



# **Delaware North Parks & Resorts**

## **SUPPLIER GUIDELINES**

**Delaware North Parks & Resorts  
Supplier Guidelines**

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## SUPPLIER CHECKLIST

Supplier \_\_\_\_\_ Date \_\_\_\_\_

I have received the "Delaware North Parks & Resorts Supplier Guidelines" containing the following information:

- SUPPLIER CHECKLIST
- SUSTAINABILITY AND RETAIL
- SMALL PARCEL VS FREIGHT SHIPPING REQUIREMENTS
- GENERAL PACKING INSTRUCTIONS
- SUPPLIER CHARGE BACKS
- SHIPPING & CANCELLATION INSTRUCTIONS
- PURCHASE ORDER REQUIREMENTS
- PRE- TICKETING PROGRAM
- ACCOUNTING/PAYMENT PROCEDURES
- GENERAL INFORMATION
- CONTACT INFORMATION

The above information has been read, understood and forwarded to all concerned departments.

Signed \_\_\_\_\_ Title \_\_\_\_\_

Date \_\_\_\_\_

**Please complete this form and return to Buyer**

***Complete contact information can be found on Page 19 of this document.***



**SUSTAINABILITY AND RETAIL**



Dear Vendor/Supplier,

One of the hallmarks of Delaware North is the focus we put on environmental stewardship and corporate social responsibility. GreenPath®, our sustainability program is an integral component of our business strategy to reduce environmental impact, improve operational efficiency and contribute positively to the communities where we operate.

We recognize that responsible management of the supply chain directly affects sustainability with far-reaching benefits to the environment, society and economy. Delaware North values relationships and understands the power of partnerships to align and leverage resources.

As a vendor/supplier, we request that you join our efforts to source sustainable products that address materials sourcing, design for end of life, manufacturing, packaging and transportation to promote a circular economy. Please consider the following steps towards reducing your impacts.

- **Materials Sourcing:** practice source reduction, promote the use of recycled content, renewable, organic, non-toxic products and select raw materials from sustainable sources
- **Design for End of Life:** integrate durability, reusability, recyclability or compost-ability to extend the life of products and materials to minimize waste
- **Packaging:** prefer ‘Ideal’ and ‘Preferable’ options, see table below for details
- **Manufacturing:** processes that maximize productivity, reduce waste and minimize environmental impacts
- **Transportation:** optimize logistics, utilize alternative delivery technologies such as electric vehicles and improve travel efficiency to reduce carbon footprint

**Preferred Packaging Options**

| Ideal                     | Preferable           | Acceptable            | Prohibit                   |
|---------------------------|----------------------|-----------------------|----------------------------|
| Reusable (totes, pallets) | Paper                | Clear Soft Plastics   | Dark Color Soft Plastics   |
| Take-Back Program         | Cardboard            | Hard Plastics #1-2    | Hard Plastics # 3-7        |
| Post-Consumer Content     | Compostable Material | Reuse Packing Peanuts | Styrofoam, Polystyrene     |
| Bulk Wrapped Items        | Aluminum/Tin/Steel   | Limit Glass           | Individually Wrapped Items |

We are excited about the opportunity to work together for a sustainable future. Please advise us of alternative products, practices and programs to advance sustainability for the ‘greater good’. Thank you in advance for your engagement and support. Contact us with more information or questions regarding our sustainable retail program.

Sincerely,

**Debbie Friedel**

Director of Sustainability, Delaware North  
[dfriedel@delawarenorth.com](mailto:dfriedel@delawarenorth.com)

**Cendy Sangermano**

Director of Merchandise, Delaware North Parks and Resorts  
[csanger@delawarenorth.com](mailto:csanger@delawarenorth.com)

## **SMALL PARCEL & FREIGHT SHIPPING REQUIREMENTS**

### **Shipping to all locations**

**Vendor should provide 3 options for shipping to present for Retail manager review. Lowest cost preferred. If lowest cost is not available, please defer to FedEx. All Freight should be billed separately and must have PO# for reference.**

### **SMALL PARCEL FOR FEDEX GROUND**

Small parcel includes individual packages, up to 150 lbs. (non-palletized) and multiple piece shipments (non-palletized) weighing less than 500 lbs. total combined weight. No single package may exceed 150 lbs., 108" in length and 165" in length and girth combined and are individually packaged and labeled. *For shipments exceeding those dimensions, see below Requirements for LTL Freight.*

- Vendor will need their own carrier account number for pickup and routing purposes
- Select **Bill Recipient** for **Inbound** or **Bill Third Party** when **Drop Shipping**, using the account # provided in PO instructions, **unless shipping is free**
- Enter the **required** Delaware North **PO number** in the PO number reference field

**Note: Use of Express services are to be used only when requested by Delaware North Parks & Resorts or prior authorization has been given.**

### **SHIPPING REQUIREMENTS FOR LTL FREIGHT**

LTL freight should be invoiced separately and include the PO number for reference.  
All palletized Freight going to Kennedy Space Center will require a truck with a lift gate

### **FedEx**

FedEx Freight® LTL shipments include individual packages over 150 lbs., length greater than 108" or length and girth greater than 130" or multiple piece shipments up to 19,999 lbs. and are palletized.

