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Supplier Packaging & Shipping Specifications

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Corporate Fulfillment Services

Supplier Packaging & Shipping Specifications
Revision 8.0 10/24/2025

Introduction

HMH has made a commitment to providing efficient processing of receipts within our distribution centers. As our business partner, we expect and rely on your organization to institute an adherence to these policies and procedures.

For any additional information, or for clarification on supplier compliance issues, please direct your HMH specifications questions to Ruza' Jovanovic 630-262-5489, or e-mail your questions to Ruza.Jovanovic@hmhco.com.

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Distribution Center Addresses & Contacts

Geneva Distribution Center
1900 S. Batavia Avenue
Geneva, IL 60134
(630) 208-5702 Receiving office
(630) 208-5756 Fax

Troy Distribution Center
465 South Lincoln Drive
Troy, MO 63379
(636) 528-1047 Receiving office
(636) 528-1033 Fax

Corporate Transportation
Ruth Sultzberger
(317) 351-3502
Ruth.Sultzberger@hmhco.com

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Carton Specifications

- Corrugated (paper fiber board) packaging material must have the strength to adequately withstand transportation and handling rigors throughout the supply chain. Cartons should be**275-lbs** test burst strength, kraft cartons. Recycled content to linerboard should be no more than 25%.

- The maximum carton size for books should be as follows for all the distribution centers:

  20” (L) x 13” (W) x 11” (H)

- The minimum carton size for books should be as follows for all the distribution centers:

  10” (L) x 8” (W) x 3” (H)

- The preferred weight range is 35 to 40 lbs., with a maximum weight of 45 lbs. per carton. Theminimum carton weight is two (2) pounds.
  Answer keys, small manuals, etc., where practical, are to be packed in cartons to aweight between 20 and 40 lbs.

- The quantity in a carton should remain the same throughout the life of the title. However, reprinted titles should be carefully monitored regarding paper grade changes so that the weightof the carton does not exceed 45 lbs. Weight should be the determining factor if there is doubtas to whether the carton count should be changed.

- **Partial cartons** - those having less than uniform quantity - should be *flagged with a bright color label* stating **PARTIAL QTY and placed at the top of the pallet**. In addition, partial carton quantities must be listed as a separate line item on the **Advanced Shipping Notice or Packing List**.

- **Packages shipping via “Small Parcel Carrier”** – small packages coming to the warehouse - should be *flagged with a bright color label* stating **“Attention Receiving Department New Product Receipt”** – example below

ATTENTION: RECEIVING DEPARTMENT
NEW PRODUCT RECEIPT

- Cartons should be printed per Division-specific requirements on both sides. Please contact the appropriate Division’s Production/Manufacturing department for PDF files.

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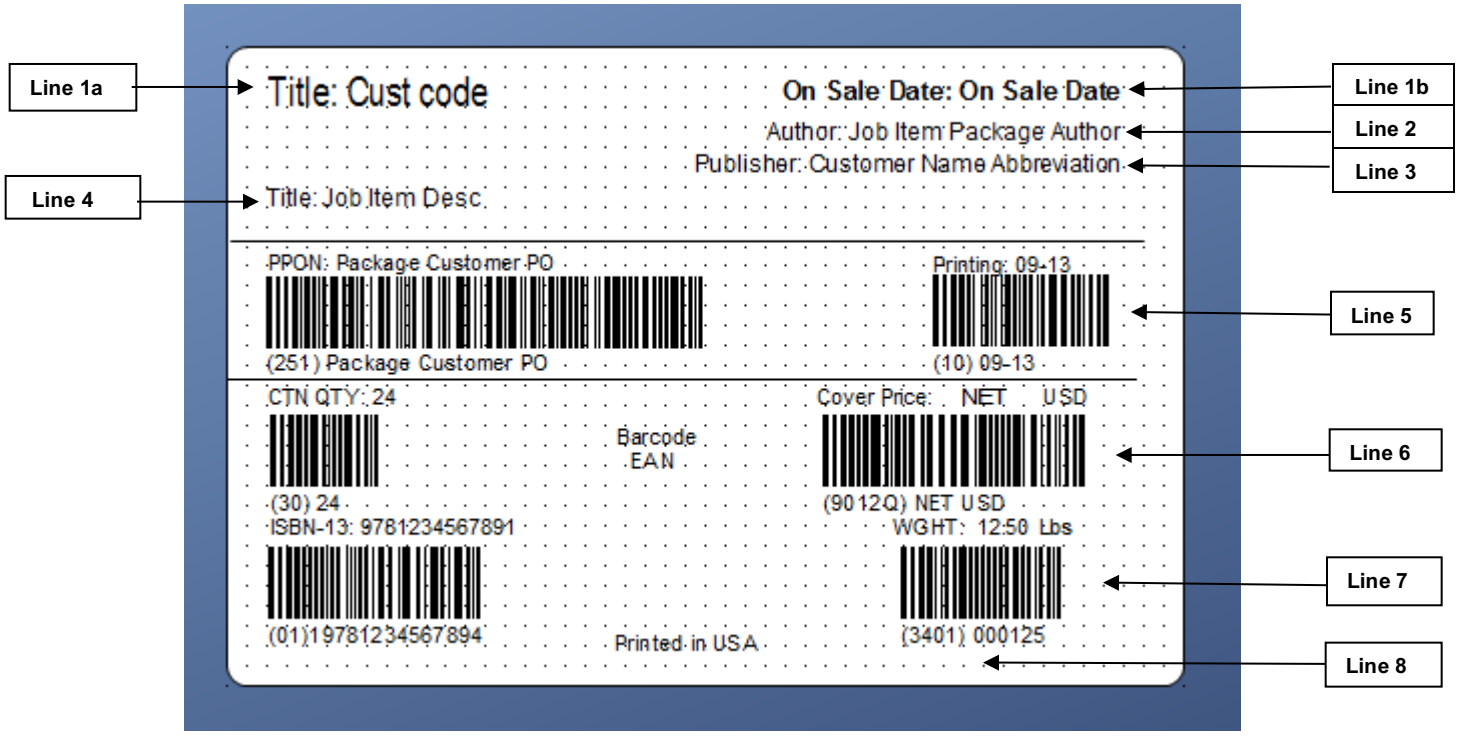
Carton Bar-Coding & Labeling



