



supplier's guide

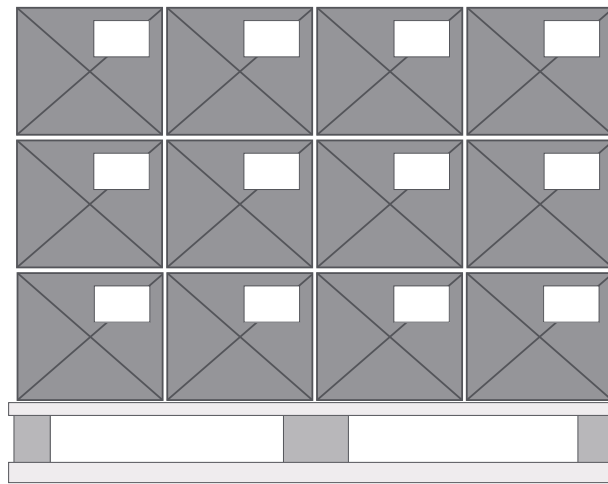
packaging and delivering instructions to InnerWorkings

packaging of goods

We are very proud of our brand and have invested time and money to ensure that we maintain the highest quality standards throughout our processes.

We know that the labelling of goods improves the efficiency and accuracy of picking and packing and ultimately helps the end user identify their products easily.

InnerWorkings suppliers are encouraged to participate in our Box End Labelling System which is briefly described below. But for those suppliers who are starting initial trading or for one off deliveries you should read these general guidelines and the specific instructions on page 4.



InnerWorkings consider the packaging and presentation of product to be almost as important as the content within the box. We have made a significant investment in developing our own box end labelling system, specifically designed to produce a label that is functional for both warehouse operatives and end users.

To operate the system you will need a PC linked to the internet and a laser printer with a minimum resolution of 400 dpi.

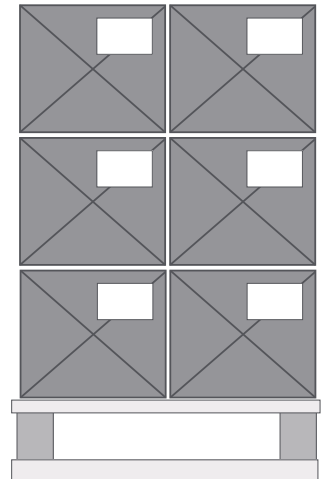
We will supply you with a Labelling Information Pack which includes a software disk and full installation and operating instructions.

Simply insert the disk and follow the instructions provided which will automatically install the software on your PC. You can then connect to our labelling database.

You will then be taken through a series of simple dialog boxes which results in data relevant to the box end labels being passed down the line, to be held on your PC. Before you print the labels you must always have informed your Internal Account Manager of any over production. This allows us to approve the request and alter the system to ensure the correct number of labels are printed.

packaging of goods

 InnerWorkings™ we make marketing happen.	Worldwide Corporation
	Contract No. Order No. BSD INWK No. 590590 Code. FSCBFRC
Sales: A. Salesman Tel: 0121 628 2900 Mobile: 07967 123456 Email: asalesman@inwk.com	S19
Mr Richard Williams InnerWorkings Europe Ltd 5 Cranbrook Way Solihull B90 4GT	Call Off Ref. 20461801
BOOK IN 48 HRS PRIOR ON 0870 464 6066 LABEL TO SHOW - FORM REF, QTY PER BOX, FCN NO. AND FORM TITLE - NO EXCEPTIONS.	 1 of 100
Customer Quotation Form - Worldwide Corporation	1200 mm X 1000 mm X 1050mm Box Qty: 10 Max Pallet Weight 1000 Appro x Weight:4KKG Operator : SC Req Date: 19/11/ 2002
	<small>Ref 5010 (02) 10/14</small>



Once the bespoke InnerWorkings labels have been loaded onto your laser printer, the pre-formatted data held on your PC will generate an appropriate quantity of labels.

The labels will include all the information required together with a bar code of the FCN.

If the product being manufactured is consecutively numbered, each label will display the range of numbers within the box.

In some instances there may be specific client instructions which must be adhered to. On these occasions these details must be added to a supplementary plain note and label. The above will be specified on our purchase order.

Full training in the use of the Labelling Package will be provided by us, either on site at your own premises, or at our office in Solihull.

Technical support is available between 9.00am – 5.00pm Monday-Friday. Contact:

Steve Cousins

IS Manager

o 0121.628.2925

m 07971.649.882

e scousins@inwk.com

By adopting this labelling system, we can be sure that all goods supplied by you will be labelled to a universal style and quality.

