



INBOUND ROUTING GUIDE

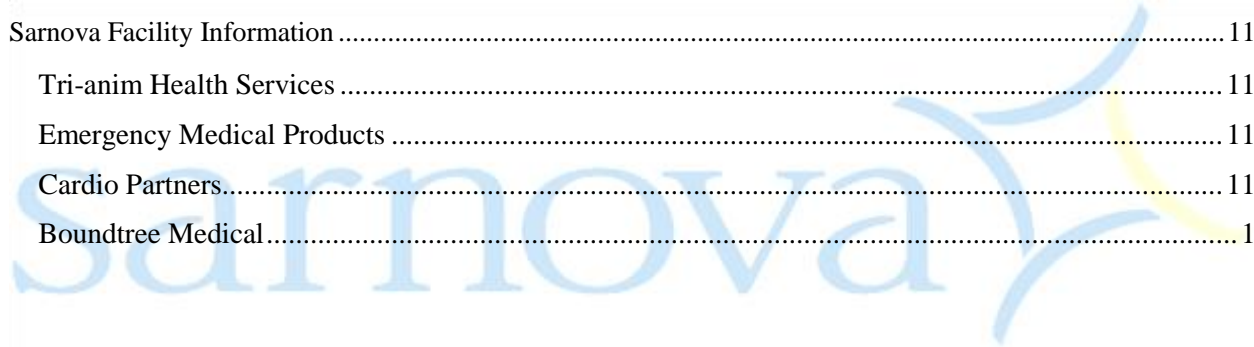
Effective: March 2nd, 2020

ABSTRACT

The purpose of these procedures is to provide instruction to vendors for the prepaid/collect shipping and routing orders from the United States to the following Sarnova subsidiary Distribution facilities Bound Tree Medical, Tri-anim, Cardio Partners, and Emergency Medical Products

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Letter to Vendor

Dear Vendor Partner:

During this challenging year with COVID-19, we have all been forced to rethink our supply chains. Sarnova's goal is to develop synergies within our supply chain that will benefit all business partners. We will achieve this by improving inbound efficiencies, improved quality, and cost savings for all parties involved. We have outlined requirements in the 2020 Inbound Routing to assist us with this goal

The Inbound Routing Guide provides critical information on how we are asking valued partners like you to conduct business with us, specifically:

- Merchandise/Transaction Information and Technology
- Service performance
- Shipping Documents (i.e., Bill of Lading and Packing list)
- Information, source tagging guidelines, Purchase Orders ASN, and EDI.
- Shipment and Routing - outlines the requirements for the distribution and transportation of merchandise.
- Mode Selection (i.e., Parcel and LTL)
- Key Performance Indicators (KPI's) – details the KPI's that we have selected to monitor the compliance/performance of vendors.

Enclosed, you will find detailed information for each of these areas, as well as other requirements. Should you have any questions, contact information is provided for each of these areas, or you may contact your respective purchasing agent.

Thank you for your continued collaboration.

Sincerely,

James T. Neeley
Sarnova, Inc. | Transportation Manager
559.631.6067
James.Neeley@sarnova.com

Vendor Performance

The Inbound Routing Guide was established to elevate awareness of critical gaps in the supply chain flow for Sarnova and our Vendors. By just creating an awareness of these vital measurements, we will work together to resolve some of the challenges that prevent the maximization of customer satisfaction. As part of Sarnova's commitment to the continuous improvement of supply chain performance, we continually review measures highlighting those areas that Sarnova has determined to be of high priority. It is our objective to share only the most useful indicators of performance, focusing our attention on measurements that will result in the highest achievement standards throughout the supply chain.

We expect that the Inbound Routing Guide will provide an opportunity to investigate supply chain challenges. Sarnova is committed to working with our Vendors to improve our inbound processes. Please be aware every Purchase Order is accepted under the terms and conditions of the Inbound Routing Guide.

Any questions about vendor performance, please contact the Sarnova Transportation Department at James.Neeley@sarnova.com.



Shipping Documents – Bill of Lading

Each shipment (Parcel/LTL) must be accompanied by a Bill of Lading (also referred to as a BOL or B/L). C.H. Robinson will provide a BOL for each shipment; please review the BOL to ensure accuracy.

