ImperialDade

Domestic Supplier Partner Guide

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All inquiries regarding Imperial Dade's Supplier Partner Guide must be submitted to SupplierRelations@ImperialDade.com

Overview

About Us

Imperial Dade is North America's leading distributor of foodservice and industrial packaging, commercial cleaning supplies, and janitorial equipment. Since 1935, we've serviced more than 120,000 customers to provide tailored supply chain solutions—from strategic sourcing and inventory management to training and support—so business leaders can focus on achieving their goals.

With over 100,000 products and a network of 130+ locations, we combine industry expertise with unmatched buying power to deliver both value and access to the latest innovations from top manufacturers.

Beyond products, we offer exclusive consultative programs designed to help customers solve challenges, increase efficiency, and elevate the experience they deliver to their own clients. Helping our customers succeed is at the heart of everything we do.

To learn more about us, please visit www.ImperialDade.com/about-us

Purpose of the Document

Thank you for being a valued Supplier Partner to Imperial Dade. Your collaboration is essential to servicing our customers and to the strength of our shared business. By working closely together, sharing insights, and supporting innovative solutions, you help us deliver greater value, reliability, and service excellence to our customers every day.

This document is designed to provide clear guidance on Imperial Dade's domestic Purchase Order policies and procedures. Our goals are simple:

- **Work together to meet customer needs** with accuracy and speed
- **Ensure clarity and consistency** in how Purchase Orders are fulfilled

As a high-volume distributor, we rely on seamless coordination with our Supplier Partners to keep inventory flowing and customers satisfied. By aligning with the standards outlined in this Guide, we can reduce challenges, strengthen our supply chain, and create a smoother experience for everyone involved.

Imperial Dade may update or modify this document, at any time, as it deems necessary. The most recent version will be made available to you at www.imperialdade.com .

Scope of These Standards

These standards apply to all Imperial Dade facilities operating on our S2K ERP platform.

While some branches have not yet fully integrated into this primary system, this Supplier Partner Guide should be followed across **all Imperial Dade branches**—unless a branch-specific document outlines different processes.

Northeast	South	Central	Texas	West
CTM1 – Milford, CT	FLJ1 – Jacksonville, FL	INEH – Elkhart, IN	TXBV – Brownsville, TX	CACI – City of Industry, CA
JC – Jersey City, NJ	FLM2 – Miami, FL	INID – Indianapolis, IN	TXCC – Corpus Christi, TX	CALM – Livermore, CA
MAF1 – Franklin, MA	GAA1 – Atlanta, GA	MIGR – Grand Rapids, MI	TXD1 – Fort Worth, TX	CAST – Stockton, CA
MDJ1 – Jessup, MD	GASV – Savannah, GA	MIDT – Detroit, MI	TXH2 – Houston, TX	LOMA – Loma Linda, CA
MDLO – Landover, MD	LOX1 – Loxley, AL	MNAH – Arden Hills, MN	TXAU -- Hutto, TX	NVLV – Las Vegas, NV
NJBT – Bordentown, NJ	NCGR – Greensboro, NC	MNDL - Duluth, MN	TXSA — San Antonio, TX	WAKE – Kent, WA
	ORL1 – Orlando, FL	MNNB -- New Brighton, MN		
	PRW1 – Catano, PR	MOKC – Kansas City, MO		
		MOSL – St Louis, MO		
		OH1 – Austintown, OH		
		OHCL – Cleveland, OH		
		OHHA – Hamilton, OH		
		WILC – La Crosse, WI		
		WIR1 – Racine, WI		

These standards will continue to expand as additional Imperial Dade warehouses are brought onto our platform. As such, this list is subject to change. Any new warehouse locations will be shared with our Supplier Partners by Imperial Dade.

For details regarding Purchase Order communication or receiving requirements at other Imperial Dade facilities, please reach out directly to your dedicated Buyer.

Basic Requirements

As a valued Supplier Partner, Imperial Dade relies on your collaboration to ensure smooth operations and excellent service for our customers. We ask that all partners adhere to the following:

- **Product Data** – Accurate and complete product attribute information provided promptly
- **Pricing** – Timely communication of approved price changes to the appropriate Imperial Dade contacts
- **Purchase Orders** – Full compliance with the end-to-end communication and confirmation process
- **Shipping** – Alignment with all Purchase Order requirements
- **Barcoding** – Barcodes applied to all cases
- **Receiving** – Compliance with delivery and packaging standards
- **Safety** – Adherence to all warehouse safety rules

The requirements of this Supplier Partner Guide apply unless an authorized representative of Imperial Dade has agreed in writing to alternative terms or requirements. In addition, Imperial Dade's Terms and Conditions of Purchase found at www.imperialdade.com are incorporated herein and apply to all purchases by Imperial Dade, unless superseded by a Supplier Agreement signed by an authorized representative of both parties.

Your Imperial Dade Partners

Purchasing

Guided by Imperial Dade's Category Management group, the Regional Purchasing teams' processes are designed to ensure the right inventory levels are maintained to meet customer needs and keep warehouse operations running smoothly.

The Regional Purchasing teams are responsible for:

- Aligning purchasing activities with Category Management direction
- Creating and confirming Purchase Orders
- Addressing back orders or supply issues to ensure customer demand is met
- Supporting new item setup for Supplier Partners
- Ensuring accuracy of item data such as cost and unit of measure (see – Product Data Requirements section)

Each Supplier Partner has a dedicated Buyer to provide support and guidance for their respective regions.

