

Lenovo Global Labeling Guide

Volume 3 – Shipping Labels and Case Content Labels

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1.0 Introduction

This is volume 3 of a series of volumes which document what labels, packing lists and advice of delivery (AoD) / proof of delivery (PoD) should look like to conform to the needs of Lenovo. A list of all of the volumes in the Global Labeling series appears in volume 1 “Overview and General Rules” (Lenovo part number 41U2997).

This document here defines the rules that apply to shipping labels and case content labels.

Before reading this volume you should first read volume 1. It contains background information that pertains to all of the volumes in the Global Labeling series.

Further details, samples of labels, country specific requirements, carrier requirements, etc can be found in the Lenovo EDI/SUS Mapping Guide (from BT team).

2.0 Definition

2.1 Shipping Label

A shipping label is a label which is affixed to the shipping container. Its purpose is to provide all necessary information to all involved parties in the logistics chain in order for them to perform shipping and handling of the product in a most efficient way.

A shipping label, even if it contains product information, never is a substitute for the Product Package label on the individual product package.

2.2 Case Content Label

A ‘Case Content Label’ (or ‘Pallet Label’ or ‘9S Label’) itemizes what is contained in a case container, overpack box, or pallet to which it is affixed. Besides the shipping label, it is the most outer label of the shippable unit or entity.

Note: Do not confuse the case content label with the product package label. In detail the main differences are:

A product package label is a label affixed to the immediate container of a particular, designated product, which may consist of one or more different items, in a quantity of one or more than one.

Example 1: a desktop computer coming with a keyboard, mouse, cables and handbook.

Example 2: a package containing a quantity of xx memory chips.

The case content label is affixed to a pallet or container which represents a higher (consolidation) level of packaging of like or unlike items.

Example 1: a pallet containing xx (single packed) ThinkPads.

Example 2: an (overpack) box containing a quantity of x of item A, y of item B and z of item C.

3.0 Rules for Applying Shipping Labels and Case Content Labels

Each case (i.e. pallet or transport unit) must contain at least:

- 1 Shipping Label
- 1 Case Content Label

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4.0 Requirements

This section defines the general layout and content of Lenovo shipping labels and case content labels.

4.1 General Layout of a Shipping Label

Use this specification unless your shipments are handled by a carrier who enforces the use of their own specification. Wherever possible, try to arrive at a compromise between Lenovo's and the carrier's requirements. The appendix of this guideline shows a couple of examples how the different requirements could be merged together.

Ship From:	Ship To:	} Section 1 For carrier use
Return To:	(52L) Ship to Postal Code:	
Carrier Tracking Number:	Shipping Unit Number:	
Ship Via:	(4V) SCAC	
Customer Information:	} Section 2 For customer checking	
(K) Customer PO		(16K) Delivery No
(P) Customer Assigned P/N:		
(Q) Quantity:		
(1K) Order Number:		
Dimension:	Weight:	} Section 3 For Lenovo tracking
(9S) Case Number / (00) SSCC		

Figure 1: General layout of a Shipping Label

Note: The label shown above is not to scale. In order to print all of the information, a label with dimensions of at least 15cm by 11cm (5.9 inches by 4.33 inches) is required.

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4.2 General Layout of a Case Content Label

The general format and layout of a case content label is shown in figure 2 below. The data elements which are printed in the segments are described in section 4.4. If the case content label does not fit on one label, print a second one and attach them next to each other. Please note that certain countries / order routes may have specific requirements. Figure 3 shows layout for PRC Only.

