



# **VENDOR SUPPLY CHAIN GUIDE (International Shipments)**

**Applies to all shipments.**

**Standard Operation Policies and Procedures  
Release Date: May 2009**

**Non-compliance with Vendor Supply Chain Guide will result in penalties in the form of a charge back.**

**This version supersedes all previous routing instructions.**

**Future revisions can be found on our website at [www.guitarcenterfreight.com](http://www.guitarcenterfreight.com).**

**This routing guide contains confidential and proprietary information, which Guitar Center shares with its vendors. Dissemination to others is strictly prohibited.**

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## **TO: Our Valued Resources**

Attached are routing instructions that must be followed whenever shipments are made to any of Guitar Center's locations or where Guitar Center is responsible for freight charges. These instructions supersede all previous instructions and are effective with your first shipment to our DC. Routing instructions are issued by the International Logistics Department. Any written or verbal instructions other than those issued by this department are not valid and could result in charges against your account. Future routing instructions will be published on our website at [www.guitarcenterfreight.com](http://www.guitarcenterfreight.com). Any questions regarding instructions contained in this guide should be directed to our International Logistics Department at [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com).

## **Guitar Center Contacts**

### **International Shipments**

Our Group Department Email Address: [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com). This address includes the following people:

Darcy Dyer	317-858-9999 ext 3117
Krishna Marcum	317-858-9999 ext 3151
Becki Brown	317-858-9999 ext 3124

### **Domestic Shipments (LTL and Truckload)**

Domestic Dept. Group Email Address: [GCLogistics@GuitarCenter.com](mailto:GCLogistics@GuitarCenter.com)

Jeff Dickson:	317-858-9999 ext 3302
Courtney Wood:	317-858-9999 ext 3105



**Guitar Center Logistics Instructions**  
**for Shipping International Ocean Containers (full & LCL)**  
**to the Guitar Center Distribution Center**

All vendors are required to complete and return Guitar Center's C-TPAT Vendor Security Profile prior to the sending of your initial shipment. If not completed and returned to Guitar Center prior to your container(s) arriving at the Guitar Center Distribution Center, all containers will be refused. Guitar Center will not be held responsible for additional fees incurred.

1. **The following instructions are to be followed for all shipments.** Any additional charges that are incurred due to non-compliance will be the responsibility of the vendor – Guitar Center will NOT be held responsible.
2. Please make your bookings **1-2 weeks before** your cargo is ready to ensure timely delivery.
3. **The Freight Forwarder must book the shipment through to DROP at Brownsburg, Indiana DOOR.**
4. For Full Container Load (FCL) shipments, all containers must be sealed at the manufacturer's location using an ISO/PAS17712 approved seal. If the container seal number as listed on your packing list does not match the actual seal, your container will be refused. This is in accordance with Guitar Center's C-TPAT regulations.
5. Upon vessel sailing, a copy of your Commercial Invoice and detailed Packing List must be sent to [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com). Acceptable shipping documents must contain the following information:
  - a. Container number(s) and its respective Seal number
  - b. Total number of **Cartons per container** AND number of **Cartons per Purchase Order** [our Purchase Orders are 6 numerals-00 (i.e. 123456-00)]
  - c. Guitar Center Item Number, Product Description (from PO), and **Purchase Order number(s)**
  - d. Origin Port of sailing, and Confirmed on Board Date
  - e. **Country of Origin** (either on Commercial Invoice or the Packing List)
6. Delivering Trucking Company must make a firm drop appointment with the International Logistics Dept. ([InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com)). **Unscheduled attempts to drop will be immediately refused.** Guitar Center will not be responsible for any fees due to non-compliance with this regulation. Always provide your delivering trucking company with Guitar Center's Purchase Order number as this assists us to identify the shipment. Guitar Center Distribution Center Yard Hours are Monday – Thursday 6 a.m.–11:30 p.m.; Friday, Saturday, Sunday 6 a.m. – 6 p.m.
7. Guitar Center Logistics will notify the trucking company (preferably via email) when the container is empty. Empty containers must be picked up within 48 hours of notification. Guitar Center will not be held responsible for any detention charges after notification.
8. Guitar Center DC Receiving staff document any discrepancies or damage and forward this information onto our Corporate Headquarters in Westlake Village, California for reconciliation.
9. For any concerns regarding the documentation or delivery of your shipment, please contact the International Logistics Dept. ([InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com)), or phone to: (317) 858-9999 ext. 3151 or ext. 3124.



