



Syndigo Shipping Instructions

Please fill out the attached Syndigo Request Form and attach with every shipment of product. Products will not be processed without a completed Syndigo Request Form.

Before shipping your products, please read the attached Syndigo Packing Instructions to determine the number of samples needed and other details.

Send product samples to:

Syndigo Capture Station, Raley's Project
Attn: Bill Sass
5244 Edgewood Ct.
Jacksonville, FL 32254

PACKING INSTRUCTIONS

The following instructions illustrate how to ship products directly to the Syndigo facility

If the products are perishable:

- Ship perishable items on Mondays or Tuesdays to ensure products are received before the end of the week.
- Package all products in dry ice for shipping.
- Write "PERISHABLE" on the outside of each box containing perishables.

If the products are breakable:

- Package all products in bubble wrap, peanuts, shredded paper, etc.

Nested and tray products:

- Nested products require two samples to ensure accurate nest dimensions. (Example: If a bowl sits inside another bowl, two sets will be needed).
- Tray packs should be submitted full and noted under "special instructions" if both the tray and the single item are to be processed.
- Product mock ups, sales samples, and prototypes:
- Items must contain an accurate GTIN UPC or the sample will not be processed, unless pre-requested, in which case Syndigo can provide a temporary UPC.
- Sales samples can be processed for Space Management purposes; however, full label detail will only be captured at Syndigo's discretion if product information appears to be complete.
- If a product prototype is to be returned, mark the return and shipping information on the data request form. Syndigo is not responsible for



return of prototypes which are not properly marked at the time of delivery to Gladson.

- Warehouse Club and promotional/seasonal items:
- These items will require an up charge. Please speak with your Syndigo account representative if you have questions.

Return of items:

Please note: Items sent for processing will not be returned unless otherwise indicated on the Request Form.

Please ensure that all products are shipped in sturdy boxes to maintain accurate product and packaging dimensions for imaging.

Syndigo Capture Station, Raley's Project

Attn: Bill Sass

5244 Edgewood Ct.

Jacksonville, FL 32254

Questions?

For questions or more information on the Gladson service, please contact Gladson directly. Gladson will answer any of your questions including the status of your items being processed. You can also request a current item list to check for updated packaging.

Syndigo Client Services <https://www.syndigo.com/contact-us/> | Phone: (866) 594-0777

Business Hours: Monday – Friday 7:00am - 5:00pm CST

SYNDIGO REQUEST FORM																									
1 About You	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 30%; border-right: 1px solid black;">Today's Date:</td><td></td></tr> <tr><td style="border-right: 1px solid black;">Company Name:</td><td></td></tr> <tr><td style="border-right: 1px solid black;">On Behalf of:</td><td>Raley's Project</td></tr> <tr><td style="border-right: 1px solid black;">Your Name:</td><td></td></tr> <tr><td style="border-right: 1px solid black;">Email:</td><td></td></tr> <tr><td style="border-right: 1px solid black;">Phone:</td><td></td></tr> <tr><td style="border-right: 1px solid black;">Address:</td><td></td></tr> </table>	Today's Date:		Company Name:		On Behalf of:	Raley's Project	Your Name:		Email:		Phone:		Address:											
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2 Processing (Please check all services you are requesting)	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%; text-align: left;">SYNDIGO Service</th> <th style="width: 15%;">Number of SKUs</th> <th style="width: 15%;">Number of Boxes</th> <th style="width: 10%;">Number of Trays</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Space Management</td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> E-Services (Final packaging ONLY)</td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Advertising* (Final packaging ONLY)</td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> MDS**</td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Planogram</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Any Products to be Rushed? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>How Many Days Rushed? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <small>(If yes, rush charges will be applied. Normal turnaround time is specified in your contract.)</small></p> <p>Any Products On-Hold? <input type="checkbox"/> YES <input type="checkbox"/> NO</p>	SYNDIGO Service	Number of SKUs	Number of Boxes	Number of Trays	<input type="checkbox"/> Space Management				<input type="checkbox"/> E-Services (Final packaging ONLY)				<input type="checkbox"/> Advertising* (Final packaging ONLY)				<input type="checkbox"/> MDS**				<input type="checkbox"/> Planogram			
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3 Return	<p>Any Products to be Returned? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; border: 1px solid black;">Return Address</td> <td style="border: 1px solid black;"></td> </tr> <tr> <td style="border: 1px solid black;">Attn:</td> <td style="border: 1px solid black;"></td> </tr> <tr> <td style="border: 1px solid black;">Phone:</td> <td style="border: 1px solid black;"></td> </tr> </table> <p>How Are Products to be Returned? <input type="checkbox"/> UPS <input type="checkbox"/> FedEx <input type="checkbox"/> FedEx Ground</p> <p>Service Type? <input type="checkbox"/> Standard <input type="checkbox"/> Priority <input type="checkbox"/> Overnight</p> <p>Acct #: <small>(Your account will be charged the shipping cost on any items you indicate to be returned upon completion)</small></p>	Return Address		Attn:		Phone:																			
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4 Shipping Instructions	<p>Send Products to: Syndigo Capture Station, Raley's Project Attn: Bill Sass 5244 Edgewood Ct. Jacksonville, FL 32254 <small>(Fill out form, print and include a copy with your shipment. Complete shipping instructions are located on page 2.)</small></p>																								
5 Special Instructions																									

FOR GLADSON USE ONLY	Initials	#	Date	Notes
Shipping & Receiving:				
GEM:				
Scheduling:				
Photography:				
Warehouse:				