

Important Routing Guidelines

February 2024

The Hope Group is pleased to announce that we have partnered with UPS as our parcel transportation provider. We are committed to offering our customers a high-quality product and we realize that our suppliers are crucial to that commitment.

In an effort to ensure exceptional levels of service to our customers and to control transportation costs we have updated our routing instructions. These routing instructions supersede any other routing instructions previously disbursed. With this change, we can better ensure adherence to our expected level of service by asking for your cooperation in routing shipments, as outlined below.

Shipments are to be processed on UPS Ship Manager at www.ups.com.

The definition of a shipper includes: The Hope Group locations, Suppliers and Supplier direct shipments.

Small Parcel Shipping Instructions and Requirements

All small parcel non-palletized packages should be sent UPS Ground. This includes non-palletized multiple piece shipments up to a total shipment weight of 250 pounds.

- Consignee: As indicated on PO (address to The Hope Group location or <u>Authorized drop-ship</u>)
- Declared Value: Enter "0"
- Service Type: Select UPS Ground® ~ unless otherwise stated on PO
- Billing Details * Our UPS Account # will be referenced on the PO *
 - Delivery to a The Hope Group location: Select "Bill transportation to Recipient"
 - Authorized direct-ship (drop-ship): Select "Bill transportation to 3rd Party"
- Your Reference
 - Enter The Hope Group Purchase Order (PO#)
 - Field Required → Must appear on the shipping label



US Domestic LTL (less-than-truckload) Shipping Instructions and Requirements

All Shipments in the US – R & L Carriers Collect unless otherwise stated on the PO

Payment Terms – 3rd party

3rd Party Bill to: The Hope Group

c/o Prime Logistics Partners

PO Box 13110 Chandler, AZ 85248

UPS Package Pickup

If you already have a regular pick up (Air or Ground), no additional fees will be incurred. If you don't have a regular pickup with UPS, you can schedule your package pickup online at www.ups.com or by calling 1-866-742-5877. You may drop off your packages at a UPS staffed facility to avoid pick up fees. All origins can find information at www.ups.com including local UPS Customer Service numbers.

Compliance Guidelines

Any fees due to deviations from this specified routing and/or PO, without prior authorization from The Hope Group will be billed back to the supplier. If for any reason you are unable to follow these instructions, please contact The Hope Group. Each supplier is responsible for communicating and implementing this transportation directive to their Logistics Department and/or all individuals responsible for shipping to or on behalf of The Hope Group.

Account Confidentiality

The Hope Group transportation billing information is confidential and should only be communicated for the limited purpose of preparing UPS shipments under these instructions. Do not post this information online or make it available beyond what is required for your company to follow these instructions. The Hope Group accounts are monitored for abuse.

he Hope Group Support

If you have questions regarding a specific order, contact the buyer who placed the order. If you have questions about this document, please contact The Hope Group Operations Team.

The Hope Group looks forward to continuing our work together to achieve our strategic business goals. Thank you for your cooperation and support.

Regards,

Donna Tibbetts

Donna Tibbetts
Director of Operations