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## **Zebra Technologies**

Routing and Shipping Guidelines for Supplier Use  
V.5.3

Effective Mar 17, 2014

## REVISIONS

Revision	Name	Date	Description	Page
3	Jennifer Springer	10/24/11	Added/changed the following address <ul style="list-style-type: none"> <li>- ZES Vernon Hills</li> <li>- Agoura Hills</li> <li>- Camarillo</li> <li>- Heerenveen</li> </ul>	20-21
3	Jennifer Springer	10/24/11	Updated Nominated Parcel Carriers, Service Levels, and Zebra Enterprise Solutions instructions	5
3	Jennifer Springer	10/24/11	Added Third Party Parcel shipment Instructions	5
3	Jennifer Springer	10/24/11	Updated Nominated LTL Carriers, Service Levels, and Zebra Enterprise Solutions instructions	9
3	Jennifer Springer	10/24/11	Updated LTL documentation instructions to include Zebra Enterprise Solutions	10
3	Jennifer Springer	10/24/11	Added Third Party LTL shipment instructions	9
3	Jennifer Springer	10/24/11	Air Freight and Air Freight Booking instructions updated	11
3	Jennifer Springer	10/24/11	Ocean Freight and Ocean Freight Booking instructions updated	14
3	Jennifer Springer	10/24/11	Routing Guide Compliance updated	19
4	Jennifer Springer	2/03/12	Added Zebra Purchase Order review	6
4	Jennifer Springer	2/03/12	Ship Method Instructions including carrier definitions, weight breaks, and modal definitions	7-8
4	Jennifer Springer	2/03/12	Added Third Party Shipment instructions	8
4	Jennifer Springer	2/03/12	Updated Incoterms 2011 table	29
4.1	Kevin Ryan	03/21/12	Corrected Germantown address	25
4.2	Kevin Ryan	08/21/12	Updated Doral Address	25
5	Kevin Ryan	09/25/12	Added requirement for USD and English on invoices for shipments to the US	22
5.1	Kevin Ryan	05/20/13	Updated Michigan Zebra office address	25
5.2	Kevin Ryan	02/03/14	Corrected typo in weight limit for intl air freight parcels	8
5.3	Kevin Ryan	03/14/14	Updated Zebra office addresses and Expeditors contacts, cleaned format	22, 29

## Index

<b>PURPOSE .....</b>	<b>4</b>
<b>SCOPE .....</b>	<b>4</b>
<b>COMMON DEFINITIONS USE IN THE ROUTING/SHIPPING GUIDELINES .....</b>	<b>4</b>
<b>SHIPPING INSTRUCTIONS .....</b>	<b>4</b>
ZEBRA PURCHASE ORDER .....	5
Ship Method Instructions .....	6
Documentation, Booking, and Carrier Instructions .....	8
<b>NOTES .....</b>	<b>19</b>
PACKAGE REQUIREMENTS.....	19
DOCUMENTATION .....	19
ROUTING GUIDE COMPLIANCE.....	21
<b>APPENDICIES.....</b>	<b>22</b>
Appendix A – Zebra Technologies Office Address List .....	22
Appendix A – Zebra Technologies Office Address List (cont.).....	23
Appendix B – Inbound Barcode Specifications.....	24
Appendix C – Packaging Label Examples .....	25
Appendix D – Chargeable Weight Calculations.....	26
Appendix E – Incoterms Definitions and Customs Specifications .....	27
Appendix F – Carrier Contact Information .....	28
Appendix G – Packaging Specification Testing .....	36
ISTA Test Procedure 1A .....	36

## **PURPOSE**

To clearly define proper instructions for initiating, routing, and properly documenting shipments destined to Zebra or Zebra-nominated facilities.

## **SCOPE**

This Routing/Shipping Guidelines apply to all **North America** inbound and outbound freight for which Zebra Technologies is financially responsible, for either all charges including freight, duties, and customs fees, or solely duties/taxes and other customs related fees. Applicable incoterms include (but are not limited to) ExWorks, FOB, FCA and DAP.

## **COMMON DEFINITIONS USE IN THE ROUTING/SHIPPING GUIDELINES**

Freight: A shipment sent to Zebra Technologies, regardless of dimensions, value or mode used

Inbound: Freight moving into a Zebra Technologies facility

Outbound: Freight moving out of a Zebra Technologies facility

Cost Center Number: The 5-digit identification number assigned by the Zebra Requestor/Buyer

Parcel: Domestic package shipments less than 200 lb/91 kg chargeable weight. International package shipments less than 100 lbs/45 kg chargeable weight

FTL/LTL: Full Truckload/Less than Truckload domestic shipments greater than 200 lb/91 kg chargeable weight

FCL/LCL: Full Container Load/Less than Container Load international shipments greater than 100 lb/45 kg and less than 15 CBM chargeable weight (LCL) and greater than 100 lb/45 kg and greater than 15 CBM chargeable weight (FCL)

Third Party Shipments: Shipments that are routed to both from and to a non-Zebra shipping address


## **SHIPPING INSTRUCTIONS**

The below shipping instructions for mode definitions, approved vendors per mode, and default services levels per mode must be adhered to by all vendors.

Use of modes, services, and approved carriers outside of the terms outlined in the following documents can only be used through written authorization from the Zebra Technologies Requestor/Buyer.

## ZEBRA PURCHASE ORDER

The format of Zebra's purchase orders has changed. The new streamlined purchase order will now clearly indicate several new fields of information including Incoterms, ship method, freight terms and need by date. It will also include an active link to the most updated version of the routing guide.

		<b>Zebra Technologies Corporation</b> 333 Corporate Woods Parkway Vernon Hills, IL 60061-3109 USA Telephone +1 847 634 6700 Fax +1 847 913 8766 www.zebra.com		<b>Standard Purchase Order</b> <b>No:</b> 111036053 <b>Date:</b> 25-JAN-2012 <b>Revision:</b> 0 <b>Revision Date:</b>		→ Zebra's Purchase Order number														
<b>Supplier:</b> 13507 Jabil Circuit Gz Ltd Guangzhou Economic and Technological Development District 510530 Guang Zhou China  Phone: 20-8213-6613 Fax: 852-3585-1255 Contact:		<b>Bill To:</b> Zebra Technologies Corporation Attn: Accounts Payable 333 Corporate Woods Parkway Vernon Hills, IL 60061-3109 United States		<b>Ship To:</b> VH1US1 Zebra Technologies Corporation 333 Corporate Woods Parkway Vernon Hills, IL 60061-3109 United States		→ The Ship To Address (see Appendix A for full listing)														
<b>Ship Via:</b> ROUTING GUIDE - SEA <b>Delivery Terms:</b> EXW <b>Freight Terms:</b> Collect <b>Payment Terms:</b> b/10 Net 45		→ Ship method, Incoterms and freight terms to be applied																		
<b>Buyer:</b> Andrew Day Phone: 847.793.5557 x5557 Email: ADay@zebra.com		→ Name of Zebra buyer																		
For the Zebra Technologies Routing Guide, please refer to the Supplier Routing and Shipping Guidelines found at <a href="http://www.zebra.com/routingguide/">http://www.zebra.com/routingguide/</a> .						→ Active link to Zebra's updated Routing Guide														
<table border="1"><thead><tr><th>Line/Shipmt</th><th>Item/ Revision Description</th><th>Quantity</th><th>UOM</th><th>Unit Price</th><th>Ext. Amt. w/o Tax</th><th>Date</th></tr></thead><tbody><tr><td>1.1</td><td>01971-000 DT Printer TTP 2010 Serial</td><td>10</td><td>Each</td><td>88.76</td><td>887.60</td><td>Need By: 16-MAR-2012</td></tr></tbody></table>							Line/Shipmt	Item/ Revision Description	Quantity	UOM	Unit Price	Ext. Amt. w/o Tax	Date	1.1	01971-000 DT Printer TTP 2010 Serial	10	Each	88.76	887.60	Need By: 16-MAR-2012
Line/Shipmt	Item/ Revision Description	Quantity	UOM	Unit Price	Ext. Amt. w/o Tax	Date														
1.1	01971-000 DT Printer TTP 2010 Serial	10	Each	88.76	887.60	Need By: 16-MAR-2012														
To ensure prompt payment you must include Zebra's PO number and line item number on your invoice or Zebra cannot guarantee payment within terms. The Terms and Conditions in the attachment apply only to this purchase. By accepting this Purchase Order, the Supplier agrees that it has read and accepted the Terms and Conditions and agrees to be bound by them.				<b>Total Extended Value:</b> 887.60 USD  Authorized By: Andrew Day																

## Ship Method Instructions

Zebra's new Purchase Orders will include streamlined ship method instructions that have been created to help give our suppliers the flexibility to select the appropriate ship method that is relevant for the shipment's size, weight, destination and transit time requirements. The new Purchase Order may include one of the below more general instructions for ship method:

Routing Guide Air  
 Routing Guide Air Express  
 Routing Guide Ground  
 Routing Guide Sea  
 Routing Guide Standard  
 Routing Guide Expedited

All of the above ship methods are designed to be applicable for both parcel and freight shipment sizes. All are designed to be applicable for both domestic and international ship to addresses. The below matrix is designed to help you translate the general instructions that you may receive above, into the carrier and service designation that you will need to ship the product.

	Domestic Ship-To Address			International Ship-To Address	
	Parcel	Freight		Parcel	Freight
Routing Guide Air	FedEx Express Saver®	FedEx Priority® LTL		FedEx International Economy®	Expeditors Consolidated Air Freight
Routing Guide Air Express	FedEx 2 Day®	FedEx Priority® LTL		FedEx International Priority®	Expeditors Expedited Air Freight
Routing Guide Express	FedEx Express Saver®	FedEx Priority® LTL		FedEx International Priority®	Expeditors Consolidated Air Freight
Routing Guide Sea	FedEx Ground®	FedEx Economy® LTL		FedEx International Economy®	Expeditors LCL/FCL Freight
Routing Guide Standard	FedEx Ground®	FedEx Economy® LTL		FedEx International Economy®	Expeditors LCL/FCL Freight

## DOMESTIC

### Parcel

Domestic Parcel Shipments are defined as weighing equal to or less than 200 lbs / 91 kgs in chargeable weight (See Appendix D for explanation of Parcel chargeable weight). Zebra's nominated carrier for all parcel shipments is FedEx. To obtain Zebra's FedEx account number, please contact your Zebra buyer.

### Freight

#### LTL Freight

LTL/FTL Freight Shipments are defined as weighing more than 201 lbs / 91 kgs in chargeable weight (See Appendix D for explanation of chargeable weight) and containing no greater than 13 pallets. Zebra's nominated carrier for all LTL freight shipments is FedEx Freight.

#### FTL Freight

FTL Freight Shipments are defined as container 14 or more pallets. Please contact [jspringer@zebra.com](mailto:jspringer@zebra.com) for FTL routing instructions.

## ***INTERNATIONAL***

### **Parcel**

International Parcel Shipments are defined as weighing equal to or less than 100 lbs / 91 kgs in chargeable weight (See Appendix D for explanation of Parcel chargeable weight). Zebra's nominated carrier for all parcel shipments is FedEx. To obtain Zebra's FedEx account number, please contact your Zebra buyer.

### **Freight**

#### **International Air Freight**

International Air Freight Shipments are defined as weighing more than 100 lbs / 45 kgs in chargeable weight (See Appendix D for explanation of chargeable weight). Zebra's nominated carrier for all international Air Freight shipments is Expeditors International.

#### **International Sea Freight**

All ocean shipments *less than* 15 CBM chargeable weight must be routed via LCL freight.

All ocean shipments *greater than* 15 CBM chargeable weight must be routed via FCL freight using the following guidelines:

- 20' Container: 15-33 CBM
- 40' Container: 34-67 CBM
- 40' HQ Container: 67-76 CBM

### **Third Party Shipments of All Sizes, Origins and Destinations**

If you are shipping to a Non-Zebra location using Zebra's account number or listing Zebra as the bill-to party, you must contact the Zebra Global Logistics Team at [Import-ExportContacts@zebra.com](mailto:Import-ExportContacts@zebra.com) for full routing and documentation instructions prior to shipping.

## ***Documentation, Booking, and Carrier Instructions***

### **Parcel**

The following sample documents or web portal screen shots are examples that suppliers may encounter while initiating parcel shipments for Zebra Technologies. Carriers may access these forms via the internet and may complete and submit the forms either electronically or manually. The actual documents or web portals may vary slightly according to the various standards in each respective country.

If you would like to work with FedEx to set up access to online shipment creation, please contact [jspringer@zebra.com](mailto:jspringer@zebra.com).

**\*\*Parcel shipments destined for Vernon Hills Zebra Technologies must be shipped separately from parcel shipments destined for Vernon Hills Zebra Enterprise Solutions**

**\*\*\*\*Third party shipments MUST ALWAYS include a valid Zebra cost-center or Zebra Purchase Order number CLEARLY indicated in the Reference section for all shipments. No other details or information should be provided in this field.**



## PARCEL DOCUMENTATION: FedEx Forms

Figure 1 – FedEx International Paper Waybill Example

**1 From** (Sender)  
 Date: 07/25/04  
 Account Number: 7416-3412-4  
 Name: PATRICK SMITH  
 Phone: 612-9045 4679  
 Company: FIRST DESIGN CO.LTD.  
 Address: UNIT 6, 1307 BOTANY ROAD  
 Address: MASCOT  
 City: AUSTRALIA  
 State/Province: NSW 2020

**2 To** (Recipient)  
 Name: JANE YARWOOD  
 Phone: 901-635 1234  
 Company: COMPUTER LABELS INC.  
 Address: 1465 OAKLAND AVENUE  
 Address: INTERSTATE INDUSTRIAL PARK  
 City: MEMPHIS  
 State/Province: TN  
 Country: USA  
 ZIP Postal Code: 38200

**3 Shipment Information**  
 Number of Packages: 1  
 Total Weight: 2  
 Unit: OZ  
 Description: NETWORK FOR PRINTING  
 Country of Origin: AU  
 Value for Customs: AUD300

**4 Express Package Service**  
☒ FedEx Int. Priority  
☐ FedEx Int. Economy  
☐ FedEx Int. Freight

**5 Packaging**  
☐ FedEx Envelope  
☐ FedEx Pak  
☐ FedEx Box  
☒ Other  
☐ FedEx Mailbox

**6 Special Handling**  
☐ H.O.D. or FedEx Location  
☐ Signature Required  
☐ Signature Restricted

**7a Payment** (All payments in US Dollars)  
☒ Collect  
☐ Prepaid  
☐ Collect  
☐ Prepaid

**7b Payment** (All payments in US Dollars)  
☒ Collect  
☐ Prepaid  
☐ Collect  
☐ Prepaid

**8 Your Internal Billing Reference**  
 (24 characters)

**9 Required Signature**  
 Signature: [Signature]

For Completion Instructions, see back of 5th page.  
 FedEx Tracking Number: 8480 5443 3087  
 Try online shipping at [index.com](http://index.com)

**2 To** (Recipient)  
 Name: JANE YARWOOD  
 Phone: 901-635 1234  
 Company: COMPUTER LABELS INC.  
 Address: 1465 OAKLAND AVENUE  
 Address: INTERSTATE INDUSTRIAL PARK  
 City: MEMPHIS  
 State/Province: TN  
 Country: USA  
 ZIP Postal Code: 38200

Recipient's Tax I.D. number for Customs purposes  
 e.g. GST/VAT/CA/IN/UK or as locally required

Name of Zebra  
Requestor/Buyer

Zebra Technologies

Zebra Technologies  
Office Address as it  
appears in the Office  
List (see Appendix A)

**8 Your Internal Billing Reference**  
 (First 24 characters will appear on invoice)

5-digit cost center number  
as provided by the Zebra  
Requestor/Buyer OR Zebra Purchase  
Order Number

Figure 2 – FedEx International Online Package Shipment Example

FedEx Ship Manager<sup>®</sup> [Logout](#) [Help](#)

Prepare Shipment [Ship History](#) [My Lists](#) [Reports](#) [My Profile](#)

Create a Shipment [Enter shipping information](#) [Product/Commodity Information](#) [Print label\(s\)](#)

Developer required field [Preferences](#) [Clear all fields](#)

### 1. From

\* Country/Location: United States  
Company: Zebra Technologies Corp.

\* Contact name:

\* Address 1:   
Address 2:

\* City:   
\* State:

\* ZIP:

\* Phone no.:  ext.