Warehouse Operations

Within our warehouses, the Operations and Receiving Teams manage the end-to-end process for inventory arriving from Supplier Partners. This includes:

- Scheduling delivery appointments (each warehouse is responsible for scheduling its own appointments)
- Coordinating unloading with drivers or on-site lumper services
- Performing detailed receiving checks to confirm accuracy
- Putting away inventory into the warehouse

Accounts Payable

Our Accounts Payable group processes are designed to ensure Supplier Partners are paid accurately and on time. Their responsibilities include:

- Processing invoices for payment
- Applying approved terms to ensure accuracy
- Managing any fees related to non-compliance with the standards in this guide
- They can be contacted at APInquiry@Imperialdade.com for all invoice related questions
- All Invoices should be submitted to AP@imperialdade.com for processing and payment

Product Data Requirements

Accurate product attribute information, ranging from product description to dimensions, is essential for Imperial Dade operations and customer service. Data gaps or inaccuracies can result in erroneous orders, unnecessary product returns, and incorrect loading of pickup or outbound trucks.

At a minimum, Supplier Partners must provide the following information for each item:

Overview	Dimensions	Attributes	Related Item Info
• Supplier Partner Part Number • UPC • Product Name • Product Description • Product brand information • Product category • Pricing	• Carton Length • Carton Height • Carton Width • Case Cube • Case Weight • Items per case • Ti/Hi pallet configuration • Minimum order quantity • Incremental order quantity	• Color • Material • Certifications (e.g., EcoLogo, Green Seal) • Individual product dimensions (e.g., 9" x 9" x 3" container)	• Complementary items (e.g., lid to match cup) • Substitutes (i.e., similar items) • SDS as required • Country of Origin • NMFC • HTS (if applicable)

Product Images

Product images should meet the following standards:

- **File size:** 1024 × 791 px
- **Image resolution:** 72 dpi
- **File format:** JPEG, optimized for web (very high quality)
- **File type:** RGB color mode
- **Product staging:** Solid background color (e.g., white) with no other objects in the image

Please continue to work with your dedicated Buyer to share product information.

Approved Price Change Communication

Timely communication of product pricing changes is critical to ensure Imperial Dade systems are updated before the effective date. Supplier Partners must:

- Submit all pricing change notifications **at least 30 days in advance** of implementation.
- Provide updates by emailing a price list in **Excel format** to: S2KPricingNotice@ImperialDade.com.
- Wait for confirmation from the Imperial Dade Buyer — no price changes will take effect until approval is received.

Requirements – Purchase Order Communications

Imperial Dade offers two methods of Purchase Order (PO) delivery:

- **Electronic Data Interchange (EDI)**
- **Emailed PDFs (Manual)**

To avoid violation fees, Supplier Partners must adhere to the following requirements regardless of delivery method:

Acknowledgement

- All POs must be acknowledged within **24 hours of issuance**.

Review and Communication

- Supplier Partners must review each PO for potential issues that could delay material receipts or impact service to Imperial Dade's customers.
- Any discrepancies must be communicated and resolved **prior to delivery and receipt**.

Confirmation Details

Supplier Partners must confirm the following information:

- Ship-to location
- Shipping method (Pre-paid, Pickup, etc.)
- Delivery date
- PO number
- Payment terms

For each item on the PO:

- Quantity ordered
- Supplier Partner item code
- Item description
- Unit price
- Unit of measure (U/M) tied to price
- Total cost per line (Quantity × Price)
- Total quantity and total PO cost

Verification

Suppliers should check for and resolve issues such as:

- Duplicate POs (EDI and/or PDF)
- Incorrect or missing warehouse specification
- Incorrect PO number
- Incorrect or missing Supplier Partner item code
- Incorrect costs (item or other)
- Incorrect buying multiples or units of measure (e.g., case quantity, pallet minimums)

Drop Ship Purchase Orders

- POs may be subject to additional requirements by the customer
- Contact the customer for any specific requirements prior to delivery, if applicable

EDI Delivery and Confirmation

EDI is Imperial Dade's **preferred** method of PO communication. Current EDI standards include:

- **EDI 850** – PO Transmission
- **EDI 855** – PO Acknowledgement
- POs submitted via EDI must be acknowledged via **EDI 855 within 24 hours of issuance**.
- If errors are identified in an EDI transmission, Supplier Partners must immediately notify their Imperial Dade Buyer.

*To request EDI integration, email **SupplierRelations@ImperialDade.com** with the subject "EDI Integration Request." Our EDI migration team will reach out to facilitate onboarding.*

EDI Partnership with iTradeNetwork

Imperial Dade has partnered with **iTradeNetwork** to streamline order management and strengthen how we serve our customers—together with our suppliers. This partnership not only makes it easier for you to do business with Imperial Dade, but also enables us—together—to deliver greater efficiency, reliability, and value to our customers.

Why join us on iTradeNetwork?

- **One Platform, Less Hassle** – Manage everything in one place for faster, more accurate orders.
- **Access the Largest Network** – Connect with thousands of buyers, suppliers, and carriers.
- **Stronger Supply Chain** – Gain compliance, traceability, and accuracy that translate into reliability for our customers.
- **Flexible Integration** – Use the easy-to-navigate portal or integrate directly with your ERP. One setup supports Imperial Dade and many other buyers—saving you the cost of in-house EDI builds and maintenance.

PDF Purchase Order Delivery and Confirmation

For Supplier Partners not using EDI, Imperial Dade delivers POs as PDF documents via email. The same acknowledgement, confirmation, and verification standards apply. Please see Appendix A for PDF example of a PO confirmation meeting these requirements.

For POs delivered via PDF, Supplier Partners must acknowledge receipt within **24 hours of issuance** by emailing **Confirmations@ImperialDade.com**.

Purchase Order Revisions & Cancellations

- All identified PO revisions (electronic or manual) must be communicated to the Imperial Dade Buyer via email.
- If the Buyer accepts the changes, a revised PO will be issued. Upon receipt, the Supplier Partner must acknowledge and review the PO in its entirety.
- Unless otherwise instructed, all revised POs will be submitted manually. Supplier Partners must carefully review all POs to prevent duplication.
- Imperial Dade reserves the right to amend or cancel a PO, or request expedited shipping at the Supplier Partner's expense, if the confirmed PO delivery date is not met.

