VENDOR & PRODUCT GUIDELINES

Standard Operating Policies & Procedures

Revised
July 2014
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1. Vendor Guidelines Introduction
The Barnes & Noble Vendor & Product Guidelines Standard Operating Policies & Procedures have been created to provide clear guidance for our Vendor Partners to ensure that merchandise flows quickly and efficiently through the Barnes & Noble Distribution Supply Chain to the end customer.

Barnes & Noble defines a Vendor as any supplier, manufacturer or other vendor from whom Barnes & Noble or any of its subsidiaries or affiliates purchases products and/or services.

The Guidelines have been redesigned to simplify the Vendor On-Boarding procedures and to provide concise instructions for how your merchandise must be presented to Barnes & Noble.

Please review this document in its entirety and ensure all appropriate personnel have access to and understand the requirements contained within this document.

Compliance with the information in this document is essential to enable Barnes & Noble to meet the objective of Right Product, Right Time, Right Quantity fulfillment.

These Guidelines must be adhered to for a Vendor to be in full compliance of Barnes & Noble’s Standard Operating Policies & Procedures. Non-compliance with these Guidelines may result in damage, delayed receipt of goods, delayed payment, loss of sales, return of shipment, chargeback and cost recovery. See the Non-Compliance Infraction Schedule in the Compliance section of these Guidelines.

The information and procedures described within these guidelines apply to vendors supplying product to:
  • Barnes & Noble stores
  • Barnes & Noble.com
  • Barnes & Noble Distribution Centers

Supplying product to Barnes & Noble College Bookseller is not covered by these Guidelines.

2. Important Changes To this Edition:
• The entirety of the Barnes & Noble Vendor & Product Standard Operating Policies & Procedures has been merged into one document to streamline the use of these Guidelines and make information easy to access.

• This document has undergone a complete revision and as such the entire document must be reviewed in full to ensure you have the most up-to-date information for efficient handling of goods within the Barnes & Noble Distribution Supply Chain. Failure to review this document in full and address changes within your organization could result in delivery errors and cost recovery chargebacks.

• Product department Icons noted on the Contact Page appear throughout the document. If the Section is for all products, the section header will show all Product Icons and should be followed as such. If product specific requirements are needed, the Product Icon will be visible next to that reference as a callout.
3. **Product Compliance and other Legal Requirements**  
Legal and product compliance requirements are not fully outlined in these Guidelines. All suppliers, manufacturers and other vendors of Barnes & Noble and its subsidiaries and affiliates must comply with product compliance and legal requirements, which are set forth on:

   [http://www.barnesandnobleinc.com/vendor_requirements](http://www.barnesandnobleinc.com/vendor_requirements)

   By supplying Barnes & Noble and its subsidiaries and affiliates with products, Vendors agree to be bound by these Barnes & Noble Vendor Requirements, as they may be amended or supplemented from time to time. Please visit this page periodically for updates.

4. **Foreign Manufacturer & Supplier Questionnaire**  
Non-U.S. Vendors must also supply Barnes & Noble with the Foreign Manufacturer & Supplier Questionnaire located on:


5. **Confidentiality**  
The Barnes & Noble Vendor & Product Guidelines Standard Operating Policies & Procedures and its contents are confidential to, and the sole and exclusive property of, Barnes & Noble, Inc. Vendor shall protect all Barnes & Noble confidential information using at least the same degree of care, but no less than a reasonable degree of care, as it uses to protect its own confidential information.

6. **Questions?**  
Your Barnes & Noble DC Vendor Contact contact can provide answers for questions regarding the procedures and related operational practices described in the guidelines.
7. **Important Contacts & Placing Product with Barnes & Noble**

Inquiries into offering new product to Barnes & Noble, Inc. must be made directly to the New York buying offices. Direct presentation to a retail store by any vendor is not permitted. To present items for in store placement, please follow the instructions below based on the product type being presented.

7.1 **Books:**

Submit a copy of the book (no manuscripts, please), along with marketing and promotion plans, trade reviews, and a note describing what makes the book unique, to:

Barnes & Noble, Inc.
ATTN: Small Press Department
122 Fifth Ave
New York, NY 10011

7.2 **Toys & Games:**

Submit an example of the item along with marketing, promotion plans, trade reviews, cost and contact information to:

Barnes & Noble, Inc.
Attn: Toys & Games Department
122 Fifth Ave, 7th floor
New York, NY 10011

7.3 **Specialty Departments:**

- **Gift**
- **Electronics & Music Accessories**
- **Calendars**

*Please do not submit original artwork.*

Submit an example of the item along with marketing, promotional plans, trade reviews, costs and contact information to:

Barnes & Noble, Inc.
Attn: Specialty Product Department
122 Fifth Avenue
New York, NY 10011
7.4 General Contacts

General communications or questions regarding Barnes & Noble.com placement:

Books
Email: publisherauthorinquiry@bn.com

Barnes & Noble Specialty
E-Mail: GiftDepartment@bn.com
Specialty Product: 212-727-4809
Calendars: 212-633-3219

Toys and Games
Barnes & Noble, Inc.
Attn Toys & Games Department
122 Fifth Avenue, 7th floor
New York, NY 10011
Main Number: 212-633-3300

Electronics & Music Accessories
E-Mail: Leah Recchia lrecchia@bn.com or Crissi Bariatti cbariatti@bn.com

General Communications regarding product offering to Barnes & Noble Retail:

Barnes & Noble, Inc.
122 Fifth Avenue
New York, NY 10011
Main Number: 212-633-3300

New Product Information
Submittal Contact:
E-Mail: titles@bn.com

Product Information Updates Contact:
E-Mail: mtdsrl@bn.com

Product Images Contact:
Phone: 212-414-6399
E-Mail: imagesInquiry@book.com
7.5 Distribution, Replenishment and Financial Contacts

All questions regarding distribution and replenishment:

**Your assigned DC Vendor Contact**

Vendor Compliance:
[VendorCompliance@bn.com](mailto:VendorCompliance@bn.com)

Vendor Relations (Accounts Payable)
Barnes & Noble, Inc.
Attn: Vendor Relations
1400 Old Country Road
Westbury, NY 11590
E-Mail: [vendorrelation@bn.com](mailto:vendorrelation@bn.com)

Monroe Distribution Center
Barnes & Noble Distribution
One Barnes & Noble Way
Monroe Township, NJ 08831
Main Number: 732-656-7200

Reno Distribution Center
Barnes & Noble Distribution
12660 Old Virginia Road
Reno, NV 89521
Main Number: 775-327-6500

Barnes & Noble Logistics
Department
[Traffic_group@bn.com](mailto:Traffic_group@bn.com)
732-656-7400

8. Business Procedures For Supplying Merchandise to Barnes & Noble

Upon establishing a relationship as a Barnes & Noble trading partner, you will receive a New Vendor Packet from your NY Merchandise Buyer or Distribution Center Vendor Contact. This packet will contain some, or all, of the following documents which must be returned completed in full to finalize the vendor set-up and begin purchasing of product.

- Electronic Data Interchange (EDI) Capability Request
- Vendor Questionnaire
- Vendor Compliance Certificate (VCC)
- CT-PAT Information
- Conflict Minerals Supplemental
- W-9

9. Electronic Trading Partnerships

Barnes & Noble prefers to utilize EDI communication, which results in fewer errors in order fulfillment, faster replenishment, and lower costs for all trading partners.

Barnes & Noble utilizes the following American National Standard Institute ASC X12 Transactions Sets

- 180 Returns
- 810 Invoice
- 820 Remittance Advice
- 850 Purchase Order
- 855 Purchase Order Acknowledgment (POA)
- 852 Product Activity Data
- 857 Advanced Ship Notice/Invoice (ASN)
- 864 Location/Address (Store [SAN](mailto:SAN) (Standard Address Number) and Street Address)
- 997 Functional Acknowledgment

Detailed mappings of each transaction set and accepted code lists can be obtained by contacting [BNEC_Support@bn.com](mailto:BNEC_Support@bn.com). Please inform your DC Vendor Contact of your EDI capabilities and EDI department contacts. Each Transaction Set will require testing. Your BNEC support contact will provide full details of testing steps.

Final July 23, 2014
Information for participation in BNEC, Barnes & Noble’s Electronic Commerce, a web-based electronic communication of Purchase Orders and invoices will be made available to those vendors who are not utilizing EDI.

All Vendors are expected to be EDI or BNEC compliant within 6 months after establishing a business relationship with Barnes & Noble.

10. Product Data and Mandatory Updates

Accurate and timely product data is essential to successful product promotion, sales and improves the customer experience. Barnes & Noble requires that vendors supply their product data upon establishing a trading partner relationship.

10.1 Publisher Identification in Books

All books shipped to Barnes & Noble must include the following information, generally printed on the copyright page (back of the title page):

- Name and principle place of business of publisher
- Publisher’s street address, city, state and zip code (listing a web address only is not acceptable).

10.2 Book Bibliographic Data

Barnes & Noble follows the Book Industry Study Group (BISG) Meta Data Best Practices for bibliographic data. Please review this document from BISG:


Barnes & Noble prefers to receive bibliographic data via ONIX\(^1\) standards, but will accept required data in Excel, text and Access formats.

For ONIX FTP set up and information on other data transfer methods, contact titles@bn.com for instructions.

- New Title data is required 180 days prior to publication and Barnes & Noble acknowledges that all data is subject to change prior to publication.

- Barnes & Noble expects that vendors will provide monthly updates of bibliographic data. Unreported changes (price, case pack/carton quantity, availability status, etc.) can have adverse effects on order fulfillment. A full title review is expected at least once a year. Updates are to be sent to mtdsrl@bn.com.

\(^1\) ONIX is the international standard for representing and communicating book industry production information in electronic format.
The list below comprises the mandatory core data points expected for all new titles. (bolded elements must exist for first time record submission)

**EAN-13**
**Title**
**Author/Contributor(s)**
**Publisher/Imprint (both when applicable)**
**Suggested Retail Price**
**Publisher’s Proprietary Discount Code**
**Publisher Status Code**
**Product Availability Code**
**Format_BINDING (or other description of Product Form or Packaging)**
**Publication Date**

**On Sale Date (when applicable)** *ON-SAlease DATE is to be used only when a specific date has been established by the publisher for the first sale of the book to the public to ensure a uniform national release. An ON-SALE DATE is binding on Barnes & Noble if and only if an ON-SAlease DATE letter of agreement has been executed by Barnes & Noble.*

**BISAC Subject Code**
**Language of Product Content**
**Series (when applicable)**
**Edition Number**
**Edition Type_Description**
**Volume Number**

**ONIX Audience Code**
**Age Range of Target Audience**

**ALL SAFETY/WARNING LABEL NOTIFICATIONS ON PRODUCT**

**Case Pack_Carton Quantity**
**Replaces_Replaced By**
**Territorial Rights**

**Bar Code Indicator**
**Weight and Dimensions (Length, Depth, and Width)**

**Return Code (Strippable indicator when applicable)**
**Page Count, Running Time, and Extent**
**Distributor/Vendor of Record**
**Number of Pieces**
**Textual Description of Product**

Illustration Details

The following content enhances the customer shopping experience on BarnesandNoble.com and should be provided when available:

- Table of Contents
- Sample Chapter
- Reviews
10.3 Bargain (Remainders) Book Data
Remainders must be assigned a new EAN-13, different from the original EAN-13, to accurately price the books and record sales. Discuss with your NY Merchandise Buyer whether Barnes & Noble will assign the new EAN-13 or use an EAN-13 that you assign.

- For remainders, Barnes & Noble will use bibliographic data already on file from promoting the book as a trade title. If the trade data is not available at Barnes & Noble, you will be asked to provide it.

- EAN-13 or UPC changes must be submitted in written form to the New York Buyer at least 60 DAYS IN ADVANCE OF ANY PROPOSED CHANGE. All change requests are subject to Buyer approval.

- For remainders, Barnes & Noble will use images already on file from promoting the book as a trade title. If the trade image is not available at Barnes & Noble, you will be asked to provide one.

10.4 Specialty Products, Toys & Games, Electronics, Music, Accessories Product Data
Your Barnes & Noble New York Merchandiser or DC Vendor Contact will provide instructions regarding how to submit Specialty product data.

- Data on new products must be received immediately after commitment to purchase. Barnes & Noble acknowledges that all data is subject to change.

- Changes to product data, including price changes, must be sent prior to active change, to ensure the most accurate information is available to our store/online customers and the ordering system.

  - Changes to Specialty, Electronics, Music and Accessory product must be communicated **60 days prior** to activation to your NY Merchandise Buyer and DC Vendor Contact.

  - Changes to Toys & Games product must be communicated **90 days prior** to activation to your NY Merchandise Buyer and DC Vendor Contact.

The list below comprises the mandatory core data points to establish a Specialty Product on Barnes & Noble databases. Other elements may be required to describe product clearly. (bolded elements must exist for first time record submission)

**Product Identifier (UPC/EAN-13 if assigned by Barnes & Noble)**
**Product Name**
**Primary Contributor (when applicable) – (Model Number can be placed in this field where contributor is not relevant)**
**Suggested Pricing**
Suggested Retail Price and Published Discount Schedule or Suggested Retail Price and Unit Cost
Manufacturer or Distributor
Availability
Product Form or Packaging
Strict on Sale or Release Date
Category (BISAC Subject when applicable)
Language of Product Content
Age Range of Target Audience
ALL SAFETY/WARNING LABEL NOTIFICATIONS ON PACKAGING
Case Pack/Carton Quantity
Territorial Rights
Product Weight and Dimensions (Length, Depth, Width)
Textual Description of Product

The following content enhances the customer shopping experience on BarnesandNoble.com and should be provided when available:

- Marketing Product Description
- Awards
- Reviews
- Endorsements or Recommendations

10.5 Product Images

Barnes & Noble encourages vendors to submit a variety of images that display products in their best light, including both product images and lifestyle images. These images will be used to sell the product on Barnes & Noble.com and will be made available to our retail booksellers.

Successful processing requires that all images be composed, formatted, and submitted in accordance with the specifications developed for this purpose by Barnes & Noble. It is especially critical that product images are correctly named in accordance with the Barnes & Noble convention. Incorrectly named images cannot be used, and presenting your product to our customers will be delayed until a correctly named image is received and can be processed.

**Book Cover Submission**

- instructions can be found by under the Preparing Cover Images section in the How to Submit Content link here:

**Specialty, Toys & Games, Electronics, Music Accessories**

- image specifications are available for download as a PDF file:

11. Purchasing

11.1 Purchase Order Transmission

Purchase Orders for product will be issued via EDI, BNEC or e-mail.
• Vendors receiving E-Mail Purchase Orders must acknowledge the Purchase Order receipt by following the instructions on the accompanying cover sheet.
• Vendors receiving EDI Purchase Orders should communicate changes via the POA transaction set or e-mail to ddatabase@bn.com prior to shipment of goods.
• Vendors receiving Purchase Orders through BNEC must communicate changes via the BNEC POA process prior to shipment of goods.
• Any discrepancies in the Purchase Order must be communicated to ddatabase@bn.com.
• Purchase Order changes sent with invoice submittal will not be accepted, all changes must be submitted prior to Purchase Order fulfillment.

11.2 Modifications to Purchase Order Terms
• Requests to modify payment, purchasing or freight terms must be submitted in writing to the New York Merchandiser at least 60 days in advance of the proposed change.
• All requests are subject to Merchandiser approval.
• Any open Purchase Order is to be honored at the established terms/prices prior to implementation of the requested change.

11.3 Purchase Order Status Requests
Vendors will receive files requesting shipment status to expedite open Purchase Orders past their Expected Arrival Date. Barnes & Noble expects vendors to respond to these requests promptly with accurate detailed status for each open Purchase Order.

To improve Purchase Order efficiency, proactive product and Purchase Order updates via ASC X12 Transaction Set 855 Purchase Order Acknowledgments, BNEC and e-mail should be transmitted prior to shipment of goods.

11.4 Expected Arrival Date
The Expected Arrival Date is defined as the date product is due to be received at the Purchase Order Ship-to Address.

Product is expected to be shipped to arrive at the specified Barnes & Noble address within a +1/-1 day of the Expected Arrival (Receipt) Date listed on the Purchase Order.

It is the vendor’s responsibility to take into account production time and calculate the shipping time necessary to ensure that product arrives at the designated B&N address by the Expected Arrival Date.

Deliveries that fall outside the expected arrival delivery window will be considered non-compliant and subject to chargeback.

For imports, this date is not to be confused with the freight forwarder delivery date and all shipment planning must include transport time for goods to arrive in time to be compliant with the Expected Arrival Date.

Books
Any shipment arriving past the Expected Arrival Date or Cancellation Date will incur a chargeback with additional handling and/or return freight costs.
All book Purchase Orders will be cancelled 120 days after the expected arrival date.
**Specialty Products, Electronics, Music Accessories**

All products are expected to arrive no later than the Expected Arrival Date stipulated on the Purchase Order.

All Specialty Purchase Orders will be cancelled 60 days after the Expected Arrival Date, as designated by the Cancellation Date on the Purchase Order. Any shipment past the Expected Arrival Date or Cancellation Date will incur a chargeback with additional handling and/or return freight costs.

NY Merchandise Buyers reserve the right to cancel, reduce, or refuse late Purchase Orders and return overages that exceed the Purchase Order quantities by 3% or more. **Non-compliance** with the stated delivery timeline will incur a 5% surcharge for the cost of additional handling and storage or refusal/return of the product at the Vendors expense.

**Toys & Games**

Refer to the **Toy & Games Vendor Program Terms** received from your NY Merchandise Buyer for specifics on Expected Arrival Date and Cancellation Dates window to avoid chargebacks. This document is password protected and will require the correct permissions to access.

11.5 **Defective/Shortage**

Any Defective product and/or concealed shortage discovered upon receipt of goods is subject to a chargeback. This encompasses shipments to the Stores or Distribution Centers. B&N will notify Vendors of defective/shortages prior to taking any action.

In lieu of physical return of defective merchandise, product may be destroyed at the Store/DC level. Items will not be resold.

11.6 **Purchase Order Fulfillment**

- If an item on a Purchase Order is unavailable for fulfillment, that information must be communicated via the EDI 855 Purchase Order Acknowledgment, via BNEC Vendor Portal or by following the instructions on the Purchase Order cover sheet.

  - Specialty, Toys & Games, Electronic, Music and Accessory products: the NY Merchandise buyer must receive immediate notification via email if an item cannot be shipped for complete purchase order fulfillment.

- Barnes & Noble does not accept automatic product substitution/new edition/replacement editions for any product. Unapproved Substitutions will be shipped back to the vendor at the vendor’s expense and are subject to chargebacks that include handling/freight costs.

- Product shipped to, but not ordered by Barnes & Noble, will be returned to the vendor at the vendor’s expense and will include handling/freight costs.

