



**Inbound Route Guide** for:

***The Mentholatum Company***

Headquarters address: 707 Sterling Drive  
Orchard Park, NY 14127  
Phone 716-677-2500

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*Note: Guide changes are in **italic print**.*

## SECTION I – General Instructions

- A. Please insure you are using the latest edition of this guide. A current copy of this route guide can be found at <http://us.mentholatum.com/guides.aspx>
- B. These inbound instructions supersede all previous route guides and instructions. Destroy all previous routings in your files.
- C. If any problems should exist (ex. carrier ceases operations, strike, etc.) or you have service problems with the assigned carrier, contact our Receiving Department for alternate routings.
- D. All your pertinent departments (ex. Order Entry, Customer Service, Shipping) should be familiar with the requirements of this guide. It is your responsibility to insure other departments are aware of this guide and its contents.
- E. Should any questions arise from the use of this guide, please email our Receiving department at [Inbound@mentholatum.com](mailto:Inbound@mentholatum.com) or call 716-558-1390.

## SECTION II – Routing Section

### General Instructions

- A. Air Documents – ship via **FedEx Express**, freight collect
- B. Parcel Shipments – Using **UPS** softwear ship freight collect:
  - a. From 1 to 200#, ship collect via **UPS Ground**
  - b. From 201 to 399#, ship via **UPS Hundredweight**
- C. Less than Truck Load shipments (LTL) – From 400# to 7,000#, ship via the carrier listed in the chart on the routing page. (Page 5). *For exception, see item D below.*
- D. Truck Load shipments (T/L) – Over 5,000#, email our Receiving Department at [Inbound@mentholatum.com](mailto:Inbound@mentholatum.com) or call 716-558-1390 for the proper truckload carrier. **This will be a one-time contact as we will then assign a T/L carrier to your origin.**

## SECTION III – Ship Date / Date Required

- A. The **Ship Date** is the date goods are expected to be shipped from seller's facility.
- B. The **Date Required** is the date goods are to be delivered to the **Mentholatum** facility.

## SECTION IV – Air Shipments

- A. Select next day air service for all for air shipments. Use **FedEx Air** for collect air shipments less than **250#**.
- B. Email our Receiving Department at [Inbound@mentholatum.com](mailto:Inbound@mentholatum.com) or call 716-558-1390 for air shipments **over 251#**.
- C. In the event a shipment must be aired at your expense, we ask that you utilize our preferred carrier on a prepaid basis.
- D. Do not purchase any additional liability on air shipments.
- E. Air waybills provide a reference section. We request that in this section, you indicate the PO number so we can trace and properly handle the billing.

## SECTION V – Freight Payments

- A. We will authorize in (e-mail) writing selected suppliers who are allowed to ship prepaid and bill freight costs. This arrangement must be identified on the Purchase Order.
- B. All suppliers furnishing Hazardous Materials are encouraged to price FOB Delivered, freight prepaid on the Purchase Order terms.
- C. We utilize a freight payment service for our freight bills. As such, the following notation must be placed in the body of all air and truck bills of lading :

Send freight bill to:

**Franklin Global Strategies, Inc**  
Attn: Accounts Payable  
c/o **The Mentholatum Company**  
PO Box 100  
Ransomville, NY 14131  
Phone: 800-731-7234, ext.330