Standard Imperial Dade Terms and Conditions for all Purchase Orders are as follows:

Location	Purchase Order Standard Messages - may vary by location
All	-EMAIL PO CONFIRMATIONS TO Confirmations@ImperialDade.com
All	-EMAIL INVOICES TO AP@imperialdade.com AND INCLUDE PO#
All	-COST MUST BE 100% ACCURATE ON PO AND MATCH TO INVOICE
All	-YOU MUST HAVE A VALID PO ON FILE FOR ALL SHIPMENTS
Market Specific	-EMAIL: "Location-Receiving@EMAIL" 48 HRS IN ADVANCE FOR APT
All	-DRIVER UNLOAD/SORT/SEGREGATE MIXED PLT OR FLR LOAD FREIGHT
All	-LUMPER PAYMENT REQUIRED UPON DELIVERY
All	-CARRIER MUST PROVIDE DETAILED PACKING LIST UPON DELIVERY
All	*CARTONS WITHOUT PO# WILL BE REFUSED/RETURNED TO SENDER*
All	-BAR CODE LABELS MUST BE ON ALL CASES
All	-$0.75 CHARGEBACK PER CASE WITHOUT BARCODE + $25 ADMIN FEE
All	-40 X 48 4 WAY PALLETS. SIDEWAY PALLETS SUBJECT TO FEES
All	-PRODUCT ARRIVING ON BROKEN PALLETS WILL EITHER BE REFUSED
All	OR SUBJECT TO A FEE FOR HAVING PRODUCT REPALLETIZED
All	*UPS/FEDEX SHIPMENTS MUST INCLUDE PO# ON EVERY CARTON*
Market Specific	*DO NOT USE CARRIER XYZ* (Carrier restrictions specific to a location-if applicable)

** See *Warehouse Contact Information* in Appendix B for warehouse-specific delivery appointment contacts
Note: Other Market Specific Terms and Conditions may apply.

Compliance with all Receiving Standards

Shipping Compliance

All products received at Imperial Dade warehouses must **exactly match** the details of the Purchase Order, including:

- **Correct warehouse** – Products shipped to the location specified on the PO
- **Exact items** – Substitutions must be approved by the Imperial Dade Buyer in advance; changes in source manufacturer for printed items must be communicated to both the Buyer and the end customer for approval
- **Exact pricing** – Matches the PO with no discrepancies
- **Correct assortment** – Includes carton and/or inner pack size as specified
- **Accurate quantities** – Pallets and cases must match the PO
- **Barcoding** – All cases must include scannable barcodes

PO Delivery and Scheduling

- **No early or partial shipments** will be accepted without prior approval from Imperial Dade Purchasing.
- A **Receiving Appointment** must be scheduled with the relevant warehouse at least **48 hours in advance** of delivery (see *Warehouse Contact Information* in Appendix B for warehouse-specific contacts).
- All POs must be scheduled by Supplier Partners or Carriers. **Unscheduled freight will be refused.**
- When scheduling, please inform the Receiving Team whether the delivery will be **floor loaded** or **pallet stacked**.
- No freight should arrive prior to the delivery date stated on the PO unless prior approval is received from the Buyer.
- Failure to schedule within the required timeframe, late arrival without notification, missed appointments, or rescheduling less than 24 hours before the appointment may result in fees (see Appendix C for details).
- **Lumper Fees** will be charged if carriers do not perform sort & segregate or driver unload. Please contact the local warehouse for specific fee amounts.

Documentation Required Upon Delivery

POs, detailed Packing Lists, and detailed Bills of Lading are required with all deliveries to Imperial Dade warehouses. Missing or inaccurate documentation may prevent inventory from being received. Item-level detail is required on both documents (see samples below).

Incomplete Packing Lists, incomplete Bills of Lading, or missing/incorrect PO numbers may result in fees (see Appendix C for details).

Packing List Requirements and Sample

- A detailed **typed** Packing List must be provided — handwritten forms will not be accepted
- Must include the PO number
- Must list item-level detail (item number, description, quantity, and gross weight)
- Must summarize gross weight with pallets and total cost for the delivery

Vendor Name
Vendor Address

Telephone: 859-371-2150
Fax: 859-371-5762

Ship to:
Imperial Dade BORDENTOWN
425 Rising Sun Road
Bordentown, NJ 08505
US

Packing slip

Number: SPS00565192
Ship date: 1/20/2021
Sales order: SO-00521451
Sold to PO number: 890599
Ship to PO number:
Mode of delivery: TRUCK
Carrier ID: TRANS
Car/Truck: P90763
Seal number: 23072606
Appointment number:

Pallets: 38

Bill to:
IMPERIAL DADE - JERSEY CITY HEADQUARTEI
255 ROUTE 1 & 9
Jersey City, NJ 07306
US

OC (OC): KRIEGEL BRUCE
Telephone (TE): 2014377440

DELIVERY - EMAIL TRISTATERECEIVING@IMPERIALDADE.COM 48 HRS IN ADVANCE FOR APPT.
BAR CODE LABELS MUST BE ON ALL CASES
DRIVER UNLOAD/SORT/SEGREGATE FREIGHT. NO SIDEWAY PALLETS.
LTL SHIPMENTS DO NOT USE FED EX FREIGHT ************ PREFERED LTL CARRIERS ESTES XPO LOGISTICS

