



MULTI PACKAGING SOLUTIONS

**MULTI PACKAGING SOLUTIONS  
LANSING, MICHIGAN FACILITY**

**SUPPLIER REQUIREMENTS**

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## **The John Henry Company Supplier Requirements Acknowledgement**

The Supplier Requirements are part of the terms and conditions of the purchase order contract with The John Henry Company. All suppliers must ensure material/product is produced to John Henry specifications, are defect-free, arrive on time, utilize packaging methods that ensure their products arrive at our facility in the same quality condition in which it was manufactured, and can be safely and efficiently handled. Shipments must also be properly identified with John Henry's bar code requirements to ensure precise identification and traceability. Shipments must include a Certificate of Conformance with all information identified in these requirements when indicated on the purchase order.

The John Henry Company firmly endorses the principle that defects and errors are preventable and not inevitable. The responsibility for receipt of on time, quality products with precise identification and complete documentation begins with our suppliers.

I have read and understand The John Henry Company Supplier Requirements.

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Printed Name & Title	Signature	Date
JH Officer	JH Officer	

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Printed Name	Signature
Officer Of Company	Officer Of Company

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Title

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Date

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Company

## **GENREAL REQUIREMENTS AND INFORMATION**

1. **Receiving hours** - Monday – Friday 7:00am – 3:00pm
  - 1.1. If Emergency shipments and special circumstances occur, contact the JH buyer for approval and arrangement of an after hours receipt.
2. **John Henry Contact Numbers**
  - 2.1. John Henry Purchasing queue Line – 517-323-9000 Extension 2618
  - 2.2. John Henry Receiving Department Extension 2310
3. **Hazardous Materials**
  - 3.1. Suppliers must follow all requirements of the Department of Transportation “Hazardous Materials Transportation Regulations”.
  - 3.2. Material Safety Data Sheets must be provided to The John Henry Company, in compliance with OSHA Hazardous Material Standards.
    - 3.2.1. The John Henry Company also requires that each carton of hazardous material have a corresponding MSDS placed in the top of each carton before sealing.
4. **On Time Delivery**
  - 4.1. The target for Supplier Delivery Performance is 100% on time.
  - 4.2. On time delivery is defined as: 1 day early and 0 days late to the date confirmed by supplier on purchase orders, or delivery dates defined in an established agreement between the supplier and The John Henry company.
  - 4.3. If the delivery date mutually agreed upon cannot be met, the appropriate JHC buyer must be contacted immediately.
5. **Packing Lists** – Must include the following information
  - 5.1. The John Henry purchase order number
  - 5.2. The John Henry Part number
  - 5.3. Total quantity shipped on each part
  - 5.4. Total number of cartons if not packaged on skids
  - 5.5. Total number skids
6. **Skids & Packaging**
  - 6.1. Attached to one of the skids in the tail of the trailer, each shipment must include in an envelope clearly marked “Shipping Documentation” a packing list, bill of lading (not required if you are using your own truck), the materials certificate of conformance (if applicable), and a master bar code label (s).
  - 6.2. Deliveries must be palletized according to the stock specific requirements unless product sent via UPS, FedEx, ocean container, or The John Henry Company has provided a written authorization for deviation.
  - 6.3. Pallets must be constructed with sufficient strength to provide adequate support.
    - 6.3.1. Maximum deck spacing not to exceed 3 ½”.
    - 6.3.2. Skids must not be constructed with split, broken or blackened wood.
    - 6.3.3. Overall height not to exceed 60” (including pallet)
  - 6.4. Material and/or cartons must not overhang the pallet.
  - 6.5. Refer to the specific material requirements in this document for skid specifications.
7. **Loading of Trailers**
  - 7.1. Pallets and skids must be loaded with pallet opening facing the door to the trailer.
  - 7.2. Do not double stack skids without written authorization from your John Henry buyer.
8. **Certificate of Conformance/Analysis**
  - 8.1. A Certificate of Conformance must be included **with the shipping documentation** when specified on the purchase order. Faxed certificates are not acceptable.
    - 8.1.1. The following information as a minimum is required on a Certificate of Conformance (see sample on page 16)
      - 8.1.1.1. Supplier name
      - 8.1.1.2. Title “Certificate of Conformance” on the document.