**Guitar Center Logistics Instructions**  
**for Shipping FOB (“Free on Board”) and EXW (“Ex-Works”) Ocean**  
**Containers to the Guitar Center Distribution Center**

All vendors are required to complete and return Guitar Center’s C-TPAT Vendor Security Profile prior to the sending of your initial shipment. If not completed and returned to Guitar Center prior to your container(s) arriving at the Guitar Center Distribution Center, all containers will be refused. Guitar Center will not be held responsible for additional fees incurred.

**The following instructions are to be followed for all EXW / FOB shipments. For questions or concerns, you may contact [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com).**

1. If you are shipping from any country outside of North America **except** Taiwan, Korea, or Vietnam, our current designated Freight Forwarder to use is **Expeditors International**. For the countries of Taiwan, Korea and Vietnam, our current designated Freight Forwarder is **NYK Logistics**. Please be sure to make your bookings **1-2 weeks before** your cargo is ready to ensure timely delivery.
2. All containers must be sealed at the manufacturer’s location using an ISO/PAS17712 approved seal. If the container seal number as listed on your Packing List does not match the actual seal, your container will be refused. This is in accordance with Guitar Center’s C-TPAT regulations.
3. Please have your ocean bill of lading “telex/express released”. Upon vessel sailing, please email a complete set of documents (Commercial Invoice, Packing List, and Bill of Lading copy) to [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com). **We cannot accept delivery of containers without the required information and we will not be responsible for any fees due to non-compliance of regulations.**
4. U.S. Customs and Border Protection has instituted Importer Security Filing (ISF) regulations which require us to obtain the following information on ocean import documents :
  - Complete name and address of Manufacturer
  - Seller name and address
  - Container Stuffing Location
  - Consolidator name and address
  - Buyer name and address (Guitar Center Inc., 5795 Lindero Canyon Rd., Westlake Village, CA 91362)
  - Ship To name and address (**Guitar Center DC, 950 Northfield Drive, Brownsburg, Indiana 46112**)
  - COUNTRY OF ORIGIN of goods
  - **Container number(s) and its respective Seal number; Total number of cartons per container, AND number of cartons per purchase order** [our Purchase Orders are 6 numerals-00 (i.e. 123456-00)]
  - Guitar Center **Item number**, Product Description (from PO), and **Purchase Order Number(s)**
  - Currency Code; Price per Unit (including a value for “Samples”); and Terms of Sale (Incoterm)
5. If you need to email documents to our Accounts Payable Department, please email to:  
Chris Roberts = [CRoberts@GuitarCenter.com](mailto:CRoberts@GuitarCenter.com)  
Susanne Casey = [SCasey@GuitarCenter.com](mailto:SCasey@GuitarCenter.com)
6. Guitar Center DC Receiving staff document any discrepancies or damage and forward this information onto our corporate headquarters in Westlake Village, California.
7. If you have any questions concerning the delivery/movement of your shipment or ISF requirements/documentation, please contact the International Logistics Department at [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com). Our phone number is (317) 858-9999 extension 3124 or extension 3151.