BAR CODE LABELS MUST BE ON ALL CASES OR $0.75 CHARGEBACK PER CASE WITHOUT BARCODE ****************************

Item number	Customer item	Description	Ordered	Unit	Gross weight	Delivered	Remaining qty
70837	jm12hv400	[redacted] 1956 FSC RECYCLED KRAFT NC-COC-003922 2C/2S 12# HUSKY 50# 100% REC KR PK 400	54.00	BD	982.47	54.00	
40036	QTLIQ-28	1C/1S 1 QT LIQUOR 35# VIR KR PK 500 SFI CERTIFIED SOURCING NSF-SFI-CS-C0195754	80.00	BD	835.33	80.00	
80076	1/6/57	SFI CERTIFIED SOURCING NSF-SFI-PLAIN 1/6 D-SCOT SOS 57# KR PK500 SFI CERTIFIED SOURCING NSF-SFI-CS-C0195754	100.00	BD	5,181.12	100.00	
80080	1/6/75	SFI CERTIFIED SOURCING NSF-SFI-PLAIN 1/6 S-TUFF SOS 76# KR PK400 SFI CERTIFIED SOURCING NSF-SFI-CS-C0195754	108.00	BD	5,845.44	108.00	

Driver's signature: ____________________

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Vendor Name
Vendor Address

Telephone: 859-371-2150
Fax: 859-371-5762

Ship to:
Imperial Dade BORDENTOWN
425 Rising Sun Road
Bordentown, NJ 08505
US

Packing slip

Number: SPS00565192
Ship date: 1/20/2021
Sales order: SO-00521451
Sold to PO number: 890599
Ship to PO number:
Mode of delivery: TRUCK
Carrier ID: TRANS
Car/Truck: P90763
Seal number: 23072606
Appointment number:

Pallets: 38

Bill to:
IMPERIAL DADE - JERSEY CITY HEADQUARTEI
255 ROUTE 1 & 9
Jersey City, NJ 07306
US

Item number | Customer item | Description | Ordered | Unit | Gross weight | Delivered | Remaining q

Item	Description of the item.	Quantity backordered
71552	[redacted] 1956 FSC RECYCLED NC-COC-003922 2C/2S 20# HUSKY 50# 100% REC KR PK 400	90.00
80082	PLAIN 1/8 SHORT SOS 52# KR PK500 SFI CERTIFIED SOURCING NSF-SFI-CS-C0195754	30.00
71021	1C/1S 20# SH BULW 57# VIR KR PK400 SFI CERTIFIED SOURCING NSF-SFI-CS-C0195754	45.00

Totals: Gross weight with pallets: 38,405.06 — 1,896.00

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Bill of Lading Requirements and Sample

- A detailed **typed** Bill of Lading must be provided — handwritten forms will not be accepted
- Must include PO number, carton count, pallet count, and weight
- Must state the receiving appointment confirmation number
- Must clearly indicate mixed pallets

Date: 1/20/21 — **BILL OF LADING - ME** — Page 1

SHIP FROM
Name: Vendor Name
Address: Vendor Address
City/State/Zip: [redacted]
Contact: Name Phone: Number

Shipment Number: 811258414

SHIP TO
Name: IMPERIAL DADE
Address: 425 RISING SUN RD
City/State/Zip: BORDENTOWN, NJ 08505
Delivery Date: 01-21-2021
Contact: EM FOR APPT: RCVG HRS: 5am / 7:30am / 9:30am. Phone: 732-254-3100

CARRIER NAME: NFI TRANSPORTATION
Trailer number: P90763
Seal number(s): 23072606
SCAC: NFIL Mileage: 53 Miles
Pro number:

BILL FREIGHT CHARGES TO:
Vendor Name
Vendor Address

Freight Charge Terms: (Freight charges are prepaid unless marked otherwise)
Prepaid: X Prepaid Add: Collect: 3rd Party:
(check box) Master Bill of Lading: with attached underlying Bills of Lading

DO NOT BREAK SHIPPER SEAL/NO TRANS-LOADING: CARGO CLAIM MAY RESULT.
SPECIAL INSTRUCTIONS: NFI
SHIPPER NOTES: MUST HAVE AT LEAST 2 LOAD BARS OR STRAPS! TO# or PO# = PU number
WITH ALL OS&D ISSUES PLEASE CALL TRANSPLACE AT THE TIME OF OCCURENCE: 855-364-8820 OR EMAIL DuroHilex_Traffic@transplace.com. HAVE THE STOP NUMBER, ITEM NUMBERS, POD IF APPLICABLE AND REASON FOR ISSUE ON HAND.
CONSIGNEE NOTES: EMAIL TRISTATERECEIVING@IMPERIALDADE.COM 48 HRS IN ADV 4 APPT

CARRIER INFORMATION

HANDLING		QUANTITY		WEIGHT	H.M.	COMMODITY DESCRIPTION	LTL ONLY	
QTY	TYPE	QTY	TYPE		(x)	Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care.	NMFC #	CLASS
38.0	PLT	1896	Case	38405.06 LBS			20580	70
38		1896		38405.06		GRAND TOTAL		

CUSTOMER ORDER INFORMATION

PO NUMBER	PRIMARY REFERENCE	# Pkgs	Weight	Pallet/Slip	Additional Shipper Info
890599	SO-00521451	1896	38405.06 LBS		Paper Bags
GRAND TOTAL		1896	38405.06 LBS		

COD Amount: $ ____________
Fee Terms: Collect: ☐ Prepaid: ☐
Customer check acceptable: ☐

NOTE Liability Limitation for loss or damage in this shipment may be applicable. See 49 U.S.C. § 14706(c)(1)(A) and (B).

____________________ Shipper Signature

SHIPPER SIGNATURE / DATE
1-2021

Trailer Loaded: ☒ By Shipper ☐ By Driver

Freight Counted: ☐ By Shipper ☐ By Driver/pallets said to contain ☐ By Driver/Pieces

CARRIER SIGNATURE/PICKUP DATE
01-21-2021

Packaging and Marking Standards

Proper packaging and carton markings ensure Imperial Dade can efficiently receive inventory, confirm it meets PO requirements, and deliver products to customers in optimal condition. Issues with packaging or palletization may result in costly restacking, repacking, or refusal of product.

