HAL & SBN Vendor Packaging & Delivery Requirements

The purpose of this document is to improve the quality and accuracy of deliveries and to expedite payment.

We value our relationship with our partners and feel obliged to let everyone know that we need a 100% commitment in making lasting improvements in this particular part of our business process. Proper carton and pallet manifesting and documentation benefit your company, our consolidators and Holland America Line. Effective immediately Holland America Line requires all suppliers to provide the following documentation with deliveries, and comply with the delivery guidelines that follow.

Non-compliance will be monitored for all deliveries shipside and for all consolidation points. Violations will be reported to HAL MHO Purchasing and monitored for follow-up. Continued non-conformities may result in disciplinary action up to removal of contracted items from a vendor.

A. Deliveries Pier-side

1. Pre-Delivery documentation

Following documents need to be e-mailed in pdf format to the Buyer at least 48 hours prior to delivery:

- Accurate pallet count (update on the portal/website)
- One copy of the invoice

2. Delivery Documentation

Commercial Invoice and Packing List firmly attached to the outside of each package identifying the contents and including the following information:

- Vessel Name
- Purchase Order Number
- Invoice Number

Don’ts:

- Do not combine the Commercial Invoice and Packing List as a single document; they must be separate and distinct documents.
B. Deliveries to Consolidators

1. Pre-Delivery documentation

Following documents need to be e-mailed in pdf format to the Buyer and Consolidator at least 48 hours prior to delivery:
   - Accurate pallet count
   - One copy of the invoice
   - Packing List
   - Pallet Manifest/Detail Sheet (see details further in this document).

2. Delivery Documentation

Non-palletized Items/Small Package:
These shipments are usually delivered by DHL, Federal Express and UPS (combine PO number and Vessel name in the reference field during electronic registering process).

Commercial Invoice and Packing List firmly attached to the outside of each package identifying the contents and includes the following information:
   - Vessel Name
   - Purchase Order Number
   - Invoice Number

Don’ts:
   - Do not combine the Commercial Invoice and Packing List as a single document; they must be separate and distinct documents.
   - Do not combine items for separate vessels in the same carton.

Palletized Items:
   - Pallet Manifest/Detail sheet firmly attached (but removable for verification) that contains the following information:
     - Purchase Order #
     - Vessel Name.
     - Delivery on board date and port location. (per the PO)
     - List of POs on the pallet including carton count by PO line item and total count per pallet (i.e.: HOREQ1234PO01 – 6 (pieces))
     - Invoice Number
     - HAL/SBN Item Number
     - Items Name
     - Number of cases per line item
     - Weight per line item
     - Total number of cartons on the pallet
     - Original and 1 copy of the Commercial Invoices for each PO
     - Pallet weight - pallet will be weighed and variances noted on signed invoice and/or Packing List and reported to Purchasing.

   - Pallet storage conditions clearly marked as Frozen, Chill or Dry.
Do’s:
- All boxes to be palletized in a verifiable manner (boxes must have identifying labels facing the outside).
- Boxes must be secured to the pallet using a clear stretch film.
- Minimize the number of pallets by stacking pallets up to 6’4”.
- For Temperature controlled shipments (i.e. medicine), handling label must show outside of carton.

Don’ts:
- Do not mix Frozen, Chill or Dry items on the same pallet.
- Do not mix Frozen, Chill or Dry items on the same invoice.
- Do not combine the Commercial Invoice and Packing List as a single document; they must be separate and distinct documents.
- Do not combine items for separate vessels on the same pallet.
- Do not split POs between pallets unless the P.O. quantity is greater than one pallet (6’4”).

Additional comments for international (container) consolidation deliveries:
- All deliveries must be on a clean and unbroken pallet approved for export (ISPM15 Certified).
- Bonded and Domestic Cargo must be on separate pallets.
- Bonded and Domestic Cargo must be clearly identified on the Invoice.

IMPORTANT for Hazardous shipments:
- Hazardous label identifying class of hazmat and MSDS (Material Safety Data Sheet) must be attached to the exterior of the box.
- Shipments destined to non-US loading ports must be accompanied by proof of inspection or IMO Declaration that shows IMDG code/UN#/Class#/packaging group/product name.
- Hazmat items must be delivered 5 days prior to the PO cutoff date.