Label Size: 4” X 6” in -or- 4” X 12” in wrap-around

All product bar coding and labeling information is to be on two labels measuring 4” x 6” each or one wrap-around label measuring 4” x 12”. Labels should be placed on an adjacent side and end of the carton with the bars perpendicular to the natural bottom of the carton (“picket fence” orientation). The label should be placed no closer than 1 ¼” from any carton edge, unless using a wrap-around label. For wrap-around labels, barcodes must be no closer than 1 ¼” from any carton edge. The bottom edge of the label should be 1 ¼” to 3” from the bottom edge of the carton. The name and address of the supplier are not to appear on the cartons. Labels are to be placed level on cartons. Labels with more than a 10-degree tilt are unacceptable.

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Line 1a: HMH Material Number in increased font

Line 1b: No Longer applicable – leave blank

Line 2: Author Name (or Editor) if applicable

Line 3: Publisher or HMH Division name

Line 4: Title name from Purchase Order

a. Entire line is available for description, truncate description if longer than one full line.

Line 5: Purchase Order Number (ten digits represented by *NNNNNNNNN*)

a. Human readable, above barcode: PO#
b. UCC/EAN-128 barcode, AI = 251
c. Human readable, under barcode: (251) *(PO# =10 digits)*

Printing (represented by PPYY)

a. Human readable, above barcode: PTG #: *PP-YY*
b. UCC/EAN –128 barcode, AI = 10, format of barcode is the following:
   PP-YY; where
   PP = the numeric printing number
   YY = the last two digits of the year printed
c. Human readable, under barcode: (10) *PP-YY*

Line 6: Carton Quantity (six digits represented by *QQQQQQ*)

a. Human readable, above barcode: CNT QTY
b. UCC/EAN –128 barcode, AI = 30
c. Human readable, under barcode: (30) *(carton quantity)*

Cover Price (six digits represented by *PPPPPP*) (Only if applicable)

a. Human readable, above barcode: COVER PRICE
b. UCC/EAN –128 barcode, AI = 9012Q, price with two decimal places implied, ending with USD. This is a fixed field. The number of leading zeros will depend on value. Example-(9012Q)001600USD
c. Human readable, under barcode: (9012Q) *(price)* USD

(Note: all educational products should use a default cover price of "USD NET")

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Line 7: ISBN (13 digits represented by *NNNNNNNNNNNN*)

a. Human readable, above barcode: ISBN #: *NNN-N-NNN-NNNNN-N* (Equal to unit EAN number as it appears on back of book)
b. UCC/EAN –128 barcode, AI = 01, format of barcode is the following:

n2+n14
n2 = 01
n14 = P+ISBN+C; where
P=1 (used to identify case EAN from unit EAN)
ISBN = first twelve digits of ISBN/ Bookland EAN for the unit
C = Mod-10 check digit of preceding 13 numbers

