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Dear Vendor/Supplier:

Graham-White is committed to providing its customers with high quality service. To achieve this, Graham-White strives to improve the effectiveness and efficiencies of its operations in all facilities.

Graham-White's logistics department has implemented a new routing procedure and revised its freight handling instructions. Our new & revised instructions and Logistics 3PL company appear in this document. The instructions cover routing, scheduling, documentation requirements, closing dates and packaging of materials for shipment to Graham-White facilities. For your convenience, these instructions are also posted on the Graham-White Website @ [www.grahamwhite.com/inbound](http://www.grahamwhite.com/inbound)

We believe you will find these instructions basic standard industry protocol. However, if you have any questions or require additional information for any of these processes, please write to me at [lcauley@grahamwhite.com](mailto:lcauley@grahamwhite.com) or contact the individuals listed below for assistance:

Routing & Compliance:           Lynn Cauley (540) 387-5600 X231 (Logistics Administrator)  
  Beth Beckner (540) 387-5600 X294 (outbound international)  
  Chrissy King (540) 387-5600 X234 (outbound back up to Logistics Admin)  
  Carol Harper (540) 387-5600 X244 (Inbound shipments)

We believe Graham-White and its vendors/suppliers will benefit from these procedures which are designed to enhance the overall efficiency of material handling, control cost, and improve customer service.

Please forward these instructions to the responsible parties in your organization.

Thank you for your prompt response and support,

Lynn Cauley  
Logistics Administrator  
Graham White Manufacturing  
1242 Colorado St.  
Salem, VA 24153  
Office- 540.387.5600, Ext. [231](tel:5403875600)  
Fax- 540.387.5639  
Email: [lcauley@grahamwhite.com](mailto:lcauley@grahamwhite.com)



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## ROUTING INSTRUCTIONS:

### A. INTRODUCTION:

The following routing instructions are essential to the movement of material from your facility to any of the Graham-White facilities noted on the Routed Carrier Guide. (Document SCS RG Rev NR) [ROUTING GUIDE 2008 \(Proposed Routing Guide 2008.xls\)](#) Failure to comply with these instructions could result in a charge-back of all excess freight charges and an administrative fee for each violation.

### B. BILL OF LADING INSTRUCTIONS:

Graham-White requires a legible bill of lading with each shipment. The bill of lading must contain the following information:

1. SHIP FROM: (Complete Name & Address of Shipper)
2. SHIP TO: (Complete Name, Address & Telephone number of Graham-White Destination or Facility)
3. DATE SHIPPED:
4. PURCHASE ORDER INFORMATION: [Purchase order number(s), GW Dept Code authorizing shipment, Number of cartons, Weight, Handling unit (pallet, skid count) and any additional shipper information provided with Purchase order.]  
Note1: If density or over length information is required, please show accurate information.  
Note2: If more than one purchase order is contained in the shipment, provide the total number of cartons and total weight of shipment on the bill of lading.
5. SHIP TO ARRIVE DATE:
6. CARRIER NAME as PROVIDED IN ROUTED CARRIER GUIDE:
7. FREIGHT PAYMENT TERMS as requested via email, purchase order or requisition. No verbal notices will be approved.
8. CARRIER INFORMATION:
  - a. Handling Unit: Quantity & Type (e.g., pallet, skid, crate etc.)
  - b. Package: Quantity & Type (e.g., cartons, cases, etc.)
  - c. Grand Total of Handling Units, Cartons & weight of shipment.
  - d. Commodity descriptions [Reference: National Motor Freight Classification (NMFC) tariff]
  - e. NMFC Commodity Class
9. SPECIAL INSTRUCTIONS: As appropriate or noted on the purchase order or email notification.
10. GENERAL NOTE: DO NOT STACK on all shipments.
11. PAYMENT INSTRUCTIONS:
  - a. **For vendors shipping prepaid collect and/or 3<sup>rd</sup> Party:** the following instructions are to be noted in the body of the Bill of Lading and the appropriate box checked.

**Send Freight Bills for Payment To:**

Graham-White Mfg. Co.  
C/O IL2000 Integrated Logistics  
P.O. Box 2545  
Virginia Beach, VA 23450

**Note to Carriers:**



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Every freight bill submitted for payment must have a signed copy of the delivery receipt attached as a Proof of Delivery. When keying in UPS or FEDX, if marked collect to GW, you must note the invoices are to go to the address above for payment. All collect for monies shipments will be refused.