Multiple orders shipped to a single facility on the same day must be consolidated on one Bill of Lading, regardless of different purchase order numbers.

Bills of Lading must be completed in their entirety, including the total number of pieces and pallets, commodity descriptions, and freight classes (LTL only). In addition to this standard required information, each BOL must contain the following detail:

- Shipment Date: The date the carrier picks up the shipment.
- Vendor Name (“Ship From”)
- Shipper Address (“Ship From”)
- Destination Facility (“Ship To”)
- Purchase Order Number(s)
- Special Instructions (Include on every Bill of Lading)
- “Delivery Appointment Required”
- “Appointment Requests Must Be Sent Via E-mail”
- "Deliver Shipment Intact. DO NOT BREAK STRETCH WRAP"
- Floor-loaded freight must indicate "Driver Assist Unload."
- “Wheels Must Be Chocked or Dock Lock Engaged Before Unloading”

Billing Terms

- Billing Terms for all collect shipments of stock purchase orders must be noted as follows:

C.H. Robinson will provide a BOL for each shipment with appropriate billing information. Using the C.H. Robinson created BOL is necessary to avoid billing complications.

Shipping Documents – Packing List and Certification of Sterility

Packing lists are mandatory and must accompany each shipment. The packing list information must match the contents of the shipment.

The packing list must be presented in a clear plastic envelope and attached to the outside of the last carton loaded for each shipment, facing the trailer or container door. If the Bill of Lading also serves as the packing list, please make a photocopy of the Bill of Lading and present this in a clear plastic envelope attached to the outside of the first carton loaded. Vendors sending ASNs (advanced shipment notifications) to Sarnova must also submit a packing list with their loads unless otherwise instructed by the Purchasing Department. Sarnova requires at least one packing list per pallet. If you ship multiple POs on the same trailer, there should be a packing list for each PO associated with that pallet(s).

The packing list must contain the following information:

- Sarnova's division name (Boundtree Medical, Emergency Medical Partners, Tri-anim Health and Cardio Partners) and DC address
- Vendor name and Sarnova vendor ID Purchase order number
- Total cartons and weight Sarnova product number SKU number and vendor part/item number
- Quantity by Item/Style/Article number
- Item description/dimensions
- Master and inner pack quantity
- Ship date
- Dimensions

All products which are certified as sterile must be accompanied by a certification of Sterility(COS) for each lot shipped. Failure to provide a COS will result delays in receiving, chargeback, and return of product.

Advanced Shipment Notifications

Vendors shipping LTL must send ASNs and must adhere to the following guidelines:

- The ASN must arrive before the truck arrives at the Sarnova distribution center.
- If shipping multiple POs on a single truck, there should be an ASN for each PO on the truck.
- The line items and quantities on the ASN must match the contents of the truck.
- Vendors sending ASNs must still send packing lists with their freight unless otherwise authorized by the Procurement Department.

Any ASN data content errors should be e-mailed to the Purchasing Department by vendors. The vendor should correct the errors and resend the ASN if possible.

Note: ASNs are not required for FedEx/UPS small parcel shipments. Please do not send ASNs for these shipments, if possible.

Mode Selection – Quick Reference Guide

The mode is the method of transporting goods and materials from origin to destination based on the weight of the shipment and utilizing the most economical way to meet service requirements.

Mode selection determines service times, and the unit cost of transportation. The principal modes of transport covered herein are Small Package (Ground), Less-Than-Truckload (LTL), and Truckload (TL).

Details to follow, but the table below may serve as a quick shipping reference.

Weight	0-200 lbs. and less than 15 cases non-palletized	Greater than 201lbs or more than 15 cases palletized
Mode	Small Package	LTL or TL
Carrier	FedEx Ground	C.H. Robinson

Note: Please contact James Neeley with any concerns regarding shipping products with small package ground service (high proclivity for damage, a large number of small cartons, etc.). In some cases, alternate routing may be arranged.

James T. Neeley
 Sarnova, Inc. | Transportation Manager
 559.631.6067
James.Neeley@sarnova.com

Mode Selection – Small Package

Small Package routing applies to shipments weighing from 0 – 200 pounds, shipping directly to a Sarnova subsidiary facility.