**All FedEx shipments must be prepared using an automated shipping solution**, such as FedEx Ship Manager® at fedex.com or FedEx Ship Manager® software.

- All pallets must be in good condition, cases uniformly stacked (not to exceed pallet dimensions) and the pallet must be shrink-wrapped
- **Optional and additional services** (examples: Inside Pickup, A.M. Delivery, Appointment Delivery, etc.) require preapproval from Delaware North
- **BOL (Bill of Lading) requirements:**
  - Shipper Name and address
  - Complete consignee name and address
  - Payment Type – **Collect**, unless shipping is free
  - Ship To - Enter correct Company Name/address as provided in the PO to ensure correct billing

- Select **FedEx Freight Economy®** in Service Type, unless otherwise notified by Delaware North or prior authorization has been given by Delaware North to use a different service
  - **Shipments that are 12' or 6 skids require you to contact the Buyer or Warehouse Manager at the Parks & Resorts unit prior to shipping**
- Enter the **required PO number** in the Purchase Order no. field
- Number of cartons
- Number of Pallets
- Gross Weight and cube/volume of shipment (including pallet weight)
- Pallet dimensions
- NMFC and Freight Class

**TQL** – Broker that can handle spot quotes and project pricing (i.e. you know you will have a certain number of LTL shipments for the season, they can lock in a rate)

- Contact Logan Godwin [LGodwin@tql.com](mailto:LGodwin@tql.com) or [LTLDEPARTMENT@TQL.COM](mailto:LTLDEPARTMENT@TQL.COM)
- [LTL-Services](#) outlines services provided
- [Customer-Specific-Pricing-for-LTL](#) – can provide project pricing
- [TQL-TRAX](#) offers online or mobile app spot quoting and tracking of your shipment

**United Nations Logistics** - Broker that can handle spot quotes

- Send an email to [dispatch@unitednationlogistics.com](mailto:dispatch@unitednationlogistics.com) to receive a spot quote. Lead time is 24-48hrs
- Or call Shawn 417-681-1098

## **COMPLIANCE GUIDELINES**

Delaware North Parks & Resorts will pay the transportation cost for shipments when these routing guidelines are followed. Costs associated with any method of shipping falling outside these guidelines will not be paid by Delaware North P&R and will be the responsibility of the shipper.

Compliance includes:

- **Consolidating shipments to same address with same ship date to reduce transportation costs.**
- Using the correct FedEx Service
- Using the correct Billing Option, Account and/or Freight Billing Address
- Providing the Purchase Order number in the correct reference field
- Using the correct NMFC and Freight Class
- Any shipments outside of this guideline must be preapproved by Delaware North

All shipments will be monitored for compliance to these terms. Each vendor/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 Delaware North

**\*Vendor will be charged \$25 fee plus difference in freight charges when not in compliance. \***

## **OTHER FREIGHT TERMS**

No other freight terms or routing will be allowed without prior authorization from the buying staff. Any excessive (i.e. overnight delivery) charges without permission from Buyer will not be paid.

## **DESTINATION**

All freight should be routed to the shipping address listed on **Page 20** of this document.

If the shipping instructions are not adhered to, Delaware North Parks & Resorts will not pay costs incurred due to routing violations. If problems occur on a consistent basis, Delaware North Parks & Resorts will charge the Supplier for costs incurred.

## **FEDEX SUPPORT**

For immediate assistance with questions about routing guidelines, call the FedEx Vendor Activation Desk at 1.866.883.9290 (toll free). This resource is available Monday through Friday, 8 a.m. to 5 p.m. CST. You may contact FedEx Freight Customer Support at 1.800.GoFedEx 1.800.463.3339 for assistance anytime.

## **YELLOWSTONE AND KENNEDY WAREHOUSE**

All shipments must be coordinated with the warehouse manager at Kennedy Space Center, Yellowstone General Stores and Grand Canyon for best freight solution and arrival.

