



NEXCOM EDI 753 / 754 Supplier Shipping Instructions

Effective July 01, 2015

I. INTRODUCTION

The Navy Exchange Service Command (NEXCOM) requires our suppliers to obtain routing for all purchase orders regardless of the FOB Terms. It is imperative that all merchandise be shipped to the appropriate addresses. Our routing process enhances visibility, enables maximum efficiencies within our supply chain, validates ship dates against purchase order windows, and provides the appropriate ship-to addresses. The ship-to addresses provided via the routing process supersede the addresses that appear on our purchase orders and are dependent upon several factors: Ship-from locations, aggregate weight and volume of all order releases, capacity constraints, purchase order type, commodity, and FOB terms. Review our 'Trading Partner Performance Manual' on our home page: <https://www.mynavyexchange.com/nex/doing-business-with-us/vendor-guide>. Pages 12 – 21 review the routing process requirements when doing business with the Navy Exchange. Any vendor who ships our merchandise to incorrect addresses will still be subject to charge backs.

Suppliers are required to obtain EDI certification from SPS Commerce for the 753 'Request for Routing Instruction' and the 754 'Routing Instruction' documents. Until you have been notified by our EDI Technical Team that NEXCOM is able to accept your 753, suppliers are required to obtain routing using our NEX TMS routing portal: <https://nextms.nexweb.org>. To obtain a user name and password for NEX TMS, send an email to our Traffic Management Group: nex.traffic.management.group@nexweb.org. The NEXCOM 753/754 standards are posted on our home page: <https://www.mynavyexchange.com/nex/doing-business-with-us/vendor-guide> under 'NEXCOM EDI PROGRAM INFORMATION'.

Each 753 received into NEX TMS auto-generates a valid order release when the PO number and ship from 5-digit source location ID are valid, the RS (Ready to Ship) date is within the negotiated PO 'Ship Not Before' and 'Ship Not After' dates and is not less than 1 business day in the past. NEX TMS is able to plan order releases up to 4 days in advance of the 753 RS date, provided suppliers send the 753 far enough in advance. Order releases are planned in accordance with the NEX TMS automated planning schedules as provided in the 'SCHEDULES FOR PLANNING ORDER RELEASES GENERATED BY 753' section of this document. Once the order release planning process is finalized the 754 data is available for transmission as outlined in the, 'SCHEDULES FOR SENDING 754s' section. To prevent shipment delays, NEXCOM suppliers are encouraged to transmit their 753s as soon as they know our allocations but not less than 48 hours prior to their 753 RS date except in emergency situations.

If a 754 is not received by the 2nd business day after it is eligible for planning, please send an email to nex.traffic.management.group@nexweb.org requesting status of your 754. See the 'SCHEDULES FOR PLANNING ORDER RELEASES' section.

753 / 754 EDI Transaction Process Flow

1. NEX Merchandising creates PO in RMS merchandising system
2. Elements of PO required for routing are sent from RMS to NEX TMS
3. Supplier transmits one 753 per 5-digit source location, per ship date for each NEXCOM PO
4. Successful 753 auto-generates an order release in NEX TMS
5. Valid order release is planned and finalized in NEX TMS
6. EDI 754 is transmitted to supplier

Process Flow for 753/754 in Relation to Other EDI Transactions

1. NEXCOM transmits 850 Purchase Order to Supplier
2. Supplier transmits 753 Request for Routing Instruction to NEXCOM
3. NEXCOM transmits 754 Routing Instruction to Supplier
4. Supplier generates bill of lading to address provided in 754 Routing Instruction and in accordance with 'PROCEDURES FOR PREPARING BILLS OF LADING' section of this document.
5. Supplier contacts carrier, arranges for pickup and ships merchandise to address provided in 754 Routing Instruction (and via Carrier assigned if FOB Origin).
6. Supplier transmits 856 Advanced Shipment Notice