- 8.1.1.3. Statement that indicates the lot conforms to specified requirements
- 8.1.1.4. Lot or batch number – this number is used for traceability
- 8.1.1.5. John Henry purchase order number
- 8.1.1.6. The John Henry Part number and description
- 8.1.1.7. The manufacture and/or ship date
- 8.1.1.8. Printed name and title of person certifying the lot
- 8.1.2. A Certificate of Analysis requires all the above information plus the following
  - 8.1.2.1. A specification tolerance sheet.

## 9. Bar Codes

- 9.1. All deliveries require bar code labels with code 39 (3 of 9) symbology. Please reference the specific material type in this document for the detailed requirements.

## 10. Supplier Corrective Actions

- 10.1. A Corrective Action Report will be issued for repeated quality, receiving and service-related issues.
- 10.2. A written response must be provided by the due date indicated on the form to the JH buyer detailing the root cause, and what action (s) will be taken to eliminate the issue in the future.
  - 10.2.1. If the CAR due date cannot be met the following steps must be taken
    - 10.2.1.1. Provide an explanation to the buyer on why the due date cannot be met.
    - 10.2.1.2. Request a new due date for the buyer
    - 10.2.1.3. Provide a written response on how the effected material will be contained to prevent receipt of quality related issues from being sent to JHC.

## 11. Non-conformance Policy

- 11.1. Shipments found in non-conformance may be refused at the receiving dock.
- 11.2. Reoccurring non-conformances will result in Supplier Corrective Actions, supplier status changed to Probation, and/or removal from the Approved Supplier List.

## 12. Rejected Material

- 12.1. If product is rejected due to a quality-related issue, a memo will be sent to the supplier asking for disposition and indicating the amount of credit requested.
  - 12.1.1. Additional cost may be assessed for labor, administrative fees, and lost time.
  - 12.1.2. If a response is not received within 5 days after notice of the rejection the product **will be disposed of** and the credit will be deducted directly from the invoice.

## 13. OVERSHIP/UNDER SHIP POLICY

- 13.1. There is a 0% under ship and a maximum 10% over shipment on roll stock.
- 13.2. There is a 0% under ship and a maximum 3% over shipment on sheet stock
- 13.3. Any amount of material exceeding the defined percentages will be considered gratis and will be deducted directly from the invoice.

### Specific Material Requirements

## 14. UPS/FedEx and Overseas Containers (non-skid packed deliveries)

### 14.1. Packaging

- 14.1.1. Limit the weight of each carton to 50 pounds or less
- 14.1.2. Each carton must have a minimum strength test of 200 pounds.

### 14.2. Bar codes (reference example on page 9)

- 14.2.1. **Carton Label** - Each carton must be labeled with the following human readable and bar coded information in code 39 (3 of 9) symbology
  - 14.2.1.1. John Henry purchase order number
  - 14.2.1.2. John Henry part number
    - 14.2.1.2.1. Include the part description with the part number in human readable field only
  - 14.2.1.3. Total carton quantity in the John Henry unit of measure
  - 14.2.1.4. Lot number

**14.2.2. Master Label** – Attached to one of the skids, each shipment must include in an envelope clearly marked “*Shipping Documentation*” a packing list, bill of lading (not required if you are using your own truck), the materials certificate of conformance (if applicable), and a master bar code label for **each part** shipped with the following human readable and bar coded information

14.2.2.1. John Henry Purchase order number

14.2.2.2. John Henry part number

14.2.2.2.1. Include the part description with the part number in human readable field only

14.2.2.3. The **total quantity shipped** in the John Henry unit of measure

14.2.2.3.1. If shipping a part against more than one purchase order a master bar code for each purchase order is required.

## **15. Carton packed material – Packaged on skids**

### **15.1. Packaging (reference illustration #1 page 13)**

15.1.1. Each carton must have a minimum strength test of 200 pounds.

15.1.2. Cartons, packaged materials must be secured to pallets via stretch film and/or non-metallic strapping.

15.1.3. If a skid contains more than one part, a “MIXED PARTS” label is required.

15.1.4. Skid bar code labels for each part number on the skid is required.

### **15.2. Bar codes (reference example on page 9)**

15.2.1. **Carton Label** - each carton must be labeled with the following human readable and bar coded information