☐ Save as my default address  
☐ Save new sender in address book

### 2. To

\* Country/Location: China  
Company: Selector enter  
\* Contact name: Selector enter

\* Address 1:   
Address 2:

\* City:   
\* Postal code:  [Postal code information](#)

\* Phone no.:  ext.

Recipient ID:

☐ Save new recipient in address book  
[Check Government List of Unacceptable Trading Partners](#)

### 3. Package & Shipment Details

\* Service type:

\* Package type:

\* No. of packages: 1

\* Weight:  lbs

Carriage Value:  US Dollars

\* Package contents: ☐ Documents ☐ Products/Commodities

\* Total customs value:  US Dollars [Currency Converter](#)

### 4. Billing Details

\* Bill transportation to:

\* Bill duties/taxes/fees to:

Account no.:

Your reference:

[More reference fields](#)

### 5. Complete your Shipment

☐ Create a Shipment Profile to store recipient, package and all other details of this shipment for reuse.  
[Save for later](#) [Ship](#)

### 3. Package & Shipment Details

[Help](#) [Hide](#)

\* Service type:

\* Package type:

\* No. of packages: 1

\* Weight:  lbs

Carriage Value: **Leave field blank**

\* Ship date:

\* Package contents: ☐ Documents ☐ Products/Commodities

\* Total customs value:  US Dollars [Currency Converter](#)

### 4. Billing Details

[Help](#) [Hide](#)

\* Bill transportation to: **RECIPIENT**

Your reference: **5-DIGIT COST CENTER NUMBER**

[More reference fields](#)

Applies to ExWorks and FOB shipments

### 4. Billing Details

[Help](#) [Hide](#)

\* Bill transportation to: **SHIPPER'S ACCOUNT**

\* Bill duties/taxes/fees to: **RECIPIENT**

Account no.: **ZEBRA ACCOUNT NUMBER**

Your reference: **5-DIGIT COST CENTER NUMBER**

[More reference fields](#)

Applies to DDP shipments

Figure 3 – FedEx Domestic Waybill Example\*

The image shows a FedEx Domestic Waybill form. Numbered callouts are as follows:

- 1: Sender's Name (Tyler, Malico)
- 2: Recipient's Name (Liam, Riley)
- 3: Recipient's Company (Midway Design)
- 4: Recipient's Address (2020 Vision Street)
- 5: Recipient's City (Atlanta)
- 6: Recipient's State (GA)
- 7: Recipient's ZIP (30305)

5-digit cost center number  
as provided by the Zebra  
Requestor/Buyer OR Zebra Purchase  
Order Number

\*Recipient's Name, Company, and Address input fields are the same as Figure 1

Figure 4 – FedEx Domestic Online Package Shipment Example

The image shows the FedEx Ship Manager online interface. Numbered callouts are as follows:

- 1: From (Country/Location: United States, Company: Zebra Technologies Corp.)
- 2: To (Country/Location: United States, Company: Selector enter)
- 3: Package & Shipment Details (Service type: Select, Package type: Select, No. of packages: 1, Weight: 1 lb, Declared value: U.S. Dollars, Ship date: )
- 4: Billing Details (Bill transportation to: Your reference, More reference fields)
- 5: Complete your Shipment (Create a Shipment Profile to store recipient, package and all other details of this shipment for future use)

**4. Billing Details** Help Hide

\* Bill transportation to **ZEBRA ACCOUNT NUMBER**

Your reference **ZEBRA 5 DIGIT COST CENTER OR ZEBRA PURCHASE ORDER NUMBER**

[+ More reference fields](#)

## FTL/LTL Freight

One shipment/bill of lading per week per mode is allowed.

Multiple shipments should be consolidated prior to turnover to nominated forwarder/carrier.

Any shipments outside of this guideline must be approved, in writing, by the Zebra Technologies buyer/requestor

\*\*LTL shipments destined for Vernon Hills Zebra Technologies must be shipped separately from parcel shipments destined for Vernon Hills Zebra Enterprise Solutions

\*\*\*\*Third party shipments MUST ALWAYS include a valid Zebra cost-center CLEARLY indicated in the CID/Reference section for all shipments.

### LTL DOCUMENTATION: FedEx Forms

The following sample documents or web portal screen shots are examples that suppliers may encounter while initiating parcel shipments for Zebra Technologies. Carriers may access these forms via the internet and may complete and submit the forms either electronically or manually. The actual documents or web portals may vary slightly according to the various standards in each respective country.

Figure 5 – FedEx Freight/National LTL Bill of Lading Example

<http://www.fedex.com/us/freight/shipdesk/forms.html>

The image shows a FedEx Freight VICS Bill of Lading form. The form is divided into several sections. The 'SHIP FROM' section includes fields for Name, Address, City/State/Zip, and SID#. The 'SHIP TO' section includes fields for Name, Address, City/State/Zip, and CID#. The 'THIRD PARTY FREIGHT CHARGES BILL TO:' section includes fields for Name, Address, and City/State/Zip. The 'SPECIAL INSTRUCTIONS:' section is at the bottom left. The right side of the form contains fields for Bill of Lading Number, CARRIER, TRAILER, SCAC, and Pro Number. The 'Freight Charge Terms:' section has three options: Prepaid, Collect (marked with a red X), and 3rd Party. Below this, it states 'Freight charges are to be prepaid unless marked collect.' At the bottom right, there is a checkbox for 'Master Bill of Lading: with attached underlying Bills of Lading'. Red circles and arrows highlight specific fields: a red circle around the 'SHIP TO' Name field, a red circle around the 'SHIP TO' CID# field, and a red arrow pointing from the 'SHIP TO' CID# field to the '5-digit cost center number' text below. Another red arrow points from the 'SHIP TO' Address field to the 'Zebra Technologies Address as it appears in the Office List (see Appendix A)' text below. A third red arrow points from the 'Collect' option in the 'Freight Charge Terms' section to the 'Zebra Technologies OR Zebra Enterprise Solutions' text below.

5-digit cost center number  
as provided by the Zebra Requestor  
Zebra Purchase Order Number

Zebra Technologies OR Zebra Enterprise  
Solutions  
C/O [Insert name of Zebra Requestor/Buyer]

Zebra Technologies Address as it appears in  
the Office List (see Appendix A)

## AIR

One shipment/bill of lading per week per mode is allowed.

Multiple shipments should be consolidated prior to turnover to nominated forwarder/carrier.

Any shipments outside of this guideline must be approved, in writing, by the Zebra Technologies buyer/requestor

\*\*\*Air Freight shipments destined for Vernon Hills Zebra Technologies must be shipped separately from parcel shipments destined for Vernon Hills Zebra Enterprise Solutions

Note: The above specifications for freight transport may also be valid via the mode Sea-Air at the discretion of Zebra Technologies purchasing staff.

### Booking Information

At the time of booking, the following information must be provided to the Zebra-nominated forwarder:

- Shipper Name
- Consignee Name (Clearly indicating either Zebra Enterprise Solutions or Zebra Technologies)
- Consignee Location/Address
- Estimated Freight Gross Weight (KGS)
- Estimated Freight Volume Weight (KGS)
- Freight Number of Pieces
- Dimensions and Dimension Units (If Possible)
- Mode: Air or Ocean
- Zebra-issued Purchase Order Number or Other Zebra-issued Reference Number
- Zebra Contact/Buyer
- Incoterm
- Commercial Invoice
- Packing List

## AIR DOCUMENTATION: Expeditors Shippers Letter of Instruction

The following sample documents are examples that suppliers may encounter while initiating air shipments for Zebra Technologies. This form will be provided to the shipper by Zebra's nominated international freight forwarder. The actual documents may vary slightly according to the various standards in each respective country.

Figure 4 – Expeditors International Air Shipper Letter of Instruction Example

Shipper Letter of Instruction		Name of Forwarder/Carrier 聯運物流有限公司 EXPEDITORS HONG KONG LIMITED (A SUBSIDIARY OF EXPEDITORS INTL OF WASH INC.) Rooms 201-207 & 216-218, Terminal 1, Asia Airfreight Terminal, 10 Chun Fing Road, Hong Kong International Airport, Chek Lap Kok, Hong Kong. Tel: 21905600 Fax: 23491782(USA); 23491800(Europe); 22150897(AMEIS); 23504135(Asia)		Expeditors IATA	
Exporter 寄件人及地址		Documents to Accompany AWB 聯運空運單之附件 <input type="checkbox"/> Packing List 裝箱單 <input type="checkbox"/> Export Licence 出口証 <input type="checkbox"/> Others (please specify) 其他(請註明)			
Business Registration Number KO Code: B-		<input type="checkbox"/> Commercial Invoice 發票 <input type="checkbox"/> Cert. of Origin 來源証			
Consignee 收貨人及地址		Country of Origin 原產地		House Airway Bill No. 空運單號碼	
ZEBRA TECHNOLOGIES ADDRESS as it appears in the Office List (see Appendix A)		Service Requested 運送方式 <b>BY AIR</b>		ICC Incoterms (e.g. FOB, etc.) Payment Terms & Currency Code (As ISO 4217)	
5-DIGIT COST CENTER NUMBER as provided by Zebra Requestor/Buyer		Change / Freight 費用 / 付款人		If third party billing please specify and add used by company 如由第三方代客開單請註明 請在此列明由第三方公司加寄及其營業	
CTC: NAME OF ZEBRA REQUESTOR/BUYER		Prepaid 預付			
Notify Party 並通知		Collect 到付			
SAME AS CONSIGNEE		Hong Kong Local Charges 香港雜費			
		Airfreight Charges 空運費用			
Arrival Airport 到港站		Declared Value 聲明價值		Cargo Arrangement 貨物安排	
Place of Receipt 收貨站		Declared Value for Carriage 運輸金額		<input type="checkbox"/> Pick up 收貨	
Final Destination 最終目的地		Goods Value shown in Commercial Invoice 發票金額		Date 日期:	
		Declared Value for Customs 報關金額		Time 時間:	
Please provide the following shipment details: Mark & Nos., No. and Kind of Packages 箱號 數量及包裝類別		Weight & Dim 重量及尺碼		Address 地址:	
Description of Goods 貨物名稱				<input type="checkbox"/> Self-delivery 自送 交貨日期: 請提供運輸詳情	
Do not make any change on the packing/loading during transportation				<input type="checkbox"/> Documents Arrangement 文件安排 <input type="checkbox"/> By Fax 傳真 <input checked="" type="checkbox"/> By Email 電子郵件	
				<input type="checkbox"/> Deliver Cargo with Documents 隨貨入倉	
				<input type="checkbox"/> Please Advise Documents 收收文件	
				Date 日期:	
				Time 時間:	
				Address 地址:	
空運貨倉: 赤鱗角香港國際機場 駿坪路10號亞洲空運中心一號貨站地下 Air Export Warehouse Address:		Special Instructions 備註		Contain Lithium Battery 含有鋰電池? <input type="checkbox"/> No 沒有 <input type="checkbox"/> Yes 有	
Received for transportation the packages or containers described above "subject to the terms and conditions of the Air Waybill, House Air Waybill Signature & Stamp of Shipper 寄件人簽名及公司蓋章		The Sender Hereby: Especially declares that above the above particulars furnished are correct, and in accordance with and accept the General Conditions of Carriage for Cargo (Air) and requests the Company to complete the Air Waybill and House Air Waybill and other documents in connection with dispatch, carriage and delivery of goods and accept the particular conditions of the forwarder carrier concerned.		Dangerous Goods Declaration 危險貨品申報 <input type="checkbox"/> No 不是 <input type="checkbox"/> Yes 是	
Signatory's Name in Block Letters Date:					

Consignee 收貨人及地址	
ZEBRA TECHNOLOGIES ADDRESS as it appears in the Office List (see Appendix A)	
5-DIGIT COST CENTER NUMBER as provided by Zebra Requestor/Buyer	
CTC: NAME OF ZEBRA REQUESTOR/BUYER	
Notify Party 並通知	
SAME AS CONSIGNEE	

Description of Goods should include:

- Zebra's Part Number
- Complete Description of the Goods as provided by Zebra
- HTS Code
- Country of Origin
- Agreed upon Incoterms

## AIR CONSOLIDATION PROGRAM

All suppliers located in Hong Kong and South China including Shenzhen, Zhuhai, Dongguan, Zhongshan, and Guangzhou, moving air freight shipments to the Zebra Vernon Hills, US location, must ship air freight cargo under the guidelines of the Air Consolidation Program. All cargo, including the full set of export documents, must be turned over to the Expeditors Hong Kong facility or request cargo pickup from Expeditors Hong Kong in accordance with the agreed upon Incoterms between Zebra, following the below operational timeline:

<b>Cargo Depart from HK</b>	<b>Booking &amp; Commercial Documents Cut-off Time</b>	<b>Cargo Cut-off Time</b>
Wednesday	Tuesday at 15:00	Tuesday 22:00
Saturday	Friday at 15:00	Friday 22:00

Note: All shipment information should be stated according to the requirement of above Expeditors Shippers Letter of Instruction.

## OCEAN: FCL/LCL

Suppliers must only use those vendors approved by Zebra Technologies for each requested routing mode.

\*See Appendix D for explanation of OCEAN FCL/LCL chargeable weight.

\*\*To use service types, modes, or carriers not listed on the Approved Carrier and Services List, written authorization from the Zebra Technologies Requestor/Buyer is required.

One shipment/bill of lading per week per mode (air or ocean) is allowed.

Multiple shipments should be consolidated prior to turnover to nominated forwarder/carrier.

Any shipments outside of this guideline must be approved, in writing, by the Zebra Technologies buyer/requestor

The Bill of Lading must be arranged as Telex Release

\*\*\*Ocean shipments destined for Vernon Hills Zebra Technologies must be shipped separately from parcel shipments destined for Vernon Hills Zebra Enterprise Solutions

### Booking Information

At the time of booking, the following information must be provided to the Zebra-nominated forwarder:

- Shipper Name
- Consignee Name (Clearly indicating either Zebra Enterprise Solutions or Zebra Technologies)
- Consignee Location/Address
- Estimated Freight Gross Weight (KGS)
- Estimated Freight Volume Weight (KGS)
- Freight Number of Pieces
- Dimensions and Dimension Units (If Possible)
- Mode: Air or Ocean
- Zebra-issued Purchase Order Number or Other Zebra-issued Reference Number
- Zebra Contact/Buyer
- Incoterm
- Commercial Invoice
- Packing List
- Importer Security Filing Required Info (See below)

### Importer Security Filing Information



The following information must be provided to the Zebra-nominated forwarder at the time of booking to satisfy United States Customs and Border Protection Importer Security Filing requirements. Failure to supply correct information will delay booking and shipment. Any delivery delays due to late ISF filing will be reflected against Supplier metrics.

- Seller (Owner) Name and Address
- Buyer Name and Address
- Ship to Party
- Manufacturer Name and Address
- Country of Origin
- Supplier/Manufacturer's Commodity HTS – 6 digits

## OCEAN DOCUMENTATION: Expeditors Shippers Letter of Instruction

The following sample documents are examples that suppliers may encounter while initiating ocean shipments for Zebra Technologies. This form will be provided to the shipper by Zebra's nominated international freight forwarder. The actual documents may vary slightly according to the various standards in each respective country.