Most Common Supplier 753 Errors

1. **Multiple OIDs in one 753:** NEXCOM's routing software can only accept one 753 per purchase order. Each 753 can only have one OID segment, one G62 segment with actual RS date, and one N1*ST loop. Multiple OIDs, multiple G62 RS dates, and multiple N1*ST loops will result in the 753 being rejected and not processed for routing. Suppliers receive an automated Rejection Notice via email from our EDI Technical Team.
2. **Duplicate 753s:** Suppliers must systematically combine the weight and volume for multiple warehouse picks against one PO or multiple mark-for store locations on one PO (for distribution by NEXCOM's DCs). Suppliers must transmit only one 753 per 5-digit source location for each purchase order, per ship date, to avoid concern with duplication of order releases causing overstated weight and volume which are essential factors in assigning the most efficient carrier, and overstated merchandise moving within our supply chain. Order releases auto-generated from 753s received with invalid G62 RS dates or multiple 753s received for the same 5-digit source location, purchase order, and ship date are placed on HOLD and a 754 cannot be sent by NEXCOM. Our routing software is unable to auto-notify suppliers when their 753 auto-generated order releases are not in compliance.
3. **Invalid RS date:** The G62*RS date must fall within the negotiated PO Ship Not Before and Ship Not After dates/times. The earliest time allowed on the first day of the ship window is 6:00 AM Eastern Time. The Latest Time of Day allowed on the Last Day of the Ship Window is 18:00 Eastern Time. In addition, the RS Date cannot be more than 1 business day older than the date transmitted.
4. **Invalid 5-digit source location IDs:** Suppliers must obtain their 5-digit source location ID generated by NEX TMS. See the 'SUPPLIER'S 5-DIGIT SOURCE LOCATION ID' Section of this document.
5. **Pallet Positions Missing:** The USI N1 loop on the 753 is optional when merchandise is not palletized except when the volume transmitted in the 753 is greater than 599 cubic feet which in this situation the number of pallet positions is mandatory. The number of pallets is also mandatory when merchandise is palletized regardless of the volume.
6. **Overstated Volume:** Suppliers warehouse systems often contain the carton specifications in cubic inches. Suppliers must convert cubic inches to cubic feet. See the 'CALCULATE VOLUME IN CUBIC FEET' section of this document.

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III. SUPPLIER GLOSSARY

1. NEX TMS: NEXCOM's routing software.
2. 5-Digit Source Location ID: The 5-digit 'ship-from' ID generated by NEX TMS that identifies a supplier's geographic ship-from location. NEX TMS uses this address when planning an order release.
3. Order Release: A 753 auto-generates an order release in NEXCOM's routing software. When this order release is planned and finalized a 754 is generated.
4. Ready to Ship Date: Suppliers must transmit a RS (Ready to Ship) date and time in their 753 that is within the negotiated PO ship window. All ship windows begin at 06:00 and end 18:00 on the designated dates.
5. Routing Request Control: Suppliers must generate a unique RRC (Routing Request Control) and transmit it in their 753. The RRC is transmitted back on the 754 allowing the supplier to match the 754 with the correct 753.
6. Eligible Order Release: An auto-generated order release is eligible for planning by NEX TMS when the 753 RS falls within 120 hours of the automated planning process start time AND within the negotiated PO Ship Window, the order release is not duplicated, the 5-digit source location ID is valid, and the weight and volume are proportionate.
7. 753 Weight: Total weight in pounds for one order release including the weight of the pallets, if merchandise is to ship on pallets.
8. 753 Volume: Total volume, in cubic feet for one order release.
9. 753 Pallets: If your order is to ship on pallets, or your order is greater than 599 cubic feet, include the number of standard pallet positions required for the order, even if it is not palletized.
10. NEX Shipment ID: Order releases are auto-planned by NEX TMS into "shipments". Every shipment is assigned a NEX Shipment ID number. All FOB Origin order releases with the same shipment ID number are to be combined on one bill of lading.

IV. SUPPLIER'S 5-DIGIT SOURCE LOCATION ID

NEXCOM Suppliers are required to transmit a 5-digit ID that is initially generated by NEX TMS in their 753 which identifies their geographic ship-from location in NEX TMS. When the FOB terms are Origin the 5-digit ID and the ship-to address determine the shipping lane and appropriate carrier assigned by NEX TMS. Transmitting an inaccurate 5-digit ID may result in excessive freight costs for the Navy Exchange.

For NEXCOM to provide a supplier their 5-digit ID or add new/update existing 5-Digit ID(s), we need the information listed below. If the Supplier 9-digit ID is unknown, provide several of your most recent PO numbers. Send an email to our Traffic Management Team at: NEX.Traffic.Management.Group@nexweb.org requesting your 5-digit ID or to advise us of any changes to the POCs, phone numbers, emails etc. We will add/update the information in our NEX TMS routing database and provide the appropriate 5-digit ID to be used.