Packaging

- Cartons must be strong, clean, and undamaged; damaged cartons will be refused
- No loose flaps
- Inner pack quantities must match those described on the PO

Pallet Compliance

All pallets must meet **standard 40 x 48 inch (1016 x 1219 mm) four-way entry** specifications and be in sound structural condition (Grade A or B hardwood or equivalent), with no broken boards, protruding nails, or contamination. Pallets must be safe for handling by standard warehouse equipment and capable of supporting the load without deformation.

To ensure safe and efficient handling:

- Pallets must not be broken
- Only Grade A and Grade B pallets are accepted (preferred)
- No cube-shaped pallets
- Sideway pallets are not permitted and may result in fees (see Appendix C)
- Damaged cartons on the bottom of pallets may cause the entire pallet to be refused
- Bands around boxes may only be used when approved by the Buyer

Vendors must also ensure pallets are stacked to maintain load stability and allow for safe double-stacking where applicable. Loads that are overhanging, leaning, or otherwise unstable may be refused or assessed a fee (see Appendix C).

Carton Markings

- Vendor Part Number or Imperial Item number and UPC (if applicable)
- Scannable, item-specific barcode (e.g., Code 128)
- Expiration dates for perishable products
- “Fragile” markings where relevant
- Description of the item and quantity per case on each case
- Master cases may not be reused, as they may contain prior markings
- Chemical packaging must be marked “Hazardous” when applicable
- Material Safety Data Sheets (MSDS) must be provided to Imperial Dade for all new items or changes to existing items
- Fees will be assessed for deliveries not properly barcoded

Barcode Guidelines

Imperial Dade warehouses use scanners to receive inventory; Supplier Partners must provide barcodes that are scannable. Common issues that prevent scanning include:

- No “quiet zone” (sufficient blank space around the barcode)
- No QR Codes -- Not acceptable for warehouse scanning
- Poor printing quality resulting in bars that are too light or unclear
- Dark-colored labels that reduce contrast with black barcode lines (white backgrounds are preferred)
- Laminate or stretch wrap applied unevenly, making barcodes difficult to read

If you are unsure how to develop barcodes, see Appendix D - *Barcode Development Instructions*.
Missing carton markings or barcodes may result in fees (see Appendix C).

Warehouse Safety Requirements

Please contact the relevant warehouse to confirm current check-in and unloading standards.
All carriers, drivers, and visitors must comply with general warehouse safety requirements, including:

- No food, drink, or smoking in the warehouse
- No cell phone use in active warehouse areas to ensure attentiveness around moving equipment
- Safety footwear (steel-toe or composite-toe boots) required for anyone loading or unloading freight
- High-visibility reflective vests must be worn in all operational areas
- Drivers must follow posted traffic patterns and speed limits within facility grounds
- Unauthorized access to restricted areas is prohibited
- All personnel must follow instructions from warehouse staff regarding safe dock and yard operations

Where available, unloading may be performed by designated lumpers. Fees for unloading and handling will be billed per Appendix C.

Freight Pick-Up

When possible, Imperial Dade arranges pickup of FOB shipments using Imperial Dade trucks. The Buyer will confirm the pickup date, time, and pallet count in advance. Orders must be staged and available within **30 minutes** of the start of Imperial Dade's scheduled pickup timeslot.

All products must be palletized and wrapped with accompanying paperwork. Imperial Dade drivers will validate pallet and case counts; however, all shipments are considered **Shipper Load and Count (SLC)**, and the Supplier Partner remains responsible for case-level accuracy until receipt is confirmed by Imperial Dade.

Backhaul charges for refused or returned products may be assessed as a fee.

Payment Information / Invoices

Payments from Imperial Dade to Supplier Partners

- Invoices should be submitted electronically via email to AP@imperialdade.com
- Invoice questions should be submitted to APInquiry@Imperialdade.com

All invoices must include the following information:

- Supplier Partner name and address
- Imperial Dade PO number
- Invoice number
- Terms and due date
- Date of invoice
- Item#, Qty Ordered & Cost for each item
- Date shipped
- Method of shipment
- Dollar amount due
- Net total with applied discounts
- Bill of Lading number

Additional Notes:

- Incomplete or non-compliant invoices may delay payment processing
- **Invoice payment discrepancies including short-paid invoices, unearned discounts or outstanding payments must be challenged within 90 days of remittance; after this period, payments will be considered final**
- We encourage you to review your records regularly and ensure that any discrepancies are brought to our attention within this timeframe.

Appendix A: PO Confirmation Example via PDF:

PURCHASE ORDER

Example

ImperialDade
255 Route 1 And 9
Jersey City, NJ 07306
PHONE# 201-437-7440
FAX#: 201-437-7442

PAGE 1

DATE	8/30/2025
PURCHASE ORDER #	111001

XYZ001

PURCHASED FROM
XYZ MANUFACTURING CORP
ACCT # 1234
P.O. BOX 9999
ANYTOWN, ST 99999-9999

PH/FAX# 800-888-8888 / 800-999-9999

SHIP TO
Imperial Dade JERSEY CITY NJ
255 ROUTE 1 and 9
JERSEY CITY, NJ 07306

PH/FAX# 201-437-7440 / 201-437-7442

DATE ORDERED	CANCEL DATE	DUE DATE	SHIP VIA	TERMS
8/30/2025		9/7/2025	VENDOR TRUCK	2% 30 Net 31 Days

BUYER	CONFIRMATION #	FOB	CREATED BY
JOHN SMITH	999999 ML 09/01		JOHN SMITH

QTY ORDERED	ITEM NO	VENDOR ITEM	DESCRIPTION	UNIT PRICE	U/M	AMOUNT
1	PT - 112233	100102	REPLACEMENT PART FOR EQUIPMENT XYZ	2.50	EA	2.50
2	D75251	FLT2500	FILTER FOR EQUIPMENT XYZ	28.60	CS	57.20
3	D75251	CC41GCLEAN	CARPET CLEANER GAL [4 / CASE]	42.00	CS	210.00
			P.O TOTAL			269.7000
			Total Pieces:			6.0000
			Total Cube:			4.2300
			Total Weight:			41.2400