**Guitar Center Logistics  
DDP (“DELIVERED DUTY PAID”) Ocean Import Procedures**

**The following instructions are to be followed for all DDP (“Delivered Duty Paid”)/Prepaid shipments.**

1. Guitar Center Forecasting will issue the purchase order to include origin port, Incoterm “DDP Brownsburg, IN”, begin/end ship dates, quantity purchased and expected receipt dates. Any changes that you wish to be made must go through the Guitar Center Forecasting Department.
2. If the Incoterms listed on your Purchase Order say “DDP Brownsburg, IN”, you need to contact your company’s local nominated Freight Forwarder’s office to arrange for container booking and sailing to our **DOOR** in Brownsburg, Indiana.
3. All containers must be sealed at the manufacturer’s location using an ISO/PAS17712 approved seal.
4. Upon vessel sailing, an acceptable Packing List must be emailed to [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com), and must contain the following information:
  - a. Container number(s) and its respective Seal number
  - b. Total number of **cartons per container**, AND number of **cartons per purchase order** [our Purchase Orders are 6 numerals-00 (i.e. 123456-00)]
  - c. Guitar Center Purchase Order number and Item numbers from the PO
5. Receipt of your emailed documents will be the first indication to Guitar Center that your shipment has been loaded onto a vessel.
6. We require an appointment be made for all Container Drop Deliveries. (We are exclusively a **Drop-and-Pull** facility.)
7. **Our facility does not accept LIVE unloads!** Any additional charges that are incurred due to non-compliance with this rule will be the responsibility of the vendor. Guitar Center will NOT be held responsible.
8. Our delivery address is as follows:

Guitar Center Distribution Center  
950 Northfield Drive  
Brownsburg, Indiana 46112  
Attn: International Logistics Dept.
9. Please contact [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com), or via telephone at (317) 858-9999 ext. 3151 or 3124 to arrange a delivery appointment.
10. Guitar Center Distribution Center Yard Receiving Hours are:  
Monday – Thursday 6 a.m. – 11:30 p.m.; Friday, Saturday, Sunday 6 a.m. – 6 p.m.
11. Guitar Center Logistics will notify the trucking company via email when the container is Empty. Empty containers must be picked up within 48 hours of notification. Guitar Center will not be held responsible for any detention charges after notification.



February 4, 2009

Dear Valued Business Partner:

Since September 11, 2001, the environment in which we transport goods from foreign countries into the United States has changed dramatically. One of the more positive changes to the international supply chain was the creation of The Department of Homeland Security's joint initiative, the **C**ustoms-**T**rade **P**artnership **A**gainst **T**errorism (C-TPAT). Guitar Center, Inc. has been a partner in this trade program since its inception.

As part of our C-TPAT agreement with United States Customs and Border Protection officials, we had maintained a requirement for all international vendors to ship all international inbound Guitar Center freight to our Distribution Center, located in Brownsburg, Indiana.

While this process satisfies our concern for the integrity of our international supply chain, we also recognize that extra steps must be taken by both our business partners and Guitar Center staff in order to remain compliant.

I am happy to announce that, effective immediately, all vendors who have completed and returned an **approved** C-TPAT Vendor Supply Chain Security Profile Questionnaire, will be granted exclusive permission to begin routing Special Purchase Orders which originate outside of the United States **directly to the intended Guitar Center store.**

To review our updated shipping procedures, please visit [www.guitarcenterfreight.com](http://www.guitarcenterfreight.com) and review the "Shipments Direct to Guitar Center Stores" link.

Vendors without an approved C-TPAT Vendor Supply Chain Security Profile Questionnaire on file must continue to ship all international inbound shipments to our Distribution Center.

Please direct all questions or concerns, in addition to requests for profile information, directly to our international logistics team at [internationallogistics@guitarcenter.com](mailto:internationallogistics@guitarcenter.com) .

Sincerely,  
Ms. Darcy E. Steckler, CHB  
Manager, International Logistics  
Guitar Center, Inc.



## Guitar Center Air Freight Instructions

Upon receipt of instructions to ship via Airfreight, the following instructions are to be followed. For any questions or concerns, please contact [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com).

