



Dear Vendor:

I received the following advice from our UPS representative and I want to pass it along to you. This pertains to all product that you ship to Sun Automation using our UPS accounts.

When Sun Automation at either Sparks or Edgewood receives a damaged package:

1. Sun will contact the vendor to inform them of the damage.
2. The VENDOR in turn will call 1-800-PICK-UPS and inform UPS of the damage.
3. 3UPS will then do one of two things. They may issue a Damage Call tag to have the merchandise picked up and returned to them for inspection. (I would suggest not doing this as the damaged article may incur further damage in route back to the shipper.) I would suggest they ask for an on-site inspection at the delivery location (Edgewood or Sparks). That will route a message to Sun Automation's UPS representative (Bryan Collett) to inspect the damaged article.
4. Once the article is inspected by Bryan Collett or an authorized UPS employee, it is up to the shipper (Vendor) as to how to get the package back to them. They can ask to have it picked up via a Call Tag, or have you ship it back on their UPS account number.
5. The Claims process is then worked out between the shipper (Vendor) and UPS. Sun will work with the shipper (Vendor) to receive the replacement merchandise.

Some suggestions to Sun Automation vendors regarding packaging include:

1. Always use a new Corrugated box.
2. UPS recommends choosing a box strength that is suitable for it's contents, based on the Box Strength Guidelines. Never exceed the maximum gross weight limit for the box, which is printed on the Box Maker's Certificate on the bottom flap of most boxes.
3. Weight items to be shipped. (A double-wall corrugated container should be used for any item over 80 lbs.)
4. Wrap each item separately. Each item should be surrounded by at least two inches of cushioning and be placed at least two inches away from the walls of the box. This will prevent product against product damage and protect the contents from shock and vibration, which can pass from the outside of the box to the contents.
5. The following items can be used for cushioning and protection:
 - Air-encapsulated plastic (bubble pack)
 - Inflatable packaging (air bags)
 - Expanded Polystyrene (peanuts) Due to shifting, leave at least 3 inches of cushioning as product will shift due to vibration. Not recommended for heavy weight items.
 - Engineered foam enclosures (usually from OEM parts)
 - Foam in place (foam sprayed into carton around product)
 - Crumpled Kraft paper
 - Corrugated card board

These are just some items and guidelines that may be helpful in packaging.

Bryan has also offered the following if you feel that you need further assistance or have packaging related questions.

Ultimately, if you feel that any one of your vendors have issues with packaging, you could simply contact me and I will in turn contact my counterpart who services the vendor and ask that they visit the account to review their packaging procedures.

I hope this helps and let me know what else you may need.....thanks, Bryan.

Thank you,
Stephen Toben
Purchasing Manager
Sun Automation Group