Please contact the procurement team at James Neeley(James.Neeley@sarnova.com) for the Bill To account number.

FedEx has established specific weight and size limits for packages. The restrictions below only pertain to individual packages.

Packages may be up to 200 lbs. (70 kg). If the package weighs more then 200lbs vendor must get authorization from Sarnova's Procurement Team before shipping FedEx.

Sarnova Purchase Order Number must be input into Fed Ex for every shipment.

Mode Selection – Less-Than-Truckload

Between 200lbs-14,999lbs

Less-than-truckload (LTL) routing applies to shipments that occupy less than twelve linear feet of trailer space OR 750 cubic feet. Please refer to the figure below to determine the appropriate LTL carrier.

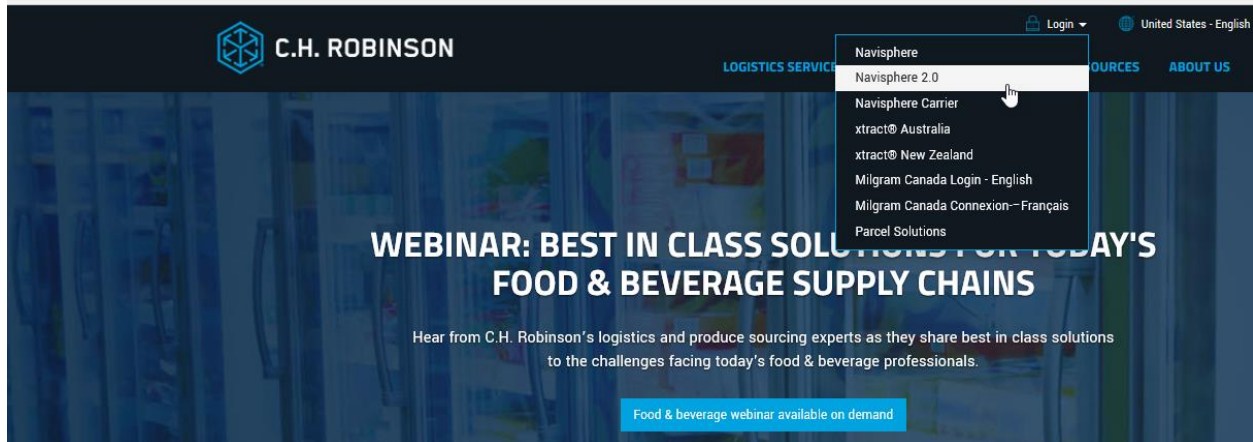
DISCLAIMER: Rating shipments more than six pallets and/or over 10,000 lbs may affect your LTL rates and/or Transit times. Any shipment that will occupy more than 750 cubic feet of a trailer and has a density of fewer than 6 lbs. per cubic foot is considered “Cubic Capacity” and can affect your rate. Please contact CH Robinson at 480-483-4981 for a volume or truckload quote.

You will receive a “Welcome Letter” from C.H. Robinson with instructions on how to create a username and password for Navisphere access. Contact Sarnova@CHRobinson.com for assistance.

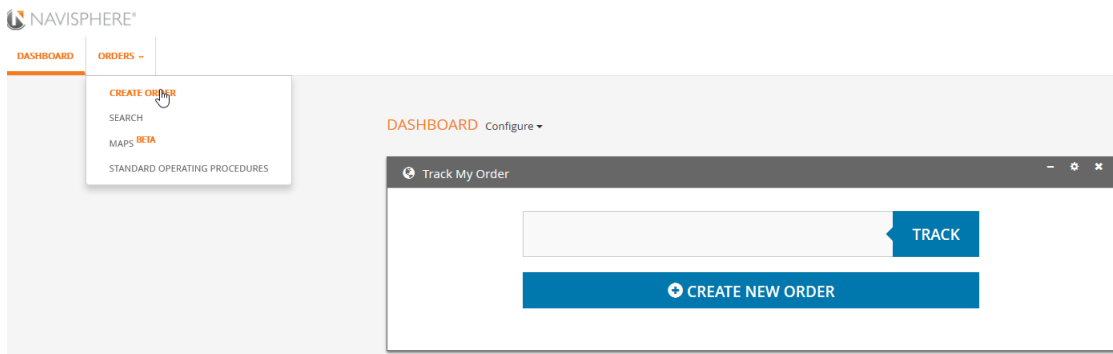
Instructions to Log-In (you must have already created a username).