- EMAIL PO CONFIRMATIONS TO Confirmations@ImperialDade.com
- EMAIL INVOICES TO AP@imperialdade.com AND INCLUDE PO#
- COST MUST BE 100% ACCURATE ON PO AND MATCH TO INVOICE
- YOU MUST HAVE A VALID PO ON FILE FOR ALL SHIPMENTS
- EMAIL: Receiving@Imperialdade.com 48 HRS IN ADVANCE FOR APT [EMAIL VARIES BY LOCATION / MKT]
- DRIVER UNLOAD/SORT/SEGREGATE MIXED PLT OR FLR LOAD FREIGHT
- LUMPER PAYMENT REQUIRED UPON DELIVERY VIA COM DATA
- CARRIER MUST PROVIDE DETAILED PACKING LIST UPON DELIVERY

CARTONS WITHOUT PO# WILL BE REFUSED/RETURNED TO SENDER

- BAR CODE LABELS MUST BE ON ALL CASES
- $0.75 CHARGEBACK PER CASE WITHOUT BARCODE + $25 ADMIN FEE
- 40 X 48 4 WAY PALLETS. NO SIDEWAYS PALLETS
- PRODUCT ARRIVING ON BROKEN PALLETS WILL EITHER BE REFUSED OR SUBJECT TO A FEE FOR HAVING PRODUCT REPALLETIZED

UPS/FEDEX SHIPMENTS MUST INCLUDE PO# ON EVERY CARTON

DO NOT USE CARRIER [XYZ] [CARRIER RESTRICTIONS SPECIFIC TO LOCATION / MARKET]

*****DO NOT USE CARRIER [XYZ] ****** [CARRIER RESTRICTIONS SPECIFIC TO LOCATION / MARKET]

CONDITIONS

Upon acceptance of this Purchase Order, Supplier hereby acknowledges and agrees to be bound by all terms and conditions set forth in the Imperial Dade Supplier Partner Guide, available at www.imperialdade.com/supplierguide

BY: ____________________
PURCHASING AGENT

Appendix B: Warehouse PO delivery appointment contacts

Branch Code	City	State	Warehouse Delivery Contact Information
			Northeast Region
CTM1	Milford	Connecticut	ReceivingCTM1@Imperialdade.com or Call 203-878-1814 x3577
MDJ1	Jessup	Maryland	ReceivingJessup@ImperialDade.com
MDLO	Landover	Maryland	SFS-RECEIVERS@IMPERIALDADE.COM
MAF1	Franklin	Massachusetts	MAReceiving@ImperialBag.com
JC	Jersey City	New Jersey	Receiving@ImperialDade.com
NJBT	Bordentown	New Jersey	TriStateReceiving@ImperialDade.com
			Southeast Region
LOX1	Loxley	Alabama	LoxleyAppts@imperialdade.com
FLJ1	Jacksonville	Florida	JAXReceiving@ImperialDade.com
FLM2	Miami	Florida	ReceivingMiami@Imperialdade.COM
ORL1	Orlando	Florida	centralfloridareceiving@imperialdade.com
GAA1	Lithia Springs	Georgia	ReceivingATL@ImperialDade.com
GASV	Savannah	Georgia	PCS-receiving@imperialdade.com
NCKV	Kernersville	North Carolina	ReceivingNCKV@Imperialdade.com
PRW1	Puerto Rico	Puerto Rico	PRReceiving@Imperialdade.com
			Midwest Region
INEH	Elkhart	Indiana	RECEIVINGINEH@IMPERIALDADE.COM
INID	Indianapolis	Indiana	RECEIVINGINID@IMPERIALDADE.COM
MIDT	Detroit	Michigan	ReceivingMIDT@Imperialdade.com
MIGR	Grand Rapids	Michigan	ReceivingMIGR@imperialdade.com
MNAH	Arden Hills	Minnesota	ReceivingMNAH@imperialdade.com
MNDL	Duluth	Minnesota	RECEIVINGMNDL@IMPERIALDADE.COM
MNNB	New Brighton	Minnesota	RECEIVINGMNNB@IMPERIALDADE.COM
MOKC	Kansas City	Missouri	KCReceiving@ImperialDade.com
MOSL	St. Louis	Missouri	Hazelwoodreceiving@imperialdade.com
OH1	Austintown	Ohio	ReceivingOH1@ImperialDade.com
OHHA	Cincinnati	Ohio	HamiltonReceiving@Imperialdade.com
OHCL	Cleveland	Ohio	RECEIVINGOHCL@IMPERIALDADE.COM
WILC	La Crosse	Wisconsin	RECEIVINGWILC@IMPERIALDADE.COM
WIR1	Racine	Wisconsin	KranzReceiving@Imperialdade.com
			Texas Region
TXBV	Brownsville	Texas	RECEIVINGTXBV@IMPERIALDADE.COM
TXCC	Corpus Christi	Texas	RECEIVINGTXCC@IMPERIALDADE.COM
TXD1	Fort Worth	Texas	ftworthreceiving@imperialdade.com
TXH2	Houston	Texas	HoustonReceiving@Imperialdade.com
TXAU	Hutto	Texas	RECEIVINGTXAU@IMPERIALDADE.COM
TXSA	San Antonio	Texas	RECEIVINGTXSA@IMPERIALDADE.COM