Contact:

Yellowstone General Stores  
Jay Stark [JStark1@delawarenorth.com](mailto:JStark1@delawarenorth.com)  
406-586-7593

Kennedy Space Center  
Charles Lamattina [CLamatti@delawarenorth.com](mailto:CLamatti@delawarenorth.com)  
321-449-4252

Grand Canyon  
Sara Mitchell [Smitchell@delawarenorth.com](mailto:Smitchell@delawarenorth.com)  
928-707-9462

## **COMMON SHIPPING TERMS**

**Consignee** – place of final destination

**Collect** – use this term when you are asking a supplier to ship on your behalf. For example, ask the supplier to “ship collect via Yellow Transportation”. This does not mean C.O.D.; it means that the shipper will collect the freight charges from you by issuing an invoice.

**Common Carrier** – a freight company that ships larger items, typically over 150 pounds.

**Freight class** - Universal classification of freight that helps determine value and freight cost. Samples of freight class are given below.

**Third Party Collect** – most often is used when someone else (i.e. Delaware North Corporate Office) ord something on your behalf from a vendor and ships it direct to you.

**Inbound** - freight coming into a location (the consignee)

**Outbound** - freight leaving a location (the shipper or the manufacturer)

**Prepaid:** a term denoting that transportation charges have been paid by the shipper. Freight has been included in the purchase price of the goods. May show freight charges on the vendor’s invoice.

**PRO Number:** a unique number issued to each shipment by the carrier and used for tracking of the shipment to its destination.

**Proof of Delivery:** (also called P.O.D.) a copy of the delivery receipt. Shows who signed for the shipment, includes date and time the shipment was signed for.

**Shipper** – In most cases, the shipper is the manufacturer, vendor or supplier. Delaware North is seldom the shipper. The exception is when we ship items between locations.

## **COMMONLY USED FREIGHT CLASSES**

|                   |   |
|-------------------|---|
| <b>Class 65</b>   | Cartons of Paper Goods, Brochures, Printed Materials, Forms             |
| <b>Class 70</b>   | China, Porcelain ware, Stoneware with value not exceeding \$90 per 100# |
| <b>Class 77.5</b> | Clothing, Uniforms  |
| <b>Class 85</b>   | General Food Service Equipment  |
| <b>Class 92.5</b> | China, Stoneware, etc. more \$90 per \$100#                             |
| <b>Class 110</b>  | Refrigerated Equipment  |
| <b>Class 125</b>  | Furniture, Menu boards  |



## GENERAL PACKING INSTRUCTIONS

### CARTON LABELING

The outside of each carton must clearly be marked with the following information no smaller than 4" x 6".

Below is a carton label that meets our shipping requirements. As long as the information below is included, any label format will be accepted, and a charge back will not be issued.

|   |       |
|---|-------|
| DN PARKS & RESORTS BARCODE FOR SCANNING | _____ |
| DN PARKS & RESORTS PURCHASE ORDER#      | _____ |
| INNER PACK(S)                           | _____ |
| TOTAL CARTON QTY                        | _____ |
| SIZE /COLOR                             | _____ |
| CASE COUNT (ex: box 1 of 10)            | _____ |

### INVOICE/PACKAGING SLIP

Each shipment requires a packing slip and invoice. **There must be only one purchase order per packing slip/invoice.** The packing slip and invoice should be attached to the **outside** of the lead carton (e.g. 1 of 6).

The packing slip and invoice must contain:

- Purchase order number.
- Store Name
- Store Number (YGS only)
- The number of pieces by Delaware North Parks & Resorts barcode/Item Number.
- Description of each item with supplier style # and UPC #

## **INVOICES & ACCOUNTS PAYABLE**

All invoices should be shipped with product and an emailed copy should be sent to Buyers and Operations Managers. *See contact info on **Page 20***

A hard copy invoice may also be sent by mail directly to the Delaware North unit, to the Accounts Payable Department. *See address on **Page 20***

**Faxed Invoices are NOT acceptable.**

## **PACKAGING INSTRUCTIONS**

Only one barcode is allowed per carton, no mixed cartons. Each barcode must have consistent inner packs. Once the master pack and the inner pack quantities are agreed upon by buying staff and Supplier, the Supplier must be consistent in each subsequent delivery. Changes can be made with the Buying Staff's approval only.

- Clothing shipments  
One color/one size per style, per carton.
- Non-apparel shipments  
Inner cartons must be clearly marked with quantity, style number and barcode number
- Standard master pack (shipping carton) requirements  
Cartons must meet the minimum 175-pound burst strength.

