ShipRight
Our goal is your success

ROUTING GUIDE

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165 Pleasant Ave,
South Portland, ME 04106

Main office: 207-321-3500
Service Desk:207-610-7754

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Our Routing Guide applies to all clients and vendors who ship product to our warehouse. Clients and vendors will find our updated receiving policy, instructions on proper shipment preparation, and also cost-saving options for ground and freight shipments.

Please review the details of this document carefully. In addition to providing client-focused shipping solutions, we have made significant policy changes that will be applied to all shipments going forward.

Section 1 - How to Use This Routing Guide

This routing guide has been divided into five sections.

The first two sections apply to any party shipping product to our warehouse. Here you will find instructions on how to prepare your shipments, properly label them, and how to schedule a dock appointment. The purpose of these sections is to help ensure your shipment is received accurately and timely, so please review them carefully.

The following section, *Options for Ground Shipments,* applies to all of our clients and their vendors. Here we offer a variety of options designed make the shipping process easier and more cost-efficient for small package shipments. The next revision of this routing guide will include *Options for Freight Shipments,* which will detail the process for scheduling less-than-a-truckload (LTL)/truckload pickups through our website.

The last section provides information on who to contact if you have any questions, or if you need any assistance. We understand the shipping process can be confusing, so our goal is to make it as easy and accessible as possible. Please do not hesitate contacting us for help.

Links to relevant documents and websites are highlighted in blue. If there is an issue with a link, everything you need can be found on the Routing Guide and Additional Documents webpage.

Thank you again for your cooperation. We intend for this routing guide to not only help us effectively manage our inbound shipments, but help reduce your costs and save you time.

Section 2 - Shipment/Package Preparation

Carton Labeling

The following information must be labeled on the outside of every carton, even if palletized:
    Product description (including bottle count, or fluid ounces when applicable)
    Quantity
    Lot number
    Expiration (if applicable)

If the carton quantity is less than other cartons in the shipment, it must be clearly labeled "partial," with the quantity.

Non-palletized cartons that are part of a multiple-carton shipment must have the sequential number in the shipment marked on the outside each one (1 of X, 2 of X, etc.)

Palletizing Product

Pallets must be wrapped tightly with an appropriate amount of shrink wrap.

Standard pallets in reasonably good condition must be used.

Carton labels must be facing the outside of the pallet so they are clearly visible.

Packing Lists

*For UPS Ground and FedEx Ground/*Express, all shipments must have a master packing list containing the following information:
    Client or vendor name and address
    Quantity of cartons in the shipment
    Product name, quantity of product, and product lot number for each individual carton

For all freight shipments, the shipment must include a master packing list containing the following information:
    Client or vendor name and address
    Total quantity of pallets and cartons
    Quantity of product per carton
    Product description and total quantity

A copy of ShipRight's standard packing slip for client use can be found on the routing guide webpage.

Non-Compliance

Although we are committed to maintaining service levels, failure to adhere to these instructions can cause delays in the receiving process, and in some instances additional billing.

Section 3 - ASNs and Dock Appointments

Advanced Shipment Notification (ASN)

Clients are responsible for filling out an ASN form for any inbound shipment. The client must fill out every field on the form and send the form to ShipRight prior to the shipment.

ASN forms should be sent to receiving@shipright.biz, and CCD to servicedesk@shipright.biz under the subject line "ASN – [Client Name]."

A copy of ShipRight's standard ASN form can be found on the routing guide webpage.

Dock Appointments

A dock appointment must be scheduled by the carrier prior to dock arrival for any inbound freight shipment. Vendors are responsible for alerting their carriers of this policy.

Carriers can schedule dock appointments by calling the ShipRight Customer Service Desk (207-321-3500) and asking for the Receiving Department. If the Service Desk cannot be reached, they may also schedule a dock appointment via email at receiving@shipright.biz.

Non-compliance

Any shipment received without an ASN may cause delays in the receiving process.

If a carrier fails to schedule a dock appointment they may be turned away, which will result in delays, potential chargebacks, and possible storage fees.

Section 4 - Options for Ground Shipments

Clients are not required to use any particular ship-method for inbound shipments. However, ShipRight offers several services designed to save time and reduce the costs of shipping.

For ground shipping, ShipRight offers clients the use of its online UPS and FedEx accounts. Online shipping provides an easier and more accessible way to ship product, and because of ShipRight's discounted rates, it reduces the cost of shipping for the client.

The following subsections provide instructions on how to get started.

FedEx Ship Manager

Ship Manager is FedEx's online shipping platform. Clients using Ship Manager will have their own user pro-file and the ability to use ShipRight's third party account for shipping (the charges will later be deducted from the client's freight account).

There is no charge for signing up. Simply send an email with the company name, primary contact name, and shipping address to receiving@shipright.biz (CC: servicedesk@shipright.biz), un-der the subject line "FedEx Ship Manager." Within 24 hours FedEx will send an email response with the user ID, and ShipRight will send an email with the user password and instructional materials.

For additional information, or answers to any questions about the signup process, please contact servicedesk@shipright.biz or an account representative.

UPS CampusShip

CampusShip, UPS's online shipping platform, offers the same services as Ship Manager. Clients using CampusShip will also have their own user profile and the ability to use ShipRight's account. The process for signing up is the same as for FedEx Ship Manager (receiving@shipright.biz), except the sub-ject line should read "UPS CampusShip." Again, an email will be sent to the users address with the user ID and password. ShipRight will send a separate email with instructional material.

Section 6 - Who to Contact for Help

Contact Name	Email	Phone
Reception Desk	N/A	207 321 3500
Service Desk	servicedesk@shipright.biz	207 321 3500
Receiving Desk	receiving@shipright.biz	207 321 3500

General Assistance

For general assistance, please email the Receiving Department. In the subject line of the email, briefly describe the issue you're having followed by a hyphen and your company name.

If you need immediate assistance, you can call our Reception Desk and ask for a representative from the Receiving Department.

Dock Appointments

As noted in Section Three, dock appointments are scheduled via phone. However, if you have a question concerning a scheduled appointment, or wish to change the appointment time, you can call the Customer Service Desk or email the Receiving Department.

Ground Shipping via Ship Manager or CampusShip

The Receiving Department manages Ship Manager and CampusShip. If you are having technical difficulties, send an email with your user name and a brief description of the issue you're having.

If the issue is billing related, please contact the Service Desk or your account representative.