To ensure we provide you with the appropriate 5-digit Source Location ID(s) generated by our NEX TMS and which identify the physical location of your ship-from locations, please provide our Traffic Management Team the following:

- Supplier 9-Digit ID (You Company Duns Number)
- Supplier Source Location Names (Your warehouse names, addresses & POCs)
- Address, City, Province Code, Postal Code, POC name, Phone#, Fax#, & Email address

V. SCHEDULE FOR RECEIPT OF 753 DOCUMENTS

Supplier transmits one 753 per 5-digit source location, per ship date for each NEXCOM PO.

Supplier successful 753 files received between 07:00 and 21:00 will generate order releases NEX TMS and will be planned in accordance with the NEX TMS automated planning schedule.

Successful 753 files received after 21:00 will generate order releases in NEX TMS the next day beginning at 07:00 and will be planned in accordance with the NEX TMS automated planning schedule.

VI. SCHEDULES FOR PLANNING ORDER RELEASES

Eligible FOB Origin Order Releases:

NEX TMS begins the automated process of planning eligible FOB Origin order releases every Mon, Wed, and Fri (with the exception of Federal holidays) at 01:05 Eastern Time. The planning process is complete on that same day for order releases planned to Air, Parcel and LTL mode (754 data available). Order releases planned to TL mode require one additional business day for the routing process to complete (754 data available).

Suppliers' 754 data is normally ready for transmission by 10:00 daily the same day the plan is complete and will be sent in accordance with 754 outbound schedules.

Eligible FOB Destination Order Releases:

NEX TMS begins the automated planning process of eligible FOB Destination order releases daily at 00:05 Eastern Time. The planning process is complete (754 data available) on that same day by 00:45. Suppliers' 754 data is normally ready for transmission by 00:45 daily and will be sent in accordance with the 754 outbound schedules.

VII. SCHEDULE FOR SENDING 754

Suppliers will receive one 754 for each order release generated by a 753 and planned in NEX TMS.

NEXCOM 754 transmissions outbound to suppliers are scheduled nine times per day Eastern Time:

06:20, 09:30, 10:30, 12:00, 14:00, 15:00, 17:00, 18:45, 21:00.

VIII. THE 753 'REQUEST FOR ROUTING' INFORMATION

SEGMENT	USAGE	DOCUMENT SUMMARY	DEFINITION
Interchange Control Header	Mandatory	ISA*00* *00* *12*9047339596 *08*925 2671859 *141103*1123*U*00403*001946000*0* P*	Authorization Information Qualifier (00)*Ten blank position*Security Information Qualifier(00)*Ten blank position*Sender's ID Qualifier*Sender's ID*Receiver's ID Qualifier*Receiver ID*Date (YYMMDD)*Time (HHMM)*Interchange Control Standards Identifier*Interchange Control Version Number*Interchange Control Number (Sequential number)*Acknowledgement Requested*Test Indication (P = Production, T= Test)*Sub Element Separator (>)
Functional Group Header	Mandatory	GS*RF*9047339596*9252671859*20141103*1123*1 946100*X*004030	Functional Identifier Code (RF = Request for Routing Instructions)* Sender's ID (same as ISA06)* Receiver's ID (same as ISA08)* Date (CCYYMMDD)* Time (HHMM)* Group control no.(sequential no.)* Responsible agency code ("X" -X12)* Version/Release