## **ZERO WASTE PACKAGING**

**Delaware North Parks & Resorts is striving to be NET ZERO WASTE across all units by 2024.**

**Net Zero** is conserving water, reducing energy use, and eliminating solid waste to improve the environment, save money, and help communities become more sustainable and resilient. For example, Delaware North vendors can contribute to net zero practices by eliminating unnecessary packaging, delivering in reusable totes, reducing the use of petroleum vehicles, and implementing water and energy conservation programs.

Product packaging should:

- Be supplied at a minimum amount needed to protect the product.
- Be sustainable and able to be reused or recycled (cardboard, paper, soft plastics, bubble wrap, etc.)
- Not to be made of Styrofoam, especially large bulky Styrofoam. **No Styrofoam peanuts.**
- Only clear soft plastic is to be used for pallet wrapping. **No black plastic.**

### **Niagara Falls and Gideon Putnam**

New York State – Ban on Loose Fill Packaging (Styrofoam Peanuts)

For details visit the New York State Department of Environmental Conservation (DEC) [website](#).

## **PALLET INSTRUCTIONS**

Palletized merchandise should be shipped on a standard 42" x 48" pallet, in new condition. Each carton on the pallet must adhere to previous label standards and include **an additional label on the outside of the pallet wrap**. This label must include supplier Name, purchase order number and carton count.

**Purchase orders must not be mixed on the same pallet unless clearly marked with "MIXED PALLET" with each PO#. Same item must be on one pallet.**

## **PURCHASE ORDERS**

**SUPPLIER MUST SHIP ORDER COMPLETE. No back orders are allowed.**

**Overages and Substitutions are NOT ALLOWED, unless authorized by Buyer or designee.**

**Orders received past the CANCELLATION DATE are subject to RETURN & REFUSAL at VENDOR EXPENSE, in addition to a \$25 handling fee by Delaware North. CANCELLATION date past cancel date listed on Purchase order.**

**No merchandise will be accepted without an approved signed Purchase Order**

## **SUPPLIER CHARGE BACKS**

Failure to comply with the guidelines as stated in the "Delaware North Parks & Resorts Vendor Compliance Manual" can result in a charge back of a minimum of **\$100 per order and any labor generated will be at the rate of \$50.00 per man hour**. In addition, any circumstances that increase the normal order processing time will result in a charge back.

Circumstances include but are not limited to the following:

### **ITEMS**

- Items pre-ticketed incorrectly, or not at all. (Example: Wrong UPC format; number, price, etc)
- Variance greater than 10% over/under order quantity.
- Stock number (style) substitution.

### **PACKING SLIP**

- Packing slip missing, incorrect, or incomplete.
- Failure to list the total number of cartons and pieces.
- Purchase order number incorrect or not listed.
- More than one purchase order per packing slip.
- Supplier style number incorrect or not listed.
- Item description missing.

## **CARTONS**

- Carton markings missing, incorrect, or incomplete.
- Purchase Order number incorrect or not listed.
- Supplier style number incorrect or not listed.
- Quantity per carton and per inner pack incorrect or not listed.
- Mixed barcodes and/or purchase orders in a carton.
- Incorrect or missing Delaware North Parks & Resorts unit name and address.
- Incorrect or missing supplier name and address
- Cartons shipped via FedEx Ground that are not individually marked with total cartons (ex #1 of 15).

## **PRE-TICKETING**

- **If supplier does not pre-ticket as required, a \$25.00 charge plus \$0.25 per unit and \$50.00 per man hour will be charged back.**

## **RETURN TO SUPPLIER**

- Merchandise that is defective or damaged during shipping will be deducted from the invoice and will be returned to the supplier, at supplier's expense.

## **MISCELLANEOUS**

- **Any work performed over and above normal processing such as 100% quantity and quality audits, reprocessing supplier errors, etc., will be billed back to the Supplier at \$50.00 per man hour plus \$100 per order.**

## **SHIPPING & CANCELLATION INSTRUCTIONS**

### **PURCHASE ORDER SHIP AND CANCEL DATES**

The **ship date** and **cancel date**, clearly noted on each purchase order, are to be strictly adhered to. Exceptions **MUST** be approved by the Buyer. Suppliers have 72 Hours to confirm the ship date, cancel date and cost.

### **LATE OR EARLY SHIPMENTS**

If the order is expected to ship outside of the designated shipping window, notated by ship/cancel dates on PO, vendor must contact the Buyer for an extended cancel date.

Buyer can then advise to one of the following actions:

- Extend the cancel date, in which a revised purchase order will be issued.
- Cancel the order entirely and re-submit a new order with a new shipment window and revised quantities.
- Revise the current order quantity and ship dates.