Figure 4 – Expeditors International Air Shipper Letter of Instruction Example

Shipper Letter of Instruction		Name of Forwarder/Carrier: 聯運物流有限公司 EXPEDITORS HONG KONG LIMITED (A SUBSIDIARY OF EXPEDITORS INT'L OF WASH INC.) Address: 201-207 & 216-218, Terminal 1, Asia Airfreight Terminal, 10 Chun Fing Road, Hong Kong International Airport, Chek Lap Kok, Hong Kong. Tel: 21908800 Fax: 22481782(USA); 22481800(Europe); 22190558(NA/MS); 22504135(Asia) IATA	
<b>Exporters 託運人及地址:</b>  <b>Business Registration Number</b> <b>RC Order ID:</b> <b>Consignee 收貨人及地址:</b> <b>ZEBRA TECHNOLOGIES ADDRESS</b> <b>as it appears in the Office List (see Appendix A)</b> <b>5-DIGIT COST CENTER NUMBER</b> <b>as provided by Zebra Requestor/Buyer</b> <b>CTC: NAME OF ZEBRA REQUESTOR/BUYER</b> <b>Notify Party 並通知</b> <b>SAME AS CONSIGNEE</b>		<b>Documents to Accompany AWB 隨同空運單附之文件</b> <input type="checkbox"/> Packing List 裝箱單 <input type="checkbox"/> Export Licence 出口証 <input type="checkbox"/> Others (please specify) 其他(請註明) <input type="checkbox"/> Commercial Invoice 發票 <input type="checkbox"/> Cert. of Origin 來源証	
<b>Country of Origin 原產地:</b>  <b>Service Requested 運送方式:</b> <b>BY OCEAN</b> <b>Charge 費用:</b> Freight 運費, Prepaid 預付, Collect 到付, Freight Party 貨主, Freight Forwarder 貨運代理 <b>Declared Value for Carriage 聲明價值</b> <b>Declared Value for Customs 海關價值</b> <b>Goods Value shown in Commercial Invoice 發票金額</b> <b>Declared Value for Customs 海關價值</b>		<b>House Airway Bill No. 空運單單號:</b>  <b>ICC Incoterms (e.g. FOB, etc.) Payment Terms &amp; Currency Code (As ISO 4217)</b>  <b>Third party billing please specify and endorsed by company 如由第三方負責運費, 請在空運單上註明並加蓋公司印章</b>  <b>Cargo Arrangement 貨物安排</b> <input type="checkbox"/> Pick-up 收貨 <b>Date 日期:</b> <b>Time 時間:</b> <b>Address 地址:</b>	
<b>Arrival Airport 到達機場:</b>  <b>Place of Receipt 收貨地點:</b> <b>Final Destination 最終目的地:</b>		<b>Self-delivery 自送 交貨日期:</b> <b>(請註明海關申報日期)</b> <b>Documents Arrangement 文件安排</b> <input type="checkbox"/> By Fax 傳真 <input checked="" type="checkbox"/> By Email 電子郵件 <input type="checkbox"/> Deliver Cargo with Documents 隨貨入倉 <input type="checkbox"/> Please Pick Up Documents 收取文件 <b>Date 日期:</b> <b>Time 時間:</b> <b>Address 地址:</b>	
<b>Please provide the following shipment details:</b> <b>Marks &amp; Nos., Nts. and Kind of Packages 標單 數量及包裝類型</b> <b>Description of Goods 貨物名稱</b> <b>Weight &amp; Dim 重量及尺碼</b> <b>Do not make any change on the packing/loading during transportation</b>		<b>Contain Lithium Battery 含有鋰電池?</b> <input type="checkbox"/> No 沒有 <input type="checkbox"/> Yes 有 <b>Dangerous Goods Declaration 危險貨品申報</b> <input type="checkbox"/> No 不是 <input type="checkbox"/> Yes 是	
<b>空運貨倉:</b> <b>香港國際機場 登岸路10號至洲空運中心一號貨站地下</b> <b>Air Export Warehouse Address:</b>  <b>Received for transportation the packages or containers described above "subject to the terms and conditions of the Air Waybill, House Air Waybill, and conditions of the Shipper"</b> <b>託運人簽名及公司蓋章</b>		<b>Special Instructions 備註:</b>  <b>The Sender Hereto:</b> Expressly declares that all the above particulars furnished are correct, and to ensure of and accept the General Conditions of Carriage for Cargo (A) and requests the Company to complete the Air Waybill and House Air Waybill and other documents in accordance with the applicable, carriage and delivery of goods and accept the particular conditions of the carrier concerned.	
<b>Signatory's Name in Block Letters</b> <b>Date:</b>			

Description of Goods should include:

- Zebra's Part Number
- Complete Description of the goods as provided by Zebra
- HTS Code
- Country of Origin
- Agreed upon Incoterms

<b>Consignee 收貨人及地址</b>  <b>ZEBRA TECHNOLOGIES ADDRESS</b> <b>as it appears in the Office List (see Appendix A)</b> <b>5-DIGIT COST CENTER NUMBER</b> <b>as provided by Zebra Requestor/Buyer</b> <b>CTC: NAME OF ZEBRA REQUESTOR/BUYER</b> <b>Notify Party 並通知</b> <b>SAME AS CONSIGNEE</b>	
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# NOTES

## PACKAGE REQUIREMENTS

### Packaging

- No packaging material should include solid, untreated wood. All packaging must adhere to ISPM 15 rules which require that all international shipments using any species of raw wood packaging must be fumigated or heat treated to kill insects or fungus and stamped with the approved stamp, before international cargo is allowed entry or crossing through a participating country. Additional details can be found at [https://www.ippc.int/index.php?id=1110798&tx\\_publication\\_pi1\[showUid\]=133703&frompage=13399&type=publication&subtype=&L=0#item](https://www.ippc.int/index.php?id=1110798&tx_publication_pi1[showUid]=133703&frompage=13399&type=publication&subtype=&L=0#item)
- Any hazardous material should be packed in industry-mandated packaging to ensure adequate protection during transport.
- Second-use cartons are not acceptable for transportation of product belonging to Zebra Technologies. *Damage resulting from non-compliance will be collected from the originating supplier.*
- Any cartons under 3 kg or 0.008 CBM, shipped in quantities of 4 units or more, should be packed in a master carton to prevent loss or damage.

### Packaging Specification Testing

Packaging Specification– cartons, stuffing, packing layout, etc – must be in compliance with standards set by the International Safe Transit Association (ISTA). Packaging for all products supplied to Zebra must be tested through the ISTA Test Procedure 1A (Appendix G).

### Pallets

- Loose cartons destined for air/ocean/LTL/FTL transport must be palletized.
- All pallets must be shrink-wrapped.
- Pallet shipping documentation must be affixed so that it is visible through the shrink-wrap.
- Loads should not exceed 1.5 m in height or 400 kg in mass.

## DOCUMENTATION

The following documentation must be included with all shipments for all modes of transportation. In the event of air/ocean modes, copies must be turned over to Zebra's nominated freight forwarder (either in paper or electronic form), at time of cargo turnover. Cost for delays created due to late document turnover will be assessed to the shipper.

Documents must be in English for shipments destined for the US.

### Information that must be included in the Commercial Invoice:

- Supplier Name and Address
- Country of Origin
- Harmonized Tariff Number (HTS)

- Zebra Part Number
- Zebra Part Description
- Zebra Part Cost
- Zebra Purchase Order Number (if applicable)
- Shipping terms/Incoterms as outlined in contract
- Cost, in USD if shipping to the US

Information that must be included in the Packing List:

- Supplier Name and Address
- Zebra Part Number
- Zebra Requestor/Buyer Name
- Part Quantity
- Part Purchase Order Number
- Net and Gross Part Weight (kg)
- Total Weight and Quantity
- Pallet Count
- Cost Center Number of the Zebra Technologies Requestor/Buyer (as provided)
- Wood pallet fumigation statement (if applicable)
- Shipping terms/Incoterms as outlined in contract

Information that must be included in the Shipper's Letter of Instruction:

- Ultimate Consignee Name and Address
- Intermediate Consignee Name and Address
- Cost Center Number of the Zebra Technologies Requestor/Buyer (as provided)
- Name of Zebra Technologies Requestor/Buyer (as provided)
- Method of Transportation
- Hazardous Materials, yes or no
- Carton Count
- Weight in KGS
- Zebra's Part Number
- Complete Description of the Goods as provided by Zebra
- HTS Code as provided by Zebra
- Country of Origin
- Agreed upon Incoterms

Additional Documents (as per request):

- Material Safety Data Sheet (MSDS)
- Country of Origin
- Fumigation Certification

## ROUTING GUIDE COMPLIANCE

- The correct Zebra company name – Zebra Enterprise Solutions or Zebra Technologies – must be correctly worded, correctly spelled, and clearly indicated on all shipping documents. Shipments destined for a Zebra Enterprise Solutions & Zebra Technologies shared site (Vernon Hills) cannot be combined.
- Any parcel shipments mailed to an incorrect address result in a correction fee assessed by the carrier. Resulting charges will be collected from the originating supplier
- Freight charges for shipments for which suppliers did not adhere to the routing instructions may be charged back to the supplier
- Additional freight costs incurred to Zebra Technologies due to non-compliance (loss of container utilization, loss of revenue due to delayed transit, product damage, etc) may be charged back to the supplier
- Any shipments missing required information (account number, name or cost center) may be held until complete information is provided
- Any charges resulting from shipments routed via Incoterms outside of those agreed upon between Zebra and Supplier will be charged back to the originating supplier.
- At any time, Zebra Technologies may appoint another carrier outside of those listed in this routing guide. In such case, Zebra Technologies will issue a letter of instruction, indicating the forwarder/carrier name, contact details, and routing instructions. A copy of this letter of instruction must be provided to the nominated carrier to accompany the shipping documents
- Do not insure cargo with carrier/forwarder unless instructed by Zebra Technologies or in adherence to agreed-up Incoterms. *Any resulting fees from non-compliance will be charged back to the supplier.*
- The supplier must notify the nominated carrier/forwarder a minimum of 3 days prior to cargo turnover if any cargo is considered “Hazardous.”
- One shipment/bill of lading per week per mode (air or ocean) is allowed. Multiple shipments should be consolidated prior to turnover to nominated forwarder/carrier. Any shipments outside of this guideline must be approved, in writing, by the Zebra Technologies buyer/requestor
- The *exact* Zebra Technologies address (as shown below in Reference 3) must be used on all shipping instructions and documents including on: bills of lading, commercial invoices, packing lists, and shipping forms provided by carriers. For any delivery locations outside of the list provided below, please receive writing instructions from your Zebra Technologies contact.

# APPENDICIES

## Appendix A – Zebra Technologies Office Address List

Country	Type of Location	Address	Phone/Fax
Argentina	Sales Office	Av. Alicia M. de Justo 1148. Office 406C Buenos Aires, Argentina, C1107AAX	T: +54 11 43414556
Australia	Sales Office	Suite 116, 4 Columbia Court Baulkham Hills, NSW, Australia, 2153	T: + 61 2 8860 9194 F: +61 2 8860 9186
Belgium	Sales Office	Luchthavenlei 7E 2100 Deurne, Belgium	T: 32 3 2868450
Brasil	Sales Office	Rua Bela Cintra 904 – 7o andar Sao Paulo, Brasil, SP01415-000	T: + 55 11 31 38 14 66 F: +55 11 32 31 58 59
France	France Sales Office	1 Place des Marseillais Charenton le Pont, France, 94220	T: +33 (0)1 53 48 12 60 F: +33 (0)1 53 48 12 70
Germany	Germany/Austria & Switzerland Sales Office	Mollsfeld 1 Meerbusch, Germany, 40670	T: +49 (0)2159 6768 0 F: +49 (0)2159 6768 22
Hong Kong	Sales Office	Jumpstart Business Centre, at Suites 911-12, Silvercord Tower 2, 30 Canton Rd, Tsim Sha Tsui Kowloon, Hong Kong	T: +852 3753 7560 F: +852.2439.5967
India	Sales Office	Office No. 201 Level 2, Raheja Centre Point 294 CST Road Off. Bandra-Kurla Complex Near Mumbai University Santacruz (E) Mumbai, India, 400098	T: + 91 22 67078696 F: + 91 22 67078711
Italy	Italy Sales Office	presso Ma.Bu.C., Via Pavese 1/3 Rozzano, Italy, 20089	T: +39 (0)2 575 543 71 F: +39 (0)2 575 543 10
Japan	Sales Office	7F Hanzomon Duplex B's 2-2-22 Kojimachi, Chiyoda-ku Tokyo, Japan, 102-0083	T: + 81 3.3511.8541 F: +81 3.3511.8543
Korea	Sales Office	E&C Venture Dream Tower 5, Unit 603 Guro-dong 197-13 Guro-gu Seoul, Korea, 152-050	T: + 82 2 6336 3456 F: + 82 2 6336 3457
México	Sales Office	José Guadalupe Zuno No. 2302 Piso 1 Col. Americana Guadalajara Jalisco, México, 44150	T: + 52 33 3615-4587 F: +52 33 3616-2238
México	Sales Office	Insurgentes Sur 1196 Piso 14 Col. Tlacoquemécatl Del Valle Mexico City, México DF, México, CP 03200	T: + 52 55 9000 3169
México	Sales Office	Montes Rocallosas 505 Sur Piso 8, Oficina 802 Residencial San Agustín San Pedro Garza García, NL, México, CP 66260	T: + 52 81 8363 5626 F: +52 81 8636 8087
Pakistan	Pakistan Sales Office	61-B, 3rd Sunset Street Karachi, Pakistan	
Peoples Republic of China	Sales Office	Unite 3, Level 21, Global Trade Center, Tower A, 36 North Third Ring Road East Beijing, Dongcheng District, Peoples Republic of China 100013	T: + 86 10 5825 7428 F: + 86 10 5825 7429
Peoples Republic of China	Sales office	15/F South Lippo Tower, NO.62 Kehua Bei Road Chengdu, Peoples Republic of China, 610041	F: + 86 28-8528-3111
Peoples Republic of China	Sales Office	Room 3318, 33/F Office Tower China Shine Plaza, 9 Linhexi Road Guangzhou, Tianhe District, Peoples Republic of China 510610	T: + 86.20.3810.7798 F: +86.20.3810.7783
Peoples Republic of China	Quality Center	4th Floor, Building A4, No.181 Kexue Avenue, Science City Guangzhou, Peoples Republic of China, 510663	T: +86 20 2232 3300 F: +86 20 2806 3301
Peoples Republic of China	Sales Office	Genuine Zebra Technologies Trading (Shanghai) Co., Ltd. Unit 2105, 21 Floor, Tower 3, Jin An Kerry Center, 1228 Yan An Zhong Road Shanghai, Peoples Republic of China, 200040	T: +86 21 6010 2223 F: + 86 21 628 88393
People's Republic of China	Repair Center	Room 806, Shanghai Aviation center, 1600 Nanjing Road (W ) Shanghai, People's Republic of China, 200040	T: +86 21 6248 3377 x 5711 F: +86 21 5239 9383
Philippines	Sales Office	Office Suite 4026, Level 40 PBCOM Tower, 6795 Ayala Avenue corner V.A. Rufino Street Makati City, Philippines, 1226	T: +63 2 789 9060 F: +63 2 789 9001