Branch Code	City	State	Warehouse Delivery Contact Information
		West Coast Region	
CACI	City of Industry	California	tpc-appointments@imperialdade.com
CALM	Livermore	California	CALM-RECEIVING@IMPERIALDADE.COM
LOMA	Loma Linda	California	PRPaper-LomaLindaReceiving@Imperialdade.com
CAR1	Redlands	California	PRPAPER-APPTS@ImperialDade.com
CAST	Stockton	California	ID-CAST-StocktonReceiving@Imperialdade.com
NVLV	Las Vegas	Nevada	ID-NVLV-LasVegasReceiving@Imperialdade.com
WAKE	Kent	Washington	ID-WAKE-KentReceiving@Imperialdade.com

Appendix C: Chargeback Fees and Lumper Service Guidelines

As a Supplier Partner of Imperial Dade, you have agreed to comply with the standards outlined in Imperial Dade's **Supplier Partner Guide**. The Guide is periodically updated, and Supplier Partners are responsible for reviewing and adhering to the latest version.

Chargebacks are applied as outlined in the Guide and may be assessed in cases of non-compliance with the stated requirements.

Penalty Category	Fee Type	Fee Explanation	Amount	Unit of Measure
Appointment	No or Late Delivery Appointment	Not scheduling a delivery appointment within 48 hours of delivery.	$100	Per Load
	Late Arrival / No Notification	Arriving more than 1 hour late without notifying or rescheduling. (Subject to rescheduling)	$200	
	Missed Appointment Day	Failing to arrive on the scheduled day/outside receiving hours without canceling or rescheduling.	$500	
	Reschedule	Reschedule notification less than 24 hours before appointment	$200	
Documentation	Incomplete Packing List	Packing list missing or inaccurate.	$200	Per Purchase Order
	Incomplete Bill of Lading	Bill of Lading missing or inaccurate.	$200	
Labeling & Marking	Missing Carton Markings/Barcodes	Carton markings or barcodes missing	$0.75	Per Label + ***($25** Admin Fee Per Item)*
Pallet Compliance	Non-Conforming Pallet	Product not delivered on a conforming pallet.	$100	Per Pallet

Imperial Dade reserves the right to modify, amend, or update its fees at any time, with or without prior notice, at its sole discretion.

General Lumper Fees Guidelines - Varies by location

Please contact the relevant local Receiving Team for information on Lumper Services and their corresponding fees

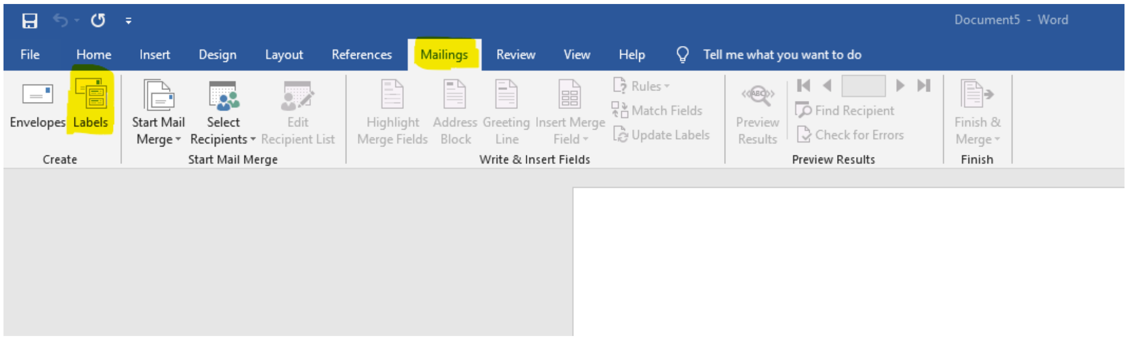
<u>Please Note:</u> Lumper fees may vary based on the specific truck or load and can differ by location. Vendors or carriers are expected to confirm applicable charges with the receiving warehouse when scheduling appointments.

Appendix D: Barcode Development Instructions:

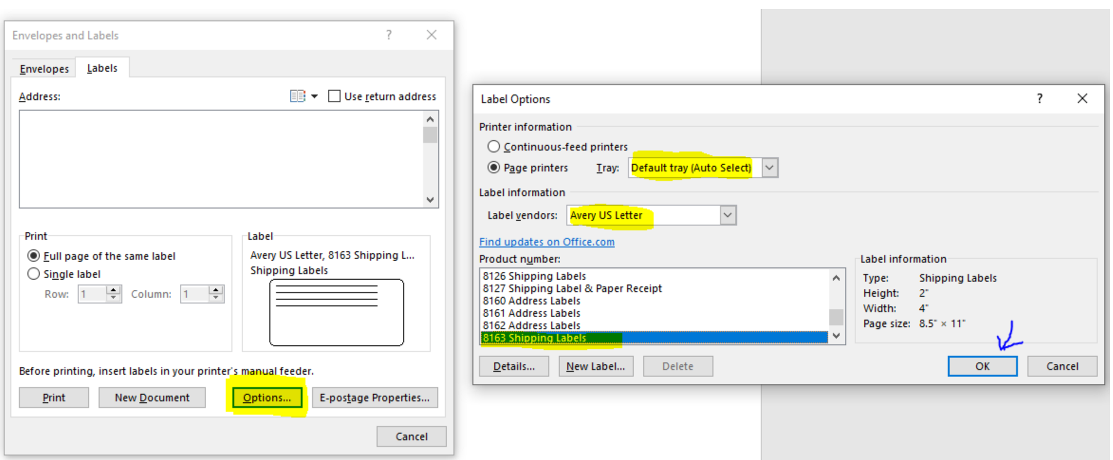
If not standard practice to use a barcode on cartons – these directions can be utilized with blank Avery Labels and MS Word