****Do not use parenthesis in barcode**

c. Human readable, under barcode: (01) 1 *NNNNNNNNNNN* C
   - **Line 6-A equals the unit EAN or ISBN**
   - **Line 6- B. & C. equal the case EAN**

Carton Weight (six digits represented by *WWWWW.W*)

a. Human readable, above barcode: CNT WGT
b. UCC/EAN –128 barcode, AI = 3401, weight in pounds with one decimal place implied. This is a fixed field. The number of leading zeros will depend on weight. However, the number of zeros should never be less than three since the carton weight should not exceed 45 lbs. Example (3401)000284 –designates 28.4 pounds
c. Human readable, under barcode: (3401) *(Carton Weight=6 digits)*

Line 8: Country of origin

The country of origin must be in the bottom right corner of the label

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The information below is provided as a reference only. It is not intended to be a tutorial on barcoding or the UCC/EAN-128 symbology.

The UCC/EAN-128, a Subset of Code 128

Today, many shipping containers already have bar codes applied to them by the manufacturer or distributor for in-house identification and routing. The data encoded in these bar codes can take any form and usually have meaning only within the company or facility where they were applied. Because someone may later mistake these random data for *industry standard code formats* the UCC and EAN chose a symbology that can be uniquely identified from these other bar codes.

Code 128 is defined with the FNC1 character following the start character as uniquely identifying the symbol as UCC/EAN-128. This allows a scanning system to ignore other symbols that might be on the shipping container.

The selection of UCC/EAN-128 provides the users of this standard very high security against errors. Not only is the symbology secure against decoding errors, but the system virtually eliminates the possibility of misinterpretation of data from other bar codes as UCC/EAN code format.

A. Basic Bar Code Structure for All UCC/EAN-128 Symbols

This section explains how the information that is to be communicated is placed in the bar code: the bar code structure.
All applications based upon the UCC/EAN-128 symbology share a similar bar code structure. Each UCC/EAN-128 bar code is composed of the nine structural elements that follow:

1. The start code
2. The communication (AI and data)
3. The symbol check character
4. The stop character
5. The quiet zones – ½" on both sides (left & right) of the barcode need to be blank. If using corner-wrap labels, there still needs to be ½" quiet zone on each side of the barcode (not wrapped around the edge).

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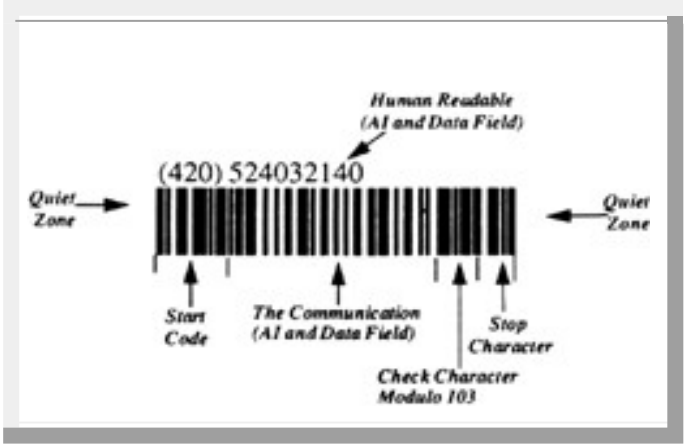
6. The barcode type needs to be 15 mil – this results in a 2” length for the case EAN, which is the lower left barcode in the example (the ISBN section).
7. The barcode needs to be ½” in height.
8. Bar-code readability must be “A”, “B”, or “C” quality (using a bar-code verifier). “D” or “F” quality labels will be rejected.
9. The label must have less than 10 degrees tilt from the horizontal position.



B. 2.3.2.1 Start Code

The UCC/EAN-128 symbology has special double character start patterns consisting of:

Start (A or B or C) and FNC1

It is these special start characters that differentiate UCC/EAN-128 symbols from the more generalized Code 128 symbols specified by AIM USA. In other words, a Code 128 symbol that begins with one of the UCC/EAN-128 start patterns is always a UCC/EAN standard bar code. A Code 128 symbol that does not begin with such a start pattern is never a UCC/EAN bar code.

- Start A, FNC1 begins the UCC/EAN-128 data encodation according to code set A.
- Start B, FNC1 begins the UCC/EAN-128 data encodation according to code set B.
- Start C, FNC1 begins the UCC/EAN-128 data encodation according to code set C. You should always use Start C when the data, inclusive of the Application Identifier, begins with four or more numeric characters.

Most bar code label printing software will generate a start character A, B, or C and the FNC1 automatically, once the UCC/EAN-128 symbology is selected. They make the choice of start characters to minimize the length of the bar code.