15.2.1.1. John Henry purchase order number

15.2.1.2. John Henry part number

15.2.1.2.1. Include the part description with the part number in human readable field only

15.2.1.3. Total carton quantity in The John Henry unit of measure

15.2.1.4. Lot number

**15.2.1.5. Please note – do not include your company name and address on items sent to JH for resale. (reference example on page 10)**

15.2.2. **Skid label** - Each skid must be labeled on the front and side with the following human readable and bar coded information

15.2.2.1. John Henry purchase order number

15.2.2.2. John Henry part number

15.2.2.2.1. Include the part description with the part number in human readable field only

15.2.2.3. Total skid quantity in The John Henry unit of measure

Lot number

15.2.3. **Master label** - Attached to one of the skids, each shipment must include in an envelope clearly marked “*Shipping Documentation*” a packing list, bill of lading (not required if you are using your own truck), the materials certificate of conformance (if applicable), and a master bar code label for **each part** shipped with the following human readable and bar coded information

15.2.3.1. John Henry purchase order number

15.2.3.2. John Henry part number

15.2.3.2.1. Include the part description with the part number in human readable field only

15.2.3.3. The **total quantity shipped** in The John Henry unit of measure

15.2.3.3.1. If shipping a part against more than one purchase order a master bar code for each purchase order is required

## **16. Flat Paper Stock – Skid Packed (reference illustration #2 page 13)**

### **16.1. Packaging**

16.1.1. Skid length 46”-48”

16.1.2. Skid Width 40”-42”

16.1.3. Skid Height not to exceed 60” overall including skid

16.1.4. Runners to run the full length of the skid.

- 16.1.5. Skid weight not to exceed 2,000 pounds
- 16.1.6. Skid Type: 2-way entry skid.
- 16.1.7. Skid top required to protect paper
- 16.1.8. Each skid to be wrapped for protection and banded for safety
- 16.1.9. One product number per skid

**16.2. Bar Codes (reference example on page 11)**

- 16.2.1. **Skid label** - Each skid must be labeled on the front and side with the following human readable and bar coded information
  - 16.2.1.1. John Henry purchase order number
  - 16.2.1.2. John Henry part number
    - 16.2.1.2.1. Include the part description with the part number in human readable field only
  - 16.2.1.3. Total skid quantity in The John Henry unit of measure
  - 16.2.1.4. Lot number
- 16.2.2. **Master label** - Attached to one of the skids, each shipment must include in an envelope clearly marked "*Shipping Documentation*" a packing list, bill of lading (not required if you are using your own truck), the materials certificate of conformance (if applicable), and a master bar code label for **each part** shipped with the following human readable and bar coded information
  - 16.2.2.1. John Henry purchase order number
  - 16.2.2.2. John Henry part number
    - 16.2.2.2.1. Include the part description with the part number in human readable field only
  - 16.2.2.3. The **total quantity shipped** in The John Henry unit of measure
    - 16.2.2.3.1. If shipping a part against more than one purchase order a master bar code for each purchase order is required

**17. Press Ready Sheet Stock**

**17.1. Packaging (reference illustration #3 on page 13)**

- 17.1.1. The length and width of the skid must be the same size of the stock with no over lap and no more than ½" under lap.
- 17.1.2. The minimum skid height is 46", maximum height is 48" overall including the skid.
- 17.1.3. Runners to run in the short direction of the skid.
- 17.1.4. Skid Type to be 2-way entry.
- 17.1.5. Skid top required to protect paper
- 17.1.6. Each skid to be wrapped for protection and banded for safety
- 17.1.7. One product number per skid

**17.2. Bar Codes (reference example on page 11)**

- 17.2.1. **Skid labels** - Each skid must be labeled on the front and side with the following human readable and bar coded information
  - 17.2.1.1. John Henry purchase order number
  - 17.2.1.2. John Henry part number
    - 17.2.1.2.1. Include the part description with the part number in human readable field only
  - 17.2.1.3. Total skid quantity in The John Henry unit of measure
  - 17.2.1.4. Lot Number
- 17.2.2. **Master Label** - Attached to one of the skids, each shipment must include in an envelope clearly marked "*Shipping Documentation*" a packing list, bill of lading (not required if you are using your own truck), the materials certificate of conformance (if applicable), and a master bar code label for **each part** shipped with the following human readable and bar coded information
  - 17.2.2.1. John Henry purchase order number
  - 17.2.2.2. John Henry part number
    - 17.2.2.2.1. Include the part description with the part number in human readable field only
  - 17.2.2.3. The **total quantity shipped** in The John Henry unit of measure
    - 17.2.2.3.1. If shipping a part against more than one purchase order a master bar code for each purchase order is required

