

SPS Inbound Shipping Specifications, Packaging/Labeling & Routing Guideline

These shipping guidelines are in support of Hanger Supply Chain (HSC); including Hanger Clinic, Symbiont Logistics and Southern Prosthetic Supply (SPS), in an effort to streamline inbound supply chain processes. Failure to comply may result in the charge back of transportation costs.

HSC small parcel shipments to distribution centers should be shipped via FedEx Ground®. Packages must be consolidated to one shipment per week per distribution center. Small parcel shipments should not exceed 50 lbs. per piece or exceed a combined weight of over 320 lbs.

Orders weighing over 320 lbs. must be shipped LTL; see “Dimensional Weight” for shipping instructions.

Small Parcel Shipping

1. Use your FedEx account number to schedule pickups. If you do not have an account, call **1.800.GoFedEx®** (1.800.463.3339), or go to fedex.com to setup an account. This account number will not be billed for regular transportation charges, if you follow these instructions.

If you do not have regular FedEx Ground pickup, the FedEx Ground pickup needs to be scheduled one day in advance. Avoid pickup fees by dropping off your package at a FedEx drop-off location; to find the nearest location go to fedex.com or call 1.800.463.3339.

2. Create your shipment on fedex.com. Labels must be electronically generated.
3. Select “**Ground**” for the Service Type.

Use FedEx Express® for the time-sensitive shipments only. Prior to approval must be given by an appropriate HSC representative.

4. Select “Bill Third Party” and enter the HSC account number. *Contact your Procurement Specialist if you need this account #.*
5. Enter the “PO#” in appropriate reference field (outlined below).
6. Do not enter a Declared Value unless otherwise requested by an HSC representative.

Packing

1. Small parcel shipments should not exceed 50 lbs. per piece or exceed a combined weight of over 320 lbs.
2. Packages must be consolidated to one shipment per week per distribution center.
3. Parcel shipments should not exceed 50 lbs. in Actual Weight.
4. Parcel shipments should not exceed 48” in measured Length.
5. Parcel shipments should not exceed 30” in measured Width.
6. Non-standard packaging (shrink-wrap) should not be used.
7. Sequential Numbering: all boxes should be clearly numbered on the outside of each box.
Example: (1-of-2, 2-of-2)
8. Packing Slips: All packing slips must be sealed and attached to the outside of the first box labeled in the sequential numbering sequence. Example: (box 1-of-2)

Dimensional Weight:

Use the calculation length to width to depth divided by 250 to determine the FedEx Dim Weight of your shipping box. Compare the dim weight and actual weight. If the dimensional weight of the box exceeds 320 lbs., the shipment needs to be shipped LTL, unless otherwise specified by the HSC Specialist.

DIMENSIONS

Dimensional Weight (lbs.)

$$\frac{L \times W \times D}{250}$$

L = Length in Inches
W = Width in Inches
D = Depth in Inches

FedEx Ground Hazardous Materials (Haz Mat) Shipping

If instructed by HSC to ship Haz Mat via FedEx, you must be an approved FedEx Haz Mat shipper and are responsible for ensuring packages comply with the applicable U.S. Department of Transportation (DOT) regulations and FedEx Ground requirements.

- Qualify for FedEx Ground Haz Mat shipping by calling: FedEx DG/Haz Mat Hotline: 1.800.GoFedEx (1.800.463.339), option 81, 7 a.m.-7 p.m. Central Monday-Friday or 10 a.m.-2 p.m. Central Saturday.
- Receive information or training on DOT regulations by accessing FedEx Ship Safe. Shop Smart online training or call the U.S. DOT Hotline at 1.800.467.4922 8 a.m.-4 p.m. Central Monday-Friday.

This Policy is intended to cover the bulk of HSC inbound freight shipments. Specific situations may arise that are outside the general scope of this policy. Questions concerning shipments in general or shipments of specific products that need special attention should be directed to the HSC Procurement Specialist requesting the shipment. Previous HSC requests to ship certain products contrary to this policy should be honored.

Account Confidentiality

FedEx account numbers are confidential and should be communicated only for the purpose of preparing FedEx shipments under these routing instructions. Do not post this information online or make it generally available beyond what is required for your company to follow the instructions.

Compliance Requirements

All shipment and invoices will be monitored to ensure these guidelines are followed.

- Shipments weighing 320 lbs. or less must be consolidated to one shipment per week per distribution center and shipped FedEx Ground.
- Use the HSC third party account number. *Contact your Procurement Specialist if you need this account #.*
- Enter the PO # in the appropriate reference field.

Any deviations from these instructions, such as shipping multiple times per week, may result in the charge back of shipping costs.

THIS DOCUMENT IS SUBJECT TO CONFIDENTIALITY RESTRICTIONS AND MAY NOT BE SHARED BY SUPPLIER WITH ANY PARTY, UNLESS SUPPLIER OBTAINS THE PRIOR WRITTEN CONSENT OF SYMBIONT'S VICE PRESIDENT OF PROCUREMENT.

FedEx Customer Support

- Account Setup: to ship via FedEx and you don't already have an account, call FedEx directly at 1.800.GoFedEx (1.800.463.3339) to set up an account.
- Customer Service: relating to tracking packages, scheduling pickups, and ordering supplies call 1.800.463.3339 or visit fedex.com/us (for general questions, the Hotline does not pre-approve customers).
- FedEx DG/Haz Mat Hotline: 1.800.463.3339, option 81, 7 a.m.-7 p.m. Central time Monday-Friday and 10 a.m.-2 p.m. Central time on Saturdays.
- FedEx Ground Safety: 1.800.762.3744, ext 5059 or 2186, 7 a.m.-4 p.m. Central time Monday-Friday or hazmat@fedex.com (for internal use only).
- The US DOT Hotline: 1.800.467.4922, 8 a.m.-4 p.m. Central time Monday-Friday or go to the DOT website.