- Product shipped in excess of ordered quantity due to vendor error may be returned, at Barnes & Noble’s discretion, to the vendor and subject to chargebacks that include handling/freight costs.
11.7 Casepack Facility Purchase Orders
Barnes & Noble orders product in full case packs to specific Ship-to SAN Numbers that are transmitted on the Purchase Order.

- Vendors are expected to provide correct product case pack data prior to Purchase Order acceptance/fulfillment.
- Casepack changes must be communicated to Barnes & Noble immediately. (See Product Data section for instructions)
- Product received in casepack values that were not transmitted to Barnes & Noble’s ordering system that create an overage may be returned to the vendor and subject to chargebacks that include handling/freight costs.

12. BarCoding
All products are required to be marked with a barcode that directly correlates to your product identification number. Barcodes are expected to be in compliance with GS1 Barcode standards.

- Books must have an EAN-13 barcode with price add-on barcode and human readable price.
- Specialty, Toys & Games and Electronic product must be labeled with a valid UPC 12 or EAN-13 if provided by Barnes & Noble.
- Retail Prices on Product
  - All products that will be physically merchandised in a Barnes & Noble store must have a human readable price.
  - All products purchased for online merchandising only do not require a human readable price or price add-on barcode.

12.1 Barcode Compliance
Barcodes will be considered non-compliant if the barcodes do not meet the stated requirements:

- Barcode must scan correctly via formal testing procedures.
- Barcode size must be no less than 90% of GS1 standards or a truncated barcode and, which in the determination of Barnes & Noble, scan reliably in our store or distribution centers.
- Dual identifiers on product will be flagged as non-compliant and subject to chargeback. Product cannot contain any other barcode in addition to the EAN-13 or the UPC.
- Books cannot have an item specific UPC or contain a price point UPC on cover 4 of a mass market paperback.
- An EAN-13 with prefix “979” issued by an entity other than the ISBN agency (except bound sheet music) is not an acceptable standard.
- All barcodes should follow the GS1 standard of black bars printed on a white background for best clarity and reduction of scan errors.
- All barcodes must have sufficient “white space” for the barcode scanner to read them.
- UPC Price Point only barcodes cannot be applied to products.
- UPC barcoded product is not subject to price changes without notification to, and approval from, the NY Merchandiser.
- Please contact your NY Merchandise Buyer or DC Vendor Contact if you have questions regarding the product identifier for your product.
12.2 Books (EAN-13):

All book product shipped to Barnes & Noble must be marked with a single EAN-13 barcode in "picket fence" orientation along the lower edge of cover 4 (back cover) as shown below.

**USD $4.95/GBP £2.75/CAD $4.95**

ISBN 978-1-402-89462-6

Required elements:
- EAN-13 in the main body, with human-readable text above and below as shown
- Price encoded in the price add-on, with encoded text above.
- The greater-than sign (">") to the right to protect the quiet zone (white space preceding and following each barcode).

**Strippable Paperbacks**
- An EAN-13 bar code is required on cover 2 (inside front cover) of all strippable paperback books
- Placement may be anywhere along the front edge within the tolerances shown.
- The bar code cannot be smaller than 90% reduction from the GS1 standard.
- The bar code must not be rendered unreadable by embossing or cutouts.
- The Strippable Indicator \( \triangle \) is mandatory on all strippable paperback books on covers 2 and 4.
Suggested Retail Price on Books

- All product that will be physically merchandised in a Barnes & Noble store MUST contain a human readable price and price add-on barcode.
- All product purchased for online merchandising only DOES NOT require a human readable price or price add-on barcode.
- If uncertain whether your product requires Human Readable Prices displayed, please contact your DC Vendor Contact.

12.3 Specialty Product, Toy & Games, Electronics, Music Accessories

All products are to arrive with a clearly defined barcode.

- If your product has been assigned an EAN-13 by the N.Y. Merchandise Buyer, please follow the Book barcode requirements above.
- UPC barcodes must be valid symbols with corresponding 12-digit numbers as shown below.

![Barcode Image]

Suggested Retail Price on Specialty, Toys & Games, Electronics, Music Accessories

- New Vendors must send high definition .PDF images of product barcodes, or hard copies, to the NY Merchandiser and Vendor Compliance for scan testing and formatting.
- A human-readable suggested retail price (with dollar sign and decimal point) is required on specialty, toys & games, and electronics product for retail sale in our stores.
- A human-readable price is not required on specialty, T&G, and electronics product purchased to fill a specific retail customer order or to be stocked only in a Barnes & Noble Distribution Center in anticipation of a customer order.

Price Ticketing for Specialty, Toys & Games, Electronics, Music Accessories

- A human-readable price is required and must be in U.S. Dollars.
- Product with prices printed directly on the packaging must be reviewed with the NY Merchandiser for approval.
- If the human readable price is supplied via price ticket, it must be in a font at least 3/16” inch high. A sans-serif font is preferred. A suitable price ticket is shown below:

$12.95

- The price ticket should be in close proximity to the product barcode without interfering with “white space” or important product language.
- Product arriving with incorrect ticketing information or barcodes that do not scan will not be available to our customers for sale until resolved. Incorrect ticketing will result in chargebacks.
12.4 Barcode Industry Standard Contacts
Further information on Barcode specification and standards can be found at either of the standards organizations noted below:

**Book Industry Study Group**
- Address: 370 Lexington Avenue, Suite 900
- City: New York, NY 10017
- Phone: 646-336-7141
- Email: info@bisg.org
- Website: http://www.bisg.org/

**GS1 US**
- Address: 7887 Washington Village Drive, Suite 300
- City: Dayton, OH 45459
- Phone: 937-435-3870
- Email: info@gs1us.org
- Website: http://www.gs1us.org/

13. Carton Specifications
This section covers all aspects of carton specification and carton labeling requirements for every product line and shipping method currently active at Barnes & Noble.

Barnes & Noble utilizes sophisticated conveyor systems at our distribution centers to move product to our stores. There are carton size limitations for conveyable packaging. It is critical that oversize packaging be avoided whenever possible to reduce potential product damage and delay.

- When the product itself is beyond the stated maximum carton size listed, the packaging options must be discussed with the New York Merchandiser or DC Vendor Contact.
- Product may need to be packaged singly in a re-shippable carton, since oversized items must be handled individually and cannot be sent through our conveyor systems.

13.1 Product Carton Size
Product cartons inbound to Barnes & Noble case pack facilities or stores must adhere to the following specifications:

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>9 inches</td>
<td>22 inches</td>
</tr>
<tr>
<td>Width</td>
<td>6 inches</td>
<td>16 inches</td>
</tr>
<tr>
<td>Height</td>
<td>4 inches</td>
<td>18 inches</td>
</tr>
<tr>
<td>Weight</td>
<td>1 lb</td>
<td>45 lbs</td>
</tr>
</tbody>
</table>

**Carton Dimensions and Height/Width Ratio**

- Carton dimensions are defined as shown in the illustration to the right.
- The top of the carton is the surface formed by the taped flaps.
- In cases where carton height is greater than carton width, the height may not exceed the width by more than 25%.

13.2 Small Quantity Packaging for Special Orders
The limits above do not apply to cartons, folders, or padded mailers inbound to Special Order or Barnes & Noble Eaches only facilities, as noted by specific Ship-to SAN numbers.
13.3 Cartons or Containers for Displays
Cartons or containers for displays (only) inbound to a Barnes & Noble facility must adhere to the following specifications:

<table>
<thead>
<tr>
<th>Length</th>
<th>Width</th>
<th>Height</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>9 inches</td>
<td>6 inches</td>
<td>4 inches</td>
</tr>
<tr>
<td>Maximum</td>
<td>36 inches</td>
<td>27 inches</td>
<td>24 inches</td>
</tr>
</tbody>
</table>

The weight per square foot of a display carton bottom must not exceed 35 pounds.

13.4 Carton Durability and Sealing (All Cartons)
As a minimum, all cartons shipped to Barnes & Noble must be rated at an Edge Crush Test (ECT) of at least 44 lbs/in or a Bursting Test of at least 250 lbs/sq in.

- Cartons are to be sealed with clear tape.
- Cartons are not to be stapled or banded.
- Carton shipped with staples or bands of any type are subject to chargeback.
- Cartons must be strong enough to withstand palletizing without crushing.

13.5 Carton Contents
It is expected that all cartons shipped to Barnes & Noble Distribution carton facilities are single unit casepacks unless the purchasing agreement permits mixed items within the carton or the carton contains an assortment, display or prepack.

- Cartons should be packed fully but remain within weight tolerance.
- Carton contents should not shift during transit, any space should be filled with air or paper based filler to prevent carton crushing and damage to contents.

13.6 Oversize Items
Product is considered oversize if one unit laid flat will not fit within a carton of the following dimensions:

<table>
<thead>
<tr>
<th>Length</th>
<th>Width</th>
<th>Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 inches</td>
<td>14 inches</td>
<td>10 inches</td>
</tr>
</tbody>
</table>

- If your product exceeds these dimensions, you must inform your DC Vendor Contact or Merchandising buyer for approval and instructions on packaging.
- Oversize items must be packaged separately in a re-shippable carton (an “outer shipper”), unless alternate arrangements are agreed upon prior to purchasing with a compliant product carton label.
- The re-shippable carton must comply with all durability criteria in this section.
- Failure to properly inform Barnes & Noble of oversize cartons or package oversize product in re-shippable cartons will be considered non-compliant.

13.7 Displays in Multiple Cartons
If a display must be shipped to Barnes & Noble in more than one carton, the portion of the display contained in each carton must be treated as a unit and assigned a unique identifier.

- The identifier may be either an EAN-13 or UPC consistent with the bar coding requirements.
- The portions (cartons) will be considered separate entities for ordering and receiving. Each carton must be treated separately in Advance Ship Notice (ASN) transmissions.
13.8 Pre-Packs - Books

Pre-packs are defined collections of two or more products packaged together for efficient handling through our distribution supply chain. Pre-packs are frequently promotional in nature with media tie-in or seasonal themes.

- The individual products, not the pre-pack, are offered for retail sale.

- An identifier different from the product(s) identifier in the pre-pack must be assigned to the pre-pack for ordering and identification through our distribution supply chain.

- The labeling of the outside of a pre-pack carton must be compliant to the carton labeling requirements. The product identifier (UPC/EAN-13) displayed on the carton product label is to be the identifier of the pre-pack.

14. Carton Markings

Barnes & Noble maintains strict requirements for carton marking for efficient travel through the distribution centers and stores. These markings include:

- Carton Product Label – Must be present on all single title casepacks/displays and assortments.
- Shipping Label – Must be present on all cartons.

Contacts for Label Vendors and Label Assistance Providers can be found at the end of this document.

14.1 Barnes & Noble New Vendor Label Approval

Vendors that are new to Barnes & Noble are required to submit sample/test labels for structural compliance and barcode accuracy prior to the first Purchase Order being issued or shipped.

A Product Carton Label, Shipping Label and at least one product identifier (EAN-13/UPC) Barcode label should be sent to:

Barnes & Noble
Vendor Compliance Label Approval
5 Barnes & Noble Way
Monroe, NJ 08831

High definition .pdf images of all labels can be e-mailed in place of hard copies to: VendorCompliance@bn.com

- Please use this text in the subject line: Your Vendor Name and Label approval request.

- There is a 32-48 hour approval turnaround time on label review. Labels submitted late will not receive priority to expedite shipment of a Purchase Order.
14.2 Shipping and Carton Labeling

- All shipping and carton product labels are to be encoded according to GS1-128 symbology.
- Labels generated using the UPS WorldShip application must conform to UPS standards.
- The “quiet zone” or white space preceding and following each bar code is to be at least 0.25 inches wide.
- Shipping labels must not cover carton product labels.
- Carton Product labels must not cover shipping labels.

**Shipping Label**

All inbound cartons/packages must have a shipping label.

Mandatory data on all shipping labels:

- Ship From
- Ship To
- Purchase Order Number (human readable and barcoded)
- Destination SAN number (human readable and barcoded)
- Serial Shipping Container Code (SSCC) barcode (human readable and barcoded) or ASN NOT SENT disclaimer.

**Carton Product Label**

- All single product cartons must have a carton product label.
- Mixed product, where permitted by Barnes & Noble, does not require a Carton Product Label. When shipping mixed Purchase Order cartons is permitted:
  - **ASN Vendors:**
    - ASN must correctly list all carton contents with title/PO level detail.
  - **NON-ASN Vendors:**
    - a packing list or detailed itemization of product and Purchase Order match must be contained within or adhered to the carton.

---

**Example of Shipping Label**

FROM: XYZ PUBLISHING
1234 MAIN STREET
PUBLVILLE, NJ 07774

TO: BARNES & NOBLE DISTRIBUTION
1 BARNES & NOBLE WAY, STE. A
MONROE, NJ 08831

PO # (400) 123456789

Destination SAN (410) 079999 800146 4

SSCC (00) 0 0614141 000000235 1

**Example of Carton Product Label**

TITLE: LATEST BESTSELLING TITLE
AUTHOR: WRITER, GREAT
PUBLISHER: HAPPY PUBLISHER, INC
ON SALE: 11/11/2004
PRINTED IN USA

CTN QTY: 24
CTN WT: 30.0 lbs
COVER PRICE: $24.95 USD

(91) 10781234567894
(901) 000300

(91) 10781234567894
(901) 2465USD
Mandatory data on all Carton Product Labels (human readable & UCC 128 Barcode symbology):

- Title/Item Description
- Publisher or Vendor Name
- Carton Quantity
- Carton Weight
- EAN-13/UPC

In addition to the above:

Book Product labels require **Author, On Sale Date, Cover Price**

All Specialty, Toys & Games and Electronics merchandise requires **Country of Origin**

(See “Carton Product Label” product specifics for more details)

### 14.3 Label Placement On Cartons – Shipping Label and Carton Product Label

Shipping and product labels must be applied to cartons as shown.

Label to carton edge spacing:
- Minimum = 1.25 inches
- Maximum = 3 inches

A product label may also be placed on the short side of the carton at the supplier’s option.

**Cartons shorter than Full Label Height, but taller than 4.25 inches**

- If the carton is too short to hold the full shipping label with the placement shown, the label may be placed on the side and wrapped over the top of the carton.

- The bar codes in the 3-inch space of Shipping Label Zones G & H and Zone I must be below the fold and readable by a side scanner. The bottom of the label must be at least 1.25 inch from the bottom edge of the carton.
• The product label is to be placed on the side as shown, even though the spacing shown above cannot be maintained.

Cartons shorter than 4.25 inches
• If the carton is too short to permit even the wrap described above, both labels are to be placed on the top of the carton (or package). Top labeling is to be avoided unless forced by the carton dimension.

Your Barnes & Noble DC Vendor Contact or Vendor Compliance can provide answers for questions regarding Barnes & Noble policies and practices related to carton labeling.

14.4 Advance Ship Notice (ASN)
Barnes & Noble prefers an electronic Advance Ship Notice (ASN) for all inbound shipments.
• ASN data must be submitted ahead of all shipments to a distribution facility or store locations.
• EDI Vendor Shipments arriving without transmitted ASN data will be considered non-compliant.
• Carton contents that do match transmitted ASN data will be considered non-compliant.
• EDI Vendor shipments arriving without ASN’s, without prior authorization, to ship without an ASN will be considered non-compliant.
• All shipping labels must carry either the bar coded SSCC (carton “license plate number”) corresponding to data in the ASN or the wording "ASN NOT SENT” if an ASN has not been provided.
• When shipping Mixed Product/Mixed Purchase Order cartons ASN detail must be title/PO specific.

If you need assistance in producing shipper-generated labels, please contact representatives of your equipment supplier for assistance with technical details of bar coding.

15. Shipping Labels

15.1 Shipper Generated Labels
• Shipping labels must be on all cartons/packages inbound to Barnes & Noble.
• Shipper generated labels are labels produced on equipment programmed and maintained by the shipper or a service organization employed by the shipper.
• The formats for shipper-generated labels shown on the following pages are preferred by Barnes & Noble and follow the GS1 US standard for carton labeling.
• SAN Calculation algorithms can be provided upon request.
• SSCC Calculation algorithms can be provided upon request or can be found on GS1.

Shipping Label Layout
• The shipping label layout is comprised of “zones”, which are based on the guidelines for the GS1-128 SSCC Label format.
• Specific information is assigned to each zone on the shipping label. The size of the zones, with the exception of certain zones that have mandatory dimensions, can be adjusted to accommodate varying amounts of information, but the sequence of zones must be preserved.
• Some zones are not mandatory for Barnes & Noble but are provided for the use of the supplier or the freight carrier. If these zones are not needed, they may be reduced or
omitted at the option of the supplier. However, if supplier only zones are omitted, the specified sequence of the zones must remain intact.

**Shipping Label Size**

**MINIMUM** accepted label dimensions:

4 inches (Width) by 6 inches (Length).

- The label may be as large as required to display information needed by the shipper.
- A label longer (taller) than 6 inches is acceptable, as long as the sequence of zones on the label as specified in these guidelines and the label placements are maintained.

**Mixed Product/Purchase Orders within a Carton**

Barnes & Noble requires that cartons contain only items from a single Purchase Order. Under certain circumstances and when specified in the purchasing arrangement, Barnes & Noble will permit the mixing of items from more than one Purchase Order within a carton.

- When mixed Purchase Order cartons are permitted, the value of nine ‘9s’ (999999999) is always to be used in the Purchase Order Number field on the Shipping Label.

- When shipping mixed Purchase Order cartons is permitted:
  - **ASN Vendors:**
    - ASN must correctly list all carton contents with PO level detail.
  - **NON-ASN Vendors:**
    - a packing list or detailed itemization of product and Purchase Order match **must be contained within or adhered to the carton.**

Failure to provide detailed itemization, via ASN or Packing List, of a mixed Purchase Order carton is subject to chargeback.

*Providing a means of indicating mixed Purchase Orders within a carton does not authorize such mixing; authorization to mix Purchase Orders is conveyed only by the purchasing arrangement.*

*Failure to receive approval to ship mixed Purchase Orders within a carton is subject to chargeback.*

**Purchase Order Number**

In order to facilitate accurate stock receiving, a human-readable Purchase Order Number must be printed in a 12 point sans serif font on all carton shipping labels.
15.2 Shipper Generated Common Carrier Label
For freight inbound to Barnes & Noble via common carrier (including Argix).