**18. Roll stock (reference illustration #4 & 5 on page 14)**

**18.1. Packaging**

18.1.1. Pallet length 46" – 48"

18.1.2. Pallet width 40" – 42"

18.1.3. Prefer a 2-way entry pallet.

18.1.4. Pallet size for color HIPS stock is 32" width.

18.1.5. Runners to run the length of the pallet.

18.1.6. Height not to exceed 60" including pallet.

18.1.7. Pallet to be wrapped for protection and product secured to pallet for safety.

18.1.8. Maximum roll diameter not to exceed 40" unless otherwise stated on the purchase order.

18.1.9. Cores to be 3" unless otherwise stated on the purchase order.

**18.1.10.** Rolls greater than 20" O.D. to be loaded in the rolling position unless otherwise stated on the purchase order.

**18.1.11.** Rolls with a 20" O.D. or less to be packed on a pallet in rolling position side by side in two rows.  
Reference page 15, illustration #6.

**18.2. Bar Codes (reference example on page 12)**

18.2.1. Roll Label - Each roll must be labeled on the front, avoiding the lead edge of the roll in a viewable location, with the following human readable and bar coded information

18.2.1.1. John Henry purchase order number

18.2.1.2. John Henry part number

18.2.1.2.1. Include the part description with the part number in human readable field only

18.2.1.3. Total roll quantity in The John Henry unit of measure

18.2.1.4. Lot number

18.2.2. **Skid labels** - Each skid must be labeled on the front and side with the following human readable and bar coded information

18.2.2.1. John Henry purchase order number

18.2.2.2. John Henry part number

18.2.2.2.1. Include the part description with the part number in human readable field only

18.2.2.3. Total skid quantity in The John Henry unit of measure

18.2.2.4. Lot number

18.2.3. **Master Label** - Attached to one of the skids, each shipment must include in an envelope clearly marked "*Shipping Documentation*" a packing list, bill of lading (not required if you are using your own truck), the materials certificate of conformance (if applicable), and a master bar code label for **each part** shipped with the following human readable and bar coded information





18.2.3.1. John Henry purchase order number

18.2.3.2. John Henry part number

18.2.3.2.1. Include the part description with the part number in human readable field only





18.2.3.3. The **total quantity shipped** in The John Henry unit of measure

18.2.3.3.1. If shipping a part against more than one purchase order a master bar code for each purchase order is required

<b>VENDOR NAME AND ADDRESS</b>		
PO # A9999 		
#12 20x27 38 GA MAILERS PART: R99995 		
QTY: 1200 		
LOT # 12345678 		
MATERIAL: WHITE OFFSET	COLOR: BLUE WHITE	FINISH: DULL
GAUGE/WEIGHT 60#	WIDTH/SIZE 24X36	
< VENDOR INFORMATION HERE >		





**CARTON PACKED MATERIAL SECTION 14.2. & 15.2**

1. The only difference between a carton and skid label is the quantity.
2. The only difference between a carton and master label is quantity and no need to enter a lot number.

PO # A9999 
White Pixie Sticks PART: R99999 
QTY: 100 
LOT # 12345678 



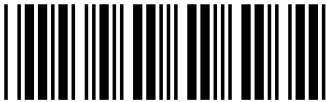

**CARTON PACKED MATERIAL FOR RESALE BY JHC SECTION 15.2.1.5**

1. The only difference between a carton and skid label is the quantity.
2. The only difference between a carton and master label is quantity and no need to enter a lot number.
3. **PLEASE NOTE: DO NOT ENTER YOUR COMPANY NAME AND ADDRESS ON THE CARTON LABEL!**

<b>VENDOR NAME AND ADDRESS</b>		
PO # A9999 		
60# 24x36 WHITE OFFSET PART: R99998 		
QTY: 6500 		
LOT # 12345678 		
MATERIAL: WHITE OFFSET	COLOR: BLUE WHITE	FINISH: DULL
GAUGE/WEIGHT 60#	WIDTH/SIZE 24X36	
< VENDOR INFORMATION HERE >		

