

# Famous Enterprise's Vendor Routing Guide

*Please follow all instructions listed below.*

EDI should be utilized when possible for Order Entry, Order Confirmations, and Shipment Notifications.

Contact us with any questions or concerns.

**\*\* Routing Guide Inquiries contact: Gloria Sawyer, Logistics Specialist [gsawyer@famous-supply.com](mailto:gsawyer@famous-supply.com) 330-938-6350 ext. 26106 \*\***

**Famous Distribution Center Locations:**

	Phone	Fax	Contact	Contact Info
<b>Central Distribution Center</b>				
350 Courtney Rd. Sebring, OH 44672	330-938-6350	330-938-6222	Heidi Mapel, Accts. Receivable Coord.	<a href="mailto:hmapel@famous-supply.com">hmapel@famous-supply.com</a>
<b>Regional Distribution Center-Pittsburgh</b>				
72 East Hillis St. Youngwood, PA 15697	724-404-4021	724-925-1528	Angela Johnson, Branch Admin.	<a href="mailto:Aljohnson@famous-supply.com">Aljohnson@famous-supply.com</a>
<b>Regional Distribution Center-Columbus</b>				
4300 Roberts Rd. Columbus, OH 43228	330-814-5564	614-876-5241	Will Shultz	<a href="mailto:wshultz@famous-supply.com">wshultz@famous-supply.com</a>

**Receiving Hours and Delivery Appointment Info:**

- \* All Truck Load, Partial Shipments (10 or more skids via LTL or Over the Road) require an appointment and must be called in at least 48 hours ahead of time.
- \* All LTL Shipments must be delivered during the Distribution Center's designated receiving hours posted at our facilities.
- \* All Overseas Container Shipments require an appointment and must be called in at least 48 hours ahead of time.
- \* If an appointment time is missed – driver is more than 1 hour late- with no notification, the vendor may be penalized, the shipment may not be unloaded, or it may be rescheduled. This decision will be on a case by case basis.
  - Delivery appointments that arrive late, up to 1 hour, may be penalized for man hours lost at a rate of \$20/hr.
  - A \$200 deduction may be applied to shipments that are more than 1 hour late, No Call/No Show, or Rescheduled more than once.
- \*Famous will not accept any charges due to late arrivals outside of the receiving hours or the scheduled delivery time.
- \* If an LTL carrier arrives after the normal receiving hours, the shipment may not be accepted and may have to be delivered the next business day. This decision will be on a case by case basis.
- \* **CDC – Sebring, OH**
  - \* LTL and Small Parcel **receiving hours are 8:00am – 11:00am.** Carriers must call if they will be delayed.
  - \* TL, Partials and Containers are **by appointment only with receiving hours of 5:00am-8:00am.** Carriers must call if they will be delayed to reschedule or delay delivery if approved.
- \* **Regional DC – Columbus**
  - \* LTL and Small Parcel **receiving hours are 7:00am-2:00pm.** Carriers must call if they will be delayed.
  - \* TL, Partials and Containers are **by appointment only with receiving hours of 7:00am-11:00am.** Carriers must call if they will be delayed to reschedule or delay delivery if approved.
- \* **Regional DC – Pittsburgh**
  - \* LTL and Small Parcel **receiving hours are 8:00am-12:00pm.** Carriers must call if they will be delayed.
  - \* TL, Partials and Containers are **by appointment only with receiving hours of 5:00am-11:00am.** Carriers must call if they will be delayed to reschedule or delay delivery if approved.

**Conditions and Fees:**

- Backorders for freight allowed POs are to be shipped at the vendor's expense.
- Freight Claims for Damaged product will not be filed by Famous unless the freight was shipped Third Party.
- Collect shipments will not be accepted unless prearranged and authorized.
- Invoices are to be sent for the agreed upon price and quantity on the final Order Confirmation.
- Delivery appointments that arrive late, up to 1 hour, may be penalized for man hours lost at a rate of \$20/hr.
- A \$200 deduction may be applied to shipments that are No Call/No Show or Rescheduled more than once.

