

## Hallmark Retail - Corporate Store Group (formerly SRG)

### DOMESTIC ROUTING - CSG STORES

Effective Dates: 1/01/2009 - 12/31/2009

This routing guide was developed to help manage costs and increase receiving efficiencies at our CSG store locations. We appreciate your company complying with this process.

#### PARCEL SHIPMENTS under 350 pounds -OR- 25 cartons or less

##### Ship FEDEX GROUND COLLECT (formerly RPS).

Hallmark's dedicated FedEx Customer Service Representative is **Grant Gilliland @ (412) 859-2053**, email address: [GRANT.GILLILAND@FEDEX.COM](mailto:GRANT.GILLILAND@FEDEX.COM).

Please contact FedEx Ground Customer Service directly at (800) 231-9219 for barcode supplies and instructions on getting set up to ship COLLECT. Ask the FedEx representative for shipping supplies needed for Hallmark Retail - Corporate Store Group. No account/shipper # should be necessary to ship to us. FedEx Ground will furnish COLLECT shipping barcode labels for your use, which may take 2-3 weeks to arrive.

Do not prepay and add freight charges to your merchandise invoice. Shipments are to be sent FOB destination.

**NOTE:** If you have a FedEx, or 3<sup>rd</sup> party, shipping system you may ship FedEx Ground Collect to us via this method instead of the peel and stick labels described above.

#### LTL SHIPMENTS between 351 and 7500 pounds -OR- greater than 25 cartons

##### Ship YELLOW FREIGHT, COLLECT.

Hallmark's dedicated Yellow Customer Service Representative - Teresa Penning @ (800) 610-6500, option 9, Ext. 7029. Email address is [TERESA.PENNING@YELLOWCORP.COM](mailto:TERESA.PENNING@YELLOWCORP.COM).

All shipments are to be sent FOB destination. LTL shipments that are delivering to the same location, and are shipped on the same day must be combined on one carrier bill of lading. Do not prepay and add freight charges to your merchandise invoice. The bill of lading must include Purchase Order numbers, store number and be marked for INSIDE DELIVERY.

Yellow Freight bills of lading must be marked "**Collect**", with the billing address as follows:

Hallmark Cards, Inc.  
2501 McGee  
Kansas City, MO 64108

#### SHIPMENTS GREATER THAN 7501 POUNDS

All shipments greater than 7500 pounds can be handled via <http://hallmark.nte.com>. If you have any questions, contact Hallmark's Global Transportation department @ (800) 843-5160. The bill of lading must be marked for "24 HOUR NOTICE REQUIRED BEFORE DELIVERY; Call 816-459-4866 ext. 28".

## AIRFREIGHT

Airfreight is not allowed unless authorized per our Buyer. If airfreight is authorized, please use FedEx Express for any shipment less than 150 lbs. and within FedEx published size and weight restrictions. Shipments that exceed these restrictions should be shipped via AFC Worldwide Express\* at 1-800-274-2329.

**\*Hawaii shipments greater than 150 lbs:** Ship via Lynden Air Freight at 816-472-0882. No hazardous or ORM-D products may be sent via air.

## CARTON/SHIPMENT LABELING REQUIREMENTS

### Carton Label:

1. Vendor Name
2. Item Number
3. PO #
4. Carton Quantity
5. Carton \_\_\_\_ of \_\_\_\_ (Example: Carton 2 of 25)

### Pallet Label:

1. Pallet \_\_\_\_ of \_\_\_\_
2. Number of Cases per Item Number
3. Total Number of Cases per Pallet
4. Label Indicating "MIXED ITEMS ON PALLET", if applicable.

If you have specific routing questions or need an updated store listing, please send an email to the following location:  
**CSG\_LOGISTICS@HALLMARK.COM.**