## Appendix A – Zebra Technologies Office Address List (cont.)

Country	Type of Location	Address	Phone/Fax
Poland	Central & Eastern European Sales Office	Ul. Annopol 4a Warsaw, Poland, 03-236	T: +48 (0)22 38 01 900 F: +48 (0)22 38 01 901
Russian Federation	Russia & CIS Sales Office	5th Floor, Japan House, Savvinskaya Embankment, 15 Moscow, Russian Federation, 119435	T: +7 495 739 59 93
Singapore	Asia Pacific Headquarters	71 Robinson Road #05-02/03 Singapore, Singapore, 68895	T: + 65 6858 0722 F: + 65 6885 0838
Singapore	Distribution Center	5 Changi North Way, Level 3 Singapore, Singapore, 498771	T: + 65 6546 2670 F: + 65 6546 5328
South Africa	South African Sales Office	Ground Floor Twickenham Building The Campus Corner Main & Sloane Street Bryanston Johannesburg, South Africa, 2021	T: +27 (0)11 201 7712F: +27 (0)11 201 7734
Spain	Iberia Sales Office	Vía de las Dos Castillas nº 33, Complejo Ática, Edificio 7, Planta Baja Pozuelo de Alarcón Madrid, Spain, 28224	T: +34 (0)91 799 2881 F: +34 (0)91 799 2882
Sweden	Nordic & Baltic Sales Office	Svärdvägen 7 Danderyd, Sweden, SE-182 33	T: +46 (0)8 623 45 60 F: +46 (0)8 594 709 89
The Netherlands	Benelux Sales Office	Printerweg 36a Amersfoort, AD, The Netherlands, 3821	T: +31 (0)33 450 50 40 F: +31 (0)33 450 50 49
The Netherlands	The Netherlands Sales Office	Herengracht 174 Amsterdam, BR, The Netherlands, 1016	T: +44 (0)1628 556000
The Netherlands	EMEA Distribution Centre	Mercurius 12 Heerenveen, GX, The Netherlands, 8448	T: +31 (0)513 612200 F: +31 (0)513 612299
Turkey	Istanbul Sales Office	Ağaoğlu My Prestige Barbaros Mah. İhlamur Sok. No: 1 / 135-136, No:6 K:2 İstanbul, Ataşehir, Turkey, 34746	T: +90 (0)216 688 85 15 F: +90 (0)216 688 85 26
UK	EMEA Headquarters	Dukes Meadow, Millboard Road Bourne End, Buckinghamshire, UK, SL8 5XF	T: +44 (0)1628 556000 F: +44 (0)1628 556001
UK	EMEA Supplies & Label Manufacturing	Pittman Way, Fulwood Preston, Lancashire, UK, PR2 9ZD	T: +44 (0)1772 797555 F: +44 (0)1772 693000
United Arab Emirates	Middle East Sales Office	LOB 17, Office 111 (PO Box 18054), Jebel Ali Free Zone Dubai, United Arab Emirates	T: +971 (0)4 8818187 F: +971 (0)4 8817119
USA	R&D Center	30601 Agoura Road Agoura Hills, CA, USA, 91301-2013	T: + 1 805 579 1800 F: + 1 805 579 1808
USA	Wal*Mart Support Station	303 SW 18th, Suite 13 Bentonville, AR, USA, 72712	T: + 1 479 271 8291 F: + 1 479 273 0749
USA	Software development	820 W Jackson Blvd Suite 700 Chicago, IL, USA, 60607	
USA	Latin America Region Headquarters	9850 NW 41st St., Suite 110 Doral, FL, USA, 33178	T: + 1 305 558 8470 F: + 1 305 558 8485
USA	Label Manufacturing	5322 Rafe Banks Drive, Suite E Flowery Branch, GA, USA, 30542	T: + 1 770 967 7156 F: + 1 770 967 7146
USA	Hardware Engineering	20314 Seneca Meadows Parkway Germantown, MD, USA, 20876	T: + 1 301 528 1745 F: + 1 301 549 1749
USA	Label Manufacturing	W6369 Levi Drive Greenville, WI, USA, 54942	T: + 1 920 757 0936 Nightline: + 1 920 757 0940 F: + 1 920 757 0942
USA	R&D Center	1 Albion Rd., Suite 100 Lincoln, RI, USA, 02865-3703	T: + 1 401 276 5800
USA	Corporate Headquarters	475 Half Day Road, Suite 500 Lincolnshire, IL, USA, 60069	T: + 1 847 634 6700 or +1 800 423 0442 F: F: +1 847 913 8766
USA	Label Manufacturing	2705 Ebony Ave, Suite A McAllen, TX, USA, 78501	T: + 1 956 630 0315 F: + 1 956 994 8568
USA	Label Manufacturing	1440 Innovative Drive, Suite 100 Otay Mesa, CA, USA, 92154	T: + 1 619 661 5465 F: + 1 619 661 5486
USA	Engineering and Operations	2940 N. 1st Street San Jose, CA, USA, 95134-2021	T: + 1 408 473 8500 F: +1.408.473.8501
USA	Healthcare team (LaserBand)	120 S. Central Ave., Suite 450 St. Louis, MO, USA, 63105	T: + 1 314 726 1060 F: + 1 314 726 1028
USA	Industrial Manufacturing Sales, Services and Support	2800 Livernois Rd, Building E, Suite 570 Troy, MI, USA, 48083	T: + 1 248 224 4388
USA	NA Region Headquarters, NALA Distribution Center, R&D Center	333 Corporate Woods Parkway Vernon Hills, IL, USA, 60061-3109	T: + 1 847 634 6700 or + 1 800 423 0442 F: + 1 847 913 8766

## Appendix B – Inbound Barcode Specifications

Each shipment requires two types of bar code labels - one packing label and one box label/box. This element of service is critical to Zebra's operations and therefore any failure to meet this specification will adversely affect your supplier rating. The attached labels (Appendix C) show the preferred format. However, any labels containing the required content are acceptable.

### Zebra Purchase Order Number (PO)

- Use PO provided by Zebra for the Part Number being shipped.

### Unique Packing Slip Number

- Use your packing slip number. This may be alphanumeric but must be unique to the delivery. No more than 10 digits.
- This unique packing slip number must also be referenced on the invoice.

### Total Box Count

- The total number of boxes shipped for this PO and Part Number.

### Zebra Part Number

- Zebra's part number that is ordered on the PO.

### MCC (Material Content Code)

- The revision level of Zebra's Corporate Product Material Content Policy (CPZ-CE-003). This indicates that the parts meet the requirements defined in the corresponding revision of the policy.
- Should reflect the MCC on the Zebra PO. If the field is blank on the PO, the label field should be blank.

### Quantity

- This is the quantity shipped in the unit specified on the purchase order. (Box label will be qty/box and packing label will be the entire quantity of the shipment).

### Revision Level

- The revision level of the parts being shipped.

### Ship Date

- The date of shipment.

### Country of Origin

- The country where the item was manufactured, produced, or assembled.
- The country name should be spelled out.

### Country Code






- The 2-letter international code for the Country of Origin.






All bar codes should be Code 128 format with no data identifiers (e.g. 'p' for part number).

Box labels should be affixed in the upper left corner of each box. Two labels per box are preferred, but not required. Packing labels should be affixed to packing slips.



## Appendix C – Packaging Label Examples

ZEBRA PO #: 123456 		FROM:	
UNIQUE PACKING SLIP #: H23P42 		SHIP TO: Zebra Technologies Corp. 333 Corporate Woods Pkwy. Vernon Hills, IL USA 60061	
BOX 1 OF 1		SHIP DATE: 04/12/10	
ZEBRA PART #: 44646 	M.C.C. A	Country of Origin: China	
		Country Code: CN 	
QUANTITY/BOX: 125 	REVISION LEVEL 1	<b>BOX LABEL</b>	

ZEBRA PO #: 123456 		FROM:	
UNIQUE PACKING SLIP #: H23P42 		SHIP TO: Zebra Technologies Corp. 333 Corporate Woods Pkwy. Vernon Hills, IL USA 60061	
TOTAL BOX COUNT: 10		SHIP DATE: 04/12/10	
ZEBRA PART #: 44646 	M.C.C. A	Country of Origin: China	
		Country Code: CN 	
QUANTITY/SHIPMENT: 1250 	REVISION LEVEL 1	<b>PACKING LABEL</b>	

## Appendix D – Chargeable Weight Calculations

The chargeable weight of a shipment can be measured in two ways – by how large it is (dimensional weight) or how heavy it is (actual weight). Dimensional weight is calculated based on the volume of the shipment whereas actual weight *is* the gross weight of the shipment.

Chargeable weight is always the greater between Actual Weight and Dimensional Weight.

If Actual Weight > Dimensional Weight, then Chargeable Weight = Actual Weight

If Dimensional Weight > Actual Weight, then Chargeable Weight = Dimensional Weight

Note: Round *any* fraction of a measurement to the next whole number measurement

Weight Conversions, 1 kg = 2.2046 lb

Convert from	Conversion factor
lb to kg	lb / 2.2046
kg to lb	kg * 2.2046

ex. 2500 lb →  $2500 / 2.2046 = 1133.99$  kg

ex. 2500 kg →  $2500 * 2.2046 = 5511.56$  lb

Unit	Dimensional Weight (kg)
Inch	$L'' \times W'' \times H'' / 366$
Meter	$L \text{ cm} \times W \text{ cm} \times H \text{ cm} / 6000$
Cubic meter	$CBM * 1000 / 6$

## Appendix E – Incoterms Definitions and Customs Specifications

↔		SELLER/ EXPORTER PREMISES <sup>1</sup>	EXPORT FORMALITIES	NAMED PLACE OF TERMINAL	LOADING PORT OF SHIPMENT	ONBOARD SHIP/RAIL/ PLANE	DISCHARGING PORT OF ARRIVAL	NAMED PLACE OR TERMINAL	IMPORT FORMALITIES	BUYER/ IMPORTER PREMISES
EXW	Cost	D								
	Risk									
FCA	Cost	D <sup>2</sup>		D <sup>2</sup>						
	Risk									
FAS	Cost				D					
	Risk									
FOB	Cost					D				
	Risk									
CFR	Cost					D				
	Risk									
CIF	Cost					D				
	Risk									
CPT	Cost	D <sup>3</sup>								
	Risk									
CIP	Cost	D <sup>3</sup>								
	Risk									
DAT	Cost						D			
	Risk									
DAP	Cost							D		
	Risk									
DDP	Cost								D	
	Risk									

KEY: Seller  Buyer

Cost: the cost of transportation  
 Risk: the risk of loss of or damage to the goods  
 Delivery **D**: where risk passes from seller to buyer

This chart is a general outline of costs and risks. For specific guidance, consult *Incoterms 2010*, published by the International Chamber of Commerce.

Only CIF and CIP place an obligation on anyone to purchase cargo insurance. However, it is usually a good idea for the seller or buyer to purchase insurance to protect against risk.

1. The seller is obligated to assist the buyer with obtaining security related information.

2. For FCA, delivery occurs at Seller Premises or Terminal.

3. Risk passes from seller to buyer when the goods are delivered to the first carrier.

## Appendix F – Carrier Contact Information

<b>FedEx Package, Envelope, Express Freight</b>		
U.S. Customer Service	1.800.Go.FedEx (1.800.463.3339)	FedEx Customer Relations 3875 Airways, Module H3 Department 4634 Memphis, TN 38116
U.S. International Customer Service	1.800.247.4747	FedEx Customer Relations 3875 Airways, Module H3 Department 4634 Memphis, TN 38116
U.S. TDD (Telephone Device for the Deaf) Services (7 a.m. - 8 p.m. CST)	1.800.238.4461	FedEx TDD/Hearing Impaired Customer Service Operations 3885 Airways Blvd. Module J, 2nd floor Memphis, TN 38116
Hearing Impaired Relay Desk	1.800.464.0709	FedEx TDD/Hearing Impaired Customer Service Operations 3885 Airways Blvd. Module J, 2nd floor Memphis, TN 38116
U.S. Billing Inquiries	1.800.622.1147	FedEx Corp. Revenue Services 3965 Airways, Module G Memphis, TN 38116
<b>FedEx Freight Shipments</b>		
Customer Support		
US	1.866.393.4585	
Canada	1.800.4685	
Mexico	1.866.232.2942	
Technical Support	1.800.435.7949	
FedEx Freight Headquarters		Renaissance Center 1715 Aaron Brenner Drive Suite 600 Memphis, TN 38120
FedEx National LTL Headquarters		1144 West Griffin Road Lakeland, FL 33805
FedEx National LTL Administrative Center		333 E. Lemon St. Lakeland, FL 33801
FedEx Freight	1.870.741.9000	2200 Forward Drive
Harrison, AR office	1.800.874.4723	Harrison, AR 72601
Expedited Freight Services	1.877.202.2554	
International	1.866.393.4685	
Truckload	1.888.465.5646	

## Appendix F – Carrier Contact Information (cont.)



### Zebra Technologies Contacts by City

Location	Product	Position	Employee Name	Telephone#	E-mail
Amsterdam	Air Export	Director	Walter de Kwant	31 20 655 6100	<a href="mailto:Walter.de.Kwant@expeditors.com">Walter.de.Kwant@expeditors.com</a>
Amsterdam	Air Export	Supervisor	Martin Grootes		<a href="mailto:martin.grootes@expeditors.com">martin.grootes@expeditors.com</a>
Amsterdam	Air Export	Primary Contact	Danielle Kost	31 20 655 6100	<a href="mailto:danielle.kost@expeditors.com">danielle.kost@expeditors.com</a>
Amsterdam	Account Management	Local Acct Mgr	Hans Foks	31 (0) 20 6556241	<a href="mailto:hans.foks@expeditors.com">hans.foks@expeditors.com</a>
Amsterdam	Air Import	Agent (Primary Contact)	Huib Krab	31-20-6556179	<a href="mailto:huib.krab@expeditors.com">huib.krab@expeditors.com</a>
Amsterdam	Air Import	Agent (Backup)	John de Jonge	31-20-6556142	<a href="mailto:john.dejonge@expeditors.com">john.dejonge@expeditors.com</a>
Amsterdam	Air Export	Backup Contact	Dana Hogenboom	31 20 655 6100	<a href="mailto:dana.hogenboom@expeditors.com">dana.hogenboom@expeditors.com</a>
Amsterdam	District Sales	Mgr	Richard Hoogervorst	31 (0) 20 65561316	<a href="mailto:richard.hoogervorst@expeditors.com">richard.hoogervorst@expeditors.com</a>
Amsterdam	Air Import	Supervisor	Vitesh Bhaboeti	31-20-6556163	<a href="mailto:vitesh.bhaboeti@expeditors.com">vitesh.bhaboeti@expeditors.com</a>
Amsterdam	Air Import	Mgr	Wissam Madi	31 20 655 6100	<a href="mailto:wissam.madi@expeditors.com">wissam.madi@expeditors.com</a>
Atlanta	Air Import	Supervisor	Amanda Fletcher	770-991-9333	<a href="mailto:amanda.fletcher@expeditors.com">amanda.fletcher@expeditors.com</a>
Atlanta	Air Export	Air Export Mgr	Burak Ozgunay		<a href="mailto:Burak.Ozgunay@expeditors.com">Burak.Ozgunay@expeditors.com</a>
Atlanta	Ocean Export	Back up Contact - Supervisor	Ferit Vokopola	770-991-9333	<a href="mailto:ferit.vokopola@expeditors.com">ferit.vokopola@expeditors.com</a>
Atlanta	Ocean Export	Primary Contact	Howard Force	770-991-9333	<a href="mailto:atloe@expeditors.com">atloe@expeditors.com</a>
Atlanta	Air Export	Primary Contact	Melanie Hambrick	770-991-9333	<a href="mailto:melanie.hambrick@expeditors.com">melanie.hambrick@expeditors.com</a>
Atlanta	Air Export	Mgr	Burak Ozgunay	770-991-9333	<a href="mailto:burak.ozgunay@expeditors.com">burak.ozgunay@expeditors.com</a>
Atlanta	Ocean Export	Mgr	Jaclyn Spangler	770-991-9333	<a href="mailto:jaclyn.spangler@expeditors.com">jaclyn.spangler@expeditors.com</a>
Atlanta	Air Import	Air Import Agent	Kelly Moore	770-991-9333	<a href="mailto:kelly.moore@expeditors.com">kelly.moore@expeditors.com</a>
Atlanta	Air Import	Mgr	Tom Noma	770-991-9333	<a href="mailto:tom.noma@expeditors.com">tom.noma@expeditors.com</a>
Bangkok	Air Import	Operation	Nipon K.		<a href="mailto:Nipon.K@expeditors.com">Nipon.K@expeditors.com</a>
Bangkok	Air Import	Air Mgr	Vimonrath Termpongurak		<a href="mailto:vimonrath.t@expeditors.com">vimonrath.t@expeditors.com</a>
Bogota	Air Import	Operations Mgr	Javier Mantilla		<a href="mailto:javier.mantilla@expeditors.com">javier.mantilla@expeditors.com</a>
Bogota	Ocean Import	Operations Mgr	Javier Mantilla		<a href="mailto:javier.mantilla@expeditors.com">javier.mantilla@expeditors.com</a>
Bombai	Air Import	Air Mgr	Chetan Mahashabde		<a href="mailto:Chetan.Mahashabde@expeditors.com">Chetan.Mahashabde@expeditors.com</a>
Boston	Accounting	Primary Contact	Lisa Jones	978-531-0001	<a href="mailto:lisa.jones@expeditors.com">lisa.jones@expeditors.com</a>
Boston	Air Export	Primary Contact	Katie Hosman	978-531-0001	<a href="mailto:katie.hosman@expeditors.com">katie.hosman@expeditors.com</a>
Boston	Air Export	Back up Contact	Elizabeth Lane	978-531-0001	<a href="mailto:elizabeth.lane@expeditors.com">elizabeth.lane@expeditors.com</a>
Boston	Air Export	Supervisor	Samir Zeineddine	978-531-0001	<a href="mailto:samir.zeineddine@expeditors.com">samir.zeineddine@expeditors.com</a>
Boston	Air Import	Primary Contact	Cynthia Sok	978-531-0001	<a href="mailto:cynthia.sok@expeditors.com">cynthia.sok@expeditors.com</a>
Boston	Air Import	Mgr	Jamie Knapp	978-531-0001	<a href="mailto:jamie.knapp@expeditors.com">jamie.knapp@expeditors.com</a>
Boston	Air Import	Back up Contact	Michael Edmunds	978-531-0001	<a href="mailto:michael.edmunds@expeditors.com">michael.edmunds@expeditors.com</a>
Boston	Import Brokerage	Customs Operations Mgr	Gina Iannelli	978-531-0001	<a href="mailto:gina.iannelli@expeditors.com">gina.iannelli@expeditors.com</a>
Boston	Import Brokerage	Cust Brokerage Mgr	Mike Mazzarella	978-531-0001 x 111	<a href="mailto:mike.mazzarella@expeditors.com">mike.mazzarella@expeditors.com</a>
Bucharest	All Branch	District Mgr - Back up	Agnes Phielier	212062681	<a href="mailto:agnes.phielier@expeditors.com">agnes.phielier@expeditors.com</a>
Bucharest	Air Import	Primary Contact - Supervisor	Gabriela Mihai	212062681	<a href="mailto:Gabriela.mihai@expeditors.com">Gabriela.mihai@expeditors.com</a>
Buenos Aires	Air Import/Ocean Import	Import and Export Mgr	Nicolas Poggi		<a href="mailto:nicolas.poggi@expeditors.com">nicolas.poggi@expeditors.com</a>
Charlotte	Ocean Import	Primary Contact	Gray Trotter	704-329-0303	<a href="mailto:gray.trotter@expeditors.com">gray.trotter@expeditors.com</a>
Charlotte	Ocean Import	Supervisor - Escalation	JR Priestman	704-329-0303	<a href="mailto:jr.priestman@expeditors.com">jr.priestman@expeditors.com</a>
Chennai	Air Export	Primary Contact	Veera Ragavan		<a href="mailto:Veera.ragavan@expeditors.com">Veera.ragavan@expeditors.com</a>