**FLAT PAPER STOCK - SKID PACKED AND PRESS READY SHEET STOCK SECTION 16.2 & 17.2**

1. The only difference between a skid and master label is quantity and no need to enter a lot number.

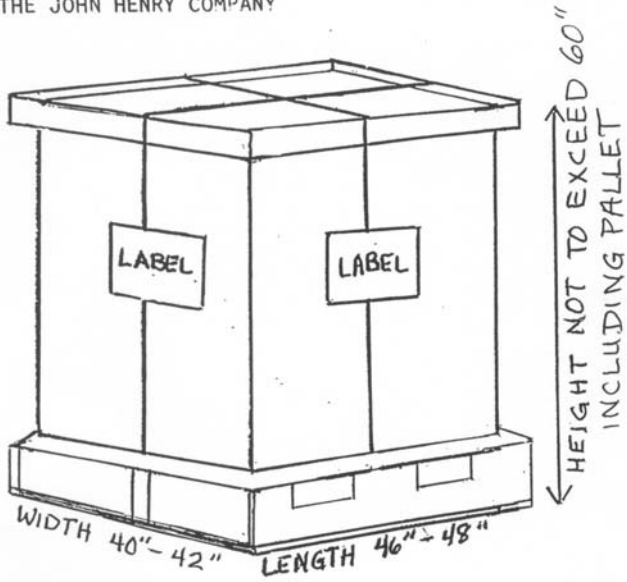
VENDOR NAME AND ADDRESS		
PO # A9999 		
6.735 FASGLOSS/S727/50# LN/SPEC #12045 PART: R99999 		
QTY: 1000 		
LOT # 12345678 		
MATERIAL: FASGLOSS GAUGE: 60#	COLOR: WHITE WIDTH: 6.375	FINISH: GLOSS LENGTH: 500
< VENDOR INFORMATION HERE >		

**ROLL STOCK BAR CODE LABEL SECTION 18.2**

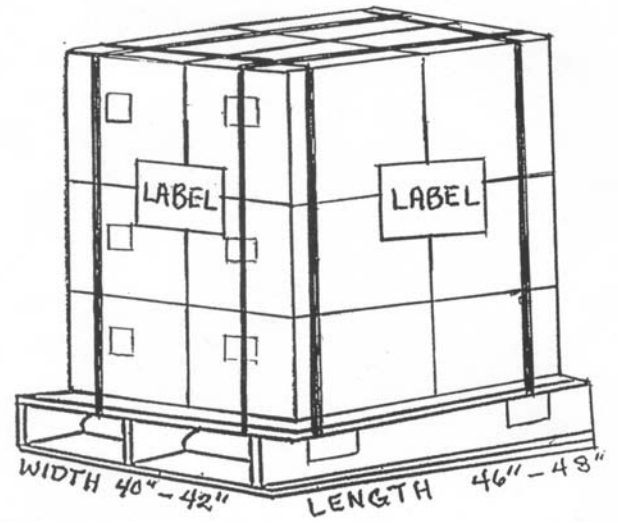
- 1) The only difference between a roll and skid label is the quantity.
- 2) The only difference between a skid and master label is quantity and no need to enter a lot number.

