



NAI INBOUND SHIPPING REQUIREMENTS

This document provides routing and palletizing instructions for all Natural Alternatives International (NAI) shipments originating from United States and International locations. We ask for your support in complying with the stated requirements when preparing shipments to NAI and communicating pick up requests. These guidelines will assist in ensuring all orders are shipped properly and processed accurately. Most importantly, these guidelines will assist in minimizing damaged materials arriving at our facility.

An NAI PICK UP REQUEST FORM (see attachment on the last page) must be completed and sent back to the NAI Warehouse Manager, Logistics Coordinator and NAI Buyer prior to making any arrangements for all NAI routed pickups or collect shipments using NAI carrier account numbers. All areas on the form must be filled out in order to accurately generate a Bill of Lading and ensure carrier has all pertinent information. NAI will provide the following services for requests made in this manner; document preparation, transmittals to carriers and shippers, routing and scheduling.

For shipments weighing greater than 150 lbs.

Upon receipt of the Pick Up Request Form, NAI will determine the carrier and generate a Bill of Lading, along with any other documents or labels required with the shipment. NAI will contact the carrier to schedule the pick-up and forward documentation to the Shipper for use with the shipment. The pick-up date will be determined based on transit time and order due date. If an appointment is required, the carrier will make the appointment with the pick-up location.

For shipments weighing less than 150 lbs.

All orders 150 lbs. or less will require either a Pick Up Request Form or an email request to the NAI Warehouse Manager, Logistics Coordinator and NAI Buyer for authorization to ship collect using NAI's account number. These shipments will be routed via FEDEX or UPS freight collect. Please state whether there is a daily pick up or if the pick-up has to be scheduled. When processing shipments, NAI Purchase Order Number must be entered as the Reference Number to ensure proper shipment identification.

Requirements for Prepaid and 3rd Party Billing Shipments

The shipment documentation must reference the Natural Alternatives International Purchase Order Number. Bill of Lading must include the number of pallets, pallet dimensions, gross weight (lbs.) and number of total pieces palletized on the shipment. Ensure Freight Charge Method is indicated on Bill of Lading as either Prepaid or 3rd Party. If billing is 3rd Party, ensure 3rd Party "Bill To" address is indicated on the Bill of Lading.



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1. Packing Slip & Certificate of Analysis (COA) / Certificate of Conformance (COC):

- a. The Packing Slip and COA / COC must be affixed to the shipment on the exterior of the pallet.
- b. The envelope must be securely attached to prevent removal, but not stapled so as to hinder removal or tear paper. It is recommended that adhesive-backed packing slip envelopes be used.
- c. A Certificate of Analysis or Certificate of Conformance for each supplier lot shipped must be included with the shipment or if emailed to the Buyer in advance of the arrival of material, the physical documents will still need to be attached to the shipment.

2. Pallet Characteristics:

- a. All shipments must be shipped on standard 48" x 40" (4-way entry) wood pallets with a minimum under clearance of 3 5/8". Floor loading / dead stacking, as well as loose drums are not permitted. Due to the nature of some material packing configurations, a larger size pallet may be required. In all situations, the pallet must be in good condition with no splintering or broken cross-boards.
- b. Pallets must be clean, odor free, and stain free. Pallets may not be chemically treated or contain wood treated with preservatives. Shipments on non-compliant pallets will be subject to refusal and the supplier will be responsible for freight charges for return shipment.
- c. Pallets may be requested to be heat treated for international shipping, meeting the ISPN 15 standard. Notification will be given when heat treated pallets are required. In instances where a heat treated pallet is requested, the heat treatment certificate is required to be sent with the Shipping Documents.
- d. Skid deck must be smooth, free from nail protrusions, knots, and other damaging projections. Deck pad should provide complete protection.
- e. Pallet gross weight including materials on pallet should not exceed 1,500 lbs. Any pallets over this weight limit must be approved to ship by the NAI Warehouse Manager.

3. Palletizing Requirements:

- a. Slip or deck pads must be used on the base of the pallet to prevent bags and boxes from moving during shipment.
- b. One supplier lot number per pallet is preferred. However, if a pallet contains more than one supplier lot number, ensure this pallet is identified by placing a placard sheet on the outside of the pallet stating "MIXED LOTS".
- c. **Shipments must not extend over the perimeter of the pallet.** The pallet acts as a bumper to protect bags and boxes from being damaged during handling. The most frequent instance of damage occurs on pallets in which the bags are allowed to "break the plane" of any pallet edge.
- d. Shipment should be securely wrapped or strapped to the pallet using stretch wrap or plastic banding. Shipments should be wrapped enough to ensure minimal amount of shifting during transit. The use of corner or v-boards are highly recommended when shipping loads that are heavy.



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- e. When shipping material in bag form, pallet height may not exceed 50 inches from the bottom of the pallet to the top. Pallet should also have a cardboard skirt protecting the bags. Stretch wrap should be done tightly, at least 4 layers thick around the base.
- f. All other shipments should not exceed 60 inches in height unless prior approval by Warehouse Manager has been given.
- g. When loading shipments, double stacking is not permitted. To help facilitate this rule, the use of **DO NOT DOUBLE STACK** stickers can be used or write the words on the pallet with a black marker.
- h. Shipments that require the use of drums should not exceed 16 drums on a single pallet depending on the drum size.

****Please note that if any material should arrive damaged due to not following these guidelines, it will be noted on the supplier scorecard and will affect the supplier score. Supplier may also be held accountable for damages if it is determined the pallet was incorrectly wrapped or protected.****

4. Drop Shipments

- a. Due to an urgent need for material at our Switzerland facility, drop shipping will be required occasionally.
- b. The NAI Buyer will request the Supplier to provide a quote from their Carrier. The NAI Warehouse Manager will also obtain a quote from NAI's preferred international carrier. If the quoting is favorable in using the Supplier's carrier, the Supplier will make the arrangements to ship. NAI will make the arrangements with their preferred carrier if they are used.
- c. Regardless of carrier selection, the Supplier will forward the Commercial Invoice, Packing List, COA / COC and signed Shippers Letter of Instruction (if applicable) to the NAI Buyer and NAI Warehouse Manager.
- d. Pallets must be heat treated, block type with no slats on the bottom width and certified EU Compliant. See attachment for examples of the 48x32 & 48x40 pallets required for shipments to Switzerland.

If you have any questions regarding these instructions and guidelines please contact the NAI Warehouse Manager at dlarson@nai-online.com
Office: (760) 471-8319 or Mobile (760) 877-3414.

Signature & Date: _____

Print Name & Title: _____

Supplier Name: _____



**NAI PICK UP
REQUEST FORM.PDF**



**EU COMPLIANT BLOCK
PALLET DIAGRAMS.PDF**