<table>
<thead>
<tr>
<th>Zone A</th>
<th>Ship From</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[Mandatory]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone C</th>
<th>Carrier Routing Bar Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[May Be Omitted If Not Required By Carrier]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone B</th>
<th>Ship To</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[Mandatory]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone D</th>
<th>Carrier Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[May Be Omitted If Not Required By Carrier]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone E</th>
<th>Customer Segment, Purchase Order Number. Bar code and Human readable PO in minimum 12 point sans serif font are required [Mandatory]</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Zones G &amp; H</th>
<th>Final Destination SAN Bar Code and Human Readable SAN are required [Mandatory]</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Zone I</th>
<th>Serial Shipping Container Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If no ASN is Provided, print: “ASN NOT SENT” [Mandatory]</td>
</tr>
</tbody>
</table>

As noted prior, Zones C and D and Zone F may be omitted if not required by the carrier or by the shipper as part of the supplier’s fulfillment operations.
15.3 Shipper Generated UPS Labels

Information specific to meeting Barnes & Noble guidelines may be obtained from the UPS Strategic Technical Support for Barnes & Noble [UPS Technical Support for Barnes & Noble](#).

The area identified as “Customer/Supplier Zones” corresponds to Zones E and F on the examples below. The height of this area may be limited to that needed to contain the bar coded data (such as Barnes & Noble Purchase Order number).

The zone heights shown are the minimal specifications; larger zones may be used when space permits.
15.4 Shipper Generated UPS Label; ASN sent via EDI
For freight inbound to Barnes & Noble via United Parcel Service (UPS).

As shown in this example, the information required by UPS and by Barnes & Noble can be accommodated on a 4" x 6" label if the supplier segment (Zone F) is not used. If the supplier requires Zone F, a longer label may be required.

Note:
Data in this portion of the label must be configured to meet the requirements of UPS. Shippers must contact their UPS Account Manager in all cases for approval before production.
15.5 Shipper Generated UPS Label; ASN Not Sent
For freight inbound to Barnes & Noble via United Parcel Service (UPS).

If Zone F is required by the supplier and an ASN is not sent, the height of Zone I may be reduced to keep the label length under 6 inches. However, the phrase “ASN NOT SENT” must be printed in a large enough font to be easily read within a warehouse environment.

The Barnes & Noble Purchase Order number is required in first reference number (REF 1) field when using UPS labels and an ASN is not sent.
15.6 Shipper Generated Label – Size Greater than 4 x 6

- The shipping label is not restricted to the minimum size of 4 inches by 6 inches. The label may be any size that meets the needs of the shipper.
- The Zones containing Purchase Order information, the Destination SAN, and the SSCC must remain in the sequence shown in the previous examples. Zones C and D may be omitted if not required by the carrier. Zone F may be omitted if not required by the supplier.
- The positioning of the SSCC bar code is especially critical to ensure correct routing through Barnes & Noble distribution centers. The label must be applied to the carton in a manner such that the position of the SSCC bar code is within the tolerances shown below (no closer than 1.25 inch to the carton edge and farther than 3.0 inches from an edge.)
## 16. Shipping Label Format Details and Data Encoding

### 16.1 Shipping Label Zone Content

<table>
<thead>
<tr>
<th>Zone</th>
<th>Description</th>
<th>Information</th>
<th>Zone Size</th>
<th>For Compliance</th>
</tr>
</thead>
</table>
| A    | Ship From   | Always contains the human readable Shipper name and address. | Height: 1.0” ± .2”  
Width: 1.25” | Mandatory |
| B    | Ship To     | Always contains the name and address of the Barnes & Noble location receiving the shipment. | Height: 1.0” ± .2”  
Width: 2.75” | Mandatory |
| C    | Carrier Routing Bar-Code Segment | Bar-coded carrier information determined by carrier. | Height: 1.0” ± .2”  
Width: Minimum of 2.5”, allowing for Zone D to appear next to Zone C or up to 4.0” when used below Zone C. | If required by carrier  
Supplier and carrier determine need (if any) and requirements.  
Zone C may be omitted if not required by supplier. |
| D    | Carrier Text Segment | Carrier Name, SCAC Code, Pro Number, Trailer Number, Class of Service or other information required by the carrier to deliver the shipment. | Height: 1.0” ± .2”  
Width: 1.5” when used on the same plane as Zone C or up to 4.0” when used below Zone C. | If required by carrier  
Supplier and carrier determine need (if any) and requirements.  
Zone D may be omitted if not required by supplier. |
| E    | Customer Segment | Barnes & Noble Purchase Order Number. | Height: 1.0” ± .2”  
Width: 4.0”. | Mandatory |
| F    | Supplier Segment | Information for the internal use of the supplier, such as Waves, Deliveries, Dock Floor Spots, Carton Counts. | Height: 1.0” ± .2”  
Width: 4.0”. | If required by supplier  
Supplier determines need (if any) and requirements  
Zone F may be omitted if not required by supplier. |
| G    | Final Destination Code | The barcoded Ship-to SAN of the final Barnes & Noble destination. | Height 1.0” ± .2”  
Width: 4.0. | Mandatory for Common Carrier freight |
| H    | Final Destination Text | Not used by Barnes & Noble. Combined with Zone G to provide full width of label. | Combined with Zone G  
Combined with Zone G so that full width of label can be used for Zone G. | |
| I    | SSCC Bar Code  
Or text: ASN NOT SENT | Carton Identifier or License Plate that provides link to ASN data. Minimum height for bar code must be 1.25”. | Height: 2.0”  
Width: 4.0”  
The height may be reduced if Zone F is required by the supplier and no ASN is sent. | Mandatory  
Repetition of the number encoded in the SSCC within 12 months is non-compliant |
## 16.2 Shipping Label Application / Data Identifiers and Data Encoding

<table>
<thead>
<tr>
<th>Field Name</th>
<th>AI or AI/DI</th>
<th>Use On Shipping Label</th>
<th>Data Format</th>
<th>Data Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zone E Barnes &amp; Noble Purchase</td>
<td>400</td>
<td>To identify the Barnes &amp; Noble Purchase Order. Used on the shipping label only.</td>
<td>n3 + n9</td>
<td>B&amp;N PO = 123456789</td>
</tr>
<tr>
<td>Order Number</td>
<td></td>
<td>For Purchase Order Numbers less than 9 digits long, right justify the number and zero-fill to the left.</td>
<td>n3 = 400</td>
<td>Data = 400123456789</td>
</tr>
<tr>
<td></td>
<td></td>
<td>On some Purchase Orders for Barnes &amp; Noble stores, the store number stated as 5 digits is a suffix of the Purchase Order Number. <strong>Do not include</strong> the store number in the encoded Purchase Order number.</td>
<td></td>
<td>For cartons with mixed Purchase Orders, (when permitted) use '999999999' instead of one of the PO Numbers. Mixed POs Data = 400999999999</td>
</tr>
<tr>
<td>Zones G &amp; H Destination SAN</td>
<td>410</td>
<td>To identify the SAN (Standard Address Number) of the final destination.</td>
<td>n3 + n13</td>
<td>SAN = 192-889-9</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n3 = 410</td>
<td>n13 = 0799991928898</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Data = 4100799991928898</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Note that the Application Indicator of ‘410’ is <strong>not</strong> used in calculating the encoded check digit.</td>
</tr>
<tr>
<td>Zone I SSCC Bar Code</td>
<td>00</td>
<td>To convey the Serial Shipping Container Code (SSCC) that identifies the carton in ASN transmissions (the “License Plate” number). <strong>Repetition of the number encoded in the SSCC within 12 months is non-compliant.</strong></td>
<td>n2 + n1 + n17</td>
<td>SSCC = 006141410000002351</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n2 = 00</td>
<td>Data = 0006141410000002351</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key to Data Formats:**

- n – numeric character
- n3 – three numeric characters
- n .. 30 – up to 30 alphanumeric characters
- a – alpha character
- an – alphanumeric character
16.3 **WorldShip Generated UPS Shipping Label**
WorldShip is an application available from UPS that generates a shipping label containing the information and bar codes required for UPS shipments. These are labels produced on equipment supplied by UPS. Shippers enter some of the data that drives production of these labels. Although shipping labels produced by the UPS WorldShip application differ in some aspects from the preferred formats, these labels are acceptable for shipments to Barnes & Noble facilities.

- The application also accepts two to five shipper-entered reference numbers. One of these numbers MUST be the Barnes & Noble Purchase Order number related to this shipment.
- These reference numbers are displayed as text and one may be displayed as a bar code.

**Examples of Labels Generated by WorldShip**
This section presents two examples of acceptable labels: one to be used by shippers who are ASN capable and one to be used by shippers who are not yet ASN capable.

Shippers may contact their [UPS Technical Support Desk](mailto:ups.techsupport@ups.com) for assistance in using the WorldShip application to generate the appropriate label(s).

In order to have the specified barcode displayed on the label, a 4” x 8” label may be required rather than the 4” x 6” label described in previous sections.

16.4 **WorldShip Generated UPS Label; ASN sent via EDI**
- The first reference number (REF 1) is the Serial Shipping Container Code (SSCC) including the Application Identifier of ‘00’.
- The second reference number (REF 2) must contain the Barnes & Noble Purchase Order number.
- Repetition of the number encoded in the SSCC within 12 months is non-compliant and is subject to [chargeback](mailto:ups.com).  
- When mixed Purchase Order shipping is permitted, the language “Mixed PO’s” is to be used in the Purchase Order field.
- ASN must detail carton contents at title/PO level.
Example: WorldShip Generated UPS Label; ASN sent via EDI

Serial Shipping Container code (SSCC)
[Optional]

Repetition of the number encoded in the SSCC within 12 months is non-compliant

Note:
Data in this portion of the WorldShip label must be configured to meet the requirements of UPS. Shippers must contact their UPS Account Manager for approval before production. [Mandatory]

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16.5 **WorldShip Generated UPS Label; ASN Not Sent**

- The first reference number (REF 1) must contain the Barnes & Noble Purchase Order number.
- The second reference number (REF 2) should read 'ASN NOT SENT'

The Barnes & Noble Purchase Order number is required in first reference number (REF 1) field when using UPS labels.

- When mixed Purchase Order shipping is permitted, the language “Mixed PO’s” is to be used in the Purchase Order field.
- ASN NOT SENT: a packing list or detailed itemization of product and Purchase Order match **must be contained within or adhered to the carton**. Failure to provide carton itemization on Non ASN shipments will incur a **chargeback**.

**Example: WorldShip Generated UPS Label; ASN Not Sent**

![WorldShip Generated UPS Label](image)

**Note:**
Data in this portion of the WorldShip label must be configured to meet the requirements of UPS.
Shippers must contact their UPS Account Manager for approval before production.

[Optional]

**Final July 23, 2014**
17. Carton Product Label

17.1 Carton Product Label for Shipments to Barnes & Noble

The Carton Product Label is required on all cartons (case packs) containing a single title or single non-book item. The carton product label is not required on cartons containing mixed titles when mixed titles are permitted by the Barnes & Noble Purchase Order.

- The carton product label is composed of zones that allow for ease of identification and conveyance through the Barnes & Noble Distribution Supply Chain.
  - Minimum length = 6 inches
  - Minimum height = 4 inches
- Specific content is assigned to each zone on the carton product label.
- All bar coded information on the product label is to be encoded in accordance with GS1-128 symbology specifications.
- All bar codes on the product label must be at least 0.5 inch high; a minimum ‘X’ dimension of 0.015 inch (15 mils) is required, to support high-speed scanning.
- The “quiet zone” or white space preceding and following each bar code is to be at least 0.25 inch wide.
- The human readable product identifier above the bar code in Zone 3 is shown in 12-digit or 13-digit format as appropriate for GTIN-12 or GTIN-13 (UPC or EAN-13), the identifier is encoded as a GTIN-14 (14-digit Global Trade Item Number).
- The human readable data below the bar code displays the complete encoded GS1 number.
- This approach is in keeping with book industry precedence and GS1 standards for packaging and carton contents designation.

区内信息：

Zone 1 – Mandatory for Product Received at Barnes & Noble

The first zone is reserved for human-readable information specific to the product:

- Title
- Author
- On Sale Date - An ON-SALE DATE is to be used only when a specific date has been established by the publisher for the first sale of the book to the public to ensure a uniform national release. An ON-SALE DATE is binding on Barnes & Noble if and only if an ON-SALE DATE letter of agreement has been executed by Barnes & Noble.

- Publisher
- Printed in (insert print origin)

Zone 2 – Optional for Product Received at Barnes & Noble

The second zone is reserved for content specific to the publisher or vendor. Zone 2 may be left blank if there is no publisher or vendor requirement for such information.

A vendor may choose to display the Purchase Order number issued to the manufacturer for the printing of the book. If so, the data encoding instructions for an Application Indicator (AI) of ‘251’ must be followed. The Application Indicator ‘400’ MUST NOT BE USED for the Purchase Order from the publisher to the manufacturer.
Zone 3 – Mandatory for Product Received at Barnes & Noble
The third zone is reserved for barcoded product information:

- Carton Quantity
- Carton Weight
- EAN-13 or UPC
- Cover Price (suggested list, or retail, price) - When books do not display a cover, or suggested list price, the price bar code is omitted and replaced with the language “$NET”, or left blank.

17.2 Product Label Examples

Books, Single Title Carton Example

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTHOR: WRITER, GREAT</td>
<td>PUBLISHER: HAPPY PUBLISHER, INC</td>
</tr>
<tr>
<td>PRINTED IN USA</td>
<td></td>
</tr>
</tbody>
</table>

CTN QTY: 24
CTN WGT: 30.0 lbs
COVER PRICE: $24.95 USD

- The carton product label is required for single title cartons only.
- A carton product label is not required for mixed title cartons, when mixed titles are permitted, and if the carton is shipped with an ASN. ASN must contain title/PO level detail.
- If not shipped with an ASN, an itemized packing slip is required to be placed in or adhered to the carton for mixed product cartons or mixed PO cartons.
Note:
Although the human readable EAN-13 above the bar code in Zone 3 is shown in 13-digit format, the EAN-13 is encoded as a GTIN-14 (14-digit Global Trade Item Number). The human readable data below the bar code displays the complete encoded GTIN 14. This approach is in keeping with book industry precedence and GS1 standards for packaging and carton contents designation.

Specialty, Toys & Games, Electronics, Music Accessories: Single Item Carton Example

➢ Zone Information:

Zone 1 – Mandatory for Product Received at Barnes & Noble
The first zone is reserved for human-readable information specific to the product:
• Title or Item
• Vendor
• Country of Origin

Zone 2 – Optional for Product Received at Barnes & Noble
Zone 2 is reserved for vendor specific information and will not normally be used by Barnes & Noble.
Zone 2 may be used for information agreed to jointly by the vendor and the DC Vendor Contact.

Zone 3 – Mandatory for Product Received at Barnes & Noble
The third zone is reserved for barcoded product information:
• Carton Quantity
• Carton Weight
• UPC
• Unit Price – The agreed upon retail price provided by your NY Buyer or DC Vendor Contact.
The carton product label is required for cartons containing only a single item. A carton product label is not required for mixed title cartons, when mixed titles are permitted, and if the carton is shipped with an ASN. ASN must contain title/PO level detail. If not shipped with an ASN, an itemized packing slip is required to be placed in or adhered to the carton for mixed product cartons or mixed PO cartons.

**Inner Carton Marking**

- When inner cartons (product cartons inside the shipping carton) are used to provide additional product protection, the inner carton must show title or product name, GTIN-12/GTIN-13 (UPC/EAN-13), and inner carton quantity in a human-readable font.
- A carton product label is **NOT** to be used on the inner carton.

Inner Carton Markings are further described under the **Product Packaging Specification** section.
Music, Single Title Carton Example

Zone Information

**Zone 1 – Mandatory** for Music Received at Barnes & Noble
Zone 1 is reserved for human-readable information specific to the product, but information that is not typically bar coded on the carton.
- **Title**
- **Artist**
- **On-Sale Date** (if applicable), *An ON-SALE DATE is to be used only when a specific date has been established by the vendor for the first sale of the product to the public to ensure a uniform national release.*
- **Publisher**
- **Origin**
Your Barnes & Noble DC Vendor Contact may require information in addition to that shown in the example.

**Zone 2 – Optional for Music Received at Barnes & Noble**
- Zone 2 may be used for information agreed to jointly by the vendor and the Barnes & Noble DC Vendor Contact.

**Zone 3 – Mandatory** for Music Received at Barnes & Noble
The information in Zone 3 includes:
- **Carton Quantity**
- **Carton Weight**
- **GTIN-12 or GTIN-13 (UPC or EAN-13)**
- **Unit price**

---

<table>
<thead>
<tr>
<th>TITLE: FAMILIAR FAVORITES</th>
<th>ON SALE: 01/10/2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARTIST: POPULAR PERFORMER</td>
<td>PRODUCT OF USA</td>
</tr>
<tr>
<td>PUBLISHER: HIT RECORDS</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CTN QTY: 30</th>
<th>CTN WGT: 14.0 lbs</th>
</tr>
</thead>
<tbody>
<tr>
<td>(30) 30</td>
<td>(3401) 000140</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UPC: 6 14141 00543 7</th>
<th>UNIT PRICE: $15.95 USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>(01) 10614141005434</td>
<td>(9012Q) 1595 USD</td>
</tr>
</tbody>
</table>

---

**Zone 1**
Human Readable Title Information [Mandatory]

**Zone 2**
Vendor Information [If Required By Vendor]

**Zone 3**
Machine Readable Title Information [Mandatory]
Product Label (Music) – Notes

- The product label is required for cartons containing only a single item.
- A carton product label is not required for mixed title cartons, when mixed titles are permitted, and if the carton is shipped with an ASN. ASN must contain title/PO level detail.
- If not shipped with an ASN, an itemized packing slip is required to be placed in or adhered to the carton for mixed product cartons or mixed PO cartons.

17.3 Bargain (Remainder) Label and Pallet Handling Requirements

- A Product Label displaying the correct orderable product identifier is required on each carton. Failure to apply this product label is subject to chargeback.
- For remainders, the EAN-13 displayed on the Product Label must be the identifier assigned by Barnes & Noble (or by the vendor at the request of Barnes & Noble) rather than the original ISBN/EAN-13 of the book (or EAN-13/UPC of a product).
- Any bindery Product Label displaying the original ISBN/EAN-13 MUST be covered by a replacement label with the assigned product identifier. Failure to cover the original product ID when required is subject to chargeback.
- Most remainders have a proprietary promotional ticket applied to books prior to shipping to our stores. DC Vendor Contacts will discuss this process with vendors and determine if tickets can be applied before shipment to our distribution centers. Details will be explained to vendors who have ticketing capability.

Bargain books may be stacked on pallets (rather than packed in cartons) when so authorized by the purchasing agreement.