Part Number:	Date:	Page Count:
Delivery Number:	(Q) Total Qty:	
Shipping Unit Number:		
(9S)World Trade Case Number:		
(1P)Part Number/ (1S)M/T Model S/N (Q)QTY (4L)Origin		
.....		
Origin Statement		

Figure 2: General Layout of Case Content Label

Part Number:	Date:	Page Count:
Weight:	(Q) Total Qty:	
(9S)World Trade Case Number:		
(1S) M/T Model S/N (Q)QTY (4L)Origin		
.....		
Origin Statement		

Figure 3: Layout of Case Content Label for PRC Only

4.3 Data Elements on Shipping Labels

The following table shows the data elements that are used on a Shipping Label:

Section	Data element	Format *	DI *	Barcode*	Comments
1.1	Ship From	AN 6x35	N/A	N/A	REQUIRED. Name and address of the physical location which initiated the shipment. For shipment issued from OEM&ODM factories, the layout should be Line1: manufacture name Line 2:”For LENOVO” Line 3:manufacture address
1.2	Ship To	AN 7x35	N/A	N/A	REQUIRED. Large/bold print. Specifies the address where the shipment is to be delivered physically. Ideally, this should be the address of the end customer. It shall appear in bigger letters to distinguish it from the sending address. The city, state, postal code, and country should appear bolder than the rest of the Ship To address. Additionally the country name must be fully spelled out. Note: If for any reason (e.g. foreign trade legal) the “Ship To” address is not the end customer’s address, but a Lenovo or Lenovo contracted entity, the shipping label must be replaced by this entity to show the address of the final destination / customer. Phone number of customer REQUIRED. Specifies a phone number of the customer that the carrier can call for help if there are problems with the delivery of a shipment.
1.3	Return To	AN 6x35	N/A	N/A	REQUIRED. Refer to Lenovo EDI/SUS Mapping Guide.
1.4	Ship to Postal Code	AN 5..9	52L	REQUIRED	REQUIRED IF mandated by the carrier. “Zip Code” in the U.S. If bar coded, no dashes or spaces must be encoded.
1.5	Carrier's Tracking Number	AN 1..20	N/A	REQUIRED	REQUIRED IF mandated by the carrier. Specifications vary from carrier to carrier. The shipping system may acquire a range of tracking numbers from each carrier and increment through each range according to the algorithm furnished by the carrier. Contact the carrier for direction how to proceed on this. At present, it’s HAWB number for Air and keep blank for Ocean.
1.6	Shipping Unit Number		N/A	N/A	OPTIONAL For internal use only. Shipping unit number is used to identify a case in storage. It is permitted to appear on case content label but not required.
1.7	Ship Via	AN 6x35	N/A	N/A	REQUIRED IF the shipment is routed via a dedicated hub or Consolidation Center. Identifies the full address or just the name or location code of the consolidation center. The carrier contract then identifies the full address of the consolidation center.
1.8	SCAC code	A 4	4V	REQUIRED	REQUIRED for all sources and Geographies, which is followed by route code. Route code is not included in bar code. SCAC means "Standard Carrier Alpha Code" and is a unique identifier for a carrier.
1.9	Customer Information	AN 6x35	N/A	N/A	REQUIRED if the order is first sent to a consolidation center. Identifies the end customer address. For some consolidation centers, only the end customer number need be specified.