Instructions to generate barcodes on Avery Label stock #813

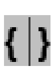
1. Open a new MS Word document
   - Go to File> New > Blank Document
2. Go to "Mailings" tab
   a. Select the "Labels" icon



3. Select the "Options" button and change the Label Options to:
   a. Tray: Default tray (Auto Select)
   b. Label Vendors: Avery US Letter
   c. Product number: 8163 – Shipping labels (2x4)
   d. Click "OK" Button



4. In the Label box, enter the following text:
   a. Hit the control key + F9 at the same time which creates this function in the box:



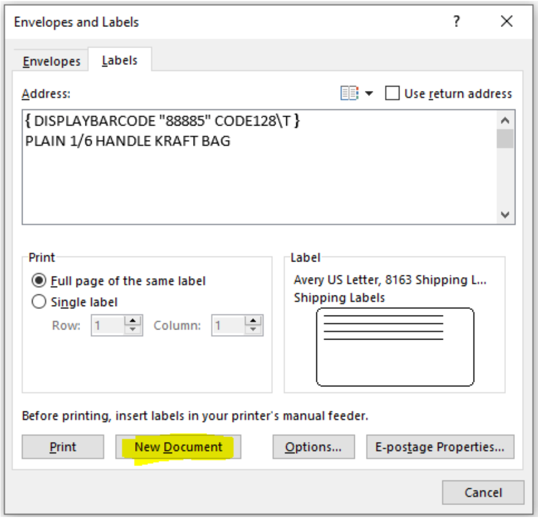
   b. Type this text within the bracket (see the sample below):

      DISPLAYBARCODE "Imperial Item code" CODE128\T
      ITEM DESCRIPTION TO BE PRINTED ON LABELS

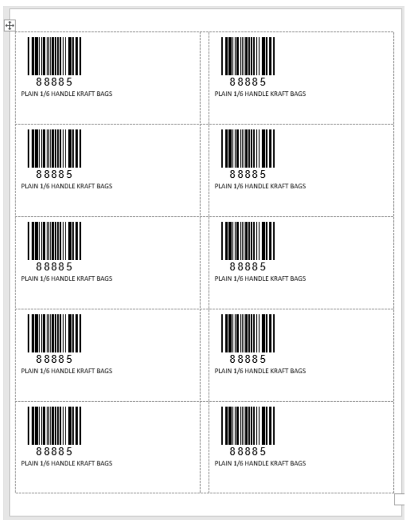
   (Make sure to use the backslash key after the CODE128)

All inquiries regarding Imperial Dade's Supplier Partner Guide must be submitted to SupplierRelations@ImperialDade.com

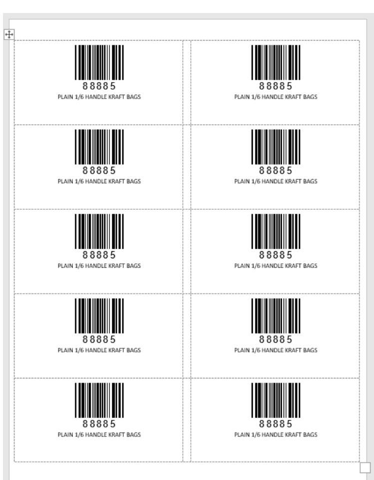
c. Hit the “New Document” button



5. A new document will be generated with 10 labels:



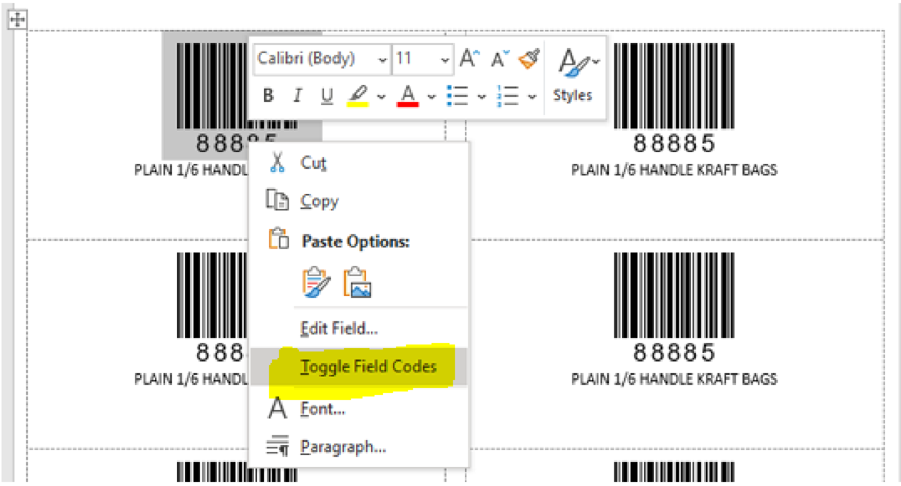
6. Highlight over the labels and hit the Control Key + E to center the labels



7. Once the labels are created, save as either a word document or as a PDF and save for future orders and print as many sheets as needed with the Avery label stock pre-loaded in the printer.

*****To change the item code and description on the already created label:**

8. Right mouse click over the barcode in EACH box and hit “Toggle Field Codes”



9. This will change the barcode back to the text that can be edited. Once complete, right mouse click again and select the “Toggle Field Codes” to reset as the barcode. This must be done in each box and then resave.

Print the saved document as either the Word or PDF to the printer with the Avery labels pre-loaded.

Last updated April 2026

- *Added Landover Maryland – MDLO to branch list and Appendix B*
- *Update Schedule – Revised Language for Labeling & Marking (Appendix C)*

Last Updated March 2026

- Added Georgia and Texas S2K warehouses to S2K branch list and Appendix B – Warehouse Delivery Contacts

Last Updated: January 2026

- Original Publish