- Protective sheets are not to be placed between books when stacking has been authorized.
- The mixing of books stacked and packed in cartons on the same pallet is not permitted.
- The Pallet Header required on each pallet must display the EAN-13 assigned by Barnes & Noble for remainder books, not the original EAN-13 of the book.
- Pallets must be clear stretched wrapped with corner boards on all four corners and a 40x48 cardboard flat on top.
- Pallets must be secured with plastic banding only.
- Metal bands are not acceptable.
## 17.4 Carton Product Label – Application / Data Identifiers and Encoding

### Zone 2 – Publisher Information (only if required by publisher or other vendor)

<table>
<thead>
<tr>
<th>Field Name</th>
<th>AI or AI/DI</th>
<th>Use on Product Label</th>
<th>Data Format</th>
<th>Data Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publisher Purchase Order</td>
<td>251</td>
<td>Used to identify the Purchase Order from the publisher to the manufacturer. Used only on product labels, not on shipping labels.</td>
<td>n3 + an..30</td>
<td>Publisher PO = 123456</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n3 = 251</td>
<td>Data = 251123456</td>
</tr>
</tbody>
</table>

### Zone 3 – Product Information

<table>
<thead>
<tr>
<th>Field Name</th>
<th>AI or AI/DI</th>
<th>Use on Product Label</th>
<th>Data Format</th>
<th>Data Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carton Quantity</td>
<td>30</td>
<td>To identify the total number of units contained in the shipping container.</td>
<td>n2 + n..6</td>
<td>Carton Quantity = 24</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n2 = 30</td>
<td>Data = 3024</td>
</tr>
<tr>
<td>Carton Weight</td>
<td>3401</td>
<td>To identify the weight of the shipping container in pounds. (1 decimal place implied.)</td>
<td>n4 + n6</td>
<td>Weight = 30.0 lbs.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n4 = 3401</td>
<td>Data = 3401000300</td>
</tr>
<tr>
<td>Cover Price</td>
<td>9012Q</td>
<td>To display the US cover price in a bar-coded format. (2 decimal places implied.) For a non-US cover price, the appropriate ISO Currency Identifier should be used.</td>
<td>n4 + a1 + n..5 + a3</td>
<td>Cover Price = $24.95 US</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n4 = 9012Q</td>
<td>Data = 9012Q2495USD</td>
</tr>
<tr>
<td>If the product is identified by UPC-12 or EAN-13</td>
<td>01</td>
<td>To encode GTIN-12 (UPC-12) or GTIN-13 (EAN-13) product identifier in GTIN-14 format in keeping with GS1 standards Use the first 12 digits of the GTIN-13 (EAN-13) in place of 0 + UPC11 to encode the GTIN-13 product identifier (EAN-13) in GTIN-14 format.</td>
<td>n2 + n14</td>
<td>UPC = 6 14141 00543 7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n2 = 01</td>
<td>n14 = 1061414100543</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n14 = P + 0 + UPC11+C</td>
<td>(GTIN-14)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Where: P=1</td>
<td>Data = 0110614141005433</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPC11=first 11 digits of UPC</td>
<td>Note that the Application Indicator of ‘01’ is <strong>not</strong> a part of the GTIN-14 and is <strong>not</strong> used in the calculation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>C = Modulus 10 Check Digit.</td>
<td>(See computation, next page)</td>
</tr>
<tr>
<td>If the book-related product is identified by EAN-13</td>
<td>01</td>
<td>To encode the EAN-13 product identifier in GTIN-14 format in keeping with GS1 standards</td>
<td>n2 + n14</td>
<td>EAN-13 = 978-1-234-56789-7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n2 = 01</td>
<td>n14 = 19781234567894</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>n14 = P + EAN12+C</td>
<td>(GTIN-14)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Where: P=1</td>
<td>Data = 0119781234567894</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>EAN12 = first 12 digits of EAN</td>
<td>Note that the Application Indicator of ‘01’ is <strong>not</strong> a part of the GTIN-14 and is <strong>not</strong> used in the calculation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>C = Modulus 10 Check Digit.</td>
<td>(See computation, next page)</td>
</tr>
</tbody>
</table>

**Key to Data Formats:**
- a – alpha character
- n – numeric character
- an – alphanumeric character
- n3 – three numeric characters
- n .. 30 – up to 30 alphanumeric characters
17.5 **Packing Slip Example**

Your Company Name

*Your Company Slogan*

<table>
<thead>
<tr>
<th>Address</th>
<th>Ship To</th>
<th>Order Date</th>
<th>Purchase Order</th>
<th>Bill To</th>
<th>Customer Contact</th>
<th>Customer Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Name</td>
<td></td>
<td></td>
<td>Company</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City, State ZIP Code</td>
<td>Company</td>
<td></td>
<td></td>
<td>Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone: 555-555-0100</td>
<td>City, State ZIP Code</td>
<td></td>
<td></td>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax 555-555-0111</td>
<td>Phone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Product** | **Product ID #** | **Description** | **Unit Type** | **Order Quantity** | **Ship Quantity**
---|---|---|---|---|---
---|---|---|---|---|---
---|---|---|---|---|---
---|---|---|---|---|---
---|---|---|---|---|---
---|---|---|---|---|---
---|---|---|---|---|---
---|---|---|---|---|---

Total: 0 0

Comments:

---

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18. Product Packaging Specifications

18.1 Gourmet Food Program

- Product shipping labels, carton product label and product packaging must follow Barnes & Noble Vendor & Product Guidelines except for the following:

- ALL shipments MUST be routed to:
  - Axis Global Logistics
    1100 Randolph Road
    Somerset, NJ 08873

- Carrier MUST call for a delivery appointment:
  - Contact: Matt Malandro
    Phone: 732-595-9460

- Packing list must accompany shipment.

- Pallet specifications:
  - 48” x 40” four-way pre-treated hardwood pallets.
  - Maximum 52” Pallet height, including base.

- Off-load required time for ocean containers:
  - 40’ containers: 4 (four) hours floor loaded/2 (two) hours pallet load
  - 20’ containers: 2 (two) hours floor loaded/1 (one) hour pallet load

18.2 Signed Editions/Special Editions

Product specifications

- Signed Editions MUST have a unique EAN-13, separate from the original title EAN-13.
- The original edition can be used, but must contain a new EAN-13 Barcode reflecting the new Signed Edition EAN-13.

Carton Specifications

- If original edition carton used, original EAN-13 must be completely obscured by new Signed Edition Carton Product label reflecting the new EAN-13.
- A “SIGNED EDITION” label can be added to carton at Publisher’s discretion.
- All labeling must occur prior to shipment to a Barnes & Noble Distribution Center or Store.
18.3 **Fragile Items**

Items shipped to Barnes & Noble that are susceptible to breakage during transit, should have proper carton markings to identify the fragile nature of the contained product. Materials such as the ones noted below should be marked with the word FRAGILE stenciled on the carton sides or have an image of the graphics shown.

- Glass
- Stoneware
- Ceramics/porcelains
- Candy

![FRAGILE Graphics](image)

- Proper separation of items must be used to prevent shifting and breakage during transit.
- Any space within the carton must be filled with packing material, air-filled or paper-based material is acceptable.
- Internal packaging must be secure enough to prevent damage due to vibration and handling during transit.

18.4 **Product Security Tagging**

- Electronic and Music Accessory Product must be tagged with a RF-EAS 8.2 mhz label.

- The label can be concealed within the packaging at the time of manufacturing or can be purchased from our preferred supplier (noted below) and product tagged prior to shipment to Barnes & Noble.

**Checkpoint Systems, Inc**
John Yurkovich, Merchandise Availability Specialist
Email: John.Yurkovich@checkpt.com
Office: 949-858-8038
• Gift Security Tag placement must be approved by NY Merchandiser prior to tag insertion.

18.5 Lithium Battery Notification
• Cartons and/or products containing Lithium Batteries must be marked according to Federal standards due to the potential fire hazard during transport.

18.6 Packaging Incremental Order Quantities (IOQ)

Incremental Order Quantity (IOQ) packaging improves our distribution supply chain efficiency by bundling together multiple units of a product intended for retail sale as individual items. The bundle is intended to be broken by the retail bookseller stocking the product, not the retail customer.

IOQ packaging will be at the request of the NY Merchandiser only.
• Bundling can be in shrink-wrap, paper band, inner carton or other enclosed packaging. Rubber bands or other elastic banding are not to be used.
• The IOQ package size must not exceed the dimensions below to permit product to be reshipped in Barnes & Noble cartons to our stores:
  
<table>
<thead>
<tr>
<th>Length</th>
<th>Width</th>
<th>Height</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 inches</td>
<td>12 inches</td>
<td>10 inches</td>
</tr>
</tbody>
</table>

• If the IOQ package exceeds any of these dimensions, packaging options must be discussed with the buyer.
• The buyer may deem it appropriate, in the interest of product protection or handling efficiency, that the IOQ package itself be reshippable.
18.7 **IOQ Labels**
An IOQ label must be applied to the outside front of any IOQ package. The label must display the following information:

- Title or product description
- Human-readable item identifier (UPC/EAN-13 for the units contained in the bundle, NOT a pack identifier)
- UPC/EAN-13 bar code (must be at least 7/16” high by 1” wide)
- Written "Pack Of ___" with pack quantity entered.

The layout and dimensions of the IOQ Label are not critical, but must contain the assigned identifier and a compliant bar code.

A UPC IOQ label is shown below:

![PRODUCT DESCRIPTION
1 23456 78910 4 PACK OF 6](image)

An EAN-13 IOQ label is shown below:

![PRODUCT DESCRIPTION
EAN: 9781234567897
9 781234567897
PACK OF 6](image)

The IOQ information may be included on paper within the bundle ONLY if the wrapping is transparent. Including IOQ information under bundling that obscures the information is not acceptable.

18.8 **Pre-Packs/Displays**
A display/pre-pack contains individual units that can be shipped together in one re-shippable corrugated carton that sells at the individual item unit level. Both the overall display and each individual item have unique Product Identifiers EAN-13/UPC.

The example below shows a display that contains a total of 10 units, with 4 different identifiers:

![display/pre-pack](image)

1. Each display/prepack master carton must consist of 1 display/prepack and must be in a re-shippable corrugated carton.

2. All units within the display/prepack are required to have a scannable UPC or EAN-13 barcode and a human readable price.
3. Each carton must be clearly labeled with “Pre-Pack – DO NOT OPEN”. This should be positioned over the top where each carton is sealed.

Preparing the Carton Product Label for a PrePack or Display:
- CTN QTY: Will reflect quantity of 1, since there is only 1 display in the carton.
- COVER PRICE: The retail price is the total retail of the contained items (same retail that is noted on the PO).
- Product ID/EAN-13/UPC is the unique identifier for the display (this can be found on the Purchase Order). The contents will have different identifiers on each item contained in the display and should not be on the carton label.

18.9 Assortment
An Assortment is defined as multiple items within a carton that contain the same identifier and retail price. Based on information noted on your Purchase Order, they can be packaged in three different ways:

Example 1: Assortment without “IOQ” (Incremental Order Quantity) quantity noted on the PO:
This is an assortment which contains multiple items within a re-shippable corrugated carton with the same Product ID/EAN-13/UPC.
The example below shows an Assortment with 1 unique identifier, available in multiple colors:

- All units within the assortment are required to have a scannable UPC or EAN-13 barcode and a human readable price.

Preparing the Carton Product Label:
- CTN QTY: The total number of units inside the master carton (12, 24, etc).
- COVER PRICE: The retail price of individual item (also noted on the PO).
- Product ID/EAN-13/UPC is the same as the individual unit inside the box (also noted on the PO).

Example 2: Assortment with an “IOQ” (Incremental Order Quantity) quantity noted on the PO where the IOQ equals the master casepack:
This is an assortment with an IOQ noted on the PO containing multiple units packed in a master re-shippable corrugated carton with the same Product ID/EAN-13/UPC.
The example below shows an Assortment with 1 unique identifier, packed in a master carton (IOQ) of 16:

- Each master carton must be clearly labeled with “SET – DO NOT BREAK”. This should be positioned over the top where each carton is sealed.
- An IOQ label must be applied to the outside of the master carton (reference the Business Procedures for Supporting Specialty Departments for specifics, page 11).
- All units within the assortment are required to have a scannable UPC or EAN-13 barcode and a human readable price.

Preparing the Product Carton Label:
- CTN QTY: The total number of units inside the master carton (12, 24, etc).
- COVER PRICE: The retail price of individual item (also noted on the PO).
- EAN-13/UPC is the same as the individual unit inside the box (also noted on the PO).

Example 3: Assortment with an “IOQ” (Incremental Order Quantity) quantity noted on the PO where the master casepack includes multiple IOQs:

This is an assortment with an IOQ noted on the PO which consists of a master carton containing inner cartons that are in the IOQ quantity. The inner cartons are re-shippable corrugated cartons with the same Product ID (EAN-13/UPC).

The example below shows an Assortment with 1 unique identifier, packed in inner cartons (IOQ) of 4. The master case pack is 16:

- Each inner carton must be clearly labeled with “SET – DO NOT BREAK”. This should be positioned over the top where each inner carton is sealed.
- An IOQ label must be applied to each inner carton.
- All units within the assortment are required to have a scannable UPC or EAN-13 barcode and a human readable price.
• No carton/product label is required on the individual inner cartons.

Preparing the Carton Product Label for the master carton:

• CTN QTY: The total number of units inside the master carton (12, 24, etc).
• COVER PRICE: The retail price individual item (also noted on the PO).
• Product ID (EAN-13/UPC) is the same as the individual unit inside the box (also noted on the PO).

18.10 **Bookends**

• Special boxing is required with the Barnes & Noble bookend program. All specifications regarding boxes, labels and packing for bookends will be discussed with the vendor during purchase negotiations.

18.11 **Individually Shrink Wrapped/Protectively Covered Product**

An item enclosed in a protective cover or cellophane wrapping, must have the product barcode applied to the back right hand lower corner of the item. In addition, a SECOND display of product identification must be applied to the inside back cover at the lower right hand corner. Re-sealable bags are preferred as protection for these products.

18.12 **Inner Cartons**

• When inner cartons are used to provide additional product protection, the inner carton must show Title or Product Description, Product ID (UPC/EAN-13), and Inner Carton Quantity in a human-readable font.

• Item level product bar codes are NOT to be placed on inner cartons used solely to provide protection. Product information may be printed directly on the inner carton or on a label applied to the carton.

• An Inner Carton label example is provided below. Text is to be at least 3/16 inch high, in a sans serif font. If the inner carton dimensions do not permit text of this size, the text is to be as large as possible consistent with the inner carton size.

```plaintext
PRODUCT DESCRIPTION
EAN – 01 23456 78910 4
QUANTITY – 24
```

• Any wrapping of the inner carton must not obscure the information.

• If opaque wrapping is used, the information must be displayed on a label applied to the outside of the wrapping.
18.13 **Displays in Multiple Cartons**
If a display must be shipped in more than one carton, the individual cartons must be treated as a single unit and assigned a Product ID (EAN-13/UPC). Any display that must ship in multiple cartons must be communicated clearly to the DC Vendor Representative prior to shipment.

- The individual cartons (portions) will be considered separate items for ordering and receiving.
- Each carton must be treated separately in Advance Ship Notice (ASN) transmissions.
- Retail Price will be the price of the individual unit within the assortment carton.

18.14 **Multi-Volume Sets – Carton Labeling Considerations**
Multi-Volume sets occur in several different configurations. This section addresses the requirements for labeling the carton(s) containing each of three configurations.

- Small Multi-Volume Sets
- Multi-Volume Set – Single Carton
- Multi-Volume Set – Multiple Cartons

Although the word “volume” referring to a book is used throughout this section, these requirements apply as well to all products in any combination.

➤ **Small Multi-Volume Sets**
A small set consists of a small number of volumes, or of a number of small volumes.

- Sets are small enough that several can be packed inside a single shipping carton
- Individual volumes making up the set are physically grouped or packaged together and not loose in the shipping carton. Grouping or packaging must be done in a manner that inhibits separation of the individual volumes but does not damage the books.
- Grouping the volumes into a set essentially makes them a unit, and the set is to be identified as a unit. Individual product identifiers must not be visible and the product identifier for the set and its associated bar code must be visible.

**Carton Product Label**
Cartons containing small multi-volume sets (only) must have a product label as described in the Carton product label section.

- Human-readable information in Zone 1 of the product label describes the set.
- Carton quantity in Zone 3 of the product label is the number of sets in the carton (not the total number of individual volumes).
- EAN-13 (GTIN-14) bar code in Zone 3 of the product label is the set EAN-13, not the EAN-13 of any individual title.
Identification – Carton Top
- A human-readable label reading “SET” or “SETS” in bold face letters at least an inch high is required on the carton top of any carton containing one or more small multi-volume sets.

Multi-Volume Set - Single Carton
The units of a multi-volume set fill a single shipping carton; and no books or other products not part of the set are included in the carton.
- No special packaging is required within the carton.

Carton Product Label
A carton containing a single multi-volume set (only) must have a product label as in the carton product label section.
- Human-readable information in Zone 1 of the product label describes the set.
- Carton quantity in Zone 3 of the product label is the number of sets (1 in this case); not the number of individual volumes within the carton.
- EAN-13 (GTIN-14) bar code in Zone 3 of the product label is the EAN-13 of the set.

Identification – Carton Top
A human-readable label with the content and in the format shown in the illustrations below is to be applied across the sealing tape at the approximate center of the carton top. The phrase “Carton ___ of ___” is to be omitted or filled in appropriately.

Multi-Volume Set - Multiple Cartons
The set consists of a large number of volumes, or a number of physically large volumes, and requires multiple cartons. Only items that are a part of the set (books, CDs, toys, etc.) are included in the cartons.

Carton Product Label
Each carton must have a product label as described in the carton product label section.
- Human-readable information in Zone 1 of Product Label describes the set.
- The EAN-13 of the set is displayed as human-readable information in Zone 1 or Zone 3.
- Quantity in Zone 3 is the number of books in the specific carton to which the Product Label is applied (not the number of books in the set). Example: 4 of 20
- Do not place an EAN-13 (GTIN-14) bar code in Zone 3

Multi-Volume Sets – Carton Top Label Specifications
Example labels are shown below. The labels must be configured to the following specifications and placed across the taped seam on the top of the carton:
- A 4 x 6 inch label.
- A sans serif font such as Arial, in bold type, printed on a white or light paper.
- The exact text as shown in the sample is to be used. The word “Set” is to be at least 1 inch high, bold type.
- The English phrase “Do Not Open” and its Spanish equivalent “No Abrir” are to be at least 1/2 inch high, bold face.
• The phrase “Carton __ of __” is to be at least 1/2 inch high, bold face.
• For sets containing more than one carton the carton number and carton count must filled in. The numbers may be pre-printed or written by hand at the option of the shipper.
• When the set is a single carton, the phrase “Carton 1 of 1” must be used as shown with a carton count of “1” or the phrase must not be printed on the label.
• The label may be printed by offset or other commercial process, or it may be printed on a computer printer.