			("004030VICS" or higher)
Transaction Set Header	Mandatory	ST *753*1946101	Document Type* Transaction Set Control no. (sequential number)
Beginning Segment	Mandatory	BGN *00*SUPP90191*20141103*112100	Transaction set Purpose Code (00 = original)* Reference Identification (a unique control number assigned by the sender)*Date (CCYYMMDD)*Time(HHMMSS)
Administrative Communication Contact	Mandatory	PER *IC*SUPP POC NAME TE *904 733 9595* EM *pocemail@suppcomany.com	IC = Information contact*Name* TE (telephone)*Phone Number* EM (Email)* Email address
Name	Mandatory	N1 * SF *SUPPCOMPANYNAME*92*00302	SF (Ship From)*Name*92 (assigned by buyer)*5-digit ship from location code assigned by NEXCOM TMS
Transaction Set Line Number	Mandatory	LX *1	Assigned Number (this is a sequential number starting with 1 and incremented by 1 for every occurrence of the LX segment)
Name	Mandatory	N1 * ST *BETHESDA UNIFORM CTR*92*635	ST (Ship To)*Ship to name*92 (Assigned by buyer)*NEXCOM warehouse/store location code. (This is the location code found in the N104 of the N1*ST segment of the EDI 850)
Business Instructions & Ref Number	Mandatory	L11 *90191*RRC	Reference Identification*RRC (Routing Request Control no.)
Date/Time	Mandatory	G62 * RS *20141105* RS *1500	RS (Ready to Ship)*Date (CCYYMMDD)*RS (Ready to Ship)*Time (HHMM)
Unitized Shipment Information	Optional	USI *1*PLT*Y	Number of Pallets*PLT (Pallet)*"Y" (Yes) "N" (No) Optional when not palletized if volume is less than 599 cubic feet. Mandatory when palletized or when order volume is greater than 599 cubic feet even if not palletized.
Order Information Detail	Mandatory	OID **0016270041** CTN *5*L*155*E*44.4	*Vendor's Order no. (Optional)*NEXCOM's Purchase Order no.*NEXCOM Department no. (Optional)* CTN (Carton) (PCS = Pieces)*Quantity (Numeric value)*Weight Unit Code, L (pounds)*Weight (Numeric value)*Volume Unit Qualifier, E (Cubic Feet)*Volume (Volumetric measure)
Transaction Set Trailer	Mandatory	SE *10*1946101	Total number of segments including ST and SE*Sequential Number (same as ST02 segment)
Group Trailer	Mandatory	GE *1*1946100	Total number of transaction sets*Sequential Number (same as GS06)
Interchange Control Trailer	Mandatory	IEA *1*001946000	Count of GS segments in the transmission*Sequential number (same as ISA 13)

753 NOTES:

-Each 753 (ST/SE) should contain only one PO. An ISA/IEA can include more than one 753 document however, each must be within a separate ST/SE.

-The L11 RRC (Routing Request Control) is a unique alpha/numeric identifier that vendors will generate and include on their 753. It must be unique because it is passed back on the 754 allowing vendors to match their 753 to the appropriate 754

The LX 01 is a sequence number usually starting with 1. Since vendors will send a separate 753 for each PO the LX 01 will always be 1.

-USI:01 When shipping on pallets or when shipping over 599 cubic feet, suppliers must provide number of pallet positions

-US1:03 Identifies if the pallets for shipment are stackable (Y or N).

IX. CALCULATE VOLUME IN CUBIC FEET

An accurate total volume in cubic feet is required in the 753 for all merchandise being shipped against that one PO. If your warehouse software does not provide the total volume in cubic feet for your order release the total cubic feet may be calculated as follows:

1. Measure in inches, L (length), W (width), and H (height) to the furthest point of each pallet, stack, carton, etc.
2. Multiply L x W x H to obtain cubic inches per pallet, stack, carton, etc.
3. Divide your results by 1728 to convert cubic inches to cubic feet.
4. Add cubic feet results for all pallets, stacks, cartons, etc. to obtain total cubic feet for the entire order release.
5. Transmit the total cubic feet of your order in your EDI 753 document.

Example the total shipment length is 36 inches, width is 42 inches, and height is 36 inches.

The user calculated $36'' * 42'' * 36'' = 54432$ cubic inches and then divided 54432 by 1728 for cubic feet conversion = 31.5. The user transmitted 31.5 cu feet in the 753. This order was not on pallets and was less than 600 cubic feet so pallets were not required in the 753.

X. DELETE/EDIT AN ORDER RELEASE GENERATED BY A 753

Every 753 successfully received auto-generates an order release in our routing software. Order releases generated by 753 transmissions in our NEX TMS routing software cannot be edited. If you need us to delete an invalid order release generated by a 753 EDI transmission, send an email to Traffic Management Team at nex.traffic.management.group@nexweb.org. To ensure we delete the correct order release, include the PO number, 5-digit ID, RS date, weight and volume, and date you transmitted the 753. Do not generate a second 753 or a "corrected" 753 without advising us by email to delete the invalid order release auto-generated by the first 753.

If an order release generated by a 753 is deleted before it is planned a 754 will not be transmitted.

