



Simon & Schuster

Returns Guidelines for Packing & Shipping Non-EDI Returns

The following guidelines represent minimum recommended steps to properly pack and ship non-EDI returns to Simon & Schuster:

- (1) **Returns Packaging** - Returned product should be placed in cartons, whose individual weight should not exceed 35 pounds. If a return is to be shipped via a freight carrier to the Returns Center, the return should be received on standard pallets of good construction, stacked no more than 52" high.
- (2) **Debit Memo** - Issue separate debit memos for wholebook returns, stripped cover returns, and refusals. For refusals please provide the Simon & Schuster (S&S) invoice number.
- (3) **Pallet Marking** - For freight sized returns (shipped on pallets as noted above), each pallet should be clearly marked with the following information: (attachment #1 - Pallet Header)
 - Customer Name
 - S&S Customer Account Number
 - Debit Memo/Claim number
 - Pallet number – Pallet 1 of X, 2 of X, etc. where X indicates the total number of pallets in the return shipment.
 - Debit memos should not span shipments
 - Debit memos should not be mixed on a pallet
 - Pallets should be marked "CARRIER: DO NOT BREAK DOWN PALLET"
- (4) **Carton Marking** - Carton-level shipments (if shipped via a package carrier i.e. UPS, RPS, etc.), should be clearly marked with the following information: (attachment #2 - Label)
 - Customer Name
 - S&S Customer Account Number
 - Debit Memo/Claim number
 - Customer Address
 - Carton number – Carton 1 of X, 2 of X, etc. where X indicates the total number of cartons in the return shipment.
- (5) **Packing List Attachment** - The customer's Packing List should be placed prominently on the return in an envelope marked "PACKING LIST ENCLOSED". The envelope should be attached to the lead carton of each pallet.
- (6) **Returns Center Address** - Returns should be shipped prepaid, at customer expense, to the Returns Center at the following address:
Simon & Schuster
c/o American Book Company
407 E Old Andrew Johnson Hwy
Dock # 18
Jefferson City, TN 37760
- (7) **Delivery Appointments are Required** - The transportation carriers for customers must schedule delivery appointments with the Returns Center. The hours for Receiving are 7:00 am to 4:00 pm EST Monday through Thursday and 8:00 am to 2:00 pm on Friday (except for Holidays). Customer or transportation agent must arrange and verify appointment before delivery to the Returns Center. **Although appointments will be provided on a first come basis, there are times during the year when backlogs may delay appointments.** Schedule a delivery appointment by calling (888) 261-5384. When making the appointment, the following information should be available:
 - Customer Name
 - S&S Customer Account Number
 - Number of Pallets
 - Number of Cartons

**CUSTOMER NAME
S&S ACCOUNT NUMBER
DEBIT MEMO/CLAIM NUMBER**

PALLET 1 OF 22

**CARRIER: DO NOT BREAKDOWN
PALLET**

CUSTOMER NAME
S&S ACCOUNT NUMBER
CUSTOMER ADDRESS
DEBIT MEMO/CLAIM NUMBER
Carton 1 of X

Attachment 2
(CARTON LABEL)