LTL Shipments- Service and Billing Options

All shipments to HSC that meet or exceed the specifications below should be palletized and shipped via truck using our approved 3PL carrier, C.H. Robinson.

If multiple orders and backorders are available to ship to HSC the same week and their combined weight or cubes meet or exceed the minimum for LTL shipment, 320 lbs., HSC prefers they be combined, palletized and shipped by LTL along with a packing list for each order or backorder. The packing lists(s) need to be easily accessible on the pallet and one packaging list per purchase order. Failure to comply may result in chargebacks.

When shipping LTL in support of HSC and Hanger, follow these guidelines.

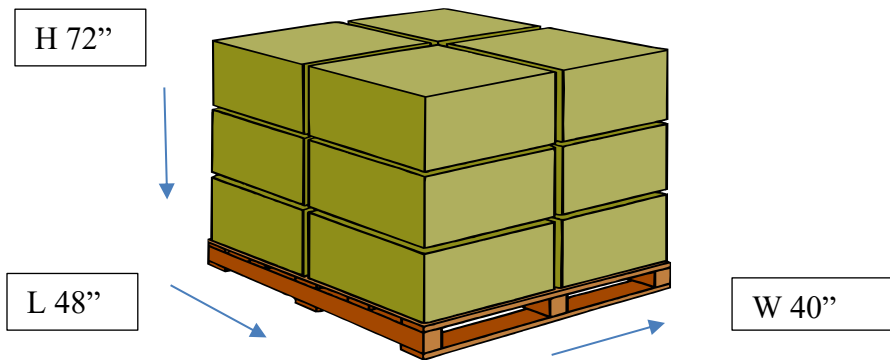
Service Type

- Total up the weight, # of pallets, dimension of each pallet and the type of product for each location.
- Specify special needs such as lift gates or dock hours.
- Email your assigned 3PL, C.H. Robinson with this information for each location.
 - General Email: SPSCO@chrobinson.com
 - Account Manager: Anne O'Neill, Anne.Oneill@chrobinson.com
- C.H. Robinson will create shipping labels and BOL for you and will arrange pickup.

Pallet Specs

320. or 69, 120 Cubic Inches (40 Cubic Feet) (1.48 Cubic Yards)

The pallet illustrated below is the HSC cube maximum for truck shipment. All orders or combined orders regardless of cubes exceeding 320 lbs. need to be palletized and shipped by LTL truck.



Damage Control

To reduce the possibility of damage during shipment HSC suggests the following packaging techniques be considered.

- Shrink-wrap pallets & **MAKE SURE SHRINK WRAP TIES PRODUCT TO PALLET.**
- Label shrink-wrapped pallets. **DO NOT BREAK SHRINK-WRAP.**
- Label pallets **“DO NOT TOP STACK”** or **“DO NOT DOUBLE STACK”**.
- Use corner guards or edge guards and band the pallet with metal or plastic strapping.
- Use heavier corrugation for regular or master shippers. i.e., higher crush proof boxes or double or triple wall boxes.
- Use corrugated sheets at the base and between layers on the pallet.
- Each pallet must have a scanable barcode to indicate to Purchase Order number.
- Each box must be labeled with PO number, item # and quantity. If the box is not a full case pack and contains mixed products, the box must be marked “MIXED” with the item numbers and quantities of each item in the box. Do not mix items from different PO’s in the same box. Box label is to be facing outward to allow for faster processing of PO’s.
- If a pallet has items from more than one PO, the pallet must be marked “MIXED” with all of the PO #'s listed on a master flag document.

External Carton Labels

HSC requires that cartons be labeled facing outward on pallets with PO and Carton specific information, with barcode.

Example of External Carton Labels:

Vendor Name	Best Products in O&P, Inc		
HSC PO	5395689-00		
Vendor Order #	809101		
Date of Shipment	11/29/2010		
Box #	2 of 10		
<u>Item</u>	<u>Description</u>	<u>Quantity</u>	<u>Barcode Scan</u>
800-500-AAA	Test Description 1	12	

Example of Label for Box with Multiple SKU's

Vendor Name	Best Products in O&P, Inc		
HSC PO	5395689-00		
Vendor Order #	809101		
Date of Shipment	11/29/2010		
Box #	2 of 10		
<u>Item</u>	<u>Description</u>	<u>Quantity</u>	<u>Barcode Scan</u>
800-500-AAA	Test Description 1	5	
5A80895	Test Description 2	2	

HSC Receiving Addresses and Phone Numbers

6530 Corporate Court	Alpharetta	GA	30005	404.886.4790
4999 Aircenter Cir., Ste 103	Reno	NV	89502	775.686.8121

Where to enter the HSC Purchase Order Number Reference Fields using FedEx Automation

FedEx Ship Manager® at fedex.com/FedEx Administration® PO Number Entry Point

4. Billing Details Help Hide

* Bill transportation to Update the credit card feed to my account

Alert: Please remember to enter your reference information.

* Your reference Add an account

☐ More reference fields

P.O. no.

Invoice no.

Department no.

FedEx Ship Manager Server PO Number Transaction Field

Package Total (116)	
Sender Country Code (117)	US
Residential Delivery Flag (440)	N
Request Type 1=Rate,2=Route,3=Both (1234)	
Packaging Type (1273)	01
Service Type (1274)	01
GND Purchase Order Number (3001)	PO Goes Here
GND Invoice Number (3002)	

SPS PO# Example- 4235678-00

HSC Vendor Support

If you have questions specific to HSC shipping specifications, please contact your HSC Procurement Specialist listed on the purchase order.

We value you as a supplier and appreciate your support as we streamline our processes.