## Appendix F – Carrier Contact Information (cont.)



### Zebra Technologies Contacts by City

Chennai	Air Export	Backup Contact	Saravanan T		<a href="mailto:Saravanan.t@expeditors.com">Saravanan.t@expeditors.com</a>
Chennai	Air Export	Air Mgr	Arunachalam Arumugam		<a href="mailto:Arunachalam.arumugam@expeditors.com">Arunachalam.arumugam@expeditors.com</a>
Chicago	Account Management	Retention Mgr	Amanda Rostan	630-616-2328	<a href="mailto:amanda.rostan@expeditors.com">amanda.rostan@expeditors.com</a>
Chicago	Account Management	Account Mgr	Kristin Wenzler	630-787-5680	<a href="mailto:kristin.wenzler@expeditors.com">kristin.wenzler@expeditors.com</a>
Chicago	Accounting	Accounts Receivable-Primary	Cyndy Mora	630-616-2589	<a href="mailto:Cyndy.Mora@expeditors.com">Cyndy.Mora@expeditors.com</a>
Chicago	Accounting	Mgr	Patrice Miller	630-616-2311	<a href="mailto:patrice.miller@expeditors.com">patrice.miller@expeditors.com</a>
Chicago	Air Export	Cust Svc	Barb Mahoney	630-616-2393	<a href="mailto:barb.mahoney@expeditors.com">barb.mahoney@expeditors.com</a>
Chicago	Air Export	Cust Svc	Chris Lukasik	630-616-2367	<a href="mailto:chris.lukasik@expeditors.com">chris.lukasik@expeditors.com</a>
Chicago	Air Export	Mgr	George Kulovic	630-616-2349	<a href="mailto:george.kulovic@expeditors.com">george.kulovic@expeditors.com</a>
Chicago	Air Export	Operations Mgr	Jeff Lutz	630-787-5617	<a href="mailto:jeff.lutz@expeditors.com">jeff.lutz@expeditors.com</a>
Chicago	Air Export	Supervisor	Jim Forsythe	630-787-5657	<a href="mailto:jim.forsythe@expeditors.com">jim.forsythe@expeditors.com</a>
Chicago	Air Export	Pricing Analyst	Stan Kokoszka	630-595-3770	<a href="mailto:stan.kokoszka@expeditors.com">stan.kokoszka@expeditors.com</a>
Chicago	Air Import	Direct Contact	Ben Stewart	630-616-2583	<a href="mailto:ben.stewart@expeditors.com">ben.stewart@expeditors.com</a>
Chicago	Air Import	Mgr	Tim Monti	630-616-5613	<a href="mailto:tim.monti@expeditors.com">tim.monti@expeditors.com</a>
Chicago	All-Branch	Branch Mgr	Jim Hornacek	630-616-2368	<a href="mailto:Jim.Hornacek@expeditors.com">Jim.Hornacek@expeditors.com</a>
Chicago	Compliance	Import Customs Compliance Mgr	Garnet Fee	630-616-2573	<a href="mailto:garnet.fee@expeditors.com">garnet.fee@expeditors.com</a>
Chicago	Compliance	Export Compliance Mgr	Karin Naumann	630-616-2345	<a href="mailto:karin.naumann@expeditors.com">karin.naumann@expeditors.com</a>
Chicago	Ocean Export	Ocean Export Lead Agent	Erigelda Flores	630-787-5654	<a href="mailto:Erigelda.Flores@expeditors.com">Erigelda.Flores@expeditors.com</a>
Chicago	Ocean Export	Mgr	Jason Hayes	630-787-5603	<a href="mailto:jason.hayes@expeditors.com">jason.hayes@expeditors.com</a>
Chicago	Ocean Export	Pricing Analyst	Mark Ergun	630-787-5667	<a href="mailto:mark.ergun@expeditors.com">mark.ergun@expeditors.com</a>
Chicago	Ocean Export	Ocean Export (Primary Contact)	Tom Klein	630-595-3770 ext.2416	<a href="mailto:tom.klein@expeditors.com">tom.klein@expeditors.com</a>
Chicago	Ocean Import	Mgr	Adam Kord	630-616-2330	<a href="mailto:adam.kord@expeditors.com">adam.kord@expeditors.com</a>
Chicago	Ocean Import	Supervisor	Jon Cornelius	630-616-2378	<a href="mailto:jon.cornelius@expeditors.com">jon.cornelius@expeditors.com</a>
Chicago	Ocean Import	Lead Agent	Sean Coughlin	630-787-5633	<a href="mailto:sean.coughlin@expeditors.com">sean.coughlin@expeditors.com</a>
Chicago	Sales	District Sales Executive	Daniel Mahal	630-616-2306	<a href="mailto:daniel.mahal@expeditors.com">daniel.mahal@expeditors.com</a>
Chicago	Transcon	Mgr	Darrin Miller	630-616-2383	<a href="mailto:darrin.miller@expeditors.com">darrin.miller@expeditors.com</a>
Chicago	Transcon	Direct Contact	Lance Thompson	630-787-5682	<a href="mailto:lance.thompson@expeditors.com">lance.thompson@expeditors.com</a>
Chicago	Transcon	Back up Contact	Tina Cappuzzello	630-616-2579	<a href="mailto:tina.cappuzzello@expeditors.com">tina.cappuzzello@expeditors.com</a>
Dallas	Air Import	Back up Contact	Jason Holte	817-305-4000	<a href="mailto:jason.holte@expeditors.com">jason.holte@expeditors.com</a>
Dallas	Air Import	Mgr	Stephanie Fung	817-305-4000	<a href="mailto:stephanie.fung@expeditors.com">stephanie.fung@expeditors.com</a>
Dallas	Air Import	Primary Contact	Yukiko Iwata	817-305-4000	<a href="mailto:yukiko.iwata@expeditors.com">yukiko.iwata@expeditors.com</a>
Dusseldorf	Ocean Export	Back up Contact - Agent	Andre Evers	49 2102 7708137	<a href="mailto:andre.evers@expeditors.com">andre.evers@expeditors.com</a>
Dusseldorf	Ocean Export	Pricing Analyst	Janine von Nordheim	49 2102 7708137	<a href="mailto:janine.vonnordheim@expeditors.com">janine.vonnordheim@expeditors.com</a>
Dusseldorf	Ocean Export	Mgr	Jorg Schrors	49 2102 7708137	<a href="mailto:joerg.schroers@expeditors.com">joerg.schroers@expeditors.com</a>
Dusseldorf	Ocean Export	Primary Contact - Agent	Michael Zumpro	49 2102 7708137	<a href="mailto:michael.zumpro@expeditors.com">michael.zumpro@expeditors.com</a>
Dusseldorf	Air Import	Air Product Mgr	Ralf Ohlberg		<a href="mailto:Ralf.Ohlberg@Expeditors.com">Ralf.Ohlberg@Expeditors.com</a>
Dusseldorf	Air Export	Air Product Mgr	Ralf Ohlberg		<a href="mailto:Ralf.Ohlberg@Expeditors.com">Ralf.Ohlberg@Expeditors.com</a>
Frankfurt	Air Import	Mgr	Thomas Witzgall	490 6142 8351 152	<a href="mailto:thomas.witzgall@expeditors.com">thomas.witzgall@expeditors.com</a>
Göteborg	Import Transportation	Import Agent	Amanda Johansson	031-733 33 10	<a href="mailto:amanda.johansson@expeditors.com">amanda.johansson@expeditors.com</a>
Göteborg	Air Export	Backup Contact	Andreas Persson	031-733 33 05	<a href="mailto:andreas.persson@expeditors.com">andreas.persson@expeditors.com</a>

## Appendix F – Carrier Contact Information (cont.)



### Zebra Technologies Contacts by City

Gothenburg	Ocean Export	Primary Contact	Anna Baveras	031-733 33 08	<a href="mailto:anna.baveras@expeditors.com">anna.baveras@expeditors.com</a>
Gothenburg	Import Transportation	Import Agent	Carolina Gabrielsson	031-733 33 16	<a href="mailto:carolina.gabrielsson@expeditors.com">carolina.gabrielsson@expeditors.com</a>
Gothenburg	Ocean Export	Backup Contact	Cecilia Samuelsson	031-733 33 04	<a href="mailto:cecilia.samuelsson@expeditors.com">cecilia.samuelsson@expeditors.com</a>
Gothenburg	Exports	Export Supervisor	Elisabeth Bengtson	031-733 33 06	<a href="mailto:elisabeth.bengtson@expeditors.com">elisabeth.bengtson@expeditors.com</a>
Gothenburg	Import Transportation	Import Agent	Jennie Ullerfeldt	031-733 33 12	<a href="mailto:jennie.ullerfeldt@expeditors.com">jennie.ullerfeldt@expeditors.com</a>
Gothenburg	Air Export	Primary Contact	Nina Svensson	031-733 33 14	<a href="mailto:nina.svensson@expeditors.com">nina.svensson@expeditors.com</a>
Gothenburg	All Branch	Operations Mgr	Ola Enelund	031-733 33 07	<a href="mailto:ola.enelund@expeditors.com">ola.enelund@expeditors.com</a>
Guangzhou	Account Management	Account Mgr	Grace Zheng	86-20-87325101	<a href="mailto:grace.zheng@expeditors.com">grace.zheng@expeditors.com</a>
Guangzhou	Air Export	Supervisor	Connie Fang	86-20-87325358	<a href="mailto:connie.fang@expeditors.com">connie.fang@expeditors.com</a>
Guangzhou	Air Export	Operation	Leo Wu	86-20-38928177	<a href="mailto:leo.wu@expeditors.com">leo.wu@expeditors.com</a>
Guangzhou	Air Import	Operation-to CAN(for Zebra)	Heidi Liang	86-20-8732 5360	<a href="mailto:Heidi.Liang@expeditors.com">Heidi.Liang@expeditors.com</a>
Guangzhou	Air Import	Operation-to HKG(for Jabil)	Viggy Chen	(86) 20 8732 4730	<a href="mailto:viggv.chen@expeditors.com">viggv.chen@expeditors.com</a>
Guangzhou	Air Import & Export	Asst Air Mgr	Peter Chuk	86-20-87325362	<a href="mailto:peter.chuk@expeditors.com">peter.chuk@expeditors.com</a>
Guangzhou	Ocean Export	FCL Supervisor-TP lane	Wendy Chen	86 20 8732 5135	<a href="mailto:Wendy.chen@expeditors.com">Wendy.chen@expeditors.com</a>
Guangzhou	Ocean Export	FCL Supervisor-non TP lane	Kelvin Zhang	86-20-8732 5351	<a href="mailto:kelvin.zhang@expeditors.com">kelvin.zhang@expeditors.com</a>
Guangzhou	Ocean Export	FCL Ops (fm Jabil FCL shipment)	Samantha Li	86-20-8732 5107	<a href="mailto:samantha.li@expeditors.com">samantha.li@expeditors.com</a>
Guangzhou	Ocean Import	Operation	Juliet Zhu	86-20-8732 5356	<a href="mailto:juliet.z@expeditors.com">juliet.z@expeditors.com</a>
Guangzhou	Ocean Import	Supervisor	Echo Deng	86-20-8732 5109	<a href="mailto:echo.deng@expeditors.com">echo.deng@expeditors.com</a>
Guangzhou	Ocean Import & Export	Asst Ocean Mgr	Harry Liu	86-20-8732 5108	<a href="mailto:harry.liu@expeditors.com">harry.liu@expeditors.com</a>
Guangzhou	Ocean Export	LCL Operation	Zoe Yi	86-20-87325357	<a href="mailto:zoe.yi@expeditors.com">zoe.yi@expeditors.com</a>
Guangzhou	Ocean Export	FCL operation for IP	Karen Lau	86-20-8732 5361	<a href="mailto:karen.lau@expeditors.com">karen.lau@expeditors.com</a>
Hong Kong	Account Management	Account Mgr	Dottie Kwong	(852) 2190 3547	<a href="mailto:dottie.kwong@expeditors.com">dottie.kwong@expeditors.com</a>
Hong Kong	Air Export	Operations	Winey Lui	(852) 2190 5668	<a href="mailto:winey.lui@expeditors.com">winey.lui@expeditors.com</a>
Hong Kong	Air Export	Supervisor	Kazim Poon	(852) 2190 5614	<a href="mailto:kazim.poon@expeditors.com">kazim.poon@expeditors.com</a>
Hong Kong	Air Export	Asst.Cust Svc Mgr	Cody Lau	(852) 2190 5618	<a href="mailto:cody.lau@expeditors.com">cody.lau@expeditors.com</a>
Hong Kong	Air Export	Operations	Felix Lee	(852) 2190 5651	<a href="mailto:felix.lee@expeditors.com">felix.lee@expeditors.com</a>
Hong Kong	Air Import	Operation	Natalie Leung	(852) 2753 1947	<a href="mailto:natalie.leung@expeditors.com">natalie.leung@expeditors.com</a>
Hong Kong	Air Import	Operation	Man Kwan	(852) 2753 1587	<a href="mailto:man.kwan@expeditors.com">man.kwan@expeditors.com</a>
Hong Kong	Ocean Export	Supervisor (LCL US)	Alvin Wong	(852) 2190 5150	<a href="mailto:alvin.wong@expeditors.com">alvin.wong@expeditors.com</a>
Hong Kong	Ocean Export	Operations (LCL US)	Man Lo	(852) 2190 5146	<a href="mailto:man.lo@expeditors.com">man.lo@expeditors.com</a>
Hong Kong	Ocean Export	Supervisor (FCL US)	Raymond Tse	(852) 2190 5135	<a href="mailto:raymond1.tse@expeditors.com">raymond1.tse@expeditors.com</a>
Hong Kong	Ocean Export	Operations (FCL US)	Jessica Lam	(852) 2190 5136	<a href="mailto:jessica.lam@expeditors.com">jessica.lam@expeditors.com</a>
Indianapolis	Ocean Export	Mgr	Jacque Thornburg	317-248-2580	<a href="mailto:jacque.thornburg@expeditors.com">jacque.thornburg@expeditors.com</a>
Johor Bahru	Air Export	Cust Svc Assistant	Stella Chong	607-3334155	<a href="mailto:Stella.chong@expeditors.com">Stella.chong@expeditors.com</a>
Johor Bahru	Ocean Export	OM & Ocean Operations Mgr	Lim Gir Cheng	607-3334155	<a href="mailto:gircheng.lim@expeditors.com">gircheng.lim@expeditors.com</a>
Lima	Ocean Import	Ocean Import Supervisor	Johnny Mallqui		<a href="mailto:Johnny.Mallqui@expeditors.com">Johnny.Mallqui@expeditors.com</a>
London	Air Import	Primary Contact - Supervisor	Solomon Belay	44 0 1784 264 483	<a href="mailto:solomon.belay@expeditors.com">solomon.belay@expeditors.com</a>
Los Angeles	Accounting	Primary Contact	Aswin Dharman	323-781-1664	<a href="mailto:aswin.dharman@expeditors.com">aswin.dharman@expeditors.com</a>
Los Angeles	Air Export	Back up Contact	Breezy Pizza	323-781-1619	<a href="mailto:breezy.pizza@expeditors.com">breezy.pizza@expeditors.com</a>
Los Angeles	Air Export	Supervisor	Carolyn Park	323-781-1619	<a href="mailto:carolyn.park@expeditors.com">carolyn.park@expeditors.com</a>