As soon as your shipment has been booked, please email your Commercial Invoice and Packing List to [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com). Acceptable shipping documents must contain the following information:

1. Complete name and address of **Manufacturer**
2. **Seller** name and address
3. **Buyer** name and address (Guitar Center Inc., 5795 Lindero Canyon Rd., Westlake Village, CA 91362)
4. **Ship To** name and address (**Guitar Center DC, 950 Northfield Drive, Brownsburg, Indiana 46112**)
5. COUNTRY OF ORIGIN of goods
6. **Total number of cartons**, AND number of cartons per purchase order  
[our Purchase Orders are 6 numerals-00 (i.e. 123456-00)]
7. Guitar Center **Item number**, Product Description (from PO), and **Purchase Order Number(s)**
8. Currency Code; Price per Unit (including a value for "Samples"); and Terms of Sale (Incoterm)

Delivering Trucking Company must make an appointment with the International Logistics Dept. ([InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com)). **Unscheduled deliveries will be immediately refused.** Guitar Center will not be responsible for any fees due to non-compliance with this regulation. Always provide your delivering trucking company with Guitar Center's Purchase Order number as this assists us to identify the shipment. Guitar Center Distribution Center Yard Hours are Monday – Thursday 6 a.m.–11:30 p.m.; Friday, Saturday, Sunday 6 a.m. – 6 p.m.



Guitar Center Logistics Instructions for Shipping via LTL from CANADA  
to Guitar Center Distribution Center

All vendors are required to complete and return Guitar Center's C-TPAT Vendor Security Profile prior to the sending of your initial shipment. If not completed and returned to Guitar Center prior to your freight arriving at the Guitar Center Distribution Center, the shipment will be refused. Guitar Center will not be held responsible for additional fees incurred.

TRADING PARTNER MANAGEMENT (TPM) / INFOLINK ONLY:

Refer to the Guitar Center Vendor User Guide for Trading Partnership Management (TPM), Appendix A for instructions.

The following instructions are to be followed for all shipments.

Email a copy of the Transportation Worksheet to International Logistics at [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com).

- Your approval number and elected carrier will be advised to you within 24 hours of receipt.
- Upon shipping, a Commercial Invoice, Packing List, Bill of Lading and applicable NAFTA certificates must be emailed to our International Dept. group email address: [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com) as well as to our Custom Broker: [GuitarCenter@Expeditors.com](mailto:GuitarCenter@Expeditors.com)
- Acceptable shipping documents must contain the following information:
  - >**Total number of Cartons** AND number of **Cartons per Purchase Order**  
[our Purchase Orders are 6 numerals-00 (i.e. 123456-00)]
  - >Guitar Center Item Number, Product Description (from PO), and **Purchase Order number(s)**
  - >Origin/Shipping Point (City and Province)
  - >**Country of Origin** (either on Commercial Invoice or the Packing List)

General Information

- Our purchase orders indicate a "DO NOT SHIP BEFORE" and a "CANCEL IF NOT SHIPPED BY" date. Only Guitar Center's Purchasing / Merchandising Department can authorize any deviation from the original purchase order window.
- Shipping orders complete is critical. All backorders must be shipped "Freight Prepaid".
- Each carton must show the consignee name, address and Guitar Center Purchase Order number.
- Shipments of mixed P.O's on the same pallet must have a Pallet Control sheet attached.
- Freight should be sorted by purchase order. Items with the same UPC number and Purchase Order number are to be kept together on the same pallet. DO NOT MIX P.O'S or SKU'S in the same carton.
- Shipments requiring more than one trailer/container must have a bill of lading and packing slip(s), which represent the contents of each individual trailer.
- Product received by the Guitar Center that is not covered by an open purchase order will be returned to the Vendor "Freight Collect". The Vendor will be charged the transportation cost to the Distribution Center plus an administration charge. See Violation Codes section.