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**C. UPS/FEDX Ground SHIPMENTS:**

In determining when to ship via UPS or FEDX instead of an LTL common carrier please use the following weight limit guidelines:

1. Shipments 70 pounds & under (maximum – 5 cartons), ship via UPS or FEDX, whichever carrier is your primary pick up carrier at your own facility. Each carton should not weight more than 70 pounds and each carton should not exceed 130 cubic inches in length and girth combined.
2. The top of the carton(s) must show the ship to address.
3. In order to minimize the number of cartons shipped, please place smaller cartons into a larger carton when possible.
4. For shipments exceeding 70 lbs, please ship via the Routed LTL Carrier Guide.

**D. LTL COMMON CARRIER SHIPMENTS:**

Follow the routing instructions provided at the beginning of this report and use the Routed Carrier Guide SCS RG Rev NR [ROUTING GUIDE 2008 \(Proposed Routing Guide 2008.xls\)](#) for vendor location and Graham-White preferred carrier noted for the facility location required from the purchase order request. When using this guide, follow the row across from the state in which you are shipping from to the facility noted at the top of the column which you are shipping to. Where the row and the column meet in the matrix is a carrier name or code designating which carrier to be used when you ship to a Graham-White facility.

NOTE: If the designated carrier does not service your shipping location on a direct basis, please contact Graham-White Logistics Dept via IL2000 Purple Team via phone @ 1-877-373-4525 or via email: [freightmanager@il2000.com](mailto:freightmanager@il2000.com). The IL2000 team will provide you with the preferred alternate routing.

**E. AIR FREIGHT:**

Ordinarily, vendors/suppliers are not to ship any material via air freight. However, if authorized by the personnel @ Graham-White, please ask Graham-White to email you the air freight request as well as their Dept Code and name. They will also be required to provide the PO referencing the expedited shipment.



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**F. Pallet Requirements:**

1. Vendors/Suppliers must use 48" x 40" four-way hardwood pallets. 36"x36" pallets are acceptable on weights less than 200 lbs.
2. The pallet slats/board must be 5/8" thick.
3. No Pallet overhang.
4. Pallets must be secured with metal/plastic straps or shrink wrap.

**G. General Routing Notes:**

Multiple purchase orders from the same location that would normally ship within one to three days of each other should be combined as one shipment.

**H. Documentation:**

#	Documentation	Include on BOL	Include on Pkg Slip
1.	Name of shipper & complete address (origin/shipping location, city , state, zip code)	X	X
2.	Complete Graham-White Destination/Facility address	X	X
3.	Complete Purchase Order # and Dept Code	X	X
4.	Date Shipped, carrier used, payment terms, and payment instructions.	X	
5.	Number of cartons, handling units and weight for each PO, total number of cartons, handling units and weight if more than 1 PO is being shipped on Bill of Lading.	X	
6.	Graham-White part# ordered**		X
7.	Complete description of material with accurate NMFC number and freight classification.	X	
8.	Indicate any delivery instructions rec'd either from our company with name of that person and dept code.	X	
9.	Air Freight Shipments: When vendor/supplier is requested verbally to ship via air freight using collect freight terms, the vendor/supplier must get the Graham-White Persons Name, Dept Code and PO Number.	X	X
10.	HOT RUSH/Expedited Service: When an "expedited service", "same day service", "counter to counter air service" or "rush" service is requested, the vendor/supplier must obtain and record the Graham-White personnel name, dept code and purchase order number prior to shipment. Please contact IL2000 @ 1-877-373-4525 or via email: <a href="mailto:freightmanager@il2000.com">freightmanager@il2000.com</a> if any payment authorization is an issue.	X	X

\*\*If Graham-White part # is not available, please use the vendor part# for shipment.



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**I. LOCATIONS:**

All shipments must be delivered to the location specified on the purchase order unless otherwise instructed by Graham-White personnel or an authorized written exception.

**J. BACKORDERS/OVERAGES/SHORTAGES/MIS-SHIPMENTS/DAMAGES:**

**A. Backorders:**

Vendors/suppliers are expected to ship each purchase order complete by the requested dock date as acknowledged on the purchase order confirmation.