Section	Data element	Format *	DI *	Barcode	Comments
2.1	Customer PO	AN 1..20	K	REQUIRED	REQUIRED. It is Customer Purchase Order Number that the customer has assigned to the shipment. Presence of the Customer Purchase Order Number (CPO) on the shipping label, the packing list and the delivery note has been identified as the number one business partner required. Note: if omitted at order entry time, the title "(K) Customer Purchase Order" should be printed on the label, but no bar code should appear.
2.2	Customer Assigned P/N	AN 1..22	P	REQUIRED	REQUIRED. This is the part number that the customer assigned to the goods. If omitted at order entry time, the title "(P) Customer Assigned p/n" should be printed on the label, but no bar code should appear. This is to ensure space is available on the label when the SKU is provided. If Customer order by the P/N Lenovo created, show the Lenovo P/N instead.
2.3	Quantity	N1...8	Q	REQUIRED	REQUIRED. Total quantity of goods that contained in a shipping unit.
2.4	Order Number	AN 6..20	1K	REQUIRED	REQUIRED. Refer to Lenovo EDI/SUS Mapping Guide.
2.5	Delivery No	AN6...20	16K	REQUIRED	REQUIRED. This number is a bridge between customer PO and WTC number. If partial shipment permitted, one customer PO maps to multiple delivery numbers. Else a PO maps to a unique delivery number. One delivery number may be mapped to multiple WTC numbers.
2.6	Dimension	N	N/A	N/A	REQUIRED. It is dimensions of a shipping unit. It is imperative that it be expressed in metric (centimeters). It should additionally be expressed in the British system (inches). Do not print leading zeros. Print one decimal with inch and centimeters. Apply following rules for rounding: round up if the decimal equals or is greater than 0.05, otherwise round down.
2.7	Weight	N	N/A	N/A	REQUIRED. It is weight of a shipping unit. It is imperative that it be expressed in metric (kilograms). It should additionally be expressed in the British system (pounds). Do not print leading zeros. Print three decimal with kilograms and pounds. Apply following rules for rounding: round up if the decimal equals or is greater than 0.0005, otherwise round down.
3.1	Case Number	AN 13	9S	REQUIRED	Alternative of 3.1 and 3.2, Same to WTC number. This is Lenovo's tracking number for the shipping unit. The prefix is assigned by lenovo to identify source of supplier. Contact local PM for prefix details. Large/bold print. The bar code and human readable text must appear appreciably larger than other items on the label. Consult with Lenovo Corporate Standard C-S 1-1121-015 under the appropriate data identifier (e.g. 9S) on the rules and format of this tracking number. Note: In the future, the case number will be replaced by the License Plate.
3.2	SSCC (Serial Shipping Container Code, License Plate Number)	AN 18	No "DI" AI "00"	REQUIRED Encoded in UCC/EAN-128 symbol	Alternative of 3.1 and 3.2. This is Lenovo's tracking number for a shipping unit. More and more business partners such as Best Buy and Wal-mart brought up SSCC request since early 2010, so WTC/Case number would be replaced by SSCC step by step. Refer to Appendix C for SSCC implementation guides.

Table 1: Data Elements of Shipping Labels

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4.4 Data Elements on Case Contents Labels

Following is the list of data elements that are required to be printed on case content label (Table 4) . See appendices A for examples.

Data element	Format*	DI*	Barcode*	Comments
Part Number	AN 7 ...10	1P	N/A	REQUIRED. It is the part number that the customer assigned to the goods. If Customer order by the P/N Lenovo created, show the Lenovo P/N instead.
Delivery No	AN6...20	16K	N/A	Refer to description on page 6, Vol 3. Begin with text "Delivery #" followed by the 6-20 digit numbers and it must be consistent with Delivery No showed on shipping label. Note: Not required for PRC
Date	YYYY-MM-DD	N/A	N/A	REQUIRED. Represents the date the case or pallet has been created, activated or date the label or packing list has been printed and attached to the entity.
Page Count	Page X of Y	N/A	N/A	REQUIRED.
Total Qty	AN1...4	Q	REQUIRED Optional for PRC	REQUIRED.
Weight	N	N/A	N/A	Weight of shipping unit. Note: Required for PRC only.
Shipping Unit Number	AN 8...13	N/A	REQUIRED	OPTIONAL For internal use only. Shipping unit number is used to identify a case in storage. It is permitted to appear on case content label but not required.
World Trade Case Number	AN13	9S	REQUIRED	REQUIRED. Must be the same to case number as shown on the case's/pallet's shipping label.
M/T MODEL S/N	AN14...22	1S	REQUIRED	REQUIRED The space between M/T MODEL (Lenovo Machine Type-model) and S/N (Serial Number) is for readability, it does not appear within the actual bar code. Note: Actually it is showed with P/N+S/N. For Idea brand in PRC shipments, It should be S/N+M/O. M/O, manufacture order number.
Lenovo Machine Type-model	AN 7...8	1P	REQUIRED	REQUIRED IF the product has been ordered by the customer as a machine type-model.
Serial Number	AN7...12	S	REQUIRED	REQUIRED IF the product is serialized. Note: dashes must be omitted in the serial numbers.
QTY	N 1..8	Q	REQUIRED	REQUIRED. Quantity of the item.
Origin	A2	4L	REQUIRED	REQUIRED. Two character ISO 3166 Country code for each listed item. Refer to Global Labeling Guide Volume 1 (Lenovo part number 41U2997) for the definition of country of origin.
Origin Statement	N/A	N/A	N/A	REQUIRED. Statement "Made in XXX" is mandatory, "XXX" is the full names in English of the countries of origin of the products of this shipping unit and which are listed on this case content label or packing list.