- 1) Go To: www.chrobinson.com and click on “Login” and choose Navisphere 2.0:

<https://www.chrobinson.com/en-us/>



- 2) Log in using your Email and Password: (This is case sensitive)
- 3) Select Create New Order from main screen or Orders → Create Order



- 4) Select LTL and add P.O. Reference Number
- 5) Enter Origin & Destination information. Previously entered addresses will fill in to search bar as you type.

Where will the shipment be picked up?

Location *
Enter name, address, or code Don't see your location? [Add a new location](#)

When should the shipment be picked up?

From * 12/12/2019 00 : 00 **To *** 12/12/2019 00 : 00

Tell us more about this pick up

BOL Number

Pickup Number

Origin Special Instructions

0/1000

Where will the shipment be delivered?

Location *
Enter name, address, or code Don't see your location? [Add a new location](#)

When should the shipment be delivered?

From * 12/12/2019 00 : 00 **To *** 12/12/2019 00 : 00

Tell us more about this delivery

Delivery Number

Destination Special Instructions

- 6) Begin typing item details to search a pre-populated catalog or “Add a New Item.”
- 7) Select “Place Order”

What items are you shipping?

Item 1

Search Your Item Catalog *
Type description, SKU, PLU, UPC, NMFC, Code, or Class If you don't see your item [add a new item](#)

Item Totals				
Number of Items	Quantity	Total Weight	Total Value	Pallets
0	0.00	0.00 lbs	\$0.00	0.00

All shipments are subject to the [cargo claim policy](#).

Mode Selection – Full Truckload

Over 15,000lbs

Contact C.H. Robinson

866-284-3853

Sarnova@CHRobinson.com

State "**DELIVERY APPOINTMENT NEEDED**" on the BOL. Please send Advanced Shipping Notification (ASN) to the distribution center.

Shipment Receipt, Count, and Inspection

Please be advised that all inbound shipments are subject to count and inspection. The following steps will be taken to facilitate this process thoroughly and effectively:

Final Count & Inspection: Sarnova DCs will count and inspect all pallets and cartons for visible damages and visible shortages at the time of delivery.

The carrier's delivery receipt will be marked with the following stamp, with apparent exceptions notated in the upper "Receiving Notice" portion.

Additionally, Sarnova will detail information regarding visible damages on the following "Notice of Refused Damage Merchandise Return to Vendor Form" and fax or e-mail it to the vendor within seventy-two (72) hours from the time of delivery, excluding Saturdays, Sundays and holidays.

Sarnova will perform a comprehensive count and inspection during the detailing and stocking processes.

Concealed damages will be noted, and the vendor will be notified.

Additionally, Sarnova and its subsidiaries will detail information regarding concealed damages on the following "Notice of Refused Damage Merchandise Return to Vendor Form" and fax or e-mail it to the vendor within seventy-two (72) hours from the time of delivery, excluding Saturdays, Sundays and holidays.

Routing Guide Adherence – Chargebacks and Assessments

Vendor compliance with the instructions contained within this guide is vital to ensure merchandise is efficiently processed to the Sarnova network for a maximum selling opportunity. Failure to follow the instructions in this guide will cause processing delays and expenses. As such, vendors will be subject to the chargebacks listed here when in violation of the instructions contained within this guide.

These Packing and Routing Instructions outlines the requirements agreed to by your company. Expenses incurred as a result of not following these instructions will be charged to your company in the form of a chargeback.

All chargebacks will be issued to the vendor on a Vendor Packing Slip. Vendors must respond in writing within (60) sixty days of the chargeback date with any questions.

