GEMCO MEDICAL™

GEMCO MEDICAL
ROUTING GUIDE

1.800.733.7976

WWW.GEMCOMEDICAL.COM

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IMPORTANT CONTACT INFORMATION

Phone: **(234) 241-1142**

Email: **receiving@gemcomedical.com**

Address: **GEMCO Medical Distribution Center**
5640 Hudson Industrial Parkway
Hudson, OH 44236

Receiving Hours: **7:15AM - 2:00PM EST**

If you have any questions in regards to GEMCO Medical's routing and freight handling requirements, please contact our Receiving Department by calling (234) 241-1142 or by email at receiving@gemcomedical.com.

Thank you for partnering with GEMCO Medical!

We appreciate the opportunity to serve you and are dedicated to providing you with personalized service ensuring the highest level of courtesy and commitment.

This guide serves as an update to all previous agreements regarding freight handling instructions for inbound shipments to GEMCO Medical. This guide contains detailed instructions for routing, scheduling, documentation and packaging of merchandise for shipment to the GEMCO Medical Distribution Center.

Suppliers who fail to comply with GEMCO Medical's routing and freight-handling requirements will be charged additional processing and handling fees.

- Any expenses associated with the refusal of a delivery outside of receiving hours will be the responsibility of the supplier.
- Any deliveries arriving outside of the dedicated receiving hours may incur a fee for additional handling.
- GEMCO Medical has the right to refuse any deliveries that are attempted outside of the receiving hours.
- Initial inventory receipt and communication may take up to five (5) business days from product arrival due to new item setup, verification, and testing requirements.
- For established products, inventory receipt and communication will be completed within three (3) business days of product arrival.
- Due to increased outbound volume and receiving activity, shipments received on Mondays may require additional processing time.

GEMCO Medical does not act as the importer of record on any shipments unless prior authorization has been approved by GEMCO Medical.

The supplier is responsible for forwarding this guide to its affected internal departments who are involved with the delivery of product to the GEMCO Medical Distribution Center.

We look forward to serving all your shipment needs.

Sincerely,
GEMCO Medical

All inventory replenishment requests need to be placed and confirmed with GEMCO Medical's procurement department prior to shipping. A standardized form will be provided to all suppliers to ensure all necessary information is captured.

If you are adding a new item, complete this form:
https://www.gemcomedical.com/3pl-fulfillment-services-new-items/

If you are replenishing inventory, complete this form:
www.gemcomedical.com/inventory-replenishment-request/

INVENTORY REPLENISHMENT TEMPLATE WILL INCLUDE:

1. Vendor PO #
2. Ship from
3. Shipment date
4. Estimated delivery date
5. Shipping method
6. Line item detail
    - Product reference number
    - Quantity
    - Lot
    - Expiration date
    - Serialized numbers (if necessary)
7. Number of boxes/pallets

GROUND SHIPMENT GUIDELINES

UPS Ground or FedEx Ground shipments need to follow the following guidelines:

1. Length x width x height of carton not to exceed 13,580 inches
    - Single measurement not to exceed 36 inches
2. Carton does not exceed 70 lbs in weight
3. Do not add any insurance or handling charges, unless shipper/supplier has confirmed they will cover the additional costs

IMPORTANT NOTES:

- Vendor PO# must be in first reference field on shipping label.
- Ground shipments signature of receipt verify CASE COUNT ONLY, and do not serve as confirmation of receipt of all goods.

LTL and TL SHIPMENT GUIDELINES

PALLET STANDARDIZATION REQUIREMENTS:

- 40 inches x 48 inches - 4-way pallets **(GMA-B Acceptable)**
- Pallets must have no overhang
- Maximum height of pallet not to exceed 60 inches (includes pallet height)
- Pallets must be stretch-wrapped and/or banded together
- Each pallet must be numbered and labeled with Vendor PO#, contents, and weight
- If a pallet contains multiple SKUs, the pallet must be clearly labeled and each SKU must be grouped together on the pallet

IMPORTANT NOTES:

1. Bill of lading is required with each shipment
2. Packing list is required with each purchase order
3. All TL and Container Shipments must be scheduled prior to delivery
    - Prior to delivery, please:
        1. Notify the GEMCO Medical Receiving Department by **calling (234) 241-1142** or by email at receiving@gemcomedical.com to confirm appointment for delivery
        2. Complete the Inbound Delivery Scheduler to request your delivery appointment: https://www.gemcomedical.com/inbound-delivery-scheduler/
    - GEMCO Medical cannot accommodate requested delivery dates that fall on the same day appointment requested
    - GEMCO Medical will schedule all TL and Container deliveries for first available time slot; 7:15 AM ET is preferred
    - Appointments will not be issued without a valid purchase order
    - Floor-loaded shipments require prior approval from GEMCO Medical. Any loads delivered to GEMCO Medical without prior approval may be refused at the supplier's expense.