Table 2: Data Elements of Case Content Labels

Note: If a product has multiple designations (e.g. "machine type-model" and "part number"), the 1P should be used to identify the principal

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supplier identification of the entity as viewed by the customer. For example, if Lenovo is the supplier and the product is referred to as "machine type-model" and "part number", the 1P should be used with the designation that is most recognized for that product by the majority of Lenovo's customers. Then, use the 30P or 31P to represent the other designation if it is necessary to bar code it.

5.0 Special Considerations

In a supply chain "consolidation" means that products from several sources are collected at a "consolidation center" or hub before being shipped as one shipment to the end customer.

- In the United States the "Ship To" address is used to identify the consolidation center and the "Mark for" address is used to identify the end customer. The shipment is relabeled at the consolidation center to then show the "Ship to" address of the final customer.
- In some countries (e.g. China) it is a legal requirement to show the importing company as the "Ship to" address. This also means relabeling at the Lenovo platform / consolidation center.
- In Europe the "Ship To" address is used to identify the address of the end customer and the "Ship Via" address is used to identify the consolidation center or platform / hub. The carrier is directed to deliver the shipment to the "Ship Via" location. The contracted carriers know the full address of the consolidation center. The shipment is not relabeled at the consolidation center.

6.0 Label Placement

Apply the following rules when placing shipping labels and case content labels on your shipping container:

1. Without covering up other labels, place the shipping label(s) in the center of the narrow side of your shipping container. If this cannot be done without covering up other labels, place in the nearest spot that does not cover up other labels.
2. The shipping label may be affixed at a 90 degree angle if carton dimensions will not permit it to be affixed at normal orientation.
3. Ensure that the label is straight and parallel with the sides.
4. Remove or cover previous/old shipping labels that are obsolete.
5. If required for ease of scanning and inventory, apply a second identical label to an adjacent side. If boxes are loaded on a pallet in a consistent way to as always have a label showing, there is no need to apply a 2nd label on an adjacent side.

7.0 Carrier Shipping Label Requirements

Certain Carriers may have special requirements regarding layout and content of shipping labels for transport units that are phased into their transportation network. Please consult with the carrier's guidelines for details on these requirements. From a Lenovo perspective, it is desirable to receive a compromise between the two requirements – with as many of Lenovo's requirements as possible accepted by the carrier and incorporated into the labels. See examples in the appendices.

Appendix A. Shipping Label for DHL

Below is sample of shipping label for DHL (printed in Oct 2010).



Appendix B. Shipping Label for UPS

If you use UPS (United Parcel Services) as a carrier, please be aware that they have very strict guidelines for the layout of shipping labels. For a complete description of these guidelines, obtain a copy of "UPS Guide to Labeling" (2008 edition) from your local UPS representative. This document gives very precise directions on

1. Data elements
2. Height of bar codes
3. Fonts to be used for each field
4. Internal structure of the Maxicode 2d symbol.

Please work closely with UPS to verify that your labels conform to the UPS specification. This can be a very time consuming process.

Note: There are U.S. and European versions of the UPS Guide to Labeling. Use the version for your geography.

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Appendix C. SSCC Implementation Guides

C.1 Definition

The Serial Shipping Container Code (SSCC) is used to identify individual logistic unit. A logistic unit can be any combination of units put together in a case or on a pallet or truck where the specific unit load needs to be managed through the supply chain. The SSCC enables this unit to be tracked individually which brings benefits for order and delivery tracking and automated goods-receiving.

