

**DELAWARE NORTH  
Travel & Hospitality  
Vendor Compliance Manual**



**Delaware  
North.®**

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## **About Us**

Delaware North is looking for suppliers that value a long-term partnership. Every day, we make sure guests have unforgettable customer service and experiences. We do this by bringing fresh thinking, a collaborative spirit, and years of experience to every engagement. And together, we can make a difference to your bottom line.

New Vendors:

Please fill out the forms on the website and email them to your Delaware North contact

- W9
- New Vendor Authorization Form
- ACH Payment Form

Any incomplete forms not supplied with required information can delay processing or disqualify a vendor. If you have any questions, please contact the category manager/buyer you are working with.

## A.

### DELIVERY SCHEDULING INFORMATION

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**No routing will be allowed without prior authorization from the Category Manager/Buyer.**

**AUSTIN-BERGSTROM INTERNATIONAL AIRPORT**

3600 Presidential Blvd  
Austin, TX 78719

Delivery / Shipping Address:

***Delaware North***

***C/O Bradford Airport Logistics***

***Att: "Store Name"***

***9501 Cargo Ave. Suite 500***

***Austin, TX 78719***

***Phone #: 512-865-4051***

***Contact: Bradford...appoints need to be made by 3pm of previous day.  
Appointments can be made days in advance.***

***Delivery Hours: Mon - Fri: 3:00am – 11:00am***

**BUFFALO INTERNATIONAL AIRPORT**

Delivery / Shipping Address:

***Delaware North***

***4200 Genesee St***

***Cheektowaga, NY 14225***

***DN Contact: 633-0382 X22212***

***Delivery Hours: Mon - Fri: 5:30am – 2:00pm***

***....There are also weekend hours available - please call first.***

**DETROIT METROPOLITAN AIRPORT**

Delivery / Shipping Address:

**Delaware North**

**Attn: Retail**

**1701 Woodland Drive**

**New Boston, MI 48164**

**DN Contact: 734-642-6108**

**Delivery Hours: Mon - Fri: 8:30am - 4:30pm**

Delivery / Shipping Address:

**Delaware North**

**C/O Bradford Airport Logistics**

**Att: "Store Name"**

**601 Rogell Drive**

**Detroit, MI 48242**

**Bradford Contact #: 734-413-5500**

**Delivery Hours: Mon - Fri., 6:30am - 11:30am**

All deliveries outside of UPS / Fed Ex have to be set up and scheduled with Bradford.

**Bradford will refuse all deliveries if no scheduled is made.**

**MINNEAPOLIS - ST. PAUL AIRPORT**

Delivery / Shipping Address:

**Delaware North**

**1325 American Blvd East**

**Bloomington, MN 55425**

**DN Contact: 952-854-9075**

**Delivery Hours: Mon - Fri: 4:00am – 4:00pm**

Delivery / Shipping Address:

**Delaware North**

**C/O Bradford Airport Logistics**

**Bradford Contact #: 612-713-7457**

**Please call a minimum of 24hours in advance to set up the appointment.**

## B.

# GENERAL PACKING INSTRUCTIONS

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### CARTONS

- Labeling: The outside of each carton must clearly be marked with the following information no smaller than 4x6.

Following 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.

<b>ACTUAL DN BARCODE FOR SCANNING</b>	_____
<b>DN PO#</b>	_____
<b>INNER PACK(S)</b>	_____
<b>MASTER CARTON</b>	_____
<b>SIZE / COLOR</b>	_____
<b>CASE COUNT</b>	_____ <b>OF</b> _____

- Invoice / Packing Slip:

Each shipment requires a packing slip. There must be **only one Purchase Order per packing slip**. The packing slip should be attached to the outside of the lead carton or placed inside the lead carton with the clear notation. . .PACKING SLIP ENCLOSED.

**The packing slip must contain:**

- Purchase Order number
- The number of pieces by DN barcode
- Description of each item with vendor style #

- Purchase Orders:

Vendor must ship all orders complete. No back orders are allowed unless authorized by the **Category Manager/Buyer**. Overages and substitutions are not allowed. Orders received past the cancellation date are subject to return, refusal or discounted cost. **NO MERCHANDISE WILL BE ACCEPTED WITHOUT AN APPROVED PURCHASE ORDER.**

## C.

### **SHIPPING & CANCELLATION INSTRUCTIONS**

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

The *Ship Date* and *Cancel Date*, which are clearly noted on each Purchase Order, are to be strictly adhered to, unless approved by **Category Manager/Buyer**.

#### **HOW TO HANDLE LATE OR EARLY SHIPS**

If the order is going to ship sometime other than within the designated shipping window, you must contact the **Category Manager/Buyer** for an extended cancel date. The **Category Manager/Buyer** can do one of three things:

- Extend the cancel date.
- 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 you ship the Purchase Order outside the ship and cancel dates and have not notified the Category Manager/Buyer for approval:**

- The shipment will be refused at our warehouse and returned to you at *your expense*.