XI. THE 754 'ROUTING INSTRUCTION' INFORMATION

754 ROUTING INSTRUCTION SUMMARY			
SEGMENT	USAGE	DOCUMENT	DEFINITION
Interchange Control Header	Mandatory	ISA *00* *00* *08*9252671859 *12*9047339596 *141105*1015*U*00401*000003381*0*P*	Authorization Information Qualifier (00)*Ten blank position*Security Information Qualifier(00)*Ten blank position*Sender's ID Qualifier*Sender's ID* Receiver's ID Qualifier*Receiver ID*Date (YYMMDD)*Time (HHMM)*Interchange Control Standards Identifier*Interchange Control Version Number*Interchange Control Number (Sequential number)*Acknowledgement Requested*Test Indication (P = Production, T= Test)*Sub Element Separator (>)
Functional Group Header	Mandatory	GS *RG*9252671859*9047339596*20141105*1015*3381*X*004030	Functional Identifier Code (RG = Routing Instructions)* Sender's ID (same as ISA06)* Receiver's ID (same as ISA08)*Date (CCYYMMDD)* Time (HHMM)* Group control no.(sequential no.)* Responsible agency code ("X" -X12)* Version/Release ("004030VICS" or higher)
Transaction Set Header	Mandatory	ST *754*0001	Document Type* Transaction Set Control no. (sequential number)
Beginning Segment	Mandatory	BGN *00*261*20141105*101515***RJ	Transaction set Purpose Code (00 = original)* Reference Identification (a unique control number assigned by the sender)*Date (CCYYMMDD)*Time (HHMMSS)*Transaction Type Code ("RJ" = Response to Request for Routing Instructions)
Administrative Communication Contact	Mandatory	PER *IC*NEXCOM TRAFFIC*EM*NEX.Traffic.Managem ent.Group@nexweb.org	IC = Information contact*Name*EM (Email)* Email address
Name	Mandatory	N1 *SF**92*00001	SF (Ship From)*Name*92 (assigned by buyer)*5-digit ship from location code assigned by NEXCOM TMS
Transaction Set Line Number	Mandatory	LX *1	Assigned Number (this is a sequential number starting with 1 and incremented by 1 for every occurrence of the LX segment)
Business Instructions & Ref Number	Mandatory	L11 *0000116270041S270635*PUA*Ship via: UPS FREIGHT LTL; SCAC=UPGF	Call in Number (PUA)*Carrier Name and Transportation Service Level Requirements
Business Instructions & Ref Number	Mandatory	L11 *90191*RRC	Routing Request Control no.(RRC)
Business Instructions & Ref Number	Mandatory	L11 *NEX.0857473*SI	Shipment ID (SI)

Business Instructions & Ref Number	Mandatory	L11**L1* Transportation Hereunder is for account of US Govt	Description (L1 - Letters or Notes)
Business Instructions & Ref Number	Mandatory	L11**L1* Tender Number:1002 / PHONE NUM: 800-333-7400 applies to shipment NEX.0857473.	Description (L1 - Letters or Notes)
Transportation Carrier Identification	Mandatory	BLR* UPGF	Standard Carrier Alpha Code (SCAC Code)
Date/Time	Mandatory	G62*RS* 20141105	Date Qualifier (RS = Ready to Ship)*Date (CCYYMMDD)
Name	Mandatory	N1*ST* NEX BETHESDA UNIFORM ST*92*635	Entity Identifier Code (ST - Ship To)*Ship Name*Identification Code Qualifier (92 - Assigned to Buyer)
Addition to Name Info	Optional		Name
Address Information	Mandatory	N3* 8901 WISCONSIN AVE NNMC BLDG2 ROOM 1402 B	Planned Ship-to Street Address
Geographic Location	Mandatory	N4* BETHESDA*MD*20889*USA	Planned Ship-To City*Planned Ship-To State*Planned Ship-To Zip Code*Planned Ship-To Country Code
Transaction Set Trailer	Mandatory	SE*16* 0001	Total number of segments including ST and SE*Sequential Number (same as ST02 segment)
Functional Group Trailer	Mandatory	GE*1* 3381	Total number of transaction sets*Sequential Number (same as GS06)
Interchange Control Trailer	Mandatory	IEA*1* 000003381	Count of GS segments in the transmission*Sequential number (same as ISA 13)

754 Notes:

- The L11 PUA consists of: 5-digit source location ID and 8-digit PO sent in the vendors 753, 'S' if to a store, 'W' if to a warehouse, next 3 digits are our merchandise financial dept., last 3 digits are NEX destination location number
- Transportation service level when L11 PUA is for parcel mode (i.e., FEDEX 2ND DAY AIR, FEDEX GROUND, FEDEX PRIORITY OVRNT, FEDEX STANDARD OVRNT, FEDX EXPRS SVR (3DY), FEDX INT'L PRITY AIR, USPS PRIORITY MAIL)
- The L11 RRC (Routing Request Control) is a unique alpha/numeric identifier that supplier generates and transmits on their 753. It is passed back on the 754 allowing vendors to match their 753 to the appropriate 754.
- The date in the 754 G62 RS field reflects the date the order was planned in the NEX TMS routing software.