The unique identification of logistics units is achieved in the EAN.UCC System by the use of the SSCC (Serial Shipping Container Code). The SSCC is an 18-digit numeric data structure. The uniqueness of the data structure is ensured through the use of the EAN.UCC Company Prefix, which is supplied by the UCC or another EAN Member Organization. This Company Prefix, when combined with the serial number that is assigned by the member company, acts as an identifier or “license plate” and provides access to information stored in computer files, which are transferred through electronic business transactions.

C.2 Data structure

The Application Identifier (00) indicates that the GS1 Application Identifier data field contains an SSCC. When printed in a bar code the correct symbology is UCC/EAN-128. The SSCC is an 18 digit number that comprises of the following:

SSCC (Serial Shipping Container Code)																		
Application Identifier	Extension Digit	GS1 Company Prefix										Serial Reference	Check Digit					
0 0	N ₁	N ₂	N ₃	N ₄	N ₅	N ₆	N ₇	N ₈	N ₉	N ₁₀	N ₁₁	N ₁₂	N ₁₃	N ₁₄	N ₁₅	N ₁₆	N ₁₇	N ₁₈

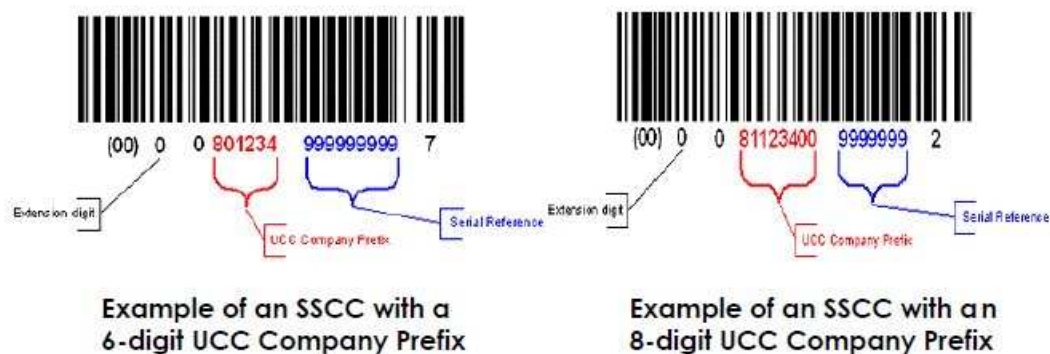
Extension digit – has no defined logic, and is available to the member company to increase the capacity of the Serial Reference.

EAN.UCC Company Prefix – the number assigned to your company by either an EAN Member Organization or by the UCC. The inclusion of the EAN.UCC Company Prefix ensures uniqueness throughout the world. The EAN.UCC Company Prefix is assigned to companies in varying lengths. Note: A UCC Company Prefix is converted to an EAN.UCC Company Prefix by adding a leading zero. Examples: the UCC Company Prefix 614141 will be 0614141 and the UCC Company Prefix 81123456 will be 081123456.

Serial Reference – the number assigned by the holder of the EAN.UCC Company Prefix to uniquely identify the logistic unit. The Serial Reference varies in length as a function of the EAN.UCC Company Prefix length. Note: The combined length of the EAN.UCC Company Prefix and Serial Reference is always 16 digits.

Check Digit – a calculated one-digit number used to ensure data integrity. To understand how this digit is calculated; visit the UCC at www.uccouncil.org/checkdig.htm.

Examples – see below figures.



C.3 Symbology

SSCC should be encoded in UCC/EAN-128 symbol. (More details refer to GB/T 15425)

Appendix D. Revision History

Date	Version #	Revisions Made
Feb 28, 06	1.0	First version for Lenovo
Mar 13,09	2.0	Revise general layout and associated descriptions of data elements
May 19,10	3.0	Add SSCC implementation guides in Appendix C
Jan 24, 2011	4.0	Add requirement of case content label and delete it in Volume 7
Mar 23, 2011	4.1	Revise origin statement requirement on case content label

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