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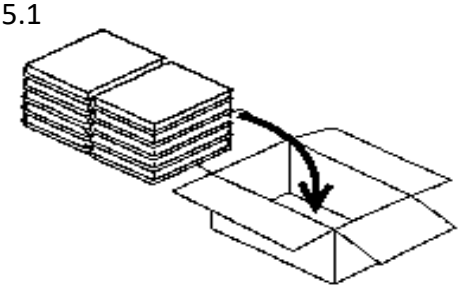
C. Human Readable Characters

You must show the human readable translation of the data in the bar code below the bar code symbol. The start character, the FNC1 character, the symbol check character, and the stop character are not part of the data and are not shown in human readable format. The characters should be clearly legible, and the AIs should be clearly recognizable. Separation of the AIs with the use of parentheses is the convention chosen to accomplish this. You should only show the parentheses in the human readable interpretation of the symbol and must not encode them in the actual bar code.

Carton Packing and Sealing

- All books/product must be packed in cartons unless otherwise approved. Pack all books **flat**, side-by-side, shelf back to open edge only (see figure 5.1). **Do not pack on end!**

Figure 5.1



Books Packed Flat

- Carton count should be as follows:

  All titles should be packed in multiples of 2. **Carton quantity must remain the same throughout the life of the title. Unless authorized by HMH to change.**

- Any product that falls short of reaching a full case pack must be placed in a separate carton, and clearly marked on a brightly colored label as a partial carton stating the quantity in the box. Do not place extra books in a carton that has already reached a full carton quantity. Place partial carton on the top of a pallet where clearly visible.
- Product consisting of shrink-wrapped sets or multiple books shrink- wrapped as one saleable unit must be labeled with a separate package label with the **package title code and ISBN/Bookland EAN barcode**. The title code/ISBN printed on the individual books must face inward to avoid confusion (books are to be packaged back-to-back so that only the front cover appears and no title code on the

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book will show). The carton label should show the total number of packages in the carton, not the units.

- **All void spaces** are to be filled sufficiently and consistently to prevent shifting of the contents, cartons bursting and breaking down when stacked, and to maintain consistent carton weight throughout the run. Correctly sized cartons are preferred. **Styrofoam peanuts are not to beused to fill cartons.**
- Under no circumstances should scrap material (folded & gathered sheets, cut covers/jackets, printer's by-products, etc.) be used as void fill.

- All cartons are to be taped closed an in such a way so that they remain closed throughout the handling process. **Do not use glue, as well as asphaltic, masking, or cellophane tape.** Use vinyl machine-grade adhesive tape that is a minimum of 2" wide. If gummed tape is used, it must be 60 lb. Kraft, reinforced, non-asphaltic. Single strips should be used to close the top and bottom flaps lengthwise. Lift top cartons are not to be used.

- For kitted product, all cartons and documentation must be labeled with the **kit ISBN** and *not* with the component ISBN or part number. **Both the ISBN-10 and ISBN-13 will need to be printed for the kit.**

  If there is overage/damage of kit components the responsible Business Unit must authorize the return to the Distribution Center. In the case of an overage the component ISBN/part number must be used to identify the product and *not* the kit ISBN. If the product is damaged, it must be clearly identified as damaged product and the component ISBN/part number must be used to identify the product and *not* the kit ISBN.

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Palletizing

Pallets are the primary interface between the finished goods and the material handling equipment. The pallet's integral role should not be overlooked or minimized. Pallets should provide a safe, effective shipping and storing platform throughout the supply chain. Appropriately designed pallets reduce product damage rates, increase material handling efficiency, and help ensure the safe handling of materials in all phases of the unit load process. Proper pallet specification should not only take into consideration the unit load weight requirements, but all of the material handling situations the load will encounter including: free span racking, conveyor travel, and forklift handling. For more information on pallet specifications, please refer to the ***National Wood Pallet and Container Association*** standards for pallet performance at http://www.nwpca.com/.

- Geneva and Troy distribution centers

    - The maximum height may not exceed 52" from the floor to the top of the load and may not exceed 2,500 pounds. Full pallets must maximize the pallet space within limits – 48" L x 40" W x 52" H (from floor).
    - All inbound shipments must be on 2-way pallets
    - Pallets must be loaded with the standard opening facing the tail of the truck.
    - Pallets are to be 48" x 40" stringer design and use the specifications given below (see figure 6.1): **Do not use block style pallets.**
    - Please call the number on the **Addresses and Contacts** section for any additional information.