**Freight Terms/Conditions:**

- Freight Allowed POs: Vendors can use the carrier of their choice unless an agreement has been reached for sensitive material or due to carrier issues.
- All Third Party shipments are to be arranged and called in to the carrier specified on the PO. **If a quote number is provided it must be noted on the Bill of Lading (BOL).**
- All freight instructions per the Famous PO are to be followed. Any changes must be approved by the buyer listed on the Famous PO.
- All Truck Load and Partial Shipments should have a note on the BOL "Call Famous 48 hours in advance to schedule a delivery appointment."
- Combine POs on the same BOL when possible to reduce freight costs.
- BOL must contain the PO#, # of pallets and/or carton count.
- All shipments must have a packing list including the corresponding PO#s.

## Receiving Policy:

- **Packing List Requirements**
  - There should be a separate packing list for each PO.
  - Requirements for each packing list:
    - PO#
    - Vendor's cross reference number
    - Famous item number
    - Quantity shipped, Quantity on backorder
- **Shipping Requirements**
  - Drivers must provide 2 copies of the BOL.
  - No substitutions are permitted without approval from the Famous buyer.
  - **Backorders on freight prepaid orders must be shipped at the vendor's expense.**
- **Labeling Requirements**
  - **All product must be barcoded. If not a labeling fee may apply.**
  - "Mixed Items" must be noted on the appropriate cartons.
  - Quantity in the carton must be noted on the label.
  - Inner Pack Quantity must be noted on the label.
- **Receiving Inspection**
  - Drivers must provide 2 copies of the BOL.
  - Receiving inspects and verifies the piece or carton count per the BOL.
  - If there are no issues with the shipment, i.e. noticeable damages, skids missing, etc., **the BOL will be signed and stamped "Subject to Count and Inspection."** The stamp we use is an industry standard process used to allow for concealed damages and shortages.
  - **If the stamp is not recognized by a vendor, the driver can be held while the team breaks down and receives the shipment at no additional cost to Famous.**
  - **Drop and Hook Trailers:** the BOL will be stamped "**Drop & Hook Trailer/Subject to Count and Inspection**" whether a driver stays to have the paperwork signed or not.
  - **Damages on a shipment:** Any noticeable damages to skids, crates, cartons, shrink wrap, etc. will be noted on the BOL and photos will be taken. The invoice will be short paid until the replacement arrives.
  - **Concealed Damages:** the packing list will be noted, photos taken, and the vendor will be notified of the damages. The invoice will be short paid until the replacement arrives.
  - **Shortages:** carton, skid, piece shortages not matching the BOL will be noted on the packing list. The vendor will be notified and the invoice short paid until the missing product arrives.
  - **Refusal of Shipments:** LTL and Small Parcel: If product arrives in a condition that is unsellable or dangerous to unload and store, the shipment may be refused. The driver will be notified and they will note the paperwork as needed. The buyer will be notified so the vendor can work with them on a resolution – reship or reorder.
  - **Small Parcel:** A carton count is done while the driver is here for confirmation. POs are broke down and verified after the driver leaves.

**Returns:** Famous distribution centers will do their best to follow the Returns Guidelines provided by the vendors.

- Space is limited so we cannot hold unsellable product or overages of non-stock items for very long. Due to the space constraints, if we do not receive an RGA/RMA within 30 days after the proper request is sent:
  - **Damaged product:** Product over \$75 will be sent back to the vendor at their expense. Product under \$75 will be field destroyed. The short pay will stand for both.
  - **Conforming product** that is non-stock will be sent back at the vendor's expense.

## Pricing/Purchasing Policy:

- All pricing is agreed upon in advance on the Famous PO.
- Pricing cannot be changed without written approval from the buyer.
- Product substitutions must be approved by the buyer.
- The invoice will be paid for the agreed amount on the final order confirmation provided it matches the Famous PO and all material is confirmed as received from the packing list.

## Invoicing:

- Invoices are to be e-mailed to: **api@famous-supply.com**
- Invoices can be mailed to:
  - **2620 Ridgewood Rd. Akron, OH 44313**
- Invoice prices must match the final Order Confirmation.
- 1 PO per invoice.
- Only 1 Branch per invoice.
- PO# must appear on all invoices and credit memos.
- Contact: Dawn Stonestreet PH: 330-762-9621 FAX: 330-762-0681

## PO Payment Terms

- Payment terms for all vendors are based on delivery receipt, not on the invoice date.
- Famous does not pay any handling charges except where previously agreed upon and stated on the Famous PO. Any such charges will be deducted from the invoice upon payment.