### **If Vendor ships the order outside the SHIP/CANCEL date noted on the PO without notifying the Buyer for Approval:**

The shipment will be refused at our warehouse and returned at vendor expense. Vendor will incur our warehouse handling charges as stated in under Supplier Charge Backs, including a \$25 handling fee by Delaware North.

## **PURCHASE ORDER REQUIREMENTS**

### **NOTIFICATION**

All purchase orders will be e-mailed directly to the supplier or their representative. Orders placed by telephone will be confirmed by the purchase order number and e-mailed copies. It is the supplier's responsibility to notify Delaware North Parks & Resorts of any discrepancies to the purchase order within 72 hours of receipt of the purchase order.

### **BACKORDERS**

No backorders or partial shipments are permitted. Orders that extend beyond the initial agreed upon Cancel date are considered void unless there has been an agreement with the Buyer to extend the shipping window.

### **IDENTIFICATION**

All invoices, packages, shipping notices, instruction manuals and other written documents referring to the purchase order shall contain or make reference to the applicable purchase order number.

### **PRICING**

**DELAWARE NORTH PARKS & RESORTS REQUIRES A MINIMUM OF THIRTY (30) DAYS NOTICE OF ALL PRICE INCREASES.**

A purchase order **shall not be filled at prices higher than those shown on the purchase order** unless such increased prices have been authorized in writing by Delaware North Parks & Resorts and a new purchase order reflecting increased prices has been issued.

## **PRE-TICKETING PROGRAM**

It is the policy of Delaware North Parks & Resorts that a supplier will pre-ticket the merchandise. Delaware North does not provide UPC price labels. The vendor is responsible for creating all UPC Price labels

### **TICKET PLACEMENT**

The supplier will attach tags to merchandise and ship as requested.

The following are the standards for attachment:

| <b>ITEMS</b>  | <b>TAG LOCATION</b>       |
|---|---------------------------|
| DISHES, TILES, MUGS, BOTLES                           | BOTTOM RIGHT              |
| MAGNETS, BOOKMARKS, EARRING CARDS, SMALL CARDED ITEMS | BACK RIGHT                |
| BOOKS & JOURNALS                                      | BACK COVER - RIGHT CORNER |
| JEWELRY   | BARBELL TAGS              |
| EXISTING HANG TAGS                                    | BACK, LOWER CORNER        |
| T-SHIRTS, SHIRTS, JACKETS                             | NECK LABEL                |
| PANTS, SHORTS   | WAIST LABEL               |
| BLISTER PACKS   | BACK RIGHT CORNER         |
| CERAMIC GIFTWARE                                      | ON BOTTOM                 |
| STUFFED ANIMALS, PLUSH                                | THROUGH LABEL ON EAR      |
| POSTERS   | BACK RIGHT                |
| TAPES, CD'S   | BACK RIGHT                |

### **DO NOT COVER MANUFACTURER'S COUNTRY/PLACE OF ORIGIN.**

Any changes must be negotiated with the Buyer in advance of ticket printing.

The supplier ticket will contain the following:

- Retail Price per Purchase Order
- UPC or Barcode – **only UPC-A or EAN Format**
- Delaware North Parks & Resorts Item Number

This information can be found on all official Delaware North Parks & Resorts purchase orders.

### **PROP 65 CA**

All California units must have Prop 65 CA Labeling on merchandise. <https://www.p65warnings.ca.gov/>

**If Vendor has no source for getting UPC or Ticket – contact PAX to acquire tickets for products.**

**PAX Tag & Label, INC –**

For ordering of UPC Price labels, see the following template example from Delaware North at Yellowstone General Stores for PAX Tag & Label, INC.

- Include the **cover sheet** with your purchase order and email to [info@paxtag.com](mailto:info@paxtag.com).
- Include the information needed on tags on the purchase order you create for PAX.
- Note that PAX does not supply UPC numbers. You must provide the numbers and PAX creates the labels.






# PAX

Tag & Label, Inc.