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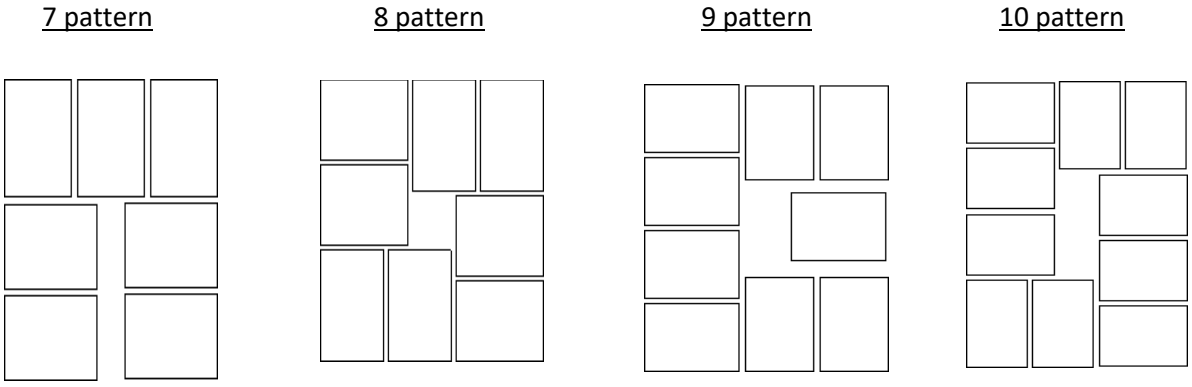
- Cartons are to be stacked on all 48 x 40 pallets in standard configurations with the label side of the carton facing out. The patterns shown in figure 6.2 are placed on the pallet with each successive layer being a mirror image of the preceding layer. This creates an interlocking effect, which helps stabilize the pallet during shipment. If the patterns need to be deviated from to maximize the footprint of the pallet, it is imperative that each carton has a labeled end visible as you walk around the pallet. No product should overhang the pallet.

All distribution centers

Figure 6.2



- All pallets must be stretch wrapped or shrink wrapped prior to shipment. **Steel strapping is prohibited** and will result in a charge-back. Do not use corrugated corner braces or plastic banding on full pallets, except on Big Book shipments to Geneva, IL for the School Division.

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- Under normal circumstances, **please do not mix titles on a pallet**. If this is necessary, **the pallet should be clearly marked "MIXED**".

- When loading a truck for shipment to a distribution center, titles should be kept together to facilitate the unloading process. Partial pallets should be the last loaded so that they are the first unloaded.

- **All pallets imported into the United States** must be on wood that meets following standards. Pallets and dunnage must be heat treated or fumigated with methyl bromide and marked with the International Plant Protection Convention (IPPC) logo and the appropriate country code designating the location of the treatment. Wood packaging materials made entirely of manufactured wood material (particle board, plywood, oriented strand board) is exempted from the treatment and marking requirements.

- A detailed packing slip indicating the number of pallets per title, quantity, title code number, and 13 digit ISBN, for each item must accompany the shipment. This may be in a marked carton or in a blister envelope affixed to a carton on the last pallet placed on the truck.

- **International Specifications for Containers**
  - **Palletization Requirement:**
  - All containers should be palletized unless prior approval is obtained from HMH.
  - Grouping of Items:
  - When multiple items are packed within a single container, similar items must be grouped together to ensure organized handling and efficient processing.
  - **Mixed Item Pallets:**
  - Any pallet containing a mix of different items must include a packing list clearly detailing the breakdown of items, units, and cartons. The packing list should be in a blister envelope affixed to a carton on top of the pallet.
  - **Master Packing List:**
  - A comprehensive packing list summarizing all items in the container must be placed near the door end of the container for easy access upon arrival.

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Supplier Performance/Compliance

- The distribution centers' receiving departments will be monitoring performance issues for all suppliers, on all shipments. HMH will provide feedback to suppliers on compliance issues on a case by case basis as necessary. Supplier notification will be sent on non-compliance items for informational use and correction for future shipments.

- Supplier will be charged back for violations of the specifications contained herein. The minimum charge is $250.00 per occurrence.

- A detailed Receiving Discrepancy Checklist Form is shown below. The checklist shows areas for potential charge backs and associated cost.

- It is not HMH's intent to charge back suppliers unless necessary. We do, however, expect compliance to these specifications.

- In the event that a non-compliance issue requires a substantial amount of rework, the supplier will be given the opportunity to pick-up the shipment and repair or allow HMH to make the changes at the agreed charge-back rates.

- **Notice to Suppliers**

  We reserve the right to refuse any shipment not stacked, wrapped, bound, identified, documented, or shipped in accordance with the instructions, forms and charts contained in this Distribution Standards Guide.

  In such cases, transportation charges back to the supplier and subsequent transportation charges on reshipment are to be paid by the supplier. If you are to deviate from these specifications, it is the ***supplier's*** responsibility to give such information to the warehouse receiving department in advance of the shipment.