Multi-Volume Sets – Carton Top Label Examples

For a single carton containing a complete set, fill in carton number and carton count as “Carton 1 of 1” or do not print the “Carton __ of __” line.
19. **Pallet and Pallet Build Specifications**

These specifications are critical to protecting books and other products and ensuring that the physical configuration of built pallets will be compatible with material handling practices in Barnes & Noble distribution centers.

19.1 **Pallet Size and Construction**

- **Pallet Size** – 48 x 40 inch
- **Material** – *Pre-Treated Hardwood pallets only*. Four-way construction. Must be intact and unbroken.

![Diagram of pallet](image)

19.2 **Built Pallet Specifications (Domestic & Imports)**

**Pallet Height**

58” = maximum height allowance for built pallet, including pallet base.

**Single Product (Solid) Pallets**

Built pallets containing a single product (EAN-13/UPC) on a single Purchase Order are preferred whenever possible.

**Mixed Product on Pallets**

- If the Purchase Order quantity for a single product does not build a full standard pallet, mixed products on pallets will be accepted.
- Carton volume of single products on single Purchase Orders should build the lower level of the stack, and cartons of lesser volume product should be stacked on top.
- Product should be grouped together in layers on a pallet.
- Multi-volume sets containing more than one carton must be together on one pallet to maintain the integrity of the set.
- A pallet header is required with all shipped pallets as described in the *Pallet Header section*.

**Pallet Wrapping**

- All pallets must be stretch wrapped.
- Three to five layers including the pallet base.
- Clear pallet wrap only. Dark or Opaque wrap is not acceptable as a pallet wrap.
Pallet Carton Build (General Practice)
Barnes & Noble requires products packed in cartons when they are palletized.
- Cross-stacked pallets are preferred but Column stacked is acceptable.
- Cartons should be stacked with outward facing labels.
- Cartons must not hang over pallet sides.
- Corner boards and cardboard top flats are not required on pallets containing product in cartons.
- Plastic banding is not required but will be acceptable if used at the option of the shipper.
- Metal banding is not acceptable.
- Product is not to be stacked (or loose) on pallets unless DC Vendor Contact authorization is provided.

Product Stacked on Pallets (Only When Authorized)
In specific cases (i.e. Bargain Books, manufactured imports), stacking product directly on the pallet is acceptable. Permissions will be provided at the time of the purchasing arrangement. If there is any question, please contact your DC Vendor Contact.
- Protective sheets are not to be placed between books when stacking has been authorized.
- Cartons must not be placed on the same pallet with stacked books when stacking books or other products is permitted.
- The cross stacked method of building the pallet (without overhang) must be used.
- The top, bottom, and edges must be protected by cardboard. Corner boards are to be used on all four corners. A 48 x 40 inch cardboard flat is to be placed on top of the pallet, including the corner boards.
- Wooden boards are not required on top of the pallet, but they are acceptable at the shipper's option.
- The entire pallet is to be stretch wrapped in clear wrap only.
- Plastic banding is to be applied from side to side at two points and from front to back at two points, for a total of four bands. Metal banding is not to be used.

19.3 Pallet Loading
- Do not load pallets sideways or pin-wheeled into the trailer.
- Do not double-stack pallets unless product is secured to transport safely without damage to lower pallet.
19.4 Carton Labeling on Pallets

Single Product Pallet, Full Cartons – Shipping Labels and Carton Product Labels
- A Shipping label and Carton Product label as specified must be affixed to each carton on the pallet.
- All cartons should be placed with outward facing labels.

Mixed Product Pallet, Full Cartons – Product Labels and Shipping Labels on Each Carton
- A product label as specified must be affixed to each single title carton on the pallet.
- A shipping label as specified is required on each carton.
- All cartons should be placed with outward facing labels.

Mixed Product Cartons – No Product Labels but Shipping Labels on Each Carton
Carton product labels are not used on mixed title cartons, where Barnes & Noble Purchase Order permits mixed title cartons. **This note does not authorize mixing titles within cartons.** Mixing titles within a carton is permitted by the purchasing agreement only.
- When mixed product/Purchase Order cartons are permitted, the value of nine ‘9s’ (999999999) must be used in the Purchase Order Number field on the Shipping Label.
- When shipping mixed Product/Purchase Order cartons is permitted:
  - ASN Vendors: ASN must correctly list all carton contents with PO level detail.
  - NON-ASN Vendors: a packing list or detailed itemization of product and Purchase Order match must be contained within or adhered to the carton. Multi-Volume Sets.
- The correct identification of cartons containing multi-volume sets is critically important. Mistakes in handling sets results in failure to properly fill customer orders and significantly increased distribution cost to correct problems.

19.5 Pallet Advance Ship Notice (ASN)
Barnes & Noble intends to utilize pallet level data sent via an Advance Ship Notice in the future.
- Pallet level ASN data via EDI is not accepted at this time and will not be used if sent.
- Pallet ASN labels will not be accepted in place of Pallet Headers and will be subject to chargebacks.

19.6 Pallet Header
A physical pallet header with the following information must be securely posted in a clearly visible location on each pallet.

Quick receipt and efficient movement of vendor products is highly dependent on having a pallet header available. Pallets received without a pallet header will be subject to chargebacks.

The information shown below is to be included on the pallet header, which must be adhered to each pallet shipped.

Information required by the shipper to facilitate movement through the shipper’s facility may be included on the pallet header as long as the basic format shown is maintained.
A notation is required when one or more cartons contain multi-volume sets – SETS INCLUDED (shown in pallet header example below). The notation may be handwritten at the option of the shipper.

**Pallet Header Example:**

<table>
<thead>
<tr>
<th>Ship-to</th>
<th>Ship-from</th>
<th>Date Shipped</th>
</tr>
</thead>
</table>

**SETS INCLUDED**

**Shipper Ops Contact:** John Doe 540/555-6543

<table>
<thead>
<tr>
<th>Purchase Order</th>
<th>Product ID</th>
<th>Title or Item</th>
<th>Cartons</th>
<th>Carton Quantity</th>
<th>Total Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>978-0-234-56789-9</td>
<td>Axjdkti Gbmhmdith Bjkeodhn</td>
<td>4</td>
<td>12</td>
<td>48</td>
</tr>
<tr>
<td>12345678</td>
<td>978-0-234-65432-3</td>
<td>Mjdoht Tsinnnep Krsdjekgfnn</td>
<td>20</td>
<td>28</td>
<td>560</td>
</tr>
<tr>
<td>12345678</td>
<td>978-0-234-45623-1</td>
<td>Flsunrpn Rdbddgbf Pjuetfddf</td>
<td>12</td>
<td>16</td>
<td>192</td>
</tr>
<tr>
<td>23456781</td>
<td>978-0-234-14769-6</td>
<td>Wbsfwhir Njdhwof Sedlsorjagv</td>
<td>10</td>
<td>24</td>
<td>240</td>
</tr>
<tr>
<td>23456781</td>
<td>978-0-234-95123-1</td>
<td>IMjndjw Nhdqrugsu Stmndndeh</td>
<td>20</td>
<td>24</td>
<td>480</td>
</tr>
</tbody>
</table>

**Totals for Pallet:** 66 1520

Information such as Bill of Lading and Pro Numbers may be written in or omitted if including it on the pallet header would delay shipment.

19.7 Pallet shipping

- Product shipping to different Barnes & Noble Distribution Centers must be on separate pallets, unless otherwise instructed by the Barnes & Noble Logistics department.
- In some instances mixed facility palletizing will be allowed, if so the following must be adhered to:
  - Cartons for each DC must be grouped together and separated on the pallet.
  - There must be two distinct BOL’s for each shipment.
  - The pallet header must indicate “MIXED DC FREIGHT”.
- All other shipping & routing instructions are outlined in the Shipping & Routing sections.
20. Invoicing

20.1 Electronic Invoicing
Barnes & Noble prefers electronic submission of invoices rather than paper invoices.

Barnes & Noble has a very active program of conventional Electronic Data Interchange (EDI). Invoices sent via EDI are to follow formats, content specifications, and procedures established for these documents. Your BNEC_Support@bn.com Vendor Contact can assist you in obtaining the information necessary to implement EDI invoicing.

Electronic invoices are an integral part of the Barnes & Noble Vendor Portal and do not require additional action outside participation in that program.

Do not submit Purchase Order changes with Invoices. They will not be accepted as valid Purchase Order change submissions and be discarded. Follow Purchase Order change instructions as described in this document.

20.2 Hard Copy Invoicing
Barnes & Noble Accounts Payable prefers invoices as .PDF email attachments. Paper invoices will also be accepted if mailed to the Bill to Address on the Purchase Order. A vendor can use only one method for any given invoice.

E-Mail Attachments
Invoices are to be sent as PDF file e-mail attachments to MerchInvoices@BN.com.

Paper Invoices
- Paper invoices are to be sent to the Bill-To address printed on the Purchase Order.
- Paper invoices sent with shipments will NOT be processed.

There are different content requirements for invoicing shipments to stores and for invoicing shipments to distribution centers.

All hard copy invoices
- Invoices must reflect only merchandise actually shipped and may not be sent prior to shipment.
- Invoices for partial shipments must indicate if an item is back ordered or if the balance of the order is canceled.
- All invoices are paid in accordance with the vendor’s predetermined payment terms. The payment term for store invoices begin upon receipt of the invoice by Barnes & Noble.
**Paper Invoices – Orders Shipped to Stores**

Following are the requirements for invoices submitted as PDF attachments or paper for shipments to Barnes & Noble stores.

In all cases, each store must be invoiced separately.

Line items from multiple Purchase Orders combined in a shipment to a store may be included on a single invoice for that shipment. If multiple Purchase Orders are included, the Purchase Order must be shown with each line item.

**Header information:**
- Vendor Name and Address
- Phone Number
- Fax Number
- E-Mail Address
- Invoice Number
- Invoice Date
- Purchase Order Number (when a single Purchase Order is invoiced)

**Note:** Store Purchase Order Numbers are thirteen digits, 8 digits for PO and 5 digits for store Example: 02438678 02077

- Ship-to Store Number (four digits) and Address (each store invoiced separately)

**Each line item:**
- EAN-13/UPC (13-digit format)
- Title
- Purchase Order Number (when multiple Purchase Orders are included on the invoice the PO# must be placed next to each EAN-13/UPC)
- Quantity Shipped
- Suggested Retail List Price
- Purchase Discount Applied
- Extended Cost (Dollar Amount)

**Summary totals:**
- Total Shipped Quantity
- Shipper Tracking Number
- Invoice Dollar Total (sum of Extended Costs)
Ship to Store Paper Invoice Example

| Vendor Name: | Invoice Number: |
| Vendor Address: | |
| Phone Number: | Invoice Date: |
| Fax Number: | Purchase Order Number: |
| E-Mail Address: | |

Header information:
- Vendor Name and Address
- Phone Number
- Fax Number
- E-Mail Address
- Invoice Number
- Invoice Date
- Purchase Order Number (each Purchase Order invoiced separately)

<table>
<thead>
<tr>
<th>EAN-13/UPC</th>
<th>Title</th>
<th>PO #</th>
<th>Qty Shipped</th>
<th>Retail/List Price</th>
<th>Purchase Discount</th>
<th>Ext Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Total Qty Shipped: | Subtotal: | |
|                   | Shipping Cost: | |

Paper Invoices – Orders Shipped to Distribution Centers
Following are the requirements for invoices submitted on paper or as PDF attachments for shipments to Barnes & Noble distribution centers.

Purchase Orders may not be combined in a shipment to a distribution center unless specifically authorized by the Purchase Order. All Purchase Orders shipped to a distribution center must be “invoiced separately”, even if the books are combined for shipment.

Note: Distribution Center Purchase Order Numbers are eight digits
- Ship-to Standard Address Number (SAN) for the DC (from Purchase Order)
Each line item:
- EAN-13/UPC (13-digit format)
- Title
- Quantity Shipped
- Suggested Retail List Price
- Purchase Discount Applied
- Extended Cost (Dollar Amount)

Summary totals:
- Total Shipped Quantity
- Shipper Tracking Number
- Shipping Charges, if any
- Invoice Dollar Total (sum of Extended Costs)

Ship to Distribution Center Paper Invoice Example

| Vendor Name: | | Invoice Number: |
| Vendor Address: | | Invoice Date: |
| Phone Number: | | Purchase Order Number: |
| Fax Number: | | DC Ship to Address |
| E-Mail Address: | | Street: |
| | | City, Zip Code: |
| | | Facility SAN #: |

<table>
<thead>
<tr>
<th>EAN-13/UPC</th>
<th>Title</th>
<th>Qty Shipped</th>
<th>Retail/List Price</th>
<th>Purchase Discount</th>
<th>Ext Cost (Dollar Amt)</th>
</tr>
</thead>
</table>

| Total Qty Shipped | | Subtotal: |
| Shipper Tracking # | | Shipping Cost: |

21. VENDOR REFUSED RETURNS – DC or Store
Publisher must contact their Barnes & Noble representative to arrange for the disposition of refused returns.
- DC and Store refused returns can physically be combined for return to the DC.
- DC and store return claims must be presented separately for settlement.
- All RA numbers must appear clearly on all cartons and/or pallet headers.
- Store refused returns should not be shipped back to the store.
21.1 **Not our Publication (NOP) and Damaged/Out of Print (OP)**

NOP returns are to be packaged separately from Damaged/OP. Separate authorization numbers are required for NOP and Damaged/OP returns.

NOP and Damaged/OP returns must be sent back within 90 days of Vendor receipt.

Please follow the procedures outlined below for efficient handling and financial resolution of these types of refused returns.

- Publisher contacts vendor representative. If vendor representative is not known, email vendorrelation@bn.com, for authorization of refused returns.

- Please provide the following information for each NOP and Damaged/OP returns.
  - DB Return number (if available).
  - EAN-13/UPC #’s, cost per unit, and # of units per EAN-13/UPC in an excel document.
  - Number of pallets, or cartons, if less than pallet quantity.
  - Contact name, phone number and fax number of returning Vendor
  - Pick up location

**If a monetary claim is being made for an NOP refused return, proof will be required that that the title was actually charged back to your account.**

- Barnes & Noble will issue a Return Authorization number (RA#) for those returns that are authorized. The issuance of an RA should not be considered an authorization for reimbursement or payment.

- The RA number must appear clearly on all cartons and/or pallet headers. Refused returns must be shipped separately from any normal orders being shipped to Barnes & Noble. NOP returns must be shipped on separate pallets, under separate pallet headers from Damaged/OP returns.

- Contact Barnes & Noble Logistics Department at 732-656-7400 for specific instructions regarding the pick up or shipping of these refused returns. If shipments are made without contacting Barnes & Noble to route the shipments properly, freight chargebacks will be incurred.

- If you are instructed to ship via UPS, you may be provided orange refused returns labels. These labels must be placed on each carton shipped, above the address label.

**Address for NOP Returns:**

Barnes & Noble Distribution
Attention: Returns Dept
1 Barnes & Noble Way
Monroe Township, NJ 08831
Attn.—Receiving Dept.: NOP

**Address for Damaged/OP Returns:**

Barnes & Noble Distribution
Attention: Returns Dept
1 Barnes & Noble Way
Monroe Township, NJ 08831
Attn: -- Receiving Dept.: Damaged/OP

Barnes & Noble requires that refused returns are addressed no less than quarterly.
If any shipment of refused returns are deemed not to be damaged, or are returned because of stickers or worn book jackets, that shipment will be returned to the publisher, and the publisher will receive no reimbursement. The publisher will be charged for the in- and out-bound freight.

If you have any questions, please contact your Vendor Relations representative or email vendorrelations@bn.com.

22. **Product Recalls**

If a product is the subject of a Recall in cooperation with the Consumer Product Safety Commission (CPSC), Food & Drug Administration (FDA) or other regulatory body, vendor must notify Barnes & Noble as early as possible prior to the public announcement of such recall; and provide the requisite Recall poster and full remedy information.

Notification of product recall details must be emailed to the NY Merchandiser for that product and Compliance@bn.com.

All Recalled products will be returned to vendor by Barnes & Noble for full credit.

EANs/UPCs for Recalled product are blocked in our system. Therefore, any product supplied that is intended to replace a Recalled product must bear a different EAN/UPC.

Vendors are responsible for all costs associated with a product recall.

23. **DOMESTIC SHIPPING & ROUTING**

**Barnes & Noble College Routing**

Routing product to *Barnes & Noble College Booksellers is not covered* by these procedures.
To obtain Barnes & Noble College Stores routing, please contact:

**Logistics Department**  
**Traffic_group@bn.com**  
Phone: 732-656-7400

**Anthony Sgaramella**  
**ASgaramella@bncollege.com**  
Phone: 908-991-2720  
Fax: 775-263-0920

**Wholesaler’s**

Wholesaler’s guidelines, due to geographic specifications, must be obtained by contacting the Logistics department directly for proper routing instructions at **Traffic_group@bn.com** or 732-656-7400.
Questions?
For questions related to delivery appointments, order pick-ups or general transportation information related to shipping orders to a Barnes & Noble Distribution Center or store, use the contact information below:

**Barnes & Noble Logistics Department**
traffic_group@bn.com / (732) 656-7400

23.1 Scheduling Appointments
All Shipments to Barnes & Noble must have an appointment scheduled to deliver freight.

Barnes & Noble prefers that Vendors register with **MIQ Logistics** to arrange routing instructions for shipments 400 lbs and greater.

Vendors not registered with MIQ Logistics can email a **Routing Request Form** to traffic_group@bn.com for routing instructions. The routing request form must be filled out completely or it will be sent back for inclusion of the missing information.

**Information required for all routing appointment requests:**

- **Purchase Order Number(s)** (all Purchase Orders in shipment are to be included in routing request)
- **Origin location Company name**
- **Origin location Company Address**
- **Contact name**
- **Contact telephone number**
- **Contact email address**
- **Destination Delivery address**
- **Number of Carton**
- **Number of Pallets**
- **Total Weight**
- **Carrier name** (If Collect Vendor Shipment)

Vendors must schedule product to arrive as close to the Purchase Order Expected Arrival date as possible.
- Purchase Orders with future expected Arrival Dates will not be appointed without NY Merchandiser or DC Vendor Contact Approval.
- **Routing Requests** submitted for Purchase Orders with Past Due Expected Arrival Dates may be refused and Vendors will have to verify with their DC Vendor Contact if the product will be accepted late. A new Routing Request will need to be submitted in these instances.