**Transportation Routings by State**  
***Mentholatum Company***  
**Less than Truck Load (LTL) Origins**

<b>State</b>	<b>LTL Carrier</b>		<b>State</b>	<b>LTL Carrier</b>
Alabama	Con-Way		<i>Nevada</i>	<i>Con-Way</i>
Arizona	Con-Way		<i>New Hampshire</i>	<i>New Penn</i>
Arkansas	Con-Way		<i>New Jersey</i>	<i>C&amp;M Forwarding</i>
California	Con-Way		<i>New Mexico</i>	<i>Con-Way</i>
Colorado	Con-Way		<b><i>New York</i></b>	<i>C&amp;M Forwarding</i>
Connecticut	New Penn		<i>North Carolina</i>	<i>FedEx Freight</i>
Delaware	C&M Forwarding		<i>North Dakota</i>	<i>Con-Way</i>
Dist. Of Columbia	C&M Forwarding		<i>Ohio</i>	<i>Holland</i>
Florida	FedEx Freight		<i>Oklahoma</i>	<i>Con-Way</i>
Georgia	FedEx Freight		<i>Oregon</i>	<i>Con-Way</i>
Idaho	Con-Way		<i>Pennsylvania</i>	<i>C&amp;M Forwarding</i>
Illinois	Holland		<i>Rhode Island</i>	<i>New Penn</i>
Indiana	Holland		<i>South Carolina</i>	<i>Holland</i>
Iowa	Con-Way		<i>South Dakota</i>	<i>Con-Way</i>
Kansas	Con-Way		<i>Tennessee</i>	<i>Holland</i>
Kentucky	Holland		<i>Texas</i>	<i>Con-Way</i>
Louisiana	FedEx Freight		<i>Utah</i>	<i>Con-Way</i>
Maine	FedEx Freight		<i>Vermont</i>	<i>New Penn</i>
Maryland	New Penn		<i>Virginia</i>	<i>FedEx Freight</i>
Massachusetts	New Penn		<i>Washington</i>	<i>Con-Way</i>
Michigan	Concept		<i>West Virginia</i>	<i>FedEx Freight</i>
Minnesota	Con-Way		<i>Wisconsin</i>	<i>Con-Way</i>
Mississippi	Con-Way		<i>Wyoming</i>	<i>Con-Way</i>
Missouri	Con-Way			
Montana	Con-Way			
Nebraska	Con-Way			

**Core Carriers**

**HQ Toll Free Phone numbers**

C & M Forwarding	1-800-962-2632
Concept International	1-800-683-6113
Conway	1-888-233-7134
Fed Ex Freight	1-866-393-4585
Speed Global Services	1-800-447-3033
USF Holland	1-866-465-5263
Cavalier Transport (Canada)	1-800-268-5232 Press 1

## **SECTION VI – Deviation or Violation of Instructions**

- A. Excessive freight charges which result from your failure to comply with these instructions and those contained on the Purchase Order will result in a chargeback (debit) of the excessive costs incurred.
- B. When freight rates are predicated on density (ex. Plastic Articles), the showing of the proper density will result in the lowest correct rate. Inaccurate density or improperly described shipments will result in chargebacks for excessive freight costs.
- C. All freight bills and invoices containing freight are audited.

## **SECTION VII – Premium Freight Chargebacks**

- A. Freight debits will be assessed against a supplier for any premium freight incurred by the Mentholatum Company as a result of a supplier shipping error.
- B. These errors will include but are not limited to the following:
  - a. Multiple shipments to a single destination in one day.
  - b. Incorrect use of the preferred LTL or TL carrier.
  - c. Failure to meet PO due dates requiring air freight or other premium mode of transportation.
  - d. Shipments to an incorrect delivery location.
  - e. Multiple shipment against a single PO resulting from vendor failing to meet requested ship schedules.
  - f. Unauthorized partial shipment against a PO.
- C. An administrative fee will be applied to all premium freight chargebacks as follows:
  - a. Those debits under \$50 will be debited at a \$50 minimum.
  - b. Those debits in excess of \$50 will be assessed an additional fee of \$25.

## SECTION VIII– Preparation of Bills of Lading

- A. All shipments to our company must be consigned to one of the following “ship to” addresses:

**The Mentholatum Company**  
**707 Sterling Drive**  
**Orchard Park, NY 14127**  
**[Headquarters]**  
**Phone: 716-558-1390**

**OR** **The Mentholatum Company**  
**125 Allied Drive**  
**Cheektowaga, NY 14227**  
**[Distribution Center]**  
**716-362-0688 or 716-897-5699**

- B. All shipping documents must reference the purchase order (PO) number being shipped against. If multiple PO numbers, list them in the body of the bill of lading.
- C. Number of packages and gross weight for each separately described commodity.
- D. Proper freight description must be in accordance with the applicable National Motor Freight Classification (NMFC) tariff. If assistance is needed, email the receiving department at [Inbound@mentholatum.com](mailto:Inbound@mentholatum.com) or call 716-558-1390.
- E. Add the PO purchase description to the body of the bill of lading.
- F. Unless supplier has special written permission from the Receiving department, freight charges are to be on a collect basis.
- G. Use department names not employees names on B/L references. Do not request calls for deliveries as they are unnecessary and costly.***