XII. IDENTIFY ALL ORDER RELEASES ON ONE SHIPMENT ID

NEX TMS may plan multiple order releases into one shipment. All shipments are identified with a NEX Shipment ID assigned by NEX TMS during the planning process. This number is located in the 754 L11 SI Section. All order releases with the same shipment ID number are to be combined on one bill of lading.

XIII. PROCEDURES FOR PREPARING BILLS OF LADING

NOTE: The 753/754 EDI routing process has not changed the procedures for preparing bills of lading

1. Enter the following information on **ALL** bills of lading:
 - A. Your company name

- B. Our entire 'ship-to' address as identified in the 754 N1*ST through N4* elements
Our purchase order number(s) must be annotated in the body of the bill of lading, the "Customer Order Number" block, or the supplement to the bill of lading if using a VICs BOL where additional space is required for multiple PO numbers.

2. In addition to the above information, FOB origin bills of lading are to include the following:

- A. 'Bill To' or 'Special Instructions' sections are to be noted with:
 - i. The following statement "Bill to NEXCOM Transportation Office, 3280 Va. Beach Blvd., Virginia Beach, VA 23452-5724."
 - ii. Shipment ID from in the 754 L11*SI Note: **The shipment ID must be formatted with the prefix 'NEX.' and 7 numbers as in this example: NEX.1000101.**
 - iii. Call-in numbers associated with the shipment ID from the 754 L11*PUA
 - iv. When transmitted, the following statement from the 754 L11*L1 must be placed in the body of the bill of lading: "TRANSPORTATION HEREUNDER IS FOR THE ACCOUNT OF THE U.S. GOVERNMENT. TENDER NUMBER ____ APPLIES."
- B. All FOB origin shipments must be shipped on a COLLECT bill of lading.
- C. Orders with the same shipment ID are to be consolidated into one shipment on one bill of lading.
- D. If a parcel mode carrier is assigned in your 754:
 - i. The level of service is included in the 754 L11 Ship Via section
 - ii. A third-party-bill-to account number, identified as "Tender Number" will be provided in the "Tender Statement" in the 754 L11*L1. This account number must be used at time of shipment.
 - iii. The Call-in ID from the 754 L11*PUA must be used to identify the carton in parcel manifest systems.
- E. Do not declare a 'release value' for any commodity unless directed to do so.
- F. The NEXCOM accounting office will not pay freight invoices nor will they pay for freight when added as a line item to a supplier's merchandise invoice.

XIV. PROCEDURES FOR MARKING CARTONS

- 1. Each carton must be marked with the following information:
 - A. Our NEXCOM (DC/Store) location number
 - B. Our Ship-to address
 - C. Our NEXCOM Purchase order number
 - D. Our NEXCOM Department number
 - i. If you do not know the department number, use the three numeric digits immediately following the alpha character 'S' or 'W' contained in the L11*PUA section of the 754.
- 2. Packing slips must be placed on the outside of one of the cartons in a clear envelope that states in ½" lettering, "Packing Slip Enclosed."
- 3. NEXCOM may direct merchandise for several NEX overseas locations to one facility for loading into country specific containers. It is imperative that all pieces of your shipment i.e., carton, shrink-wrapped pallet, etc. are marked with the purchase order number and complete ship-to address.

XV. PROCEDURES FOR NOTIFYING US WHEN A NEXCOM SPECIFIED CARRIER DOES NOT PICKUP YOUR SHIPMENT

The actual pickup time for your shipment is determined by your agreement with the carrier. If a NEXCOM specified carrier does not pick up your shipment after 2 business days of the date that you arranged for them to pick up, contact the NEXCOM Traffic Management Group via their email nex.traffic.management.group@nexweb.org.

XVI. NEXCOM TRANSPORTATION AND ROUTING CHARGEBACK FEES

Failure to comply with this instruction may result in a charge back for excessive freight costs incurred and a processing fee of \$300.00 for each offense.