



PREPARING FOR YOUR FIRST SHIPMENT

1. HAVE I MADE AN APPOINTMENT FOR DELIVERY OR A BOOKING FOR PICK-UP?

- a. APPOINTMENT (vendor controlled/prepaid freight): [Vendor Manual \(VM\)- Sec 5 & 7](#)
- b. BOOKING (Indigo controlled/collect freight): [VM - Sec 5 & 7](#)

2. AM I SHIPPING THE RIGHT PRODUCT?

- a. VERIFY THAT THE UPC ON THE PRODUCT MATCHES THE UPC ON THE PURCHASE ORDER AND IS THE SAME UPC INCLUDED ON THE ASN AND THE INVOICE.
- b. IF YOUR UPC HAS A LEADING ZERO, PLEASE ENSURE THIS IS INCLUDED ON ALL TRANSACTION DOCUMENTS (ASN, INVOICE, PACKING SLIP, BOL)

3. DOES THE PRODUCT PACKAGING HAVE A SCANNABLE UPC & A PRICE STICKER (IF REQUIRED)?

- a. UPC LABEL REQUIREMENTS. [VM - Sec 5](#)
- b. PRICE STICKER REQUIREMENTS. [VM - Sec 5](#)

4. ARE MY ITEMS PACKED CORRECTLY FOR SHIPMENT?

FOR RETAIL (RETAIL & WESTERN DC):

- a. CARTON REQUIREMENTS: [VM - Sec 5](#)
 - i. CARTON TYPE
 - ii. SIZE: max 23"(L)x 22"(W)x 16"(H)
 - iii. WEIGHT (FILLED): max 40lbs
- b. INNER PACKAGING REQUIREMENTS. [VM - Sec 5](#)
- c. CASE PACK QUANTITIES: PACK ACCORDING TO INNER/OUTER CASE PACK QUANTITIES INCLUDED IN ARTICLE SET-UP (PIM). [VM - Sec 5](#)
- d. Please refer to our **PACKING GUIDELINES – ONLINE, RETAIL & DROP SHIP** for more detail **FOR ONLINE (ONLINE DC) and FOR DROP-SHIP (DIRECT TO CONSUMER)**

5. ARE INNER PACKS LABELLED WITH SCANNABLE UPC BARCODE, READABLE UPC, AND QTY?

[VM - Sec 5](#)

6. ARE MY SHIPPING LABELS CORRECT?

- a. EDI LABEL REQUIREMENTS. [VM - Sec 5](#)
- b. NON-EDI LABEL REQUIREMENTS. [VM - Sec 5](#)



7. DID I PLACE THE LABELS CORRECTLY?

- a. LABEL PLACEMENT (CARTON VS PALLET). [VM - Sec 5](#)

8. DID I INCLUDE ALL OF THE REQUIRED PAPERWORK?

- a. BOL [VM - Sec 7](#)
- b. PACKING SLIP [VM - Sec 7](#)
- c. INTERNATIONAL SHIPMENTS – CUSTOMS DOCUMENTS [VM - Sec 7](#)

9. DO I NEED ANY SPECIAL HANDLING LABELS? [VM - Sec 5](#)

10. AM I USING THE CORRECT PALLET TYPE? [VM - Sec 5](#)

- a. PALLET TYPE:
 - i. **CORRECT:** 4-WAY STANDARD WOODEN PALLET.
 - ii. **INCORRECT:** 9-BLOCK, CHEP, PLASTIC, CARDBOARD, BROKEN, etc...
- b. PALLET SIZE: 40" x 48"

11. DID I PACK THE PALLETS CORRECTLY? [VM - Sec 5](#)

- a. PALLET HEIGHT: max 52 inches
- b. NO OVERHANG.
- c. SHRINKWRAPPED.

12. DID I SEND THE ASN FOR THE SHIPMENT? (EDI vendors only)

ASN MUST BE SENT AS SOON AS SHIPMENT DEPARTS VENDOR WAREHOUSE. [VM - Sec 5](#)

We thank you for your cooperation with Indigo's Supply Chain requirements.

Sincerely,

Vendor Compliance
Indigo Books & Music Inc.