## SECTION IX – Packing List and /or Manifest

- A. A packing list or manifest clearly attached to the last shipping container must accompany each shipment (including UPS) and contain:
- Shipper’s company name, address, city, state and zip code.
  - The Mentholatum Purchase Order number(s).
  - Requested delivery date for each PO.
  - The Mentholatum item number for each item.
  - Carton quantity for each item (pack per carton).
- B. An additional packing slip must accompany all truck delivery receipts at time of delivery. It is the shipper’s responsibility to identify this requirement to the carrier by putting the following comment in the body of the bill of lading:
- “Packing slip must accompany shipments and the delivery receipt at time of delivery.”**

## **SECTION X – Packing & Marking Instructions with pallet provisions**

- A. All packages must conform to the requirements of the applicable Governing Classification.
- B. Each package must be legibly marked with:
- a. Complete destination address
  - b. Purchase order number(s)
  - c. the Mentholatum item number
  - d. Quantity of contents per package
- C. Weight per shipping carton must not exceed 60 pounds per container. (This does not apply to chemical drums).
- D. Pallet specifications:
- Palletized commodities must be on 40” (L) x 48” (W) 4-way entry wooden pallets
  - Palletized drum pallets are to be 48” x 48” and in good repair.
  - Load height must not exceed 48”, unless exception was issued.
  - Top decking is to have 7 boards approximately ¾” thick and evenly spaced
  - Bottom decking must have both end boards and a minimum of 3 centerboards
  - Pallet must have three (3) non split or broken stringers
  - No protruding nails or other objects
  - Free from contaminates, infestation, soil or other materials that may harm the product being delivered or store.
  - Plastic pallets must be strong enough to hold 2,500 pounds.
  - Use only plastic strapping; metal is too dangerous and unwarranted.

**Notice:** A labor fee and pallet fee will be imposed for non-compliant pallets.

## **SECTION XI – Combining Shipments and Order**

- A. Multiple purchase orders which request delivery to the same destination on the same day must be consolidated and shipped together on one bill of lading.
- B. Only the Buyer and/or the Receiving Manager can authorize exceptions to delivery schedules.

## **SECTION XII – Shipments via Customer Truck**

- A. If supplier's truck is allowed for delivery as per the purchase order, Section X must be complied with.
- B. If supplier's truck is allowed (both first agreed upon by **The Mentholatum Co.**, and second, less expensive than common carrier), supplier may recover freight charges by sending a separate freight invoice supported by a bill of lading signed and dated by a **Mentholatum** receiving representative to:

**The Mentholatum Company**  
Attn: Receiving Manager  
707 Sterling Drive  
Orchard Park, NY 14127

- C. For operating convenience of both companies, it is required that the supplier call the destination Receiving Manager for a delivery appointment on full or volume truck loads. (Phone numbers are listed in the Preparation of the Bill of Lading section)

## **SECTION XIII – Potential Volume Shipments**

- A. When you have multiple shipments which if combined, would generate a truckload (over 7,000#) and these orders have ship dates no more that three (3) days apart, email [Inbound@mentholatum.com](mailto:Inbound@mentholatum.com) or call the Orchard Park (OP) Receiving department at 716-558-1390.
- B. If a shipment exceeds ½ of a trailer capacity, please contact OP Receiving for an authorized carrier. This size shipment will most likely call for a truck load carrier.

## **SECTION XIV – Prepaid Shipments (FOB Destination terms)**

- A. If your company is responsible for the freight charges (Terms: FOB Destination, freight prepaid), we prefer that you route via our carriers to prevent dock congestion as well as reduce the transportation expenses you incur. See LTL carriers on page 5.
- B. Regardless of the carrier used, the responsibility for the following will be yours:
  - a. The supplying of shipping and tracking information when requested
  - b. The payment of all freight charges
  - c. The filing of all freight claims for loss and damage, and
  - d. Adherence to the purchase order delivery schedule.



## **SECTION XV – Freight Invoices**

- A. When shipment is prepaid with chargeback provision, send invoice with copy of the paid freight bill and a copy of the original bill of lading to:

**The Mentholatum Company**  
Attn: Receiving Manager  
707 Sterling Drive  
Orchard Park, NY 14127

- B. Any invoice for freight charges which is unsupported by the documents identified above, will be returned to you unpaid.