1. If Graham-White cancels a purchase order and subsequent delivery is made against the purchase order, Graham-White reserves the right to accept or reject the delivery.
  - If Graham-White accepts the order after the PO is cancelled, a new PO must be issued to receipt against.
  - If Graham-White rejects the order, after the PO is cancelled, Graham-White will return or refuse the material back to the vendor/supplier at the vendor/suppliers expense. If notification is required for this type of return, please advise the Graham-White Purchasing Dept.
2. When an allowance is set up with a vendor/supplier and a backorder occurs, Graham-White will deduct the full allowance based on the original purchase order and the vendor/supplier will be responsible to ship the remaining material at the vendor/supplier expense unless previously authorized to allow back orders or partials with all shipments from that vendor/supplier.

**B. Overages:**

1. Graham-White has the option of accepting or rejecting deliveries of overages from vendor/suppliers.
2. If Graham-White returns an overage at the time of delivery and the carrier will not accept the return or refusal and/or retain the material, Graham-White will treat the material as follows:
  - Graham-White will notify the vendor/supplier of any overages within 3 business days of the receipt or attempted refusal/return and Graham-White will request written instructions regarding the disposition of such material within 3 business days of request.



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- If the vendor/supplier does not provide disposition instructions to Graham-White within 3 business days, Graham-White reserves the right to return the material to the vendor/supplier at the vendor/suppliers' expense.
3. Graham-White will not be responsible for any cost, liability or damage to material in its possession determined to be overages regardless of the method used by Graham-White to store or handle the refused or overage material.

### **C. Shortages:**

1. Visible shortages detected by Graham-White at the time of delivery will be noted on the carrier delivery receipt and will be deducted from the vendor/supplier invoice once determined.
2. Concealed shortages discovered after the carrier has been released will be documented by Graham-White during the receiving process. Graham-White will notify the vendor/supplier within a reasonable time period after discovering the concealed shortages. Concealed shortages will be deducted from the vendor/supplier invoice.

### **D. Miss-shipments:**

1. Graham-White reserves the right to refuse delivery of any material shipped incorrectly to a Graham-White facility that is not on order by Graham-White.
2. Shipments delivered to incorrect facility locations, will be redirected to the proper facility and the expense charged to the vendor/supplier.
3. Graham-White will not be responsible for any cost, liability or damage to material in its possession that has been miss-shipped regardless of the method used by Graham-White to store or handle the material.

### **E. Damages:**

1. Unless otherwise agree upon, Graham-White will refuse to accept delivery of damaged or defective material discovered at the time of delivery.
2. If Graham-White does initial inspection of damaged cartons or material at time of receipt and determines the goods to be acceptable, it will still be noted on the BOL and the packing slip at the time of the receipt. Graham-White will not be obligated to return such damaged or defective material to the vendor/supplier.
3. Damaged or defective goods detected by Graham-White after the carrier leaves, Graham-White will notify the vendor/supplier within a reasonable time period after discovering the concealed damage. Concealed damages may be deducted from the vendor/supplier invoice and/or may be returned at the vendor/supplier expense.



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If you have any questions after reviewing the documentation above, please contact Mrs. Lynn Cauley, Logistics Liaison for Graham-White Mfg. Co. By phone @ 540-387-5600 X231 or via email to: [lcauley@grahamwhite.com](mailto:lcauley@grahamwhite.com).

Attachment A

Graham-White Facilities	Contact Person	Receiving Hours	Shipping Hours
Graham-White Mfg. (Main OFC /Production facility) 1242 Colorado Street Salem, VA 24153	Matt Krapa (LTL) X366 David Boitnott (Small Pkg) X357 Lori Duncan(Rec'g) X383 PH#540-387-5600	7-11:30 a.m. Mon-Thurs. No Friday receipts for ground shipments.	4:30 – 7:30 p.m. Mon-Thurs Some Friday shipments
Graham-White (Foundry) 1201 Colorado Street Salem, VA 24153	Edna Lutz (Ofc) X468 Chris Smith (Mgr) X472 PH#540-387-5600	7-11:30 a.m. Mon-Thurs. No Friday receipts for ground shipments.	2:30 – 4:30 p.m. Mon – Thurs. Some Friday shipments
Graham-White West (Reman) 1741 Forrest Way Carson City, NV 89706	Jesse Fajayan X23 Dave Harper X23 PH#775-841-2700		
Graham-White Central (Reman) 1005 Aero Drive Shreveport, LA 71107	Cecil Perkins X3 Mysti Priest X0 PH#318-429-4797		

**If you are shipping to any other facility other than these noted above, they must be authorized by Graham-White Personnel with the authority to drop ship to other areas. Please get documentation from authorized personnel prior to shipping to other facilities without prior approval. Lynn Cauley (Logistics Liaison w/IL2000)**