INSUFFICIENT CARTON MARKINGS	
P/O Number	\$5 per carton - \$100 min
Number of cartons	\$5 per carton - \$100 min
Quantity per carton	\$5 per carton - \$100 min
Vendor name & address	\$5 per carton - \$100 min
PACKING SLIP INCOMPLETE	
No packing slip	\$5 per carton - \$100 min
Ship To address	\$5 per carton - \$100 min
P/O number	\$5 per carton - \$100 min
Qty. per carton	\$5 per carton - \$100 min
Vendor name & address	\$5 per carton - \$100 min
Backorder not indicated	\$5 per carton - \$100 min
ROUTING VIOLATIONS	
Incorrect Carrier	\$100 Plus Freight Differential
Missed Appointment	\$100
Incorrect Vendor name & address	\$100
Concealed Damages	\$5 per carton - \$100 min
In Transit Damage	\$5 per carton - \$100 min
Incomplete / Incorrect / Missing Documentation if storage	\$250
Merchandise returned to vendor due to missing, incorrect, incomplete documentation, and/or damage	\$250
Violation of Sarnova Mode Selection (Page 4)	\$5 per carton - \$100 min + Freight Differential
Certification of Sterility	
Certification of Sterility	\$5 per carton - \$100 min

Short Payment Disputes

Payment disputes must be submitted to Sarnova's purchasing team. Receiving facility (identifiable by the first two digits of the purchase order number) within sixty (60) calendar days of payment date.

Note: Please allow seven (7) calendar days from the date of receipt of the Shipment Discrepancy Notice (SDN) to account for split shipments or other temporary reconciliation issues. Sarnova and its subsidiaries receiving facility may authorize any settlements or credits and will respond, including a payment status update, within sixty (60) calendar days of the short payment dispute date.

Short Payment Disputes must be accompanied by the following:

A signed and annotated copy of the delivering carrier's delivery receipt – Proof of Delivery (POD)

A copy of the vendor's disputed invoice.



Sarnova Facility Information

Tri-anim Health Services

Cudahy, WI

5235 International Drive
Suite D
Cudahy, WI 53110
262-232-6112
CudahyTHSReceiving@tri-anim.com

Arlington, TX

3221 E Arkansas Ln # 140,
Arlington, TX 76010
817-649-0400 x 7019
ArlingtonTHSReceiving@tri-anim.com

Visalia, CA

2241 N Plaza Dr
Visalia, CA 93291
VisaliaTHSReceiving@Tri-Anim.com

Southaven, MS

481 Airport Industrial Dr #103
Southaven, MS 38671
662-393-9023
SouthavenTHSReceiving@Tri-anim.com

Elizabethtown, PA

1605 Zeager Rd Suite 102
Elizabethtown, PA 17022
ElizabethtownTHSReceiving@Tri-Anim.com

Orlando, FL

7320 Kingspointe Pkwy #530
Orlando, FL 32819
OrlandoTHSReceiving@tri-anim.com

Emergency Medical Products

Cudahy, WI

5235 International Drive
Suite B
Cudahy, WI 53110
262-542-1044
CudahyEMPreceiving@buyemp.com

Cardio Partners

Brentwood, TN

1001 Flagpole Ct
Brentwood, TN 37027
866-349-4363
Cprwarehouse@sarnova.com

Boundtree Medical

Visalia, CA

2243 N Plaza Dr
Visalia, CA 93291

VisaliaBTMReceiving@boundtree.com

Arlington, TX

3221 E Arkansas Ln # 145,
Arlington, TX 76010
817-633-4164 x 7015

ArlingtonBTMReceiving@BoundTree.com

Elizabethtown, PA

1605 Zeager Rd Suite 101
Elizabethtown, PA 17022

ElizabethtownBTMReceiving@boundtree.com

Southaven, MS

481 Airport Industrial Dr #101
Southaven, MS 38671

662-280-0046 (Ext. 7103)

901-356-9850

SouthavenBTMReceiving@BoundTree.com

Orlando, FL

7320 Kingspointe Pkwy #580
Orlando, FL 32819

OrlandoBTMReceiving@boundtree.com

Flower Mound, TX

1420 Lakeside Parkway Suite 105
Flower Mound, TX 75028

469-771-4010 (Ext. 7702)

Flowermoundreceiving@Boundtree.com

sarnova



Dear Vendor Partner:

During this challenging year with COVID-19, we have all been forced to rethink our supply chains. Sarnova's goal is to develop synergies within our supply chain that will benefit all business partners. We will achieve this by improving inbound efficiencies, improved quality, and cost savings for all parties involved. We have outlined requirements in the 2020 Inbound Routing to assist us with this goal

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