9528 East Rush Street, South El Monte, CA 91733  
(626) 579-2000 (800) 729-8247 FAX (626) 579-7299  
E-mail: info@paxtag.com

RATES / TICKET TYPE:

## YELLOWSTONE

| 1 1/2 X 2 3/4 : YT1   | YJ1  | 1 1/4 X 3/4 : YS1   |
|---|--|---|
| <p style="text-align: center;"><b>YGS</b></p> <p>165455<br/>H GFGW YMN F U<br/>BLACK/RED</p> <p>SIZE<br/>SMALL</p>  <p style="text-align: center;">\$22.00</p> | <p style="text-align: center;">2.25"</p> <p style="text-align: center;"><b>YGS</b></p> <p>D.MKD.BN.JGFLU \$22.00</p> <p style="text-align: right;">0.75"</p> <p>1.0</p>  <p style="text-align: center;">1.25"</p> | <p style="text-align: center;"><b>YGS</b></p>  <p style="text-align: center;">155456635211<br/>\$22.00</p> |
| <b>\$21.35/M</b>  | <b>\$27.00/M</b>   | <b>\$19.95/M</b>  |

### INSTRUCTIONS / NOTES / ADDITIONAL RATES:

- Please fill out Order Form completely and authorize.
  - Do not exceed the number of characters allowed for each field.
  - There is NO minimum quantity requirement of tags or labels you may order or per SKU increments required. Please note that we do print up to an additional 25 per 2,500 ordered per SKU line, at NO ADDITIONAL CHARGE. However, we do recommend ordering additional tags/labels to assure an ample supply for pre-ticketing.
- Email your order on Excel to info@paxtag.com

MINIMUM ORDER UP TO: **\$25.00 PER DAY**

STANDARD 1 TO 2 DAY PROCESSING

RUSH SERVICE GUARANTEES A TURNAROUND WITHIN 24-HOURS (M-F)

RUSH ORDERS INCUR AN ADDITIONAL CHARGE OF \$10.00 PER 10,000-ORDERED PER DAY

SHIPPING / PACKAGING CHARGES ARE ADDITIONAL

TERMS OF PAYMENT ARE NET 30

CA SALES TAX MAY APPLY

*Information subject to change without notice. Effective 2/1/17*

# PAX

Tag & Label, Inc

9528 East Rush Street, South El Monte, CA 91733  
 (626) 579-2000 (800) 729-8247 FAX (626) 579-7299  
 Email: info@paxtag.com

## Yellowstone ORDER FORM COVER SHEET

DATE: \_\_\_\_\_

Format#: \_\_\_\_\_

Yellowstone PO#: \_\_\_\_\_

**Ship Via: (Check One):**

- UPS Next Day       UPS Ground  
 UPS 2-Day         PAX Delivery  
 UPS 3-Day          Will Call

Need Order By: \_\_\_\_\_

**Check One:**

- RUSH                       ASAP                       When Ready

**Notes:**

Other: \_\_\_\_\_

Ship to: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Bill to: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Attn: \_\_\_\_\_

TEL#: \_\_\_\_\_

Tel#: \_\_\_\_\_

Authorized by: \_\_\_\_\_

This order is placed for the account of the consignee without recourse to Yellowstone. Any discrepancies with its quantity, quality or content must be directed to PAX Tag & Label, Inc. within forty-eight hours of its receipt, or such goods shall be deemed finally inspected, checked and accepted by buyer.

**FOR OFFICE USE ONLY:**

Processed: \_\_\_\_\_

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

| TOTAL | DESCRIPTION          | PRICE | AMOUNT |
|-------|----------------------|-------|--------|
|       | TAGS/LABELS          |       |        |
|       | RUSH SERVICE         |       |        |
|       | MINIMUM ORDER CHARGE |       |        |
|       | SHIPPING/PACKAGING   |       |        |
|       | TOTAL CHARGES        |       | \$     |

## ACCOUNTING / PAYMENT PROCEDURES

**All correspondence to Delaware North Parks & Resorts regarding payments, deductions and invoices should be sent to the following:**

Emailed Copy to the contacts on page 20.

- Buyer
- Operations Manager
- Warehouse Manager

Hard copy:

- **Included with shipment of product - REQUIRED**
- Mailed to Accounts Payable at address listed on **Page 20** of this document.

### INVOICING INFORMATION

Payment for a supplier's invoice will be made only upon the complete delivery of all quantities and items covered by such invoice. Service charges on unpaid invoices held for discrepancies will not be paid. **Delaware North Parks & Resorts payment terms begin on the date of invoice. Delaware North Parks & Resorts will pay only for items that its warehouse has confirmed as received.**

Invoice must include the following information:

- Purchase Order Number
- Invoice Number
- Invoice Date
- Quantity Shipped
- Style Number
- Cost per Unit
- Extended Cost
- Any Discounts
- Freight Terms
- Payment Terms
- Total Amount Due

Terms for each order are agreed upon between the **Buyer** and the supplier and reflected on the purchase order. Terms must also be reflected on each invoice. If there are any discrepancies, adjustments will be made prior to payment processing and the supplier will be notified.