  We reserve the right to audit compliance and chargebacks if instructions are not followed and/or variances granted.

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Chargeback Rates

Error Category	Error Subcategory	Measurement	Chargeback
Paperwork	Illegible Packing Slip	Onetime charge	$250
Paperwork	No Carton Quantity	Onetime charge	$250
Paperwork	No packing Slip	Onetime charge	$250
Paperwork	No/ Incorrect Purchase Order #	Onetime charge	$250
Paperwork	No Quantity Breakdown/ Per Title	Onetime charge	$250
Paperwork	No Title # / Incorrect title #	Onetime charge	$250
Paperwork	No/ Incorrect ISBN	Onetime charge	$250
Paperwork	No/ Incorrect Total Quantity	Onetime charge	$250
Paperwork	Partial Cartons Not Listed	Onetime charge	$250
Paperwork	Total Weight Missing	Onetime charge	$250
Carton Labeling\Specifications	Barcode Will not Scan	per Case	$1
Carton Labeling\Specifications	Incorrect Label Placement	per Case	$1
Carton Labeling\Specifications	Incorrect Label Size	per Case	$1
Carton Labeling\Specifications	No Label on Carton	per Case	$1
Carton Labeling\Specifications	No Orange labels UPS/FEDEX	Onetime charge	$250
Carton Labeling\Specifications	No Print Date/ Current Printing	per Case	$1
Carton Labeling\Specifications	No Web Address on Labels	per Case	$1
Carton Labeling\Specifications	No/ Incorrect Barcode/ Human Readable Information	per Case	$1
Carton Labeling\Specifications	No/ Incorrect Carton Weight	per Case	$1
Carton Labeling\Specifications	No/ Incorrect ISBN on Carton	per Case	$1
Carton Labeling\Specifications	No/ Incorrect PO#	per Case	$1
Carton Labeling\Specifications	No/ Incorrect Quantity on Carton	per Case	$1
Carton Labeling\Specifications	No/ Incorrect Title Descriptions	per Case	$1
Carton Labeling\Specifications	No/ Incorrect Title # on Carton	per Case	$1
Carton Labeling\Specifications	Partial/ Mixed Carton not marked	per Case	$1
Carton Labeling\Specifications	Incorrect publisher	per Case	$1
Carton Labeling\Specifications	No Point of Origin	per Case	$1
Cartons	Books Not in Cartons	per Case	$1
Cartons	Cartons Overweight	per Case	$1
Cartons	Incorrect Carton Sealer Used	per Case	$1
Cartons	Incorrect Carton Size Used	per Case	$1
Cartons	Incorrect Carton Strength Used	per Case	$1
Cartons	Incorrect Packing Materials	per Case	$1
Cartons	No Cardboard Between Carton & Product	per Case	$1
Cartons	Unapproved Case Pack Change	per Case	$1

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Units	Incorrect Bookland EAN	per Unit	$1
Units	Incorrect ISBN	per Unit	$1
Units	No/ Incorrect Bookland EAN on Shrink Wrapped Units	per Unit	$1
Units	No/ Incorrect Title # on Shrink Wrapped Units	per Unit	$1
Units	Units Damaged	Onetime charge	$250
Shipment Integrity	Banding/ Corner Braces Used	Onetime charge	$250
Shipment Integrity	Cartons Not Interlocked on Pallet	Onetime charge	$250
Shipment Integrity	Cartons/ Books Damaged	Onetime charge	$250
Shipment Integrity	Incorrect Pallet Used	per Pallet	$50
Shipment Integrity	Mixed Titles Not Marked	Onetime charge	$250
Shipment Integrity	Packing List Not Placed On Last Pallet in Trailer	Onetime charge	$250
Shipment Integrity	Pallet Dimensions Exceed Maximum	per Pallet	$50
Shipment Integrity	Pallet Height not Maximized	per Pallet	$50
Shipment Integrity	Pallets Double-Stacked	per Pallet	$50
Shipment Integrity	Pallets Received Broken/ Needed Restacking	per Pallet	$50
Shipment Integrity	Poor/ No Stretch Wrapping	per Pallet	$10
Shipment Integrity	Titles Scattered / Not Kept Together	per Pallet	$50
Shipment Integrity	No Seal	Onetime charge	$250
Shipment Integrity	Shipment to Wrong Warehouse	Onetime charge	$250
Over/Under	PO Line Increased	Onetime charge	$250
Over/Under	Overage Refused and Product Destroyed	Onetime charge	$250
Over/Under	Under	Onetime charge	$250

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Receiving Discrepancy Checklist