Suppliers to InnerWorkings can also access our Delivery Management & Invoicing System by simply accessing our secure site on the Internet. You will be able to generate picking lists, delivery notes and self generated invoices, which negates the need to send your invoices to us.

packaging of goods

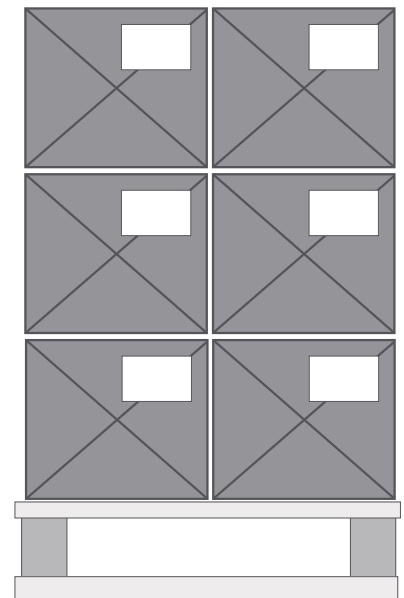
Standard labelling expectations

Our business, namely Print, Marketing and Supply Chain Management, means that we have an increasingly diverse product range and supplier database. On occasion, some of these products may be sourced from suppliers on an infrequent basis. In this case we may feel that it is inappropriate to implement our box end labelling system.

The details that follow are also guidelines for customers who deliver stock they have purchased into our warehouse. We therefore ask that all suppliers respect the disciplines and working practices we adopt and supply all products on box end labels, which carry the following information:

1. Product Title
2. Product Reference Number (as issued by the client)
3. Forms Control Number
4. Box Quantity
5. Our Order Number
6. Client Name

We are sure you will appreciate that this information is vital in allowing us to maintain our Service Level Agreements. Goods which are supplied with insufficient labelling information may be rejected.



delivering into innerworkings

There are certain procedures we wish you to follow when making deliveries into our Warehouse:

1. You must always telephone the Warehouse 48 hours prior to delivery, quoting our order number - 0121 628 2965. A delivery appointment will be given to you
2. Deliveries are accepted between 8.00am and 4.00pm Monday to Friday, or outside of these times by prior agreement
3. A variety of vehicles can be accommodated including 40ft articulated trucks with side curtain. Drivers of vehicles not so equipped must be prepared to handle goods off then re-palletise and shrink wrap
4. To avoid delays, delivery documentation must be clean, clear and accurate and must indicate:
 - Purchase Order number
 - Total quantity being delivered
 - Number of boxes in the consignment
 - Number of pallets in consignment
 - Product reference
 - Description of goods
 - On a numbered product show the start and end number produced
 - Overs to be agreed and advised before hand
5. Goods should be palletised on 1200mm (48") x 1000mm (40") four way entry pallets with a maximum height of 1100mm (44") from the floor to the top of the pallet. (see page 6)
6. The pallet deck boards must be no less than 0.5" thick and run along all four edges. (see page 6)
7. Boxes must not overhang the pallet
8. Labels must be neatly mounted onto the boxes, normally at the top right corner on a short end
9. Failure to meet any of these conditions may result in the delivery being refused. If this happens, a Goods Inwards Fault Report will be completed. Costs associated with rejected consignments due to failure to meet our goods invoice specification will be the responsibility of the supplier or their agents

pallet specification

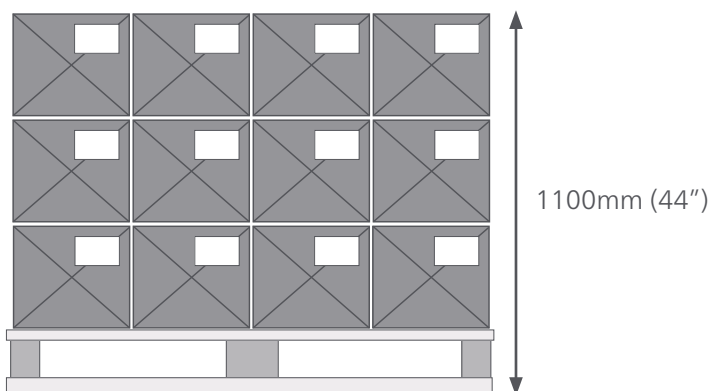
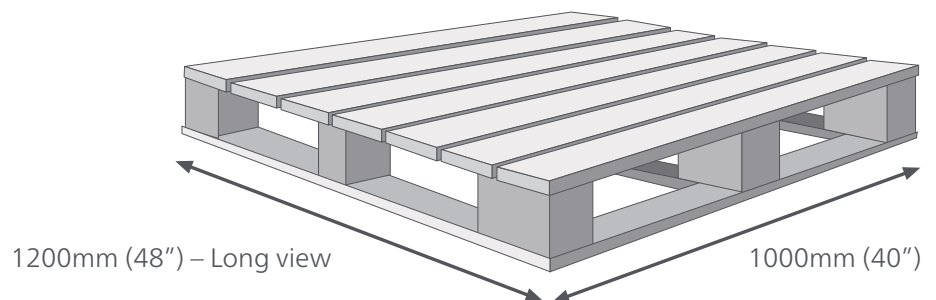
It is important that all goods delivered into our Warehouse are provided on pallets which conform to the following specification.

Perimeter Base dimensions:

1200mm (48") x 1000mm (40") 4 way Entry Style Pallet

Deck Board:

must be 0.5" minimum thickness



- Goods palletised must be presented with no overhang and centrally distributed
- If it is only practical to mix small product types on to one pallet then a covering label should clearly indicate on the outside of the pallet what goods are included
- Mixed, broken or damaged pallets cannot be accepted
- The return of empty pallets is at the discretion of the Warehouse