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

### **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 FedEx account number for pickup and routing purposes
- Select **FedEx Ground®** service for shipments inbound to our facilities
- 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 FedEx 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**

#### **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

## D.

# PURCHASE ORDER REQUIREMENTS

## ACCEPTANCE

- Unless otherwise expressly provided herein, this purchase order contains the entire terms and conditions of the contract between the vendor named on the front side hereof Delaware North, regarding the articles, materials, parts and work covered by this Order. No additional terms or modifications to this Order proposed by Vendor in any acknowledgment, sales order, or other form of communication shall be binding on DN unless expressly authorized herein or unless DN expressly asserts thereto in writing. DN's failure to object to provisions contained in any communication from Vendor shall not be deemed a waiver of the provisions hereof or an approval of the terms therein. **Vendor shall be bound by this numbered Purchase Order and its terms and conditions upon the earliest of: (a) the date it returns a written acknowledgment or (b) the date it ships to DN any of the Merchandise. The terms and conditions of this Purchase Order shall prevail in the event that there are inconsistencies between it and the terms and conditions of any document submitted by Vendor.**

## BACKORDERS

- No back orders are allowed unless authorized by the **Category Manager/Buyer**. A new Purchase Order will be required for any shorted goods.

## **IDENTIFICATION**

- All invoices, packages, shipping notices, instruction manuals and other written documents affecting the Purchase Order shall contain or make reference to the applicable Purchase Order Number.

## **DELIVERY DATE**

- Time is of the essence, and the order placed by DN may be terminated if delivery is not made on the date specified on the Purchase Order. No change in the scheduled delivery date will be permitted without DN's **Category Manager/Buyer** prior consent. DN reserves the right to refuse any late merchandise (*any shipment shipped after the "Cancel Date"*) at the Vendor's expense. No acceptance of goods after the scheduled delivery date will waive rights with respect to such late delivery nor shall it be deemed a waiver of future compliance with the terms hereof.

## **PRICES**

### **DN REQUIRES A MINIMUM OF THIRTY (30) DAYS NOTICE OF ALL PRICE INCREASES.**

- Vendors must submit a Cost Change Form to the Category Manager/Buyer
- A Purchase Order shall not be filled at prices higher than those shown on the Purchase Order unless such increased prices have been submitted via the **Cost Change Form** found on [www.delawarenorth.com](http://www.delawarenorth.com) and authorized in writing by DN.
- If the Vendor decreases prices for any items to be furnished hereunder, the price of all unshipped items shall be adjusted to the lower prices.

## **E.**

### **PRE-TICKETING PROGRAM**

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It is the policy of DN that a vendor will pre-ticket the merchandise. Please pre-price all merchandise with Item Name, UPC Code, Item ID and Retail Price. Retail price must not cover the UPC Code.

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

Any changes must be negotiated with the appropriate **Category Manager/Buyer** in advance of ticket printing.

## **F.**

### **RETURNS TO VENDORS**

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DN reserves the right to return all defective merchandise agreed upon within the guidelines established in the negotiation process with DN's Retail Department and the Vendor (at the Vendor's expense).

## G.

# ACCOUNTING / PAYMENT PROCEDURES

## INVOICING INFORMATION

### Terms For Payment

- Payment for a vendor'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. DN's payment terms begin on the date of delivery to the correct "ship to" address, not the date of the invoice. DN will pay only for items that its Warehouse has confirmed as received. Each invoice needs to have the following information:
  - Purchase Order Number
  - Invoice Number
  - Invoice Date
  - Quantity Shipped
  - Style Number
  - Cost per Unit
  - Extended Cost
  - Any Discounts
  - Freight Terms
  - Freight Amount
  - Payment Terms
  - Total Amount Due

Terms for each order are agreed upon between the **Category Manager/Buyer** and the vendor and reflected on the Purchase Order. These terms must also be reflected on each invoice. If there are any discrepancies, adjustments will be made before payments processed and vendor will be notified.

<b>AIRPORT</b>	<b>AP CONTACT</b>	<b>EMAIL</b>	<b>PHONE #</b>
Minneapolis St Paul Airport	MARY PUCHALSKI	mpuchalski@delawarenorth.com	952-854-9122
Buffalo International Airport	Michael Hagler	MHagler@delawarenorth.com	716-238-4519
Austin Bergstrom International Airport	ROSA OCHOA	Rochoa@delawarenorth.com	512-530-2902
Detroit Metropolitan Airport	SANDRA BUTLER	SBULTER1@DELAWARENORTH.COM	734-642-6108

Thank you for your cooperation with this vendor guide. We look forward to doing business with you.