Supplier:_____ **Shipped via:** _____

Date shipped:_____ **Date received:** _____

PO Number:_____ **Bill of Lading #:** _____

Title number:_____ **Description:** _____

Quantity: _____ **Received by:** _____
(Initials only)

PROBLEMS (CHECK ALL THAT APPLY)

1. PAPERWORK

_____No Packing Slip _____No CH Robinson HM # _____Total Weight Missing _____Partial Cartons not Listed

_____No Purchase Order # _____No Carton Quantity _____No Print Date / Current printing _____No / Incorrect ISBN
_____No Title # / Incorrect title #_____No / Incorrect Total Quantity_____No Quantity Breakdown/ Per Title_____Illegible Packing Slip
_____Appointment "T" # not on Packing Slip_____OTHER (EXPLAIN)_____

2. CARTON LABELING/ SPECIFICATIONS

_____No Label on Carton _____Barcode will not Scan _____No Orange labels UPS/FEDEX_____Incorrect Label Size
_____No / Incorrect Title # on Carton_____No Author (If Applicable)_____Incorrect Label Placement
_____No / Incorrect ISBN on Carton _____No / Incorrect PO # _____No / Incorrect Title Description_____Incorrect Barcode Spacing
_____No Print Date / Current Printing_____No Web Address on Labels_____No / Incorrect Carton Weight_____Partial/Mixed Carton not marked
_____No / Incorrect Quantity on Carton_____No / Incorrect Barcode/Human Readable Information
_____OTHER (EXPLAIN) _____

3. CARTONS

_____Incorrect Carton Size Used _____Incorrect Carton Sealer Used_____Books Not in Cartons_____Unapproved Case Pack Change
_____Incorrect Carton Strength Used_____Incorrect Packing Materials_____Cartons Over weight_____No Cardboard Betw Carton & Product
_____OTHER (EXPLAIN) _____

4. UNITS

_____Units Damaged _____No / Incorrect Title # on Shrink Wrapped Unit_____No / Incorrect Bookland EAN on Shrink Wrapped Unit
_____Incorrect ISBN _____Thin Items Not Shrink Wrapped (Less Than ¼ in. Thick)
_____Incorrect Bookland EAN_____OTHER (EXPLAIN)_____

5. SHIPMENT INTEGRITY

_____Pallet Height Over Maximum _____Pallets Double-Stacked _____Mixed Titles Not Marked
_____ Pallet Height Not Maximized _____Incorrect Pallets Used _____Packing List Not Placed on Last Pallet in Trailer
_____Pallet Dimensions Exceed Maximum_____Cartons/Books Damaged _____Pallets Received Broken/Needed Restacking
_____Poor / No Stretch wrapping _____Glide Packs Used Only _____Cartons Not Interlocked on Pallet
_____Partial Pallet Not Placed Last _____Banding/Corner Braces Used_____Titles Scattered/Not Kept Together
_____OTHER (EXPLAIN) _____

***** There is a minimum charge back of $250.00 per occurrence to suppliers for discrepancies *****

Discrepancy to be Resolved By:

☐ Receiving Department ☐ Supplier
☐ Assembly Department ☐ Other: _____

(Office Use Only) -_____Hrs. @ $50.00/hour = $_____ Material charge = _____

Total charge back to supplier = $_____

Top 10 Supplier discrepancies and how to prevent them

No ASN or Packing List: The Distribution Center did not receive an ASN and/or the packing list was not attached to the last pallet placed on the truck.
Fix: Even if the ASN is e-mailed/faxed to the Distribution Center prior to shipping, a packing list must be printed out and attached to the last pallet placed on the truck.

Wrong ASN / Packing list Information: The ASN or packing list did not have the correct ISBN information for the shipment. The ASN did not have the correct carton, pallet, or unit count.
Fix: Verify that the ASN / packing list matches the product on the shipment before sending it with the shipment.

Mixed Pallet/Partial Carton ASN Information: The ASN / packing list is not marked with mixed pallet, or the line item does not indicate a partial carton.
Fix: If you are shipping a mixed pallet, be sure to indicate this on the ASN / packing list. You may use the next line and the Title/Description field to write "Mixed Pallet." Also include a Mixed Pallet tag. If you are shipping a partial carton, be sure to use the next line to indicate the partial unit count in the carton.

No PC# in Small Parcel Reference Field: The UPS or FedEx Bill is received, and there is no PC number in any of the two reference sections. (For locations indicating PC number, found in section two next to warehouse)
Fix: In the first three spaces of the first reference field of all UPS and FedEx shipments, the PC# must be entered. The PC# is taken direct from the PO from the Business Unit. (For locations indicating PC number, found in section two next to warehouse)

No ISBN on the Book: The ISBN-10/ISBN-13 is not printed on the book and the book must be re-stickered prior to shipment.
Fix: Verify that ISBNs appears on each book/item that is shipped.