Vendors/Carriers arriving at a Barnes & Noble Distribution Center without a scheduled appointment may be refused entry and required to schedule an appointment for delivery. Failure to schedule appointments for shipment delivery will result in a Vendor/Carrier chargeback.
24. Transportation and Routing Instructions

24.1 Barnes & Noble Distribution Centers
The Bill of Lading (BOL) must include the following:
- Proper Barnes & Noble facility address
- Barnes & Noble Purchase Order Number(s) – list all PO in delivery
- Number of Cartons
- Number of Pallets (with total weight)
- Copy of packing slips attached to each BOL

Multiple shipments, which may consist of multiple Purchase Orders shipping on the same day, appointed to the same Barnes & Noble Distribution Center or Consolidation Center must be combined on one Master Bill of Lading.

Failure to correctly identify shipment information on the BOL can result in delayed shipment and chargebacks.

24.2 Collect Vendors
Barnes & Noble Pick-up Vendors (NJ, NY, and Eastern PA)
Barnes & Noble will pick up all shipments regardless of weight. (An alternate carrier may be assigned by the fleet dispatcher) Contact traffic_group@bn.com to request a pick up with a completed Routing Request form.

Do not ship UPS or any other carrier without authorization received from the Barnes & Noble Logistics Department.

Non-compliance with these instructions is subject to cost recovery chargebacks.

Collect Vendor Routing
Pre-Paid Vendors must receive routing from the Barnes & Noble Logistics Department for all shipments.

The use of an Unauthorized Carrier or Air Freight will result in a Compliance chargeback.

Collect Shipments 400 lbs or less – UPS Third Party Billing

<table>
<thead>
<tr>
<th>UPS Shipper Number</th>
<th>Billing Address</th>
</tr>
</thead>
</table>
| Email Barnes & Noble Logistics at: traffic_group@bn.com | B&N.com/Third Party  
1 Barnes & Noble Way  
Monroe Township, NJ 08831 |
| Email Barnes & Noble Logistics at: traffic_group@bn.com | B&N Distribution/Third Party  
1 Barnes & Noble Way  
Monroe Township, NJ 08831 |
Collect Small Parcel Shipments
- Shipments between 200 lbs (least) and 400 lbs (most) must be shipped as a UPS Hundred Weight (CWT) shipment.
- When recording shipment, the Purchase Order number MUST be listed in the first reference field.

UPS Third Party Billing is only to be used for Pre-paid vendors.

Collect Shipments 400 lbs and above
All deliveries into a Barnes & Noble Distribution Center weighing 400 lbs and above require a scheduled delivery appointment.
- Purchase Order numbers, Expected Arrival Dates and Delivery Addresses are required to secure an appointment.
- Prepaid Vendors must have their carriers schedule a delivery appointment to by calling 732-656-7408 or 732-656-7417.

24.3 Collect Vendor Routing

Shipments 400 lbs. and above
- Routing is required for all Collect Shipments 400 lbs. and above.
- Multiple Purchase Orders/Shipments shipping to the same Barnes & Noble Distribution Center on the same day that exceed 400 lbs. MUST be combined and routed with an LTL or TL Carrier.
- Vendors/Shipper registered for Barnes & Noble MIQ Logistics must enter each shipment on the MIQ Logistics website.
- All other vendors must email a Routing Request form to traffic_group@bn.com, with required information completed for each shipment. Routing information will be supplied upon receipt and review of routing request.

- Collect Shipments must be third party billed to:

Barnes & Noble Inc.
C/O Iron Data
3400 Players Club Parkway, Suite 300
Memphis, TN 38125
Tel # 800-755-0110

Barnes & Noble.com Volume Orders
- Volume Order shipments weighing 150 lbs or less must ship via FedEx Ground.
- Volume Order shipments weighing greater than 150 lbs must email a Routing Request form to traffic_group@bn.com.
- Specify if routing request is for a Volume Order. Volume orders use a unique delivery Ship-to SAN:
Ship To: Barnes & Noble.com  
Volume Ordering  
1 Barnes & Noble Way  
Suite P  
Monroe Township, NJ 08831  
SAN 8009724

FedEx Shipper #:  
Email Barnes & Noble Logistics department: traffic_group@bn.com

Barnes & Noble Institutional Orders (Bulk Orders)  
Institutional orders that require direct shipping to a store or specific customer location must follow the routing instructions provided by the Barnes & Noble Customer Service representative.

- Purchase Order Cover Sheet will contain specific routing instructions that must be followed exactly for order fulfillment:
  - Direct Ship-to address
  - Other specific shipping requirements
- A UPS Account number is required for all Institutional Orders – Vendors must obtain this number by contacting:
  - 1-800-944-7323
  - dservice@bn.com
- Questions related to Institutional order delivery should be directed to:
  - 1-800-944-7323
  - dservice@bn.com

Gourmet Food Program  
Food items purchased for store placement must follow all standard operating procedures and policies outlined in these guidelines, except for shipping information noted below.

- Product shipping labels, carton product label and product packaging must follow Barnes & Noble Vendor & Product Guidelines.

- ALL shipments MUST be routed to:
  Axis Global Logistics  
  1100 Randolph Road  
  Somerset, NJ 08873

- Carrier MUST call for a delivery appointment:  
  Contact: Matt Malandro  
  Phone: 732-595-9460

Final July 23, 2014
24.4 Barnes & Noble Inc. – Direct to Store Orders

Collect Vendors
This section provides concise instructions for Direct to Store shipments according to Vendor origin and weight break.

- Do not use USPS or FedEx Ground Collect on any direct to store orders. Freight on Invoice will NOT be paid by Barnes & Noble. Any freight on invoice will be automatically deducted.
- Direct to store orders should be processed and shipped daily. Do not hold to consolidate orders.
- Do not use unauthorized Air Freight for direct to store orders. Barnes & Noble Logistics department must pre-approve any collect ir freight shipments prior to shipping.
- Any Collect Vendor

<table>
<thead>
<tr>
<th>IF YOU ARE LOCATED IN:</th>
<th>SHIP TO:</th>
<th>ROUTING INSTRUCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>NJ, NY, PA (Eastern)</td>
<td>Barnes &amp; Noble Inc.</td>
<td>Call B&amp;N Fleet Department for Picksups: 732-656-7407</td>
</tr>
<tr>
<td>Section 1b.1</td>
<td>C/O Argix Direct</td>
<td>100 Middlesex Center Blvd.</td>
</tr>
<tr>
<td></td>
<td>Jamesburg, NJ 08831</td>
<td></td>
</tr>
<tr>
<td>AL, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, MA, ME, MD, MI, MO, MS, NE, NH, NC, OH, PA (Western), RI, SC, TN, VT, VA, WV, WI</td>
<td>Barnes &amp; Noble Inc.</td>
<td>Email B&amp;N Logistics Department for Routing Instructions: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
</tr>
<tr>
<td>Section 1b.1</td>
<td>C/O Argix Direct</td>
<td>100 Middlesex Center Blvd.</td>
</tr>
<tr>
<td></td>
<td>Jamesburg, NJ 08831</td>
<td></td>
</tr>
<tr>
<td>AZ, AR, CA, CO, ID, LA, MN, MT, NV, NM, ND, OK, OR, SD, TX, UT, WA, WY</td>
<td>Ship Direct to Store</td>
<td>400 lbs. or Less - Ship via UPS Third Party Billing (see below)</td>
</tr>
<tr>
<td>Section 1b.2</td>
<td></td>
<td>Over 400 lbs. - Email B&amp;N Logistics: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
</tr>
</tbody>
</table>

See Special shipping instructions for B&N Stores in AK & HI.

<table>
<thead>
<tr>
<th>UPS Third Party Billing Shipper #</th>
<th>Billing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Barnes &amp; Noble Logistics at: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
<td>B&amp;N Stores/Third Party</td>
</tr>
<tr>
<td></td>
<td>1 Barnes &amp; Noble Way</td>
</tr>
<tr>
<td></td>
<td>Monroe Township, NJ 08831</td>
</tr>
</tbody>
</table>

1) Vendors shipping from: AL, CT, DC, DE, FL, GA, IA, IL, IN, KS, KY, MA, MD, ME, MI, MO, MS, NC, NE, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WI, and WV:

Email traffic_group@bn.com or call B&N Logsitics department at 732-656-7400 to verify routing instructions.
Most orders shipping from these locations to multiple stores will ship directly to:

Barnes & Noble Inc.
C/O ARGIX DIRECT
100 Middlesex Center Blvd.
Jamesburg, NJ 08831

However, the total weight and number of store orders in the shipment may change the shipping method.

1a) Manifesting - Direct to Store
   - Each manifest must show:
     o Store number
     o ASN’s or Purchase Order Number(s)
     o Pieces per store
     o Invoice number
   - Each manifest must have a Master Bill of Lading

1b) Master Bill of Lading

   1b.1 When a shipment is ready for movement to our consolidator, a Master Bill of Lading and Manifest must accompany the shipment to Argix Direct. The Master Bill of Lading must contain:
     o All Purchase Order Numbers
     o Number of Cartons
     o Number of Pallets
     o Total Shipment weight.

   1b.2 All Freight charges are to move Collect. The Bill of Lading must show as Consignee:

   Barnes & Noble Inc.
   C/O ARGIX DIRECT
   100 Middlesex Center Blvd.
   Jamesburg, NJ 08831

   All Freight charges are to be billed 3rd Party Collect to:

   Barnes & Noble Inc.
   C/O Iron Data
   3400 Players Club Parkway, Suite 300
   Memphis, TN 38125
   Tel # 800-755-0110
SHIPPING INSTRUCTIONS:
Barnes & Noble Inc. will arrange or supply routing instructions for all pickups from your facility. When merchandise is ready for pickup, please call the Logistics Department at (732) 656-7400.

| Be sure to ship Direct to Store Orders on a daily basis. |
| DO NOT HOLD A SHIPMENT FOR MORE THAN ONE DAY TO ACCUMULATE ORDER(S). |

2) Vendors shipping from: AR, AZ, CA, CO, ID, LA, MN, MT, ND, NM, NV, OK, OR, SD, TX, UT, WA, and WY:

Vendors located in and shipping from the above States should ship direct to store as follows:

2a) Small Parcel – Shipments 400 lbs or less
- UPS is the primary small parcel carrier.
- Orders 400 lbs or less will ship via UPS Third Party Billing.
- Do not use FedEx Ground or USPS.

<table>
<thead>
<tr>
<th>UPS Third Party Billing Shipper #</th>
<th>Billing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Barnes &amp; Noble Logistics at: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
<td>B&amp;N Stores/Third Party</td>
</tr>
<tr>
<td></td>
<td>1 Barnes &amp; Noble Way</td>
</tr>
<tr>
<td></td>
<td>Monroe Township, NJ 08831</td>
</tr>
</tbody>
</table>

- Shipments between 200 lbs and 400 lbs must be shipped as a UPS Hundred Weight (CWT) shipment.
- When recording shipment, the Purchase Order number MUST be listed in the first reference field and the invoice number in the second reference field.

2b) Less Than Truckload (LTL) & Truckload (TL)
Shipments over 400 lbs per store OR multiple Purchase Order Shipments shipping to a single Barnes & Noble store on the same day that exceed 400 lbs must be combined and routed by emailing Barnes & Noble Logistics requesting routing instructions - Traffic_group@bn.com

3) Shipments to Alaska and Hawaii Barnes & Noble Stores
- All orders should ship directly to the store.
- On shipments (orders) weighing 70 lbs. and LESS, utilize UPS Third Party Billing – Deferred Ground.
- For shipments weighing OVER 70 lbs. utilize Transgroup Air Freight and specify delivery date if provided. For a supply of air bills and for pick-ups call (888) 312-7400.
Direct to Store Bills of Lading

Bills of Lading for direct to store shipping requires extra information.

- “Inside Delivery required” indicated on BOL
- Third Party Collect Billing to:

Barnes & Noble Inc.
C/O Iron Data
3400 Players Club Parkway, Suite 300
Memphis, TN 38125
Tel # 800-755-0110

Be sure to ship Direct to Store Orders on a daily basis.
DO NOT HOLD A SHIPMENT FOR MORE THAN ONE DAY
TO ACCUMULATE ORDER(S).

If for any reason you cannot comply with these instructions, please email the Logistics Department at traffic_group@bn.com or call (732) 656-7400.

24.5 Routing Request Form Example (Template)

BARNES & NOBLE BOOKSELLERS

<table>
<thead>
<tr>
<th>BARNES &amp; NOBLE LOGISTICS - Routing Request Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B&amp;N Purchase Order #s</strong> (please list ALL Purchase Orders included in delivery)</td>
</tr>
<tr>
<td>Carrier Name</td>
</tr>
<tr>
<td>Prepaid Vendor</td>
</tr>
<tr>
<td>Carrier Name</td>
</tr>
<tr>
<td><strong>Origin (Pickup)</strong></td>
</tr>
<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>Company</td>
</tr>
<tr>
<td>Address1</td>
</tr>
<tr>
<td>Address2</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Postal Code</td>
</tr>
<tr>
<td>Country</td>
</tr>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>Email</td>
</tr>
<tr>
<td>Pickup Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Destination (Drop)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Distribution Center/Store</td>
</tr>
<tr>
<td>Address1</td>
</tr>
<tr>
<td>Address2</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Postal Code</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Shipment Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td># Cartons</td>
</tr>
<tr>
<td># Pallets</td>
</tr>
<tr>
<td>Product Description</td>
</tr>
<tr>
<td>Total Weight</td>
</tr>
<tr>
<td>Class</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Comments</strong></th>
</tr>
</thead>
</table>
25. **MIQ Logistics Freight Management System**

Barnes & Noble has a web based routing program in place. The Introduction and Quick Start Guide for the MIQ Logistics system follows. This system can be used for coordinating all less-than-truckload (LTL) and truckload shipments.

Shipments weighing 400 lbs. or less must ship UPS Third Party Billing and are not input into MIQ Logistics.

Please read through the Quick Start Guide; then register on the MIQ Logistics website. If you require assistance processing a shipment, please email or call the Barnes & Noble Logistics Department at traffic_group@bn.com or 732-656-7400 and select Option 7.

When your company is registered and ready to process shipments, please send a confirmation email to Dan Regan (DRegan@bn.com)

25.1 **PowerTMS Supplier Introduction And Quick Start Guide**

**PowerTMS QUICK START GUIDE**

Welcome to the Barnes & Noble Freight Management Program!

Your company has been identified as a supplier that ships inbound collect LTL and Truckload shipments to Barnes & Noble. Subsequently, we are requesting your participation in a program to create efficiencies and generate cost and time savings for both your company and Barnes & Noble.

**What Is It?**

The purpose of this program is to create a consistent and centralized process across Barnes & Noble’s entire organization that will allow for compliance, visibility, and consistency for you, the supplier, and Barnes & Noble. Barnes & Noble has partnered with MIQ Logistics, a leading provider of logistics technology and management services (http://tms.miql.com/servlet/AppDirectorController), to provide an Internet based solution that will allow suppliers to perform the following:

- Enter shipping transactions, containing purchase order information, online via a web-based system accessible from anywhere at any time.
- Identify the optimal carrier for each specific Barnes & Noble order based upon pickup and delivery dates and times and Barnes & Noble's contract LTL/TL rates.

**What Is Required of the Supplier?**

As a Barnes & Noble supplier, you will be required to act upon this request on or after (enter date). The process is streamlined and supported by the MIQ Logistics Customer Care team to answer any system usage questions you may have. From an equipment perspective, all you need is a PC with a web browser and an internet connection.
When To Use This System?
This online program should be used for coordination of all Less–than-Truckload Shipments (LTL) and Truck-Load (TL) shipments.

How Do I Obtain Support?
Generally, there are two primary areas where questions may arise:

- **Purchase Order Related**: Purchase order questions should be directed to your Barnes & Noble purchasing contact.
- **Systems Usage**: Any Systems issues should be directed the MIQ Logistics Customer Care team (contact information is provided at the end of the Quick Start guide below).

BARNES & NOBLE AND YRC LOGISTICS THANK YOU FOR YOUR TIME, COOPERATION AND DEDICATION TOWARDS THIS WIN-WIN SOLUTION. LISTED BELOW ARE DETAILED USAGE INSTRUCTIONS FOR THE YRC LOGISTICS ONLINE SYSTEM.

Support Information
Support for issues regarding operations of the MIQ Logistics online transportation management system, PowerTMS, should be addressed via one of the following methods:

- Via email: service@miq.com
- Via phone: Call 800-295-4014
- Via PowerTMS: For registered users, assistance is available in the Help section. The Help section is accessed by logging in and clicking on the Help link located in the blue navigation bar located at the top of every screen.

Registration
1. From your web browser go to [www.powertms.com](http://www.powertms.com)
2. Click on the “Register” link.
3. If your company has never registered as a new vendor to Barnes & Noble via PowerTMS, enter A1001780 in the “One-time new supplier code:” field. If your company has previously registered and you just need additional logins created for your co-workers, reference step 8 below or you may call 800-295-4014 for assistance.
4. On the “Register as a Supplier” page, in section A, enter your vendor or supplier number. This number is usually listed on the Barnes & Noble purchase order. If you do not know or cannot locate your vendor or supplier number, enter your phone number without dashes.
5. Choose a Login ID and password.
6. Enter your user information.
7. Enter your company’s information. If it is the same as your information, click on “Same as my personal contact information” check box.
8. Upon successful creation you will receive a “new registration code”. As the first user for your company you will, by default, be setup as a Supplier Administrator, this will give you the authority to approve other users from your company as they register. Please write this down and store it in a secure place. Use this code to register additional users for your company. When additional users need access to enter shipments for your company, their accounts can be created by clicking the “Register” link at www.powertms.com and entering this “new registration code” in the “New user” field. Please reference the online Help for creating and approving additional users for your company.

LTL and Truckload Shipment Creation

1. To access the shipment creation functionality, you will need to login to PowerTMS. Go to www.powertms.com. Enter the Login ID and the password you created during the registration process.

2. Once logged on to PowerTMS, click on the “New Shipment” link, located in the blue navigation bar at the top of the screen.

3. Enter your shipment information as directed (Reference the online Help). When completing the rest of the order entry, here are a few key items:

- When selecting the Barnes & Noble “Responsible Location”, you will use the drop down menu to scroll through the list of valid locations and select the location responsible for your shipping transaction.
- You will be entering shipment transactions, not individual purchase orders. If you are shipping more than one (1) Purchase Order on the transaction, enter one (1) Purchase Order # as reference in the PO # field, then enter Additional PO #s in the subsequent fields.
- Please enter your bill of lading number in the “Bill of Lading #” field. This is very important and must be entered to provide accurate status updates.
- Please make sure that you enter the total weight and handling units for the entire shipment in the section D Line Items.
- Be sure to enter a Name, Address, City, State and Zip, as well as phone number if available for both section B Origin (pickup) and section C Destination (drop). This information will be transmitted to the carrier during the notification process.
QUICK START GUIDE
(CONTINUED)

- Be sure to enter a date and time range for both the pickup and drop off. These elements are required to get a valid carrier price quote returned. If you do not have a required delivery date, allow for 4 to 5 days between the pickup and drop off dates to maximize the choice of carriers available during the recommendation process.