ILLUSTRATION #1 →  
CARTON PACKED  
MATERIAL SECTION #15

THE JOHN HENRY COMPANY



← NOT TO EXCEED 60" →  
INCLUDING PALLET



← ILLUSTRATION #2  
FLAT PAPER STOCK  
SECTION #16

ILLUSUSTRATION #3 →  
PRESS READY SHEET STOCK  
SECTION #17

THE JOHN HENRY COMPANY

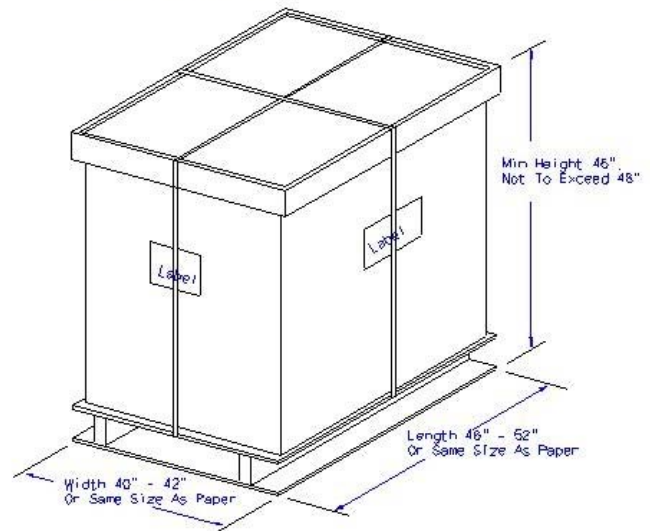
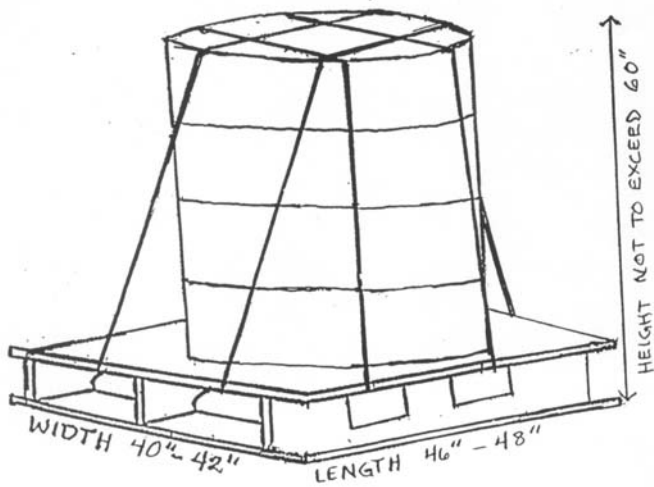
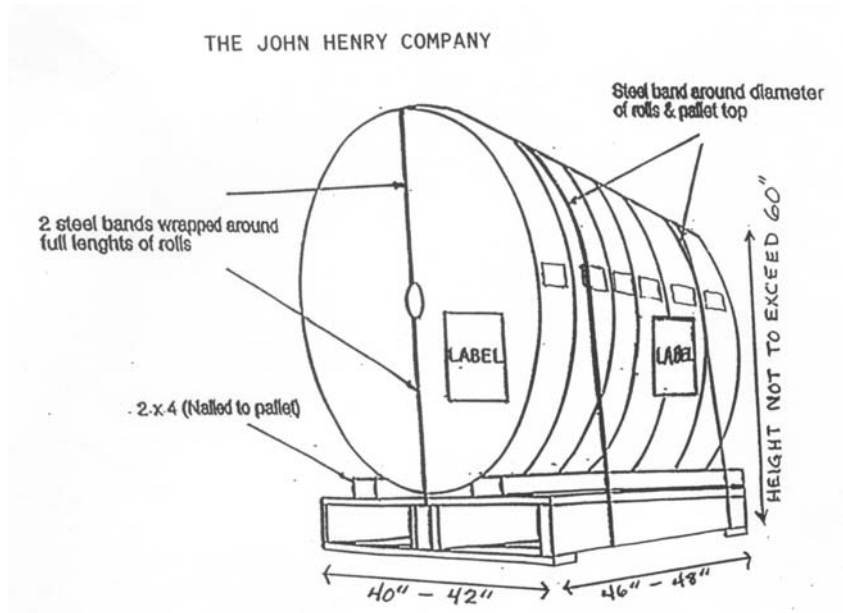


ILLUSTRATION #4 →  
ROLL STOCK  
ROLL STOCK SECTION #18  
ROLLING POSITION



← ILLUSTRATION #5  
ROLL STOCK SECTION #18  
**DO NOT USE** UNLESS  
AUTHORIZED BY THE APPROPRIATE  
JHC BUYER  
POKER CHIP