Discrepancies can occur during a normal shipping journey. For prompt resolution of shipping discrepancies related to Truckload (TL) and Less than Truckload (LTL) shipments, please refer to the following steps depending on the discrepancies.

Backorders
Learn More

Overages
Learn More

Shortages
Learn More

Mis-Shipments
Learn More

Damages
Learn More

To view all requirements related to backorders, overages, shortages, mis-shipments and damages, please visit **www.gemcomedical.com/shipping-guidelines**.

OUTBOUND LTL and TL SHIPMENT GUIDELINES

The following requirements apply to orders for which the customer elects to arrange and manage transportation using their own carrier or broker.

Upon completion of order preparation, shipment weights and dimensions will be provided to the customer. A Bill of Lading (BOL) must be provided within one (1) business day of receipt of this information. LTL shipment pickup must be scheduled within two (2) business days of order completion. Orders not picked up within two business days may be subject to a Short-Term Storage Fee.

If pickup is not completed within five (5) business days of order completion, the order may be canceled and the product returned to inventory at the customer's expense. Any applicable handling, restocking, or storage fees may also apply.

Note: Pickup scheduling must be coordinated by the customer and not by the customer's end recipient.

LABELING CONSISTENCY IS KEY

Please reference the chart below for labeling requirements to ensure your shipments are processed quickly and efficiently.

- ☑ **Bill of Lading**
- ☑ **Packing List**
- ☑ **Carton Label**

DOCUMENTATION	BILL OF LADING	PACKING LIST	CARTON
Ship From	X	X	
Ship To	X	X	
Date Shipped	X	X	
Purchase Order Number	X	X	
Purchase Order Information	X		
Item Reference Number		X	X
Item Information / Description		X	X
Carrier Name	X		
Supplier Name			X
Case Pack		X	X
Weight			X
UPC and Bar codes			X
Lot Numbers		X	X
Expiration Date (if applicable)		X	X
Serial Numbers (if applicable)		X	X

All items marked with an "X" are required on the noted documentation.

FEE SCHEDULE

COMPLIANCE MEASURE	DEFINITION	FINANCIAL PENALTY	
		ADMIN FEE	ADDITIONAL FEE
Delivery Time	Unscheduled arrival outside of receiving hours	$50.00 / Shipment	$50.00 / Pallet (Put Away)
No Purchase Order	Inventory Replenishment form was not completed two (2) business days prior to delivery	$150.00 / P.O.	
Ground Packages	Weight or measurements do not comply with inbound ground shipping requirements	$50.00 / Shipment	
Pallets	Incorrect or non-compliant pallets used in shipping	$50.00 / Shipment	$100.00 / Pallet (Product Transfer)
Pallet Measurement	Product on pallet overhangs or is above maximum height	$50.00 / Shipment	$100.00 / Pallet (Product Transfer)
TL and Container	Non-approved delivery of TL and Containers	$100.00 / Shipment	$50.00 / Pallet (Put Away)
Labeling	Labeling guidelines and standards not followed	$50.00 / Shipment	
BOL / Packing List	Bill of lading and/or packing list incomplete or not provided with shipment	$100.00 / Shipment	
Packing Violations	Shipment contained mixed lots, partial case, or is not properly installed	$50.00 / Shipment	$45.00 / hour (Based on Put Away Labor)
Canceled Prepared Order	LTL order that is ready for pickup gets canceled	$100.00 / Shipment	$25.00 / Pallet (Put Away)
Short-Term Storage Fee	Applicable to truckload orders prepared for shipment but not picked up in a timely manner	$5.00 / Pallet	

GEMCO Medical reserves the right to refuse delivery, and any additional costs incurred will be charged back to the supplier.

March 24, 2020

Drivers are not permitted to enter the GEMCO Medical Distribution Center.

- ☑ Drivers are to back trailer or truck into an available dock door, ring either receiving doorbell and identify their shipments
- ☑ GEMCO Medical team will unload the truck and confirm completion with the driver
- ☑ All products are received under the premise of “Set to Contain”

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NABP™ Accredited Drug Distributor

Fully Licensed and Accredited

GEMCO Medical is licensed in all relevant jurisdictions and has processes that verify the licensure of our customers as required for the retail and/or wholesale distribution of prescription devices. GEMCO Medical is supported by a team of resources from its parent company GEMCORE who are responsible for compliance with local, state and federal laws/regulations governing wholesale distribution, drop shipments, third party logistic services, and patient privacy for prescription devices.

This is a living document and will be continuously updated as details change regarding services and pricing.