## **GENERAL INFORMATION**

### **DISCLOSURE OF INFORMATION**

The supplier shall keep confidential all designs, processes, drawings, specifications, reports, data and other technical or proprietary information and the features of all materials (collectively, the “Materials”) furnished or disclosed to the supplier by Delaware North Parks & Resorts in connection with this order. Unless otherwise provided herein or authorized by Delaware North Parks & Resorts in writing, the supplier shall use such information and items, and the features hereof, only in the performance of this order. Upon completion or termination of this order, the supplier shall return all written “Materials” and other items furnished by Delaware North Parks & Resorts to the supplier under this order or make such other disposition thereof as may be directed or approved by Delaware North Parks & Resorts. Neither party may use the other party’s name in advertisements nor otherwise disclose the existence or content of this order without the other party’s prior written consent.

All Delaware North Parks & Resorts exclusively designed artwork will become property of Delaware North upon issuance of a purchase order.

### **SAMPLES**

Delaware North Parks & Resorts will **NOT** reimburse a supplier or return any samples sent for review. Delaware North Parks & Resorts will contact the supplier only if the Buyer is interested in ordering product.

### **WEB READY IMAGES**

Suppliers may be requested to provide high res images of products and design for Delaware North Parks and Resorts to use on web sites. This applies to Kennedy Space Center, Yellowstone General Stores and Grand Canyon General Stores.

# Contact Information – DN Parks and Resorts

|  |
|--|
| <b>KALALOCH - OLYMPIC NATIONAL PARK</b>  |
| <b>DELAWARE NORTH KALALOCH LODGE</b>   |
| 157151 HWY 101   |
| FORKS, WA 98331  |
| ATTN: NICKY BOHORFOUSH   |
| 360-962-2271   |
| DELIVERY HOURS - 8AM -6PM  |
| INVOICES EMAIL TO -  |
| <a href="mailto:mbyrnesbryant@delawarenorth.com">mbyrnesbryant@delawarenorth.com</a> |
| BUYER – JERUSHA RICE   |
| <a href="mailto:jrice@delawarenorth.com">jrice@delawarenorth.com</a>                 |

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| <b>NIAGARA FALLS STATE PARK</b>  |
| <b>DELAWARE NORTH NIAGARA FALLS STATE PARK</b>                               |
| 198 HYDE PARK BOULEVARD  |
| NIAGARA FALLS, NY 14303  |
| ATTN: ROBERT KOWALSKI/NINA COLANGELO   |
| 716-278-0345   |
| DELIVERY HOURS - 9AM-4PM   |
| INVOICES EMAIL TO-   |
| <a href="mailto:Ncolange@delawarenorth.com">Ncolange@delawarenorth.com</a>   |
| <a href="mailto:Dnovak1@delawarenorth.com">Dnovak1@delawarenorth.com</a>     |
| BUYER – ALEX SCHWARTZ  |
| <a href="mailto:aschwartz@delawarenorth.com">aschwartz@delawarenorth.com</a> |

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| <b>TRENDZ AT THE PARK</b>  |
| <b>DELAWARE NORTH TRENDZ</b>   |
| 861 DUNRAVEN ST  |
| ESTES PARK, CO 80517   |
| ATTN: JERUSHA RICE   |
| 716-220-4679   |
| DELIVERY HOURS: 8AM-5PM  |
| INVOICES EMAIL TO -  |
| <a href="mailto:Vanessa Bertoldi &lt;VBertoldi@delawarenorth.com&gt;">Vanessa Bertoldi &lt;VBertoldi@delawarenorth.com&gt;</a> |
| BUYER - JERUSHA RICE   |
| <a href="mailto:jrice@delawarenorth.com">jrice@delawarenorth.com</a>   |

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| <b>KINGS CANYON NATIONAL PARK</b>  |
| <b>DELAWARE NORTH KINGS CANYON</b>                                       |
| 86728 HWY 180  |
| KINGS CANYON NATIONAL PARK, CA 93633                                     |
| ATTN: SARA PARKS   |
| 559-335-5500   |
| DELIVERY HOURS: 7AM-8PM  |
| INVOICES EMAIL TO -  |
| <a href="mailto:sparks2@delawarenorth.com">sparks2@delawarenorth.com</a> |
| BUYER - JERUSHA RICE   |
| <a href="mailto:jrice@delawarenorth.com">jrice@delawarenorth.com</a>     |