# Transportation Worksheet

- Requests should be emailed by 10am EST  
24 hrs prior to ship for LTL / 48 hrs for TL.

To: **Guitar Center**  
Attn: **International Logistics**  
Email: **InternationalLogistics@GuitarCenter.com**  
Phone: **317-858-9999**

**Shipment Approval #**

**Carrier to use:** \_\_\_\_\_

Date: \_\_\_\_\_

Vendor: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax #: \_\_\_\_\_

Date Ready: \_\_\_\_\_

Shipping City: \_\_\_\_\_

Province & Postal Code: \_\_\_\_\_

Loading Hrs: \_\_\_\_\_

Weight: \_\_\_\_\_ # Ctns: \_\_\_\_\_

Linear Trl Ft: \_\_\_\_\_

Cubic Feet: \_\_\_\_\_

On Pallets? Yes \_\_\_\_\_ No \_\_\_\_\_

# Pallets: \_\_\_\_\_

Commodity: \_\_\_\_\_

NMFC Items / Class: \_\_\_\_\_

If a P.O. is not shipping complete put "NC" on the end of the P.O. number and use a separate sheet to show detail by SKU. If a SKU is not shipping complete, ship only approved master pack quantities.

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

P.O. # \_\_\_\_\_ #Ctns \_\_\_\_\_ Reason Code: \_\_\_\_\_

Comments/ Special Instructions: \_\_\_\_\_

Reason Code: 1) Cancelled 2) Not on file 3) Previously received 4) Too early 5) Too late

*If you are shipping items that are not InfoLink, always email each shipment's signed BOL with PRO#. Please remember to also email your packing list the day you ship!*



# DIRECT TO STORE Transportation Worksheet

- Request must be emailed by 10am Eastern Time  
- 24 hrs prior for LTL shipment only.

To: **Guitar Center**  
Attn: **Int'l Logistics**  
Fax: [InternationalLogistics@GuitarCenter.com](mailto:InternationalLogistics@GuitarCenter.com)  
Phone: **317-858-9999**

**Shipment Approval #**

**Carrier to use:** \_\_\_\_\_

Date: \_\_\_\_\_

Vendor: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax #: \_\_\_\_\_

Date Ready: \_\_\_\_\_

Shipping City: \_\_\_\_\_

Province and Postal Code: \_\_\_\_\_

Loading Hrs: \_\_\_\_\_

Weight: \_\_\_\_\_ #Ctns: \_\_\_\_\_

Linear Trl Ft: \_\_\_\_\_

Cubic Feet: \_\_\_\_\_

On Pallets? Yes \_\_\_\_\_ No \_\_\_\_\_

# Pallets: \_\_\_\_\_

Commodity: \_\_\_\_\_

NMFC Items / Class: \_\_\_\_\_

*If a P.O. is not shipping complete put "NC" on the end of the P.O.# and use a separate sheet to show detail by SKU.*

P.O. # \_\_\_\_\_

#Ctns \_\_\_\_\_

Store Numbers: \_\_\_\_\_

P.O. # \_\_\_\_\_

#Ctns \_\_\_\_\_

Store Numbers: \_\_\_\_\_

P.O. # \_\_\_\_\_

#Ctns \_\_\_\_\_

Store Numbers: \_\_\_\_\_

P.O. # \_\_\_\_\_

#Ctns \_\_\_\_\_

Store Numbers: \_\_\_\_\_

P.O. # \_\_\_\_\_

#Ctns \_\_\_\_\_

Comments/ Special Instructions: \_\_\_\_\_

Reason Code: 1) Cancelled 2) Not on file 3) Previously received 4) Too early 5) Too late

*Do not complete the (DIRECT TO STORE) Transportation Worksheet if a PO is Special Order  
and already has pre-assigned routing from Purchasing/Merchandising Dept. of UPS or AIRFREIGHT.*

