous raw materials, the requirement should also state **UN-POP** (*United Nations Performance - Oriented Packaging*)
10. Any palletized items would need to be wrapped or banded to avoid shifting off the pallet.
11. Secure, stable stacking of cartons or pallets on the trailer is required.
12. Stock should also be blocked and braced to avoid movement within the trailer.
14. Lighter items should be top loaded. Items that state “**Do Not Stack**” should be only one high in the trailer.
15. **Corrugated Pads** must be used for all Raw Materials and Components (**Food/Nutrition items only**)

3.4 Non-Palletized Loads (Size, Configuration)

1. Container construction must allow for stacking loads to a minimum height of 15 feet.
2. Overall height of unit is not to exceed 48” (except for shipments of material in totes).
3. Container sizes chosen must maximize pallet surface area (but with no overhang).
NOTE: All non-palletized loads of packaging components are placed on 48” x 40” pallets at ABG warehouses.
4. A strong, durable container capable of containing the contents during transport and storage is required.
5. For Hazardous raw materials, the requirement should also state **UN-POP** (*United Nations Performance - Oriented Packaging*)
6. Secure, stable stacking of cartons or pallets on the trailer is required.
7. Stock should also be blocked and braced to avoid movement within the trailer.
8. Lighter items should be top loaded. Items that state “**Do Not Stack**” should be only one high in the trailer.

3.5 Paper & Paperboard Sheets


All unitized loads (with the exception of web roll-stock), must be strapped with wooden tops to protect the integrity and stability of the unit. Paper rolls must be shipped on end.

3.6 Net Weight Statements

Food and Drug products must conform to U.S. Federal and/or International regulations covering UOM (unit of measure) labeling. A Net Weight statement must be present on the selling unit and shipping container.

3.7 Advertising & Trade Name Prohibitions

Advertising, trade names, or any other non-required printing on Containers, Cases and Master Shippers is unacceptable (unless otherwise approved by ABG Procurement).

 Global Quality Document	Supplier Requirements- Shipment Preparation and Documentation	
	Reviewer Coordinator: SQD	SRM-SW-0004
	Where Used: CQC,DQA,PQC,PROC,SQD,WHs	Rev#: 01.02
	Site: ADA,BP,QU	Effective: 12/12/2017
Business Line: Beauty,Durables,Home Care,Nutrition,OTC,Personal Care	Page 4 of 5	

3.8 Packing Lists

3.8.1 General - Quantity per delivery must be consistent with the **Packing List**.

3.8.2 Location, Identification & Accessibility

1. The packing slip must be located on the **exterior of the last pallet or container** loaded on each trailer and must be easily accessible.
2. Packing slip must be clearly marked "**Packing List**".
3. The Shipping Documents/Packing List **Envelope** must be securely attached to prevent accidental removal, but not stapled so as to hinder removal or tear papers. It is recommended that adhesive-backed envelopes be used when possible.

3.8.3 Packing List Information - *The Packing List must include the following information:*

1. Access Business Group (ABG)
2. Part number/**SKU** (Stock Keeping Unit number)
3. Full **Purchase Order Number** and associated **PO Line** numbers
(Example:123456OP,Line [#]).
4. Complete breakdown of **Quantities** (per **SKU** and Vendor/Manufacturer **Lot Number**)
5. Correct UOM (unit of measure). Unit of Measure must compare exactly as ordered.


3.8.4 Partial vs. Complete Shipments

The Packing List must indicate whether it is a **partial** or **complete** shipment (vs. the applicable PO/Line#).

3.8.5 Multiple Purchase Orders / Lines

When **two or more** Purchase Orders are shipped together, the Packing List must clearly:

1. Indicate the PO number(s), PO Line Number(s), and Quantities per shipment
2. Indicate the **Number** of Pallets, **Units** per Pallet, and **Quantity** per Pallet.

 Global Quality Document	Supplier Requirements- Shipment Preparation and Documentation	
	Reviewer Coordinator: SQD	SRM-SW-0004
	Where Used: CQC,DQA,PQC,PROC,SQD,WHS	Rev#: 01.02
	Site: ADA,BP,QU	Effective: 12/12/2017
	Business Line: Beauty,Durables,Home Care,Nutrition,OTC,Personal Care	Page 5 of 5

3.9 Associated Shipping Documents

In addition to the Packing List, it is imperative that related Shipping Documents (such as the Bill of Lading and CofA) are kept together. To learn of individual **BILL OF LADING** and **CERTIFICATE OF ANALYSIS** requirements, please reference **SECTION 4.0** immediately below.

4.0 References and Examples

- 4.1** For BILL OF LADING requirements, please refer to the SHIPPING section of the ABG Supplier Portal (www.supplier.amway.com)
- 4.2** For CERTIFICATE OF ANALYSIS requirements, please refer to the QUALITY section of the ABG Supplier Portal (www.supplier.amway.com)

"This document may contain confidential information and is considered proprietary information. Use of this document is covered by the corporate agreement regarding confidentiality and intellectual property. This document is not to be shared with third parties or with employees outside of normal business conduct without prior approval from the Director of Quality Assurance."

Approvals

Title	Name	Signature
Supervisor-CQC	Gregor Stasik	Reference Documentum
Supervisor-MQC	Tehani Mang	Reference Documentum
Manager NTR Chem / Micro QC Group.	Desirae Lau	Reference Documentum
Manager - SQD / Durables & Devices QA	Heath Paukette	Reference Documentum
Manager - SQD	Sam Kilgore	Reference Documentum
Supervisor – NSP CQC	Kevin DeBruyn	Reference Documentum
Supervisor – QU QA	Heather Folks-Lambert	Reference Documentum
Author	Richard Hawke	Reference Documentum