Incorrect ISBN on the Book: The ISBN numbers are transposed or more commonly – there is a single book ISBN and a separate pack ISBN.
Fix: If you are shipping a multi-book pack (ex-5 pack, 6 pack) make sure to verify the ISBN for the pack is on the outside of the shrink-wrap and not the single book ISBN.

Incorrect Carton Label Info: The ISBN is most likely missing a digit or has a number transposed or both ISBN-10 and ISBN-13 are not printed on the carton. HMH must re-label all cartonsprior to shipment.
Fix: Verify that all label information is included and correct

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Missing/No Label Carton Label Info: The carton is missing the required labels or does not have all required label information, including **Country of Origin**.
Fix: Verify that all label information is included and correct

Wrong Size/Overweight Carton: The carton is too big for the product or is overweight according to standards.
Fix: Review the carton specs and adhere to the packaging and weight requirements.

Pallets Stacked too High/Low: The pallet does not meet the height requirements according to standards.
Fix: Review the pallet height specs. If you cannot stack the pallet any higher because it will exceed weight requirements, please indicate on the ASN.

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Carton Logo

HMH_h_cmyk_k
1.eps

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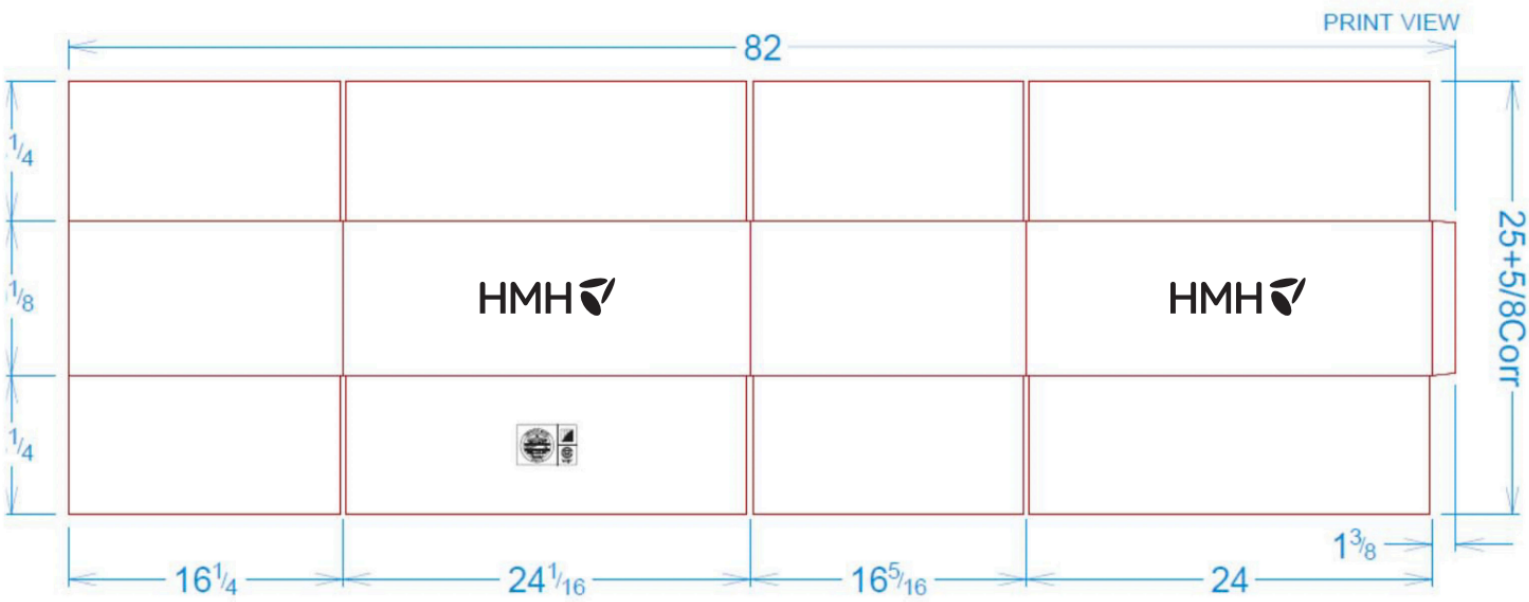
Logo placement instructions

- Black HMH logo printed on both long sides
- Logo should be centered both height and width-wise
- Logo should be 1/3 the width of the longest side

  (In the example below the logo would be approximately 8 inches wide)

Example



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