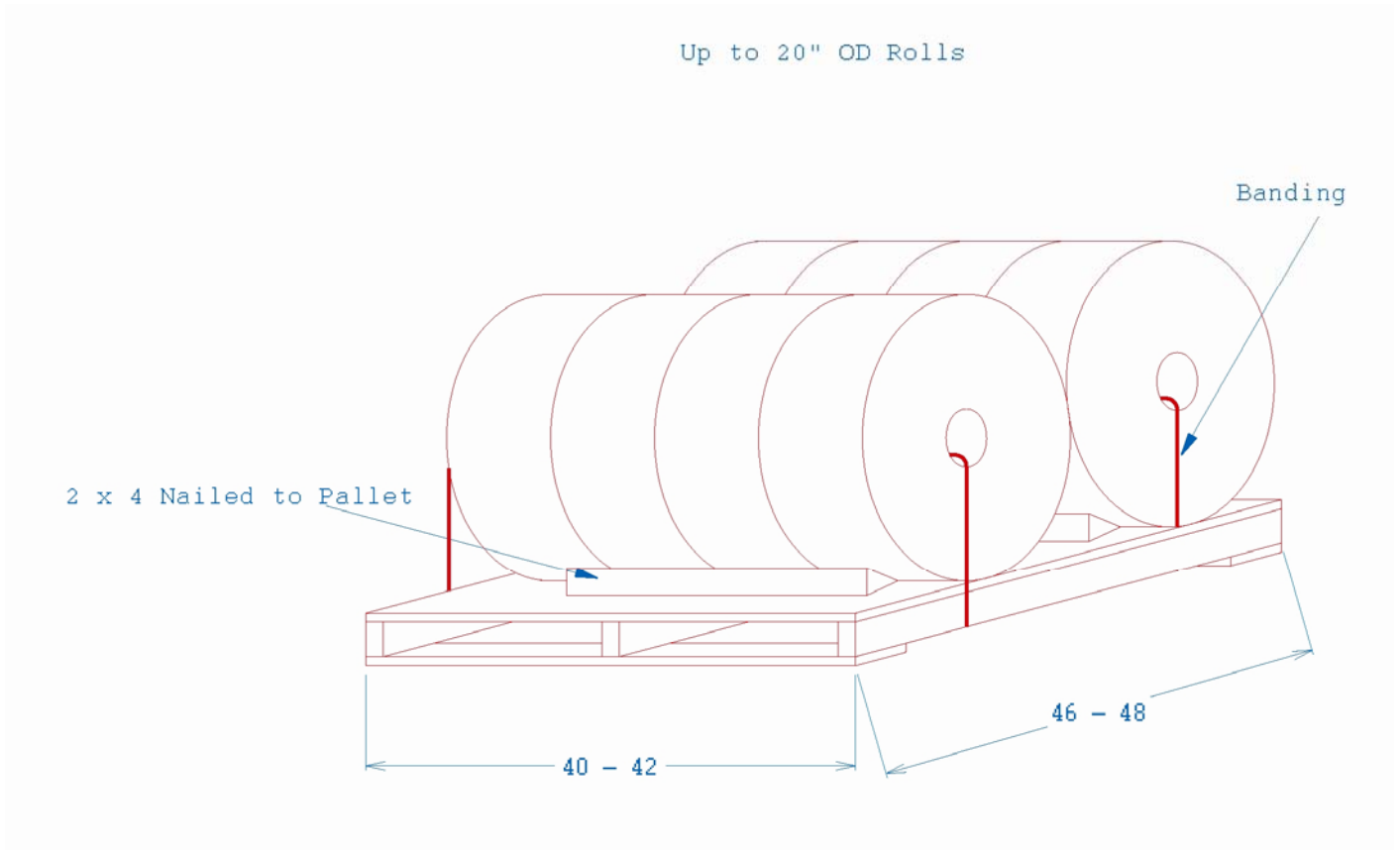


ILLUSTRATION #6  
ROLL STOCK  
SECTION #18.1.10  
20" O.D. OR LESS

**EXAMPLE OF A C.O.C. SECTION 8**

**(8.1.1.1) Company Name: ABC COMPANY**  
**Address: 123 FIRST STREET**  
**ANYWHERE, USA 45678**

**(8.1.1.2) Certificate of Conformance**

**(8.1.1.7) Ship Date:** 4/4/05

**(8.1.1.5) John Henry PO Number:** A12345

**(8.1.1.4) Lot Number:** D05696241354

**(8.1.1.6) John Henry Part Number:** R12345

**(8.1.1.6) Product Description:** 24X36 22PT CIS SBS

**(8.1.1.3) I hereby certify that the above product has been manufactured and evaluated according to our standard test procedures and that it conforms to our product specification requirements.**

**(8.1.1.8) Name: Adam Jones**  
**(8.1.1.8) Title: Quality Manager**