## **SECTION XVI – Early Deliveries (*Truck shipments only*)**

- A. Any attempted delivery prior to the purchase order schedule may be refused and rescheduled by us within the allowable receipt period. All additional charges incurred, due to early shipment will be debited from your account.
- B. Exception to early deliveries can be found in the Term and Conditions of all our Purchased Orders.
- C. All redelivery and storage charges associated with a refused delivery will be charged back to the shipper (supplier) by the Receiving Department. A handling charge initiated by the Purchasing department may be imposed.

## **SECTION XVII – Late Deliveries**

- A. Seller must advise buyer immediately should any situation arise which will result in a late delivery.
- B. Late shipping may necessitate premium transportation at seller's expense.
- C. All or any portion of a particular purchase order may be cancelled at Buyer's discretion as a result of supplier's late delivery.
- D. Seller must obtain authorization from Buyer prior to shipping a late PO shipment.

## **SECTION XVIII – Hazardous Materials**

- A. Major amendments to Title 49 (Code of Federal Regulations – Part 171 – 177) issued by the Department of Transportation (DOT), places the responsibility on the manufacturer, shipper/distributor for compliance with the Government’s rules and procedures pertaining to the movement of hazardous materials.
- B. Any loss, damage or other liability arising out of or caused by shipper’s failure to conform to the applicable regulations, will be the responsibility of the shipper.

## **SECTION XIX – Receiving Locations**

- A. **The Mentholatum Company (Hqts.)**
  - 707 Sterling Drive
  - Orchard Park, NY 14127
  - Main Phone: 716-677-2500 – Receiving ext. 1590 or 1509
  - Receiving Fax: 716-677-4979

Standard hours: 7:00 am until 2:30 pm

- B. **The Mentholatum Company**
  - 125 Allied Drive
  - Cheektowaga (Buffalo), NY 14227
  - Receiving Phone: 716-362-0688
  - Receiving Fax 716-362-0690

Standard hours: 7:00 am until 2:30 pm

## **SECTION XX – Freight Policy – Non-Spec or Defective Goods**

- A. When **Mentholatum** is responsible for the freight charges and all or part of the goods received is determined to be non-spec or defective, Receiving will debit the supplier for all freight cost incurred with the non-spec or defective goods.

## **SECTION XXI – Supplier to Supplier (Third Party (3<sup>rd</sup>) shipments)**

- A. Periodically, our Purchasing Department will request one supplier to ship to another supplier. These Purchase Orders will have appropriate comments to this effect.
- B. If the origin supplier is in doubt as to which carrier they are to use, please contact (OP) Receiving for routing instructions.
- C. Transportation charges are to be freight prepaid, with the following comment in the body of the bill of lading:

“Send freight bill to:  
**Franklin Global Strategies, Inc.**  
Attn: Accounts Payable  
C/o **The Mentholatum Company**  
PO Box 100  
Ransomville, NY 14131”

- D. Any premium freight charges incurred by our company as a result of the shipper’s failure to indicate “3<sup>rd</sup> party billing” will be charged back to the shipper’s account.
- E. The origin supplier will mail a copy of the bill of lading to the **Franklin** address above. The destination supplier will send a signed copy of the received freight bill (delivery receipt) to the **Franklin** address above. The carrier will then be paid.

## **SECTION XXII – Ontario, Canada - Freight**

- A. Shipments originating in Canada are to ship via **Cavalier**, freight collect.
- B. Contact the local terminal for pick-up, required documents and border crossing point.
- C. Allow one extra day for transit time.

## **SECTION XXIII – Customer Returns**

- A. All customer returns are to be authorized by our Credit department and contain a “**Return Authorization (R/A)** number”. This number must be on the shipping label or in the body of the bill of lading.
- B. Ship all return via:
  - a. **UPS** ( less than 200#)
  - b. **FedEx Freight** (within 500 miles of Buffalo)
  - c. **ABF** (over 500 miles from Buffalo)
- C. All customer returns are to ship to:

**The Mentholatum Company**  
707 Sterling Drive  
Orchard Park, NY 14127