## Appendix F – Carrier Contact Information (cont.)



### Zebra Technologies Contacts by City

Los Angeles	Air Export	Primary Contact	Dina Rodriguez	323-781-1619	<a href="mailto:dina.rodriguez@expeditors.com">dina.rodriguez@expeditors.com</a>
Los Angeles	Air Export	Mgr	Lisle Working	323-781-1686	<a href="mailto:lisle.working@expeditors.com">lisle.working@expeditors.com</a>
Los Angeles	Import Transportation	Supervisor - Operations	Carlos De La Torre	630-343-6248	<a href="mailto:carlos.delatorre@expeditors.com">carlos.delatorre@expeditors.com</a>
Los Angeles	Import Transportation	Team Lead - Operations/Pricing	Josh Brandes	310-343-6271	<a href="mailto:josh.brandes@expeditors.com">josh.brandes@expeditors.com</a>
Los Angeles	Import Transportation	Assistant Mgr	Michael Carson	310-343-6274	<a href="mailto:michael.carson@expeditors.com">michael.carson@expeditors.com</a>
Los Angeles	Import Transportation	Mgr	Ryan Majerus	310-343-6238	<a href="mailto:ryan.majerus@expeditors.com">ryan.majerus@expeditors.com</a>
Los Angeles	Import Transportation	Supervisor - Pricing	Shun Nakamura	310-343-6239	<a href="mailto:shun.nakamura@expeditors.com">shun.nakamura@expeditors.com</a>
Los Angeles	Import Transportation	Supervisor - Cust Svc/Billing	Won Mok	310-343-6807	<a href="mailto:won.mok@expeditors.com">won.mok@expeditors.com</a>
Los Angeles	Ocean Export	Supervisor (Backup)	Alberto Saenz	323-781-1600	<a href="mailto:alberto.saenz@expeditors.com">alberto.saenz@expeditors.com</a>
Los Angeles	Ocean Export	Mgr	Sam Long	323-781-1604	<a href="mailto:Sam.Long@expeditors.com">Sam.Long@expeditors.com</a>
Los Angeles	Ocean Export	Ocean Exp Rep (Primary Cont)	Sandra Trevino	323-781-1600	<a href="mailto:sandra.trevino@expeditors.com">sandra.trevino@expeditors.com</a>
Manchester	Air Import	Pricing Analyst	Anthony Wickenden	44 (0) 161-493-1508	<a href="mailto:anthony.wickenden@expeditors.com">anthony.wickenden@expeditors.com</a>
Manchester	Ocean import	Mgr	Gavin Torpey	44 (0) 161-493-1508	<a href="mailto:gavin.torpey@expeditors.com">gavin.torpey@expeditors.com</a>
Manchester	Ocean import	Primary Contact	Miss Fofana	44 (0) 161-493-1508	<a href="mailto:miss.fofana@expeditors.com">miss.fofana@expeditors.com</a>
Manchester	Air Import	Operations Mgr	Paul Phillips	44 (0) 161-493-1508	<a href="mailto:paul.phillips@expeditors.com">paul.phillips@expeditors.com</a>
Manchester	Air Import	Primary Contact	Vikki Keelan	44 (0) 161-493-1508	<a href="mailto:vikki.keelan@expeditors.com">vikki.keelan@expeditors.com</a>
Manchester	Account Management		Emma Kelsall		<a href="mailto:emma.kelsall@expeditors.com">emma.kelsall@expeditors.com</a>
Manchester	Account Management		Chris Bailey		<a href="mailto:chris.bailey@expeditors.com">chris.bailey@expeditors.com</a>
McAllen	Air Export	Import / Export Transp. Mgr	Tony Gurrola		<a href="mailto:Tony.gurrola@expeditors.com">Tony.gurrola@expeditors.com</a>
McAllen	Air Export	Primary Contact	Jim Puente	956-630-4636	<a href="mailto:jim.puente@expeditors.com">jim.puente@expeditors.com</a>
McAllen	Air Import	Back up Contact	Jessica Gonzalez	956-630-4636	<a href="mailto:jessica.gonzalez@expeditors.com">jessica.gonzalez@expeditors.com</a>
McAllen	Air Import	Mgr	Tony Gurrola	956-661-6826	<a href="mailto:tony.gurrola@expeditors.com">tony.gurrola@expeditors.com</a>
McAllen	Ocean Import	Back up Contact	Guliana Garcia	956-630-4636	<a href="mailto:Guliana.garcia@expeditors.com">Guliana.garcia@expeditors.com</a>
McAllen	Ocean Import	Primary Contact	Willie Lopez	956-630-4636	<a href="mailto:willie.lopez@expeditors.com">willie.lopez@expeditors.com</a>
Memphis	Ocean Import	Primary Contact	LeeAnn Perry	901-362-9771	<a href="mailto:leeann.perry@expeditors.com">leeann.perry@expeditors.com</a>
Memphis	Ocean Import	Back up Contact- Lead Agent	Megan Griffin	901-362-9771	<a href="mailto:megan.griffin@expeditors.com">megan.griffin@expeditors.com</a>
Memphis	Ocean Import	Mgr	Shannon Hicks	901-362-9771	<a href="mailto:shannon.hicks@expeditors.com">shannon.hicks@expeditors.com</a>
Mexico City	Air Import	Air Import Mgr	Imelda Rasgado		<a href="mailto:Imelda.Rasgado@expeditors.com">Imelda.Rasgado@expeditors.com</a>
Milwaukee	Ocean Export	Ocean Back up Conact	Adam Noack	414-423-0280	<a href="mailto:adam.noack@expeditors.com">adam.noack@expeditors.com</a>
Milwaukee	All-Branch	Branch Mgr	Chris LaBonte	414-423-0280	<a href="mailto:chris.labonte@expeditors.com">chris.labonte@expeditors.com</a>
Milwaukee	Air Export	Air Supervisor	Denise Hince	414-423-0280	<a href="mailto:denise.hince@expeditors.com">denise.hince@expeditors.com</a>
Milwaukee	Air Export	Air Back up Contact	Eva Lopez	414-423-0280	<a href="mailto:eva.lopez@expeditors.com">eva.lopez@expeditors.com</a>
Milwaukee	Account Management	Account Mgr	Eric Salter	414-423-0280	<a href="mailto:eric.salter@expeditors.com">eric.salter@expeditors.com</a>
Milwaukee	Air Export	Air Primary Contact	Tracy O'Connell	414-423-0280	<a href="mailto:Tracy.OConnell@expeditors.com">Tracy.OConnell@expeditors.com</a>
Milwaukee	Ocean Export	Ocean Supervisor	Neda Salinas	414-423-0280	<a href="mailto:neda.salinas@expeditors.com">neda.salinas@expeditors.com</a>
Muenchen	Air Import		Marina Novoselac		<a href="mailto:marina.novoselac@expeditors.com">marina.novoselac@expeditors.com</a>
Nashville	Air Import	Primary Contact	Brent Fisher	615-232-0662	<a href="mailto:brent.fisher@expeditors.com">brent.fisher@expeditors.com</a>
Nashville	Air Import	Back up Contact	Jennifer Walls	615-232-0662	<a href="mailto:jennifer.walls@expeditors.com">jennifer.walls@expeditors.com</a>
Nashville	Ocean Import	Primary Contact	Chad Bush	615-232-0662	<a href="mailto:chad.bush@expeditors.com">chad.bush@expeditors.com</a>

## Appendix F – Carrier Contact Information (cont.)





## Zebra Technologies Contacts by City

Nashville	Ocean Import	Back up Contact - Mgr	Grace Kopf	615-232-0662	<a href="mailto:grace.kopf@expeditors.com">grace.kopf@expeditors.com</a>
New York City	Air Export	Supervisor	Anthony Fasano	516-371-3330	<a href="mailto:anthony.fasano@expeditors.com">anthony.fasano@expeditors.com</a>
New York City	Air Export	Back up Contact	Joseph Fischetti	516-371-3330	<a href="mailto:joseph.fischetti@expeditors.com">joseph.fischetti@expeditors.com</a>
New York City	Air Export	Mgr	Michael Gange	516-371-3330	<a href="mailto:michael.gange@expeditors.com">michael.gange@expeditors.com</a>
New York City	Air Export	Primary Contact	Rosa Marafioti	516-371-3330	<a href="mailto:rosa.marafioti@expeditors.com">rosa.marafioti@expeditors.com</a>
Osaka	Air Export	Air Export Mgr	Yasuharu Yamauchi		<a href="mailto:Yasuharu.Yamauchi@expeditors.com">Yasuharu.Yamauchi@expeditors.com</a>
Osaka	Ocean Export	Ocean Mgr	Masakazu Miyakoshi		<a href="mailto:Masakazu.Miyakoshi@expeditors.com">Masakazu.Miyakoshi@expeditors.com</a>
Pittsburgh	Ocean Export	Primary Contact	Charles Turner	412-262-2800	<a href="mailto:charles.turner@expeditors.com">charles.turner@expeditors.com</a>
Pittsburgh	Air Export	Back up Contact	Luke Schleicher	412-262-2800	<a href="mailto:luke.schleicher@expeditors.com">luke.schleicher@expeditors.com</a>
Pittsburgh	Air Export	Primary Contact	Scott Morris	412-262-2800	<a href="mailto:scott.morris@expeditors.com">scott.morris@expeditors.com</a>
Pusan	Ocean Export LCL	Operation	Alley Na	+82-2-34755818	<a href="mailto:Alley.Na@expeditors.com">Alley.Na@expeditors.com</a>
Rotterdam	Ocean Import	Supervisor/Billing	Carlo Muilenburg	31 180 555 014	<a href="mailto:carlo.muilenburg@expeditors.com">carlo.muilenburg@expeditors.com</a>
Rotterdam	Ocean Import	Billing	Jacqueline Dolk	31 180 555 050	<a href="mailto:jacqueline.dolk@expeditors.com">jacqueline.dolk@expeditors.com</a>
Rotterdam	Ocean Import	Primary Contact	Lars Kievit	31 180 555 024	<a href="mailto:lars.kievit@expeditors.com">lars.kievit@expeditors.com</a>
Rotterdam	Air Import	Billing	Jolanda Duiveman	31 180 555 000	<a href="mailto:jolanda.duiveman@expeditors.com">jolanda.duiveman@expeditors.com</a>
Rotterdam	Ocean Export	Mgr	Joseph Attieh	31 180 555 008	<a href="mailto:joseph.attieh@expeditors.com">joseph.attieh@expeditors.com</a>
Rotterdam	Ocean Export	Primary Contact	Mantas Malukas	31 180 555 043	<a href="mailto:mantas.malukas@expeditors.com">mantas.malukas@expeditors.com</a>
Rotterdam	Ocean Export	Supervisor	Marcel van den Eijnden	31 180 555 009	<a href="mailto:marcel.vandeneijnden@expeditors.com">marcel.vandeneijnden@expeditors.com</a>
Rotterdam	Ocean Import	Supervisor/escalation	Ramon Pavlinovic	31 180 555 016	<a href="mailto:ramon.pavlinovic@expeditors.com">ramon.pavlinovic@expeditors.com</a>
Rotterdam	Ocean Import/Brokerage	Mgr	Rishie Angnoe	31 180 555 051	<a href="mailto:rishie.angnoe@expeditors.com">rishie.angnoe@expeditors.com</a>
Rotterdam	Ocean Import	Backup Contact	Sander den Arend	31 180 555 020	<a href="mailto:sander.denarend@expeditors.com">sander.denarend@expeditors.com</a>
Rotterdam	Ocean Export	Booking Inbox			<a href="mailto:export-rtm@expeditors.com">export-rtm@expeditors.com</a>
Rotterdam	Customs Brokerage	Primary Contact	Anand Baktawar	31 180 555 072	<a href="mailto:anand.baktawar@expeditors.com">anand.baktawar@expeditors.com</a>
San Diego	Air Export	Pick up Inbox	Air Export Team	619-710-1900	<a href="mailto:san-air-pickups@expeditors.com">san-air-pickups@expeditors.com</a>
San Diego	Air Export	Air Primary Contact	Alex Carlson	619-210-0780	<a href="mailto:alex.carlson@expeditors.com">alex.carlson@expeditors.com</a>
San Diego	Air Export	Air Back up Contact	Ivan Plazola	619-210-0775	<a href="mailto:ivan.plazola@expeditors.com">ivan.plazola@expeditors.com</a>
San Diego	Air Export	Air Back up Contact	Javier Solis	619-210-0751	<a href="mailto:javier.sollis@expeditors.com">javier.sollis@expeditors.com</a>
San Diego	Air Export	Mgr	Jeff Gibson	619-210-0756	<a href="mailto:jeff.gibson@expeditors.com">jeff.gibson@expeditors.com</a>
San Diego	Air Import	Primary Contact	Karina Saucedo	619-210-0740	<a href="mailto:karina@expeditors.com">karina@expeditors.com</a>
San Diego	Ocean Export	Mgr	Jassal Rojero	619-210-0744	<a href="mailto:jassal.rojero@expeditors.com">jassal.rojero@expeditors.com</a>
San Diego	Ocean Export	Pricing Analyst	Lara Diaz	619-710-1900	<a href="mailto:lara.diaz@expeditors.com">lara.diaz@expeditors.com</a>
San Diego	Ocean Export	Ocean Export Agent	Linda Gerardo	619-710-1900	<a href="mailto:linda.gerardo@expeditors.com">linda.gerardo@expeditors.com</a>
San Diego	Ocean Export	Ocean Export Agent	Mitzie Antunez	619-710-1900	<a href="mailto:mitzie.antunez@expeditors.com">mitzie.antunez@expeditors.com</a>
San Diego	Ocean Import	Primary Contact	Julio Sartie	619-210-0740	<a href="mailto:julio.sartie@expeditors.com">julio.sartie@expeditors.com</a>
San Francisco	Ocean Import	Pricing Analyst	Joaquin Leveriza	415 657 3600	<a href="mailto:joaquin.leveriza@expeditors.com">joaquin.leveriza@expeditors.com</a>
San Francisco	Air Import	Supervisor	Kenneth Fong	415 657 3600	<a href="mailto:kenneth.fong@expeditors.com">kenneth.fong@expeditors.com</a>
San Francisco	Ocean Import	Primary - Lead Agent	Martin Perez	415 657 3600	<a href="mailto:martin.perez@expeditors.com">martin.perez@expeditors.com</a>
San Francisco	Ocean Import	Mgr	Monica Lara	415 657 3600	<a href="mailto:monica.lara@expeditors.com">monica.lara@expeditors.com</a>
San Francisco	Air Export	Primary Contact	Sara Walsh	415-657-3995	<a href="mailto:joaquin.leveriza@expeditors.com">joaquin.leveriza@expeditors.com</a>
Santiago	Air Import/Ocean Import	Import & Export Mgr	Lucia Celi		<a href="mailto:Lucia.Celi@expeditors.com">Lucia.Celi@expeditors.com</a>