Once you select “Save”, you will be taken to the “Your Shipments” screen. Your shipment is now completed. Barnes & Noble Logistics will take it from here and assign the carrier. Once the shipment has been assigned, you can login and access the shipment to print the Bill of Lading.

Miscellaneous
1. If you have another shipment to create, repeat the process for creating a shipment above, by clicking on “New Shipment” in the blue navigation bar.

2. If you would like to view all of your assigned shipments, click on the “Your Shipments” link at the top of the page. Select Assigned from the Select Status Type drop-down-menu; and then click the blue Go button to the far right to execute the search for your assigned shipments. Once all shipments have been displayed, you can view the details of each shipment by clicking on the blue-lettered “View Details” link.

If you have questions or issues, do not hesitate to contact the MIQ Logistics Customer Care team via the contact information provided below.

25.2 MIQ LOGISTICS CUSTOMER CARE CONTACT
- General Customer Care
- service@miq.com
- Primary Phone Number - 800-295-4014

26. IMPORT SHIPPING & ROUTING
All Import shipments are expected to follow the Barnes & Noble Vendor & Product Guidelines as outlined for product and shipment preparation.

Information in this section pertains to the IMPORT shipping and routing requirements where Barnes & Noble is the Importer of Record.

These Guidelines must be adhered to for a Vendor to be in full compliance of Barnes & Noble’s Standard Operating Policies & Procedures. Non-compliance with these requirements may result in damage, delayed receipt of goods, delayed payment, loss of sales, return of shipment,
chargeback and cost recovery.

For questions related to Import Shipping and Routing, contact the **Barnes & Noble Logistics Department**:

**traffic_group@bn.com**
(732) 656-7400

### 26.1 Loading and Shipping Instructions

**Import Pallet Specification**
- 40" (101.6cm) x 48" (121.92cm) **pre-treated hardwood pallets only**
- 58" (147.32cm) maximum pallet height, including pallet base.
- Floor loading of cargo is permitted only if:
  - Pre-approved by Barnes & Noble DC Vendor Contact
  - Barnes & Noble Logistics Department
  - Specified on Purchase Order
- Pallet Planks – All pallets must have pallet planks under and on top of the freight to protect freight and accommodate double stacking during transit. Pallet corner boards should be used to support planks and prevent carton crushing from double stacking.
- Pallet Header is required for each pallet shipped.

**Sea Shipments**
- FCL - Can be Floor Loaded, approval required. BOL must reflect Floor Loaded condition and Freight Forwarder notified of same.
- LCL – MUST be palletized. Pallets cannot exceed 58" (147.32cm) maximum pallet height.

**Air Shipments**
- All Air Shipments MUST be palletized.
- Pallet height is specific to Air Carrier-
  - DHL Express 50" (127cm)
  - FedEx 46" (116.84cm)
  - United Parcel Service (UPS) 45" (114.30cm)
  - Apex 46" (116.84cm)

**Full Container (FCL) Weight Restrictions**

<table>
<thead>
<tr>
<th>Container Size</th>
<th>20'</th>
<th>40'</th>
<th>40' HC</th>
<th>45' HC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Into New York</td>
<td>38,000</td>
<td>45,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Into Reno, Nevada</td>
<td>38,000</td>
<td>43,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Full Container (FCL) CBM Utilization**

Shipment that do not meet the minimum container CBM’s must be prepared and booked as a CFS shipment, unless otherwise instructed.

<table>
<thead>
<tr>
<th></th>
<th>20'</th>
<th>40'</th>
<th>40' HC</th>
<th>45' HC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>25 cbm</td>
<td>55 cbm</td>
<td>65 cbm</td>
<td>75 cbm</td>
</tr>
</tbody>
</table>
Factory Loaded Containers
- Vendor cannot factory load without approval from Barnes & Noble and Damco.
- Vendors must meet the minimum CBM requirements and vendor is responsible to deliver the freight to the forwarders warehouse along with any CFS receiving charges billed by the forwarder.
- **Vendor** is to supply a fully detailed packing list to the forwarder within 48 hours of cargo delivery.
- A container manifest must to be supplied along with a packing list broken down by container number.
- Upon receipt of documents, Damco will issue transportation documents to shipper and release the documents to appropriate parties.
- Failure to supply required documents in full in stated time frames will result in a chargeback to vendor.

Floor Loaded Containers
- Vendor cannot floor load without approval from Barnes & Noble and Damco.
- Floor loaded freight MUST be noted on the Bill of Lading (BOL).
- Forwarder MUST be advised of floor loaded container for proper delivery instructions to Barnes & Noble Distribution Centers.

### 26.2 Forwarders and U.S. Customs Brokers (Notify party)

**(FOR ALL PRODUCT & FREIGHT TERMS)**

**CANADA:**
FedEx Trade Networks Transport & Brokerage
1287 Dearborn Street
Buffalo, NY 14207

**Contact:**
Aaron Marohn
Email: BPA@ftn.fedex.com
Mobile: 716-512-0822
Fax: 716-879-1519

**ALL OTHER COUNTRIES:**

**Freight Booking & Routing**
**DAMCO LOGISTICS**
7 Giralda Farms
Madison, NJ 07940

**Contacts:**
Emily Diaz, Logistics Specialist
Phone: 973-245-3647
Email: Emily.Diaz@damco.com

*Contract Booking # 638983*
Customs Clearance
DAMCO CUSTOMS SERVICES
230-79 International Airport Center Blvd.
Jamaica, NY 11413

Contacts:
Jennifer Keegan
Phone: 718-425-1064
Fax: 718-425-1015
Email: BarnnoblDocumentation1@Damco.com

Damco Origin Contacts
Please use hyperlink below to find the most current Damco origin contact listing.

https://share.maersk.com/sites/Endorse%20GY/default.aspx

To login:
User Name: APMDMZX\contacts
Password : Maersk123 (Note: First letter of password is upper case)

26.3 Damco Logists Booking Instructions
All import shipments must be booked through Damco Logistics and adhere to Damco Logistics booking deadlines.

Vendors must not book cargo directly with the ocean carriers.

- Freight must be booked, by booking deadline, before cargo delivery to Damco Logistics. Vendor’s compliance to booking deadlines is critical to strategically plan freight transportation
- For CFS or CY cargo, freight must be booked 7 to 14 calendar days prior to projected vessel ETD. Vendor is responsible for arranging booking according to Barnes & Noble Expected Arrival Date
- One destination per booking
- If OBL required, inform Damco Logistics at time of booking.

When M*Power Shipper or EDI cannot be utilized, cargo must be booked using the Damco Logistics Shipping Order form obtained from the Damco Logistics office at origin. The Shipping Order information requirements:

- Manufacturer Legal name and address
- Consignee/Recipient name and address
- Expected cargo delivery date at the Damco Logistics warehouse,
- Intended vessel and voyage (first leg)
- Detailed cargo description, accompanied with the appropriate Harmonized Tariff Code (HTS) and list of material components
- PO and SKU details
- Number of cartons
- Number of pieces
- Measurement of shipment
- Fumigation requirements (if any)
- First 6 digits of the HTS (harmonized tariff) code
If CY booking (factory load), include:
- Date for equipment pickup
- Responsible party of transport from vendor to carrier

If Solid Wood Packing Materials (SWPM) are used, Damco Logistics is required to provide fumigation services:
- IMCO (International Maritime Commission) requirements and details (if any)
- Commodity Description
- Load Port and Final Destination

You are required to provide complete and accurate shipping information including but not limited to the following items:
- Manufacturer Legal/Shipper name, address and telephone number
- Consignee name, address and telephone number
- Expected cargo on-hand date (= expected cargo delivery date) to our CFS warehouse or to CY terminal
- PO and SKU details / breakdown
- Number of cartons
- Number of pieces
- Weight (kgs) and Measurement (cbm)
- Commodity description and materials accompanied with appropriate Harmonized Tariff Code (first 6 digits)
- Load port and final destination
- DC Due Date (= expected arrival date)
- Notation of quota or non-quota cargo

26.4 Documentation – Sea and Air Shipments

Ship To Address:
Barnes & Noble Distribution
(Address as listed on Purchase Order)

The Notify Party to be listed on ALL shipping documentation is:

Damco Customs Services Inc
230-79 Int’l Airport Cntr Blvd
Jamaica NY 11413
Attn: Jennifer Keegan
PH: 718-425-1064
Fax: 718-425-1015
Jennifer.Keegan@damco.com

- Shipments must be marked clearly and Consigned to the Barnes & Noble Distribution Center address on the Purchase Order.
- Upon completion of goods, surrender one complete set of ORIGINAL documents to the origin/local forwarder.
Document Set

ISF / 10+2
As of January 26, 2009, ISF submission is required on all Ocean shipments arriving into the USA by vessel. This regulation is called the Importer Security Filing or the 10+2 requirement. The 10+2 initiative requires ocean carriers to submit two pieces of data, and importers to submit 10 pieces of data to create a database that the U.S. government can use to target risk-based imports harmful to security, product safety or other interests.

The ISF/10+2 requires the submission of additional data elements from our supply chain, some of which were not previously transmitted, and others that may be needed at an earlier time than was previously required. ISF data must be submitted to US Customs 48 hours prior to vessel departure and must be accurate in order to avoid any possible fines and/or penalties issued by US Customs. CBP has begun with liquidated damages and each violation can be subject to a $5,000.00 fine by Customs for each violation. For more information about CBP ISF Enforcement please use following link:


This only applies to the FOB vendors.

CIF vendors will forward the vendor portion of the 10+2 form to Damco Customs Services (for sea shipments) or the designated carrier for air shipments who will complete the balance of the information for Barnes & Noble.

Commercial Invoice
- Must state the actual Manufacturer’s name and address, and if known, Actual Manufacturer’s ID, on Commercial Invoice to be Customs Compliant. A template of the Commercial Invoice can be obtained by emailing a request to traffic_group@bn.com. Vendors must use the format shown below.
### Commercial Invoice

**Date:**

**Vendor Name and Address:**

- **Bill To:**
  - Barnes & Noble
  - PO Box 1845
  - Dept. - [Book, Non Book etc] list your product
  - Westbury, NY 11590
  - Contact:
  - Tel:

**Ship To:**

- B&N DC Location to go here
- Contact:
- Phone #

**Country of Origin:** List your port (ex: Hong Kong, China)

**Destination:** USA

**Currency:** USD

**Invoice #:**

**Shipping Method:** Damaged or origin location

**Terms:** FOB (HR) your terms go here

**Shipment Order #:**

**B&N PO #:**

<table>
<thead>
<tr>
<th>B&amp;N PO #</th>
<th>Client IDN/IDN/IDN #</th>
<th>Product Description (including material)</th>
<th>HTS Code</th>
<th>Quantity</th>
<th>Per Unit Price (USD)</th>
<th>Extended Total (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

**Total here**

**Total $ here**

- **FCL** (complete container size 20', 40', 40' hq)
- **M/P**
- **Total CBM's/KGS**
- **Vessel Voyage**
- **Container #**
- **ETD**
- **ETA**
Import Packing list- Imports
A packing list must be issued for each invoice/BOL/HAWB and include:
- Purchase Order
- EN-13/UPC details with inner pack and casepack quantities
- Precise dimensions of all cartons shipped (U.S. Inches)
- Gross and net weights for each individual item,
- Total CBM’s
- HTS Code – first 6 digits
- Must be sent at time of cargo delivery

A copy of the Import Packing List can be obtained by emailing a request to traffic_group@bn.com. Vendors must use the format shown.

<table>
<thead>
<tr>
<th>Packing Invoice #</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Manufacturer Name and Address</th>
<th>Ship to Name and Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Seller Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pallet Number</th>
<th>Carton Number</th>
<th>Total Cartons</th>
<th>PO #</th>
<th>EN-13/UPC Number</th>
<th>Quantity</th>
<th>HTS Code</th>
<th>LENGTH (IN)</th>
<th>WIDTH (IN)</th>
<th>HEIGHT (IN)</th>
<th>WEIGHT (Lb)</th>
<th>DIM Weight (Lb)</th>
<th>CBM</th>
<th>WEIGHT (Lb)</th>
<th>DIM WEIGHT (Lb)</th>
<th>CBM</th>
</tr>
</thead>
</table>
Bill of Lading (BOL)
- A Standard Bill of Lading should be used.
- Information on Standard Bills of Lading can be found in the GS1.

Fumigation Certificate/Solid Wood Packing Material Document (pre-treated pallets)
- Standard Fumigation certificate

Original Visa/Export License/Certificate of Origin
- For shipments from GSP countries only

CPSC Children’s Product Certification (CPSIA)
All shipments containing products intended PRIMARILY for children 12 years of age and under (excluding ordinary books) -- **must** include within the document set a Children’s Product Certification, in accordance with Consumer Product Safety Improvement Act (CPSIA) requirements.

This certification must indicate all applicable safety standards to which the product has been tested. Failure to provide this certification **will** delay shipments.

Barnes & Noble will hold vendors responsible for any costs related to delays due to missing certifications. Failure to include a CPSIA form when shipping applicable children’s product with the document set will result in **chargebacks**.

Further details on CPSIA and a copy of the Children’s Product Certificate template can be found under Barnes & Noble’s Vendor & Product Compliance requirements:

http://www.barnesandnobleinc.com/for_publishers/Vendor_Guidelines/vendor_and_product_compliance_requirements.html#cp


Sets/Kits Component Breakdown
All Sets/Kits product documentation must contain a complete breakdown of components for proper **Customs HTS** classification.

Example: Complete Sushi – One component is a ceramic dish, which requires FDA testing results in the document set.

Example: Nailpolish Nail Art – Documents required for Hazardous/Non-hazardous testing completion.
FDA Requirements

- **Complete product descriptions, including ingredients/materials are required for all FDA shipments.**
  - Ex: Mugs (ceramic/porcelain/plastic)
  - Ex: Ornaments (glass (type of glass), plastic, etc)
  - Ex: Tumblers (Stainless steel, ceramic inside)

- Foreign Manufacturer details
- Vendor Contact
- Manufacturer’s FDA Registration Number (FDA Product Code)
- Container type- bags, pouch, metal, etc.
- Test reports confirming compliance with FDA Lead requirements

Lacey Act

If your product is a wood or plant-based product it may fall within the [Lacey Act](http://www.aphis.usda.gov/plant_health/lacey_act/downloads/2008-0119.pdf) requirements, your shipment must include a Lacey Act Declaration Form.

More information regarding the above can be found in the Federal Register at the following site:


The Lacey Act Declaration Form link is below:


Fish & Wildlife

The [U.S. Fish & Wildlife Services](http://www.fws.gov/international/cites/) regulate certain items imported into the United States.

Examples: Sea Shells
- Bone Items
- Mother of Pearl
- Endangered Species and their material
- Certain Plant Species and their material
- Marine Mammals and their material (i.e. Shark teeth)
- Wild Birds and their materials (i.e. Ostrich feathers used in apparel)

The importer of record and customs broker must have a fully detailed description of the item(s) and materials breakdown being shipped to determine in an item would require clearance by the [U.S. Fish & Wildlife Services](http://www.fws.gov/international/cites/).

The U.S Fish & Wildlife Services require special [CITES](http://www.fws.gov/international/cites/) documents for import and clearance on specific items. To determine if an item you are attempting to ship is [CITES regulated](http://www.fws.gov/international/cites/), please visit the following link:

http://www.fws.gov/international/cites/
Antidumping
If your product/set/kit contains pencils, you must provide a Letter of Affidavit indicating the name and full address of the pencil manufacturer, including Country of Origin.

For more information on Antidumping, go to the US International Trade Commission webpage

Seal Policy
- Carriers must use High Security Container seals, which meet or exceed current PAS ISO 17712 standards.
- Shippers responsible for sealing containers must have a seal monitoring program that includes:
  - Inventory control of numbered seals
  - Restricted access to same numbered seal inventory
  - Monitoring of sealing containers by management or independent third party
  - Documentation of seal numbers affixed to containers from point of loading to delivery to port of export to insure seal integrity.

Destination Seal Integrity Programs of USA Clearance Agents/Truckers
Brokers must establish and maintain a seal integrity program that provides vetting of all import documentation, arrival notices B/L’s, and packing lists for any conflicts in the seal# as reported on commercial documents.

All Delivery Orders must clearly indicate documented Container number and Seal number. Any changes and/or conflicts in documented seal numbers must be investigated and/or reported to the authorities – U.S. Customs Border Protection and Port Authority Police.

Truckers must verify the Seal number on Delivery Orders versus the physical seal number on the Container at the time of pick up from the pier/rail terminal. If there are any conflicts in the documented seal number, the trucker must report to the authorities – U.S. Customs Border Protection and Port Authority Police – and stop the pickup process until the cause of the seal number conflict has been investigated.

The Importer will randomly check truckers’ adherence to this seal integrity program by comparing TIR (Trailer Interchange Report) against documented seal numbers for any unreported changes. If a trucker cannot provide legitimate reasons for a Seal number change, exam, theft, etc., the truckers’ services will be terminated.

7-Point Container Inspection
- Front wall
- Left side
- Right side
- Floor
- Ceiling/roof
- Inside/outside doors
- Outside undercarriage prior to stuffing and/or offloading, including the reliability of the container door locking mechanism
All shippers must document their preloading 7-point container inspection program, including visual inspection of container walls, floor, ceiling and door for any signs of tampering or malfunction prior to loading. If problems exist, the shipper should not load stated container and/or report to the authorities.

In the USA, ss lines, piers and truckers must perform the same 7-point container inspections and safety check per the normal at gate out process and creation of TIR. Truckers must report any signs of tampering to the proper authorities.

Upon delivery of the container, if the seal number or container integrity is found in question, the container should be isolated, the seal number change investigated, and the event reported to the authorities.

US Customs CSI (Container Security Initiatives)
Effective December 2, 2002, with a 60 day grace period ending January 30, 2003, US Customs Service has passed a new rule as part of the US Customs Container Security Initiative (CSI) program that will impose new requirements upon vessels that will arrive in the United States to discharge cargo. The new rule requirements are as follows:

- All Ocean Carriers or NVOCC's must submit a complete cargo manifest to US Customs at least 24 hours prior to cargo loading if that vessel is to call a US port direct. The 24-hour period is measured against the schedule commencement of loading activities to a vessel destined to a US port.

- Details of the cargo manifest must be based on actual declaration of cargo by the shipper and must be submitted no later than the cargo declaration cut off deadline at cargo origin. Cargo descriptions are one of the most important elements to assist Customs in evaluating each container. Each description on the commercial invoice must include the HTS number.