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| <b>SEQUOIA NATIONAL PARK</b>   |
| <b>DELAWARE NORTH SEQUOIA</b>  |
| 63204 LODGEPOLE RD   |
| SEQUOIA NATIONAL PARK, CA 83262  |
| ATTN: John Guarnera  |
| 716-548-5255   |
| DELIVERY HOURS: 8AM-5PM  |
| INVOICES EMAIL TO-   |
| <a href="mailto:SEKIAP@delawarenorth.com">SEKIAP@delawarenorth.com</a> |
| BUYER - JERUSHA RICE   |

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| <b>TENAYA LODGE</b>  |
| <b>DELAWARE NORTH TENAYA LODGE RETAIL</b>  |
| 1122 CA-41   |
| FISH CAMP, CA 93623  |
| ATTN: URSULA YATES   |
| 559-692-8972   |
| DELIVERY HOURS: 8AM-5PM  |
| INVOICES EMAIL TO-   |
| <a href="mailto:Ursula Yates &lt;uyates@delawarenorth.com&gt;">Ursula Yates &lt;uyates@delawarenorth.com&gt;</a> |
| BUYER - JERUSHA RICE   |

[jrice@delawarenorth.com](mailto:jrice@delawarenorth.com)

[jrice@delawarenorth.com](mailto:jrice@delawarenorth.com)

GRAND CANYON NATIONAL PARK  
DELAWARE NORTH CANYON VILLAGE MARKET  
1 MATHER BUSINESS CENTER

GRAND CANYON, AZ 86023

ATTN: Sara Mitchell

928-707-9462

DELIVERY HOURS: 8AM-4PM

INVOICES EMAIL TO-

[GC Inventory GCInventory@delawarenorth.com](mailto:GCInventory@delawarenorth.com)

BUYER - JERUSHA RICE

[jrice@delawarenorth.com](mailto:jrice@delawarenorth.com)

YELLOWSTONE NATIONAL PARK  
DELAWARE NORTH YELLOWSTONE GENERAL STORES  
251 ECHO CANYON RD

WEST YELLOWSTONE, MT 59758

ATTN: JAY STARK

406-548-1772

DELIVERY HOURS: 8AM-4PM

INVOICES EMAIL TO-

[ygsaccountspayable@delawarenorth.com](mailto:ygsaccountspayable@delawarenorth.com)

BUYER – CENDY SANGERMANO

[csanger@delawarenorth.com](mailto:csanger@delawarenorth.com)

KENNEDY SPACE CENTER  
DELAWARE NORTH KENNEDY SPACE CENTER  
MAIL CODE : DNPS

KENNEDY SPACE CENTER, FL 32899

ATTN: JoEllen Trimmer

321-449-4267

DELIVERY HOURS: 7AM-4PM

INVOICES EMAIL TO-

[Jtrimmer@delawarenorth.com](mailto:jtrimmer@delawarenorth.com)

BUYER – TAMMY KEENER

[Tammy Keener <TKeener@delawarenorth.com>](mailto:Tammy.Keener@delawarenorth.com)

SHENANDOAH NATIONAL PARK  
DELAWARE NORTH SHENANDOAH  
26 NORTH BROAD STREET

LURAY, VA 22835

ATTN: MELISSA PAINTER

540-843-2118

DELIVERY HOURS: 8AM-4PM

INVOICES EMAIL TO-

[Melissa Painter MPainter@delawarenorth.com](mailto:MPainter@delawarenorth.com), Bea-Bea Rankin [BRankin@Delawarenorth.com](mailto:BRankin@Delawarenorth.com)

BUYER - ALEX SCHWARTZ

[Alex Schwartz <ASchwartz1@delawarenorth.com>](mailto:ASchwartz1@delawarenorth.com)

PEAKS OF OTTER

DELAWARE NORTH PEAKS OF OTTER RETAIL

85554 BLUE RIDGE PARKWAY

BEDFORD, VA 24523

ATTN: LYNN HALL

540-586-1081

DELIVERY HOURS: 9AM-4PM

INVOICES EMAIL TO-

[Barbara \(Bea-Bee\) Rankin <BRankin@delawarenorth.com>](mailto:Barbara(Bea-Bee)Rankin@delawarenorth.com)

BUYER - ALEX SCHWARTZ

[Alex Schwartz <ASchwartz1@delawarenorth.com>](mailto:ASchwartz1@delawarenorth.com)

GENEVA ON THE LAKE  
DELAWARE NORTH THE LODGE AT GENEVA ON THE LAKE

4888 NORTH BROADWAY

GENEVA ON THE LAKE, OH 44041

ATTN: DEBORAH BARMESS

440-415-1542

DELIVERY HOURS: 9AM-4PM

INVOICES EMAIL TO-

[Deborah Barmess <DBarmess@delawarenorth.com>](mailto:DBarmess@delawarenorth.com)

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