## Appendix F – Carrier Contact Information (cont.)



### Zebra Technologies Contacts by City

Sao Paulo	Air Import/Ocean Import	Air & Ocean Import Mgr	Daniel Salgado		<a href="mailto:Daniel.Salgado@expeditors.com">Daniel.Salgado@expeditors.com</a>
Sao Paulo	Air Import/Ocean Import	Air & Ocean Import Supervisor	André Laporta		<a href="mailto:Andre.Laporta@expeditors.com">Andre.Laporta@expeditors.com</a>
Sao Paulo	Account Management	Account Mgr	Felipe Nagasawa	55 11 5054 4591	<a href="mailto:felipe.nagasawa@expeditors.com">felipe.nagasawa@expeditors.com</a>
Sao Paulo	Air Import	Air Import Mgr	Ricardo Rohwedder		<a href="mailto:ricardo.rohwedder@expeditors.com">ricardo.rohwedder@expeditors.com</a>
Sao Paulo	Ocean Import	Ocean Import Coordinator	Virgilio Santiago		<a href="mailto:Virgilio.Santiago@expeditors.com">Virgilio.Santiago@expeditors.com</a>
Seoul	Air Export	Air Export Supervisor	April Paek	+82-234755722	<a href="mailto:april.paek@expeditors.com">april.paek@expeditors.com</a>
Seoul	Air Export	Mgr-Air Export,Seoul	Tommy Kim	+82-2-3475-5887	<a href="mailto:tommy.kim@expeditors.com">tommy.kim@expeditors.com</a>
Seoul	Air Import	Air Import Mgr	Jeff Rhee		<a href="mailto:Jeff.Rhee@expeditors.com">Jeff.Rhee@expeditors.com</a>
Seoul	Air Import	Mgr	Akifumi Sakata		<a href="mailto:Akifumi.Sakata@expeditors.com">Akifumi.Sakata@expeditors.com</a>
Shanghai	Account Management	Global Sales Executive	Selina Jiang	86-21-5257 4698*6601	<a href="mailto:selina.jiang@expeditors.com">selina.jiang@expeditors.com</a>
Shanghai	Air Export	Air Export - North America	Crete Zhu	86-21-38484698-2243	<a href="mailto:crete.zhu@expeditors.com">crete.zhu@expeditors.com</a>
Shanghai	Air Export	Air Export -Euro Lane	Charlene Wang	86-21-38484698-2252	<a href="mailto:Charlene.Wang@expeditors.com">Charlene.Wang@expeditors.com</a>
Shanghai	Air Export	Air Export -Intra Asia Lane	Charlene Wang	86-21-38484698-2254	<a href="mailto:Charlene.wang@expeditors.com">Charlene.wang@expeditors.com</a>
Shanghai	Air Export	Cust Svc-Europe gateway	Vince Liu	86-21-51531688	<a href="mailto:vince.liu@expeditors.com">vince.liu@expeditors.com</a>
Shanghai	Air Export	Cust Svc-Europe gateway	Amanda Xiang	86-21-51531688	<a href="mailto:amanda.xiang@expeditors.com">amanda.xiang@expeditors.com</a>
Shanghai	Air Export	Cust Svc-USA gateway	Train Qiu	86-21-51531688	<a href="mailto:train.qiu@expeditors.com">train.qiu@expeditors.com</a>
Shanghai	Air Export	Cust Svc-USA lane	Chuck Wang	021-51531688*2211	<a href="mailto:Chuck.Wang@expeditors.com">Chuck.Wang@expeditors.com</a>
Shanghai	Air Export	Cust Svc-USA lane	Starry Meng	021-5153 1688*2268	<a href="mailto:starry.meng@expeditors.com">starry.meng@expeditors.com</a>
Shanghai	Ocean Export	Asst Ops Mgr	Grace Wu	86-21)52574698	<a href="mailto:grace.wu@expeditors.com">grace.wu@expeditors.com</a>
Shanghai	Ocean Export	FCL - Primary Contact	Sky Jin	86 21 5257 4698-1157	<a href="mailto:Sky.jin@expeditors.com">Sky.jin@expeditors.com</a>
Shanghai	Ocean Export	FCL - Backup Contact	Yanny Zheng	86 21 5257 4698 -1108	<a href="mailto:Yanny.zheng@expeditors.com">Yanny.zheng@expeditors.com</a>
Shanghai	Ocean Export	LCL - Primary Contact	Kiko Zhang	86 21 5257 4698-1152	<a href="mailto:kiko.zhang@expeditors.com">kiko.zhang@expeditors.com</a>
Shanghai	Ocean Export	LCL - Backup Contact	Belinda Huang	86 21 5257 4698 -1172	<a href="mailto:belinda.huang@expeditors.com">belinda.huang@expeditors.com</a>
Shanghai	Air Import	Air Import - Key Contact	Theresa Jin		<a href="mailto:theresa.jin@expeditors.com">theresa.jin@expeditors.com</a>
Shanghai	Air Import	Air Import - Backup	Butter Zhou		<a href="mailto:butter.zhou@expeditors.com">butter.zhou@expeditors.com</a>
Shanghai	Air Import	Air Mgr	Carol Wang	86-21-38484698-2254	<a href="mailto:carol.wang@expeditors.com">carol.wang@expeditors.com</a>
Shanghai	Ocean Import	Ocean Mgr-Import	Steven Xu		<a href="mailto:Steven.Xu@expeditors.com">Steven.Xu@expeditors.com</a>
Shenzhen	Air Export	Agent-Air Export Cust Svc	Laura Xie	(86755) 2583 8910	<a href="mailto:laura.xie@expeditors.com">laura.xie@expeditors.com</a>
Shenzhen	Air Export	Supervisor-Air Export Cust Svc	Jennifer Lan	86-755-25838196	<a href="mailto:Jennifer.lan@expeditors.com">Jennifer.lan@expeditors.com</a>
Shenzhen	Ocean Export	Lead Agent - Ocean Export Operation	Iris Yang	(86) 755 2583 8000 ex 8084	<a href="mailto:Iris.Yang@expeditors.com">Iris.Yang@expeditors.com</a>
Shenzhen	Ocean Export	Ocean Assistant Mgr	Mil Chen	(86) 755 25838089	<a href="mailto:mil.chen@expeditors.com">mil.chen@expeditors.com</a>
Singapore	Air Export	Agent (main)	HweeChin Chia	65-64196714	<a href="mailto:hweechin.chia@expeditors.com">hweechin.chia@expeditors.com</a>
Singapore	Air Export	Assistant Mgr - Air Export Cust Svc (escalation)	Soraya Ningsih	65-64196717	<a href="mailto:soraya.ningsih@expeditors.com">soraya.ningsih@expeditors.com</a>
Singapore	Air Export	Mgr (escalation)	Errol Cheong	65-64196719	<a href="mailto:errol.cheong@expeditors.com">errol.cheong@expeditors.com</a>
Singapore	Air Import	Agent (main)	Catherine Tay	65-65178093	<a href="mailto:catherine.tay@expeditors.com">catherine.tay@expeditors.com</a>
Singapore	Air Import	Agent (back up)	Felicia Saw	65-64166498	<a href="mailto:felicia.saw@expeditors.com">felicia.saw@expeditors.com</a>
Singapore	Air Import	Agent (back up)	Donna Delima		<a href="mailto:donna.delima@expeditors.com">donna.delima@expeditors.com</a>
Singapore	Air Import	Asst Mgr - Air Import Cust Svc (escalation)	Lee Ting Ong	65-65107908	<a href="mailto:leeting.ong@expeditors.com">leeting.ong@expeditors.com</a>

## Appendix F – Carrier Contact Information (cont.)



### Zebra Technologies Contacts by City

Singapore	Air Import	Mgr (escalation)	Hui Chin Koh	65-65107900	<a href="mailto:huichin.koh@expeditors.com">huichin.koh@expeditors.com</a>
Singapore	Account Management	Coordinator, Account Management	Dexter Chau	65-64196710	<a href="mailto:dexter.chau@expeditors.com">dexter.chau@expeditors.com</a>
Singapore	Ocean Export	Lead Agent - Ocean Export Cust Svc (main)	SooChing Chin	65-65178095	<a href="mailto:sooching.chin@expeditors.com">sooching.chin@expeditors.com</a>
Singapore	Ocean Export	Agent - Ocean Export Cust Svc (backup)	Roseliana Hussein	65-64168504	<a href="mailto:roseliana.hussein@expeditors.com">roseliana.hussein@expeditors.com</a>
Singapore	Ocean Export	Lead Agent - Ocean Export Cust Svc (escalation)	Jacqueline Yeong	65-65178090	<a href="mailto:jacqueline.yeong@expeditors.com">jacqueline.yeong@expeditors.com</a>
Singapore	Ocean Import	Lead Agent (main)	Liz Jani	65-65107943	<a href="mailto:liz.jani@expeditors.com">liz.jani@expeditors.com</a>
Singapore	Ocean Import	Supervisor	David Ng	65-65107441	<a href="mailto:david.ng@expeditors.com">david.ng@expeditors.com</a>
Singapore	Ocean Import	Mgr(escalation)	Shawn Sim	65-65178091	<a href="mailto:shawn.sim@expeditors.com">shawn.sim@expeditors.com</a>
Sydney	Air Import	Air Import Mgr	Leigh Webster		<a href="mailto:leigh.webster@expeditors.com">leigh.webster@expeditors.com</a>
Taipei	Account Management	Account Mgr	Rita Jeng	886-72261310 ext:101	<a href="mailto:rita.jeng@expeditors.com">rita.jeng@expeditors.com</a>
Taipei	Air Export	Primary Contact	Joan Mao	886-2-2514-2352	<a href="mailto:joan.mao@expeditors.com">joan.mao@expeditors.com</a>
Taipei	Air Export	Backup Contact	Evonne Chen	886-2-2514-2352	<a href="mailto:evonne.chen@expeditors.com">evonne.chen@expeditors.com</a>
Taipei	Ocean Export	Primary Contact	Joan Lin	886 (2) 2713-2145 ext# 55908	<a href="mailto:joan.lin@expeditors.com">joan.lin@expeditors.com</a>
Taipei	Ocean Export	Backup Contact	Jeffrey Tseng		<a href="mailto:Jeffrey.Tseng@expeditors.com">Jeffrey.Tseng@expeditors.com</a>
Taipei	Ocean Export	Ocean Mgr	Tommy Hsu	886 (2) 2713-2145 ext# 55901	<a href="mailto:tommy.hsu@expeditors.com">tommy.hsu@expeditors.com</a>
Taipei	Ocean Operations	Mgr	Bob Huang	(886-2) 2514-2368 Direct	<a href="mailto:bob.huang@expeditors.com">bob.huang@expeditors.com</a>
Tokyo	Air Export	Operations	Shiho Arima	81-476-32-0072	<a href="mailto:shiho.arima@expeditors.com">shiho.arima@expeditors.com</a>
Tokyo	Air Export	Operations	Tomonori Akiyama	81-476-32-0072	<a href="mailto:tomonori.akiyama@expeditors.com">tomonori.akiyama@expeditors.com</a>
Tokyo	Ocean Export	Supervisor	keiko Maeda	81-3-6699-1134	<a href="mailto:keiko.maeda@expeditors.com">keiko.maeda@expeditors.com</a>
Vienna	Air Import	Mgr	Udo Karenits	43 1 70189 203	<a href="mailto:udo.karenits@expeditors.com">udo.karenits@expeditors.com</a>
Warsaw	Air Export	Back up Contact - Agent	Ewa Skorek	48 22 33 20 707	<a href="mailto:ewa.skorek@expeditors.com">ewa.skorek@expeditors.com</a>
Warsaw	Ocean Export	Supervisor - Primary Contact	Hubert Lysak	48 22 33 20 708	<a href="mailto:Hubert.Lysak@expeditors.com">Hubert.Lysak@expeditors.com</a>
Warsaw	Air Import	Supervisor - Primary Contact	Joanna Roznowska	48 22 33 20 708	<a href="mailto:Joanna.Roznowska@expeditors.com">Joanna.Roznowska@expeditors.com</a>
Warsaw	Air Export	Primary Contact - Agent	Monika Walak	48 22 33 20 708	<a href="mailto:monika.walak@expeditors.com">monika.walak@expeditors.com</a>
Zhongshan	Air Export	Executive	Carrie Wen	86-760-88886672	<a href="mailto:Carrie.Wen@expeditors.com">Carrie.Wen@expeditors.com</a>
Zhongshan	Ocean Export	Supervisor	Owen Zhou		<a href="mailto:owen.zhou@expeditors.com">owen.zhou@expeditors.com</a>
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# **ISTA Test Procedure 1A**

## **International Safe Transit Association (ISTA)**

ISTA, the association for transport packaging, is an international leader in advancing the science of packaging and the use of performance testing techniques. Its member companies are supported in the development of effective packaging, methods, and logistic systems that prevent or reduce transportation and handling damage during product distribution. ISTA test procedures are continuously under review and updated periodically. To ensure that you are utilizing the most recent publication of the test procedure, contact ISTA at:

INTERNATIONAL SAFE TRANSIT ASSOCIATION  
1400 ABBOTT RD STE 160  
EAST LANSING MI 48823-1900  
Telephone: 517-333-3437  
Fax: 517-333-3813  
Internet: [www.ista.org](http://www.ista.org)

### **Test Procedure 1A, Performance Test for Individual Packaged-Products (150 lb (68.2 kg) or Less)**, is copyrighted by ISTA

#### **Preshipment Testing**

The ISTA Preshipment Test Procedures provide a means for a manufacturer to predetermine the probability of the safe arrival of their packaged products at their destination through the utilization of tests developed to simulate the shocks and stresses normally encountered during handling and transportation. ISTA has confined its technical activities to the packaged product only. Neither the product nor the container is considered separately. The tests, it is stressed, are basic tests. Test level and sequence should be changed to adapt to known distribution situations and these changes are documented in the report.

These test procedures are performance tests and, when properly applied, will provide tangible benefits of reduced damage, economically balanced costs, and improved customer satisfaction. It is also emphasized that these procedures are not intended to evaluate the protection afforded packaged products from other conditions such as moisture, corrosion, contaminating odors, etc. They may or may not comply with carrier requirements for packaging.

To maintain certified status and eligibility for identification with the TRANSIT TESTED seal, each packaged product must be retested whenever a change is made in either the product, the process, or the package. Changes in the packaged product include changes in design, size, and/or material. As a quality control procedure, packaged products should be retested as frequently as feasible.

#### **Very Important**

#### **ISTA 1 Series Integrity Test Procedure**

The entire document shall be read and understood before proceeding with a test.

There are three sections: Overview, Testing and Report

- **Overview** provides the general knowledge required before going into the testing laboratory **and**
- **Testing** presents the specific instructions to do the testing in the laboratory **and**
- **Report** indicates what data shall be recorded to submit a test report to ISTA.

ISTA Test Procedures and Test Projects are the worldwide leaders in Performance Tests for Packaged-Products.

Two systems of weights and measures are presented in ISTA test procedures. They are the English system (Inch-Pound) and the international system SI (Metric). Inch-Pound units are shown first with Metric units in brackets, except in some tables where they are shown separately.

- Either system may be used as the unit of measure (standard units), **but**
- The standard units chosen shall be used consistently throughout the procedure.
- Units are converted to two significant figures **and**
- Not exact equivalents.

#### **ISTA Test Procedure 1A Overview**

##### **Preface**

Test Procedure 1A is an integrity test for individual packaged-products.

- It can be used to evaluate the performance of a packaged-product.
- It can be used to compare relative performance of package and product design alternatives.
- The package and product are considered together and not separately.
- Some conditions of transit, such as moisture, pressure or unusual handling, may not be covered.

Other ISTA Procedures may be appropriate for different conditions or to meet different objectives.

##### **Specific suggestions:**

- To use random vibration instead of fixed displacement vibration, use ISTA Integrity Test Procedure 1G and not 1A.
- For packaged-products where a minimum compression value should be tested, use ISTA Integrity Test Procedure 1C.
- For packaged-products intended for international distribution consider ISTA Integrity-Plus Test Procedure 2A.

- For packaged-products that may be transported in a small parcel delivery system consider ISTA General Simulation Test Procedure 3C.
  - Refer to *Guidelines for Selecting and Using ISTA Projects and Procedures* for additional information.
- ISTA 1 Series tests are basic tests that consist of integrity test procedures.
- They are not simulations of actual transport hazards, **and**
  - do not necessarily comply with carrier packaging regulations.

When properly applied, ISTA procedures will provide tangible benefits of:

- reduced damage,
- economically balanced costs **and**
- improved customer satisfaction.

#### Scope

Test Procedure 1A covers testing of individual packaged-products weighing 150 pounds (68.2 kg) or less when prepared for shipment.

**Note:** To be eligible for mailing, a single parcel cannot exceed 70 pounds.

#### Product Damage Tolerance and Degradation Allowance

The shipper shall determine the following prior to testing:

- What constitutes damage to the product **and**
- what damage tolerance level is allowable, if any, **and**
- the correct methodology to determine product condition at the conclusion of the test **and**
- the acceptable package condition at the conclusion of the test.

For additional information on this determination process refer to *Guidelines for Selecting and Using ISTA Projects and Procedures*.

#### Samples

Samples should be the untested actual package and product, but if one or both are not available, the substitutes shall be as identical as possible to actual items.