- Failure to comply with this rule could result in penalties against the carrier or NVOCC along with the removal of container for inspection by US customs and/or denial of permission to unload vessel cargo. The carriers are the parties responsible for filing the cargo declaration (one of the forms that comprise the vessel manifest), compliance with these new requirements is their responsibility. However, the carrier will need cooperation from the shippers. This cooperation will be in the form of additional information regarding your cargo needed in advance of cargo loading onboard the vessel.

In a failure to fully comply with the new regulations, U.S. Customs may, among other things, assess a civil penalty and deny permission to load/unload cargo to/from the vessel on which the cargo is moving.

Any additional cost incurred by Barnes & Noble for shipments that are not compliant with the new rules will be charged back to the vendor.
CIF
Please note that Barnes & Noble has specific instructions for split or combined SeaWay Bills. These instructions state that Damco Logistics can only create a SeaWay Bill with a maximum of one container for the same shipper. If a shipment has more than one container, additional SeaWay Bills will need to be created, and the cost incurred will be charged to the vendor. Please see Damco Standard Operating Procedures or request a SeaWay Bill copy.

If a vendor is shipping CIF and Barnes & Noble is paying for clearance, please follow documentation instructions and send the originals to Damco Customs Service.

Please forward the vendor portion of the ISF/10+2 form to Damco Customs Services who will complete the balance of the information for Barnes & Noble.

26.5 Import Routing Instructions – Air Shipments

Air Carrier Assignment

For all air shipments that Barnes & Noble is responsible for payment, please email Barnes & Noble Logistics at Traffic_Group@bn.com for your shipment’s air freight carrier assignment.

The carrier will then notify you with the specific documentation required.

Distribution of Documents
Each Document set must include:
- Commercial Invoice,
- Packing List
- SeaWay Bill and/or original BOL
- Fumigation Certificate (if necessary)

<table>
<thead>
<tr>
<th>When</th>
<th>Send To</th>
<th>Via</th>
<th>Ocean Shipments</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 hours prior to sailing or 24 hours prior to loading the container on a vessel</td>
<td>Booking agent or steamship line to comply with the US “24 HOUR RULE”</td>
<td>On-Line Booking Or Copies</td>
<td>Commercial Invoice Packing List</td>
</tr>
<tr>
<td>Within 24 hours of vessel sailing</td>
<td>Accounting (for payment purposes)</td>
<td>Fax or email</td>
<td>One set of complete shipping documentation, including the SeaWay Bill</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:DClimportShipping@bn.com">DClimportShipping@bn.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Within 24 hours of vessel sailing</td>
<td>Damco Customs Services (See page 7 for contact information)</td>
<td>Courier</td>
<td>Express mail complete set of Originals</td>
</tr>
</tbody>
</table>

Vendors are fully expected to be in compliance with the document requirements and document timeline. Non-compliance will result in chargebacks.
27. Compliance with These Guidelines

Vendor Compliance with these Barnes & Noble Vendor & Product Guidelines and Standard Operating Policies & Procedures enables Barnes & Noble to process products through the Barnes & Noble Distribution Supply Chain and present them to our customers in a safe, efficient, and timely manner. The Compliance partnership between Barnes & Noble and Vendors is beneficial to both parties.

Non-compliance may result in damage, delay, and loss of sales. Barnes & Noble reserves the right to assess cost recovery chargebacks for any violation of non-compliance with these guidelines.

“Infraction” means the specific non-compliance with any of the stated guidelines within this document.

Questions regarding compliance with these guidelines can be directed to: VendorCompliance@bn.com

27.1 Compliance Infraction Schedule

<table>
<thead>
<tr>
<th>Infraction Description</th>
<th>Infraction Cost per Purchase Order</th>
<th>Additional fee assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcode does not meet standards</td>
<td>$150.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Barcode on Cover II does not match Barcode on Cover IV</td>
<td>$150.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Deticketing - Removal of unauthorized stickers on product</td>
<td>$150.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>EAN-13/UPC Barcode does not match EAN-13/UPC printed above</td>
<td>$150.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>EAN-13/UPC not visible on product</td>
<td>$200.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Missing/incorrect price in EAN-13 bar code - Encoded or human readable</td>
<td>$200.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Multiple barcodes on product</td>
<td>$200.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Product missing barcode</td>
<td>$200.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Product received with incorrect label placement.</td>
<td>$200.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Strippable barcode size/placement on cover 2 incorrect or missing indicator</td>
<td>$150.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Ticketing - Missing or incorrect product ID/barcode/price</td>
<td>$200.00</td>
<td>$2.50 per carton</td>
</tr>
<tr>
<td>Carton Product Label incomplete</td>
<td>$200.00</td>
<td>$2.50 per carton</td>
</tr>
<tr>
<td>Carton Product Label missing</td>
<td>$200.00</td>
<td>$2.50 per carton</td>
</tr>
<tr>
<td>Issue</td>
<td>Cost</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------</td>
<td></td>
</tr>
<tr>
<td>Carton size below minimum requirement</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Carton size exceeds maximum</td>
<td>$200.00 $5.00 per carton</td>
<td></td>
</tr>
<tr>
<td>Carton weight exceeds maximum</td>
<td>$200.00 $5.00 per carton</td>
<td></td>
</tr>
<tr>
<td>Cartons received with staples, steel or plastic bands.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Duplicate shipment of a single PO.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Failure to acknowledge Purchase Order: EDI or Email</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Improper Pallet - not specified wooden pallet.</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Improper Pallet Size</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Mixed titles/Mixed PO's in carton without itemization</td>
<td>$200.00 $5.00 per carton</td>
<td></td>
</tr>
<tr>
<td>Multi-Volume Set not properly labeled or packaged per B&amp;N policies</td>
<td>$200.00 Additional cost of corrective actions</td>
<td></td>
</tr>
<tr>
<td>Overage - Shipments exceeds PO quantity by &gt;3%</td>
<td>$200.00 Up to $20.00 per carton return shipping if product returned to vendor</td>
<td></td>
</tr>
<tr>
<td>Oversized product not in reshippable cartons</td>
<td>$200.00 Fee for recartonization</td>
<td></td>
</tr>
<tr>
<td>Pallet Header: missing/incomplete/incorrect</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Pallet with more than one PO w/out required separation or labeling</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Pallets contain staples, steel or bands.</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Pallets received are over specified height of 58&quot;.</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Pallets without stretch-wrap or with Dark wrapping</td>
<td>$200.00 Per Pallet</td>
<td></td>
</tr>
<tr>
<td>Product in carton does not match carton or shipping label.</td>
<td>$200.00 Up to $20.00 per carton return shipping if product returned to vendor</td>
<td></td>
</tr>
<tr>
<td>Product is damaged/defective.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Product not in correct IOQ.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Product not in ordered case pack quantities.</td>
<td>$200.00 Up to $20.00 per carton return shipping</td>
<td></td>
</tr>
<tr>
<td>Product not on PO.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Product not pre-packed/banded correctly.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Product received in unauthorized packaging (Bargain only).</td>
<td>$200.00 $0.25/unit</td>
<td></td>
</tr>
<tr>
<td>Product received unjacketed and requires jacketing (Bargain only).</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Shipment of a canceled PO.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Shipping Label incomplete</td>
<td>$200.00 $2.50 per carton</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td>Fee 1</td>
<td>Fee 2</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>--------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Shipping Label missing</td>
<td>$200.00</td>
<td>$2.50 per carton</td>
</tr>
<tr>
<td>Shortage - Item delivery quantity under Purchase Order quantity</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Stacked books included on carton pallet</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Unauthorized title substitutions</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Appointed Load Quantity incorrect - Less Volume/More Volume</td>
<td>$200.00</td>
<td>extra trailer fee</td>
</tr>
<tr>
<td>ASN (SSCC Barcode) Invalid or incorrect</td>
<td>$200.00</td>
<td>$5.00 per carton</td>
</tr>
<tr>
<td>ASN duplicated within previous 12 months</td>
<td>$200.00</td>
<td>$5.00 per carton</td>
</tr>
<tr>
<td>ASN vendor, but ASN not provided for shipment</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Bill Of Lading - Missing/Incorrect/incomplete.</td>
<td>$200.00</td>
<td>Per Document Set</td>
</tr>
<tr>
<td>CFS Late Booking cancellation (Imports)</td>
<td>$200.00</td>
<td>Per Purchase Order</td>
</tr>
<tr>
<td>CFS Late Booking revision (Imports)</td>
<td>$200.00</td>
<td>Per Purchase Order</td>
</tr>
<tr>
<td>Delivery Appointment missed, late - no notification</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Delivery arrival without prior Appointment, Pre-Paid vendors.</td>
<td>$200.00</td>
<td>Per truck</td>
</tr>
<tr>
<td>Failure to adhere to refused returns procedures.</td>
<td>$200.00</td>
<td>$5.00 per carton</td>
</tr>
<tr>
<td>Failure to contact B&amp;N Traffic for routing collect shipments.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Failure to provide all PO numbers for load delivery appointment</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Failure to use designated carrier (volume shipments).</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Freight load not ready at appointed time</td>
<td>$200.00</td>
<td>Driver wait time fee</td>
</tr>
<tr>
<td>Improper loading on trailer - B&amp;N freight loaded behind other freight</td>
<td>$200.00</td>
<td>$10.00 per pallet</td>
</tr>
<tr>
<td>Improper loading on trailer - pallets loaded sideways.</td>
<td>$200.00</td>
<td>$10.00 per pallet</td>
</tr>
<tr>
<td>Improper loading on trailer - pallets poorly secured/Double stacked.</td>
<td>$200.00</td>
<td>$10.00 per pallet</td>
</tr>
<tr>
<td>Truck requested for load, not used</td>
<td>$350.00</td>
<td></td>
</tr>
<tr>
<td>Late Booking (Imports)</td>
<td>$200.00</td>
<td>Per Purchase Order</td>
</tr>
<tr>
<td>Late/incomplete import documentation (Imports)</td>
<td>$200.00</td>
<td>Per Document Set</td>
</tr>
<tr>
<td>Latecome after CFS cutoff (Imports)</td>
<td>$200.00</td>
<td>Per delivery truck</td>
</tr>
<tr>
<td>Latecome No Show (Imports)</td>
<td>$200.00</td>
<td>Per CBM</td>
</tr>
<tr>
<td>Latecome Volume discrepancy (Imports)</td>
<td>$200.00</td>
<td>Up to $20.00 per CM</td>
</tr>
<tr>
<td>Mis shipment, not intended for Barnes and Noble DC</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Mis-shipments to closed B&amp;N stores.</td>
<td>$200.00</td>
<td>$10.00 per pallet fee</td>
</tr>
<tr>
<td>Overweight shipment by carrier (DC)</td>
<td>$200.00</td>
<td>$0.05 per pound</td>
</tr>
<tr>
<td>Overweight Shipment by carrier (Store)</td>
<td>$200.00</td>
<td>$0.05 per pound</td>
</tr>
<tr>
<td>Packing List - Incorrect/incomplete.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Packing list - not included with shipment.</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Product received before Expected Arrival Date on Purchase Order</td>
<td>$200.00</td>
<td>0.25% of product cost</td>
</tr>
<tr>
<td>Product received later than Expected Arrival Date on Purchase Order</td>
<td>$200.00</td>
<td>value for each week</td>
</tr>
<tr>
<td>Purchase Order shipped to incorrect B&amp;N facility</td>
<td>$200.00</td>
<td>Up to $20.00 per Tranship fee per carton</td>
</tr>
<tr>
<td>Event</td>
<td>Fee/Charge</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Product Price different than PO price, no notification provided</td>
<td>$200.00</td>
<td>Per Product/Per PO</td>
</tr>
<tr>
<td>Children’s Product Certification not included in documents – Imports only</td>
<td>$200.00</td>
<td>Per Product</td>
</tr>
<tr>
<td>Security Tag not included</td>
<td>$200.00</td>
<td>$0.25 per unit</td>
</tr>
<tr>
<td>Shipment received prior to ASN Data transmit or ASN not transmitted</td>
<td>$200.00</td>
<td>$5.00 per carton</td>
</tr>
<tr>
<td>Shortage - Carton Delivery under BOL carton count</td>
<td>$200.00</td>
<td></td>
</tr>
<tr>
<td>Underweight Shipment by carrier (DC)</td>
<td>$200.00</td>
<td>$0.05 per pound</td>
</tr>
<tr>
<td>Underweight Shipment by carrier (Store)</td>
<td>$200.00</td>
<td>$0.05 per pound</td>
</tr>
<tr>
<td>Use of accelerated shipping to meet arrival dates (due to late shipments)</td>
<td>$200.00</td>
<td>Plus any differential in freight charges</td>
</tr>
<tr>
<td>Other - See Comments</td>
<td>$200.00</td>
<td>Additional cost of corrective actions required</td>
</tr>
<tr>
<td>Product Price different than PO price, no notification provided</td>
<td>$150.00</td>
<td>Per Product</td>
</tr>
<tr>
<td>Children’s Product Certification not included in documents – Imports only</td>
<td>$200.00</td>
<td>Per Product</td>
</tr>
</tbody>
</table>

28. **SAN List & Distribution Addresses**
- All Barnes & Noble Distribution purchase orders will have a "Bill to" and a "Ship to" SAN indicated on them.
- Your order entry systems must have the correct address for the corresponding SAN.
- These instructions do not apply for vendors with regular B&N pickups in NY, NJ & Eastern PA.
- Prepaid vendors will instruct their carriers to contact B&N for a delivery appointment
  - Traffic_group@bn.com 732-656-7408 or 7417

<table>
<thead>
<tr>
<th>Ship to SAN</th>
<th>Ship to address</th>
<th>Facility</th>
<th>Bill to SAN</th>
<th>Bill to address</th>
<th>Carrier Acct # for Collect Shipments 400 lbs. or less</th>
<th>Carrier Billing Address</th>
<th>Carrier Acct # for Collect Shipments over 400 lbs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>8020086</td>
<td>Barnes &amp; Noble Distribution Consignment 12660 Old Virginia Road Reno, NV 89521</td>
<td>B consignment</td>
<td>8020094</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 8020094 Consignment 1400 Old Country Road Westbury, NY 11590</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Barnes &amp; Noble Distribution Consignment 12660 Old Virginia Road Reno, NV 89521</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1927817</td>
<td>Barnes &amp; Noble Distribution 12660 Old Virginia Road Reno, NV 89521</td>
<td>R casepack</td>
<td>192673X</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 192673X 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y592</td>
<td>B&amp;N Distribution/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
<td>PowerTMS online OR Email: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
</tr>
<tr>
<td>1927809</td>
<td>Barnes &amp; Noble Distribution 12660 Old Virginia Road Reno, NV 89521</td>
<td>S</td>
<td>Exact Qty</td>
<td>1926721</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 1926721 - ETB 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y592</td>
<td>B&amp;N Distribution/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
</tr>
<tr>
<td>1927833</td>
<td>Barnes &amp; Noble Distribution CDF Orders 12660 Old Virginia Road Reno, NV 89521</td>
<td>consolidation</td>
<td>1926721</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 1926721 - ETB 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y588</td>
<td>B&amp;N.com/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
<td>PowerTMS online OR Email: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
</tr>
<tr>
<td>1799809</td>
<td>Barnes &amp; Noble Distribution 12660 Old Virginia Road Reno, NV 89521</td>
<td>V</td>
<td>eaches</td>
<td>179275X</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 179275X - Non Casepack 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y592</td>
<td>B&amp;N.com/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
</tr>
<tr>
<td>1979779</td>
<td>Barnes &amp; Noble Distribution Bargain 12660 Old Virginia Road Reno, NV 89521</td>
<td>Y</td>
<td>192673X</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 192673X 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y592</td>
<td>B&amp;N Distribution/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
<td>PowerTMS online OR Email: <a href="mailto:traffic_group@bn.com">traffic_group@bn.com</a></td>
</tr>
<tr>
<td>8008418</td>
<td>Barnes &amp; Noble Distribution Flow Through 12660 Old Virginia Road Reno, NV 89521</td>
<td>Z</td>
<td>Flow Through</td>
<td>8008450</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 8008450 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y592</td>
<td>B&amp;N Distribution/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
</tr>
<tr>
<td>802006X</td>
<td>Barnes &amp; Noble Distribution Consignment 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
<td>A</td>
<td>Consignment</td>
<td>8020078</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 8020078 Consignment 1400 Old Country Road Westbury, NY 11590</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8016135</td>
<td>Barnes &amp; Noble Distribution Non-Book Ordering 5 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
<td>C</td>
<td>Non-Book Ordering</td>
<td>8016143</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 801-6143 1400 Old Country Road Westbury, NY 11590</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8001464</td>
<td>Barnes &amp; Noble Distribution 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
<td>E</td>
<td>Casepack</td>
<td>8001502</td>
<td>Barnes &amp; Noble Purchasing PO Box 1843 Dept. 800-1502 1400 Old Country Road Westbury, NY 11590</td>
<td>UPS 3rd Party V3Y592</td>
<td>B&amp;N Distribution/Third Party 1 Barnes &amp; Noble Way Monroe Township, NJ 08831</td>
</tr>
</tbody>
</table>

Final July 23, 2014
#### 29. Label Vendors and Labeling Assistance Providers

Suppliers to Barnes & Noble have asked for assistance in meeting the guidelines for carton labeling and for sources of vendor-produced labels. In response, Barnes & Noble is making available the following names and contact information for vendors of labels, labeling-related services, and labeling systems. The vendors shown provide both international and domestic services.

Barnes & Noble does not require, endorse, or recommend the use of these or other vendors of such products and services. However, these vendors are familiar with our guidelines and they have produced labels in the past for Barnes & Noble suppliers that have met our requirements. It remains the responsibility of product suppliers to obtain labels that meet the requirements of these guidelines.
Product Identification & Processing Systems
436 East 87th Street
New York, NY 10128
Phone: 888-783-7439
E-Mail: bnlabels@pips.com
www.pips.com

Swing Labels, LLC
2 Shaker Road, F110
Shirley, MA 01464
Phone: 978-425-0855
E-Mail: Swing@SwingLabels.com
www.SwingLabels.com

Bar Code Graphics, Inc.
875 N. Michigan Avenue, #2650
Chicago, IL 60611
Phone 800-662-0701
E-Mail: support@barcode-us.com
www.barcode-us.com

Checkpoint Systems, Inc
John Yurkovich, Merchandise Availability Specialist
Email: John.Yurkovich@checkpt.com
Office: 949-858-8038

30. Sources of Additional Information

Book Industry Study Group
370 Lexington Avenue, Suite 900
New York, NY 10017
Phone: 646-336-7141
E-Mail: Info@bisg.org
www.bisg.org

GS1 US
Suite 300
7887 Washington Village Drive
Dayton, OH 45459
Phone: 937-435-3870
E-Mail: Info@gs1us.org
www.gs1us.org

Bowker
Phone: 1-888-269-5372, option 2
www.bowker.com