- *Number of samples required:* One sample is required for the tests in this procedure.
- *Replicate Testing Recommended:* To permit an adequate determination of representative performance of the packaged-product, ISTA:

- Requires the procedure to be performed a minimum of one time, **but**
- Recommends performing the procedure five or more times, using new samples with each test.

**Note:** Packages that have already been subjected to the rigors of transportation cannot be assumed to represent standard conditions.

In order to insure testing in perfect condition, products and packages shipped to certified laboratories for testing must be:

- over-packaged for shipment to the laboratory **or**
- repackaged in new packaging at the laboratory.

#### Test Sequence

The tests shall be performed on each test sample in the sequence indicated in the following table:

Sequence #	Test Category	Test Type	Test Level	For ISTA Certification
1	Vibration	Fixed Displacement	1 in. (25 mm) peak to peak at a frequency to be determined	Required
2	Shock	Drop	Height varies with packaged-product weight	Required
2	Shock	Alternative Incline (Conbur)	Impact Velocity varies with packaged-product weight	Required
2	Shock	Alternative Horizontal Impact)	Impact Velocity varies with packaged-product weight	Required

#### Equipment Required Vibration

Equipment required for the Fixed Displacement Vibration Test:

- Vibration Test System with a 1 inch (25 mm) fixed or controlled displacement complying with Method A1 or A2 of the apparatus section of ASTM D 999-96. Rotary or vertical linear motion of the platform is acceptable.
- Metal shim 0.06 inch (1.5 mm), thick approximately 2.0 inches (50 mm) wide and at a convenient length.
- Tachometer or suitable indicator for determining vibration frequency in cycles per second (Hz) or cycles per minute (CPM).
- Automatic timer or stopwatch.

#### Equipment Required for Shock Test

The following alternatives are acceptable for the equipment required for the Shock Test:

\*In compliance with the apparatus section of ASTM.

#### Procedure

##### Identification of Faces, Edges and Corners

Prior to beginning the tests identify the faces, edges and corners according to the procedure below.

Step	Action
1	Place the packaged-product in its intended shipping position as determined by shipper. If the shipping position can be variable, place the packaged-product so that the primary shipping label location is on the top face.
2	Does the packaged-product have only six faces (2 sides, 2 ends, top and bottom)? • If Yes, then go to Step 5. • If No, continue to next Step.

3	Develop a method to identify each face, edge and corner and document with a diagram.
4	Go to the next Block.
5	Is the package a corrugated container? • If Yes, continue to next Step. • If No, then go to Step 8.
6	Does the package have a manufacturer's joint connecting a side and an end face? • If Yes, continue to next Step. • If No, then go to Step 8.
7	Turn the packaged-product so that you are looking directly at a face with the manufacturer's joint on the observer's right and go to Step 9.
8	Position one of the smallest width faces of the packaged-product directly in front of you.
9	
10	Identify edges using the numbers of the two faces forming that edge. <i>Example:</i> Edge 1-2 is the edge formed by face 1 and face 2 of the packaged-product.
11	Identify corners using the numbers of the three faces that meet to form that corner. <i>Example:</i> Corner 2-3-5 is the corner formed by face 2, face 3, and face 5 of the packaged-product.
12	Go to next Block.

#### Packaged-Product Weight and Size Measurement

You shall know the packaged-products:

- gross weight in pounds (kg) rounded up to a whole number, **and**
- outside dimensions of Length, Width, and Height (L x W x H) in inches (mm or m).

Before You Begin Vibration Testing

**Caution:** A restraining device or devices shall be used with the vibration test system to:

- Prevent the test specimen from moving off the platform **and**
- Maintain test orientation of the packaged-product, **but**
- The device or devices shall not restrict the vertical motion of the test specimen during the test.

For Fixed Displacement Vibration:

Step	Action																												
1	<p>Familiarity with the following formula is required to calculate the test duration after the frequency required to bounce the packaged-product is determined in the Vibration Test Block:</p> <p>Test Duration in Minutes = <u>14, 200 Vibratory Impacts</u> Cycles Per Minute (CPM) or [Cycles Per Second (Hz) x 60]</p>																												
2	<p>The chart below shows example Test Durations calculated for several frequencies:</p> <table><tr><td>blank</td><td>CPM</td><td>Hz</td><td>Test Duration in Minutes</td></tr><tr><td>blank</td><td>150</td><td>2.5</td><td>95</td></tr><tr><td>blank</td><td>180</td><td>3.0</td><td>79</td></tr><tr><td>blank</td><td>210</td><td>3.5</td><td>68</td></tr><tr><td>blank</td><td>240</td><td>4.0</td><td>60</td></tr><tr><td>blank</td><td>270</td><td>4.5</td><td>53</td></tr><tr><td>blank</td><td>300</td><td>5.0</td><td>48</td></tr></table>	blank	CPM	Hz	Test Duration in Minutes	blank	150	2.5	95	blank	180	3.0	79	blank	210	3.5	68	blank	240	4.0	60	blank	270	4.5	53	blank	300	5.0	48
blank	CPM	Hz	Test Duration in Minutes																										
blank	150	2.5	95																										
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blank	210	3.5	68																										
blank	240	4.0	60																										
blank	270	4.5	53																										
blank	300	5.0	48																										

#### Vibration Test

The table below indicates the steps to perform a Fixed Displacement Vibration Test.

Step	Action
1	Put the packaged-product on the vibration table so that face 3 rests on the platform.
2	Start the vibration system to vibrate at 1.0 inches (25 mm) total displacement at the machine's lowest frequency.
3	Maintain a fixed displacement at 1 inch (25 mm) and slowly increase the frequency (speed) of the vibration table until the packaged-product begins to momentarily leave the surface of the platform.
4	Hold the vibration frequency to that determined in Step 3.
5	Can a metal shim be intermittently moved between the bottom of the longest dimension of the packaged-product and the surface of the platform? • If Yes, hold that frequency and then continue to next Step. • If No, then increase the frequency until the requirement of Step 5 is met and hold that vibration frequency.

6	Determine the test duration in minutes using the formula indicated in the Before You Begin Block and the CPM or Hz frequency identified in Step 5.
7	Begin the vibration duration.
8	Are you using a vertical linear motion on the vibration system? • If Yes, then go to Step 12. • If No, then continue with the next Step.
9	Stop the vibration test halfway through the vibration duration and perform the appropriate action as indicated below: • IF a single 90° horizontal rotation is <i>possible</i> , THEN perform a horizontal rotation of 90° as the specimen rests on the platform. • IF a single 90° horizontal rotation is <i>not practical</i> because of the size of the packaged-product or the stability of the packaged-product, THEN perform a horizontal rotation of 180° as the specimen tests on the platform.
10	Start the vibration system and continue the vibration test at the frequency used in Step 7.
11	Can a metal shim be intermittently moved between the bottom of the longest dimension of the packaged-product and the surface of the platform? • If Yes, then continue to next Step. • If No, then slowly increase the frequency until the requirement of Step 11 is met.
12	Complete vibration duration.
13	Inspection of the packaged-product for visible damage is allowed, provided inspection does not alter, in any way, the current condition of the package or the condition or position of the product(s).
14	Vibration testing is now complete. Go to the Shock Test Block.

#### Before You Begin Shock Testing

The test drop height varies with the weight of the packaged-product. Find the weight of the packaged-product in the following chart to determine a drop height or an equivalent impact velocity to be used for a substituted drop:

Packaged-Product Weight				Drop Height		Impact Velocity	
Equal to or greater than		But Less than		Free Fall		Incline or Horizontal	
lb	kg	lb	kg	In.	mm	ft/s	m/s
0	0	21	10	30	760	13	3.9
21	10	41	19	24	610	11	3.4
41	19	61	28	18	460	10	3.0
61	28	100	45	12	310	8.0	2.5
100	45	150	68	8	200	6.6	2.0

The test method requires the packaged-product to be dropped in several different package orientations.

A drop test must be performed in all required orientations where dropping the packaged-product is practical.

If dropping in a required orientation is not practical an equivalent incline or horizontal test can be substituted for that orientation.

When using impact velocity, if any test in a Test Sequence is below the required minimum level, that sequence event must be repeated until the test impact velocity meets the minimum.

#### Shock Test

The table below indicates the steps to perform the Drop Shock Test.

Step	Action		
1	Determine the method(s) of test and the required drop height or impact velocity in the Before You Begin Block.		
2	Do you have a packaged-product with only 6 faces as identified in the Face, Edge and Corner Identification Block? • If Yes, continue with the next Step. • If No, then go to Step 6.		
3	Test the packaged-product according to the method(s) and level(s) determined in Step 1. Follow the sequence in the table below.		
4	Sequence #	Orientation	Specific face, edge or corner
blank	1	Corner	most fragile face-3 corner, if not known, test 2-3-5
blank	2	Edge	shortest edge radiating from the corner tested
blank	3	Edge	next longest edge radiating from the corner tested
blank	4	Edge	longest edge radiating from the corner tested
blank	5	Face	one of the smallest faces
blank	6	Face	opposite small face
blank	7	Face	one of the medium faces

blank	8	Face	opposite medium face
blank	9	Face	one of the largest faces
blank	10	Face	opposite large face
5	<b>All testing is now complete. Go to the Test Report Block.</b>		
6	<b>Select a bottom face corner to replace the corner required in Step 4 Sequence 1 to begin the test.</b>		
7	<b>Identify the edges of the packaged-product that meet the Step 4 Sequence 2 through 4 requirements.</b>		
8	<b>Select any 6 faces to replace the faces required in Step 4 Sequence 5 through 10.</b>		
9	<b>Using the corner, edges and faces from Steps 6 through 8 go to Step 3 and proceed.</b>		
10	<b>All testing is now complete. Go to the Test Report Block.</b>		

#### Report

##### Before You Begin Report

The packaged-product has satisfactorily passed the test if, upon examination, it meets the Product Damage Tolerance and Package Degradation Allowance.

ISTA Certified Testing Laboratories:

- Should file a test report on all ISTA Test Procedures or Projects conducted.
- Shall file a test report on all ISTA Test Procedures or Projects conducted to obtain Transit Tested Package Certification or Acknowledgement.

For additional information, refer to *Guidelines for Selecting and Using ISTA Test Projects and Procedures*.

##### ISTA Transit Tested Program

The ISTA Transit Tested Certification Mark as shown is a:

- registered certification mark **and**
- can only be used by license agreement **and**
- by a member of the International Safe Transit Association.



When a member prints this certification mark on a packaged-product with their license number they are showing their customer and the carrier that it has passed the requirements of ISTA preshipment testing.

In order to maintain its certified status and eligibility for identification with the TRANSIT TESTED Certification Mark, each packaged-product must be re-tested whenever a change is made in the:

- Product **or**
- Process **or**
- Package.

Changes in the product include changes in:

- Design **or**
- Size **or**
- Materials.

Changes in the process include changes in:

- Manufacturing **or**
- Assembly **or**
- Filling.

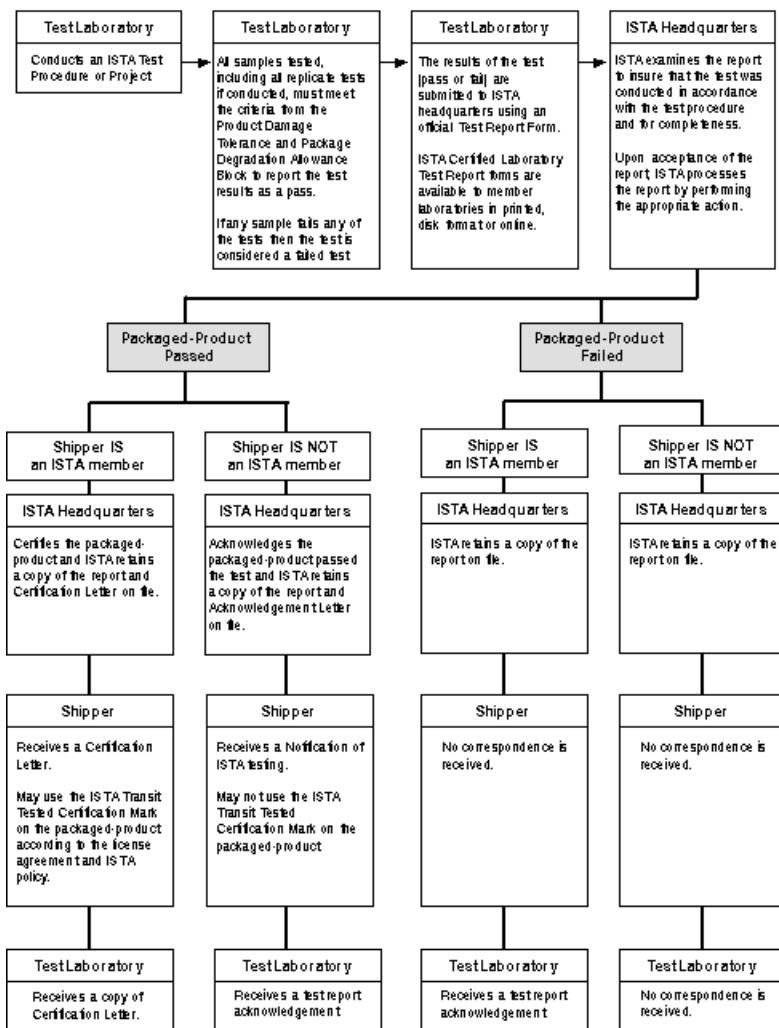
Changes in the package include changes in:

- Configuration **or**
- Dimensions **or**
- Weight **or**
- Materials **or**
- Components.

As a quality control procedure, packaged-products should be re-tested frequently, for example, yearly.



The following diagram indicates the steps in ISTA Test Report Processing.



### General Requirements

The following information is required when completing the Certified Laboratory Test Report:

#### ISTA Certified Testing Laboratory Information

- Complete laboratory name and address
- Test Laboratory ID number
- Test Technician who performed the test
- Test Report submitted by: name and signature

#### Product Manufacturer/Shipper Information

- Manufacturer/Shipper company name and address
- Test requested by (individuals name)
- Manufacturer/Shipper ISTA License Number, if applicable and known

#### Third-party Test Request Information

- Test conducted for company name and address
- Test requested by (individuals name)
- Relationship to the product manufacturer/shipper

#### Test Information

- Test Procedure or Project performed
- Date tested
- Number of samples tested
- Number of replicate tests performed
- Test Number(s) assigned by test laboratory, if applicable

#### Product Description

- Detailed description of the product under test, including model designation or other specific means of product identification that distinguishes it from any other product.

#### Package Description

- Describe entire shipping unit
- Type or style of package

- List materials used inside the package, if applicable
- Pallet or skid, if applicable
- Picture or drawing of any interior cushioning, if applicable
- Method of closure, if applicable

#### Packaged-Product Tested

- Gross weight of packaged-product
- External container size in inches (mm or m): Length x Width x Depth (L x W x D)

- A picture should be included

#### Product Damage Tolerance Criteria

- Definition of product damage tolerance
- Name of who determined definition of product damage tolerance
- Description of the method of determining product damage

#### Package Degradation Allowance Criteria

- Definition of package degradation allowance
- Name of whom determined definition of package degradation allowance
- Description of the method of determining package degradation

#### Specific Requirements

The following information is specific to this test procedure and shall be reported with the required general information when completing the Certified Laboratory Test Report:

#### Test Results

Report if the packaged-product(s):

- Passed **or**
- Failed

#### Test Plan

- Report which unit of measure was used, English or Metric.
- Report any deviations from the required test plan.
- Include an explanation as to why the test was conducted differently.

#### Test Laboratory Comments

- As a result of the testing, report any recommendations for packaged-product improvement.
- Any general comments.

#### Vibration Test

- Describe restraining device or devices used
- First test orientation
- Orientation of specimen tested
- Test frequency in Hz or CPM
- Second test orientation
- Report the degrees of rotation, if applicable:
  - 90° **or**
  - 180°
- Test frequency in Hz or CPM
- Test duration in minutes
- Number of vibratory impacts, **and**
- Results of visual inspection for damage, if applicable

#### Shock Test

Report the following:

- Orientation of each shock
- Severity of each shock recorded:
  - For Drop Test as drop height in inches (mm)
  - For free fall equivalent as velocity change in inches per second (m/s)
  - For incline as impact velocity in inches per second (m/s)
  - Horizontal equivalent as velocity change in inches per second (m/s)

Report if an incline or horizontal shock was substituted for any test orientation.

- Which orientation
- Which test method was used
- Free fall equivalent shock, incline or horizontal
- Explain the reason for the substitution for each orientation