

INBOUND TRANSPORT AND ROUTING GUIDE

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Introduction

More than 60 years ago we introduced a medical device that launched an industry. Today we continue to set new standards for the design and manufacturing excellence of lifesaving tools for lifesaving teams in and out of the hospital. We envision a world in which no person dies as a result of an acute, treatable medical event.

We take our responsibilities seriously. When we say we work to help save lives, we mean it. We thank you for your partnership.

Physio-Control Paid Freight (Collect)

Please note this information is only applicable to shipments where Physio-Control is nominating the carrier and paying freight charges.

Small Parcel

DEFINITION: 1-150 lbs.

CARRIER: FedEx Ground

INSURED/DECLARED VALUE: DO NOT PROVIDE THIS TO THE CARRIER.

FREIGHT TERMS: Unless otherwise specified on the purchase order, please ship collect via Physio FedEx account 763809447

ADVANCED SHIPMENT NOTIFICATION (ASN): Suppliers shall provide Physio-Control electronic notice of each product shipment and applicable tracking numbers on the shipment date either via the Supply Visualization (SV) portal or via an email to the buyer.

BILL OF LADING/AIRWAY BILL: On the bill of lading or airway bill, **please provide Physio-Control purchase order number(s).**

Below are examples of how to input the PO info on Fedex's website and ship manager.

If using the FedEx website to book the shipment, please add the Physio-Control PO# in section 4, PO no. field. This will allow us to track and manage through the billing process.

Ship ▾ LTL Freight | Ship History | My Lists ▾ | Reports | Integration Manager | Administration

Create a Shipment

1 Enter shipping information (2) Print label(s)

Contact your administrator
[Preferences](#) | [Clear all fields](#)

* Denotes required field.

My Shipment Profiles [Help](#) [Hide](#)

My shipment profiles (formerly Fast Ship) **Ship**

1. From [Help](#) [Hide](#)

Saved senders

* Country/Location

Company

4. Billing Details [Help](#) [Hide](#)

* Bill transportation to

Alert: Please remember to enter your reference information.

Your reference

[More reference fields](#) [Add an account](#)

P.O. no.

Invoice no.

Department no.

If using a manual bill of lading, please use the Physio-Control FedEx account number advised by your procurement team member.

FedEx Express Freight Customer Service 1.800.332.0807

FedEx Express Express Freight US Airbill

1 From *Please print and press hard*

Date: 3/1/15 Sender's FedEx Account Number: 9999 - 9999 - 9

Sender's Name: Tyler Hanlon Phone: 662-555-1812

Company: **1**

Address: 1234 Main Street

City: Phoenix State: AZ ZIP: 85034

2 Your Internal Billing Reference **2** OPTIONAL

3 To Recipient's Name: Liam Riley Phone: 405-555-8300

Company: Ridgeway Design

Address: 2020 Vision Street **3**

City: Atlanta State: GA ZIP: 30305

Trk. No. 0214 Sender's Copy

4 Express Freight Service **To use features, Shipments over 150 lbs.*

FedEx First Overnight Freight FedEx 1Day Freight

5 Special Handling

No Yes Shipper's Declaration Dry Ice Cargo Aircraft Only

6 Payment \$40

Total Skts in Shipment: 1 Total Weight of Shipment: 165 lbs Total Declared Value: 1200

645

*SYSTEM ISSUES CAN INTERFERE WITH THE DISPLAYING OF THE LABEL DATA

Less than Truck Load (LTL) OR Full Truck Load (FTL) for Shipments Originating in North America

- Unless otherwise instructed by a Physio-Control representative, all shipments via truck should be booked via Echo Global Logistics.

DEFINITION: >151lbs.

The supplier is responsible to pack the shipment to prevent damage during transport

CARRIER: Echo Global Logistics

EMAIL: physiocontrol@echo.com

Service Levels

Please note that these service levels are to be used when shipping via these carriers/freight forwarders. ONLY Physio-Control Team Members are to instruct otherwise.

- **Domestic**
 - o FedEx; Economy
 - o Omni; Economy
 - o Echo; LTL
- **International**
 - o FedEx; International Economy
 - o Expeditors; Deferred
 - o Omni; Economy

Ocean Shipments

Ocean shipments will be handled on a case by case basis. Please contact the Physio-Control buyer for additional information if an ocean shipping partner is not listed in the relevant origin country.

Bill of Lading Requirements

Each bill of lading must include ALL Physio-Control purchase order number(s) and shipment invoice numbers, as well as the **carton and pallet quantities** per shipment.

Pallet Specifications

Pallet Standards for Construction 40" x 48"

Pallets must be GMA, hard wood (#1) or grade "A" pallets

All pallets must meet the standards below:

- Structural Soundness – minimum 95% hardwood
- Lead Boards – Top and Bottom – minimum 5 1/2"
- Plating – no more than 1 per stringer
- Top Boards – maximum 3 1/2" spacing

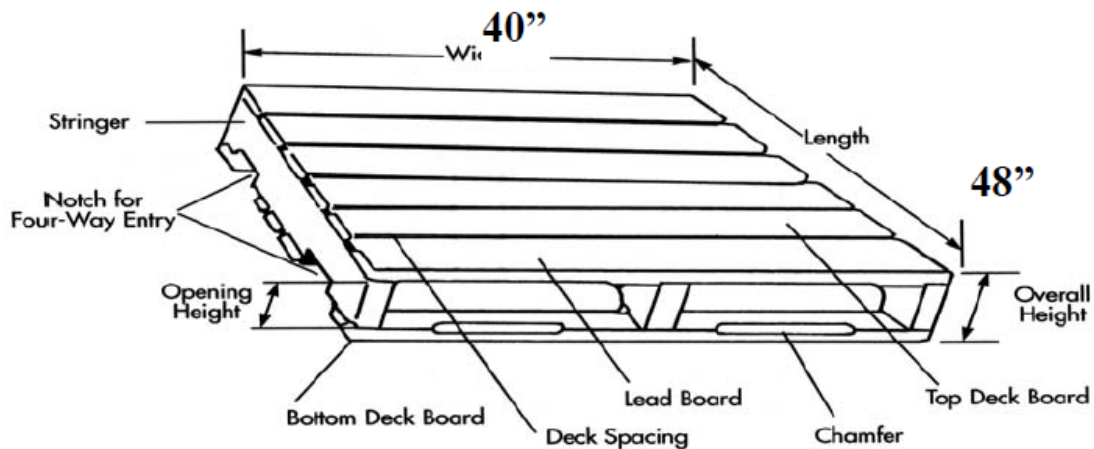
- Stringer – Minimum 1 3/8" x 3 1/2" x 48"
- No Boards overhanging stringers
- Deck Boards – minimum 5/8" thick
- All nails flush or countersunk
- 5 Bottom deckboards
- International Standards for Phytosanitary Measures (ISPM)

Pallet Entry: All pallets must be accessible from all four sides.

Not acceptable: Block, cardboard, plastic and winged pallets.

W3

Example of an acceptable four way 40"x48" pallet



Pallet Wrapping: Pallets must be securely stretch wrapped to ensure that the pallets arrive intact at our receiving location. Clear stretch wrap should be used to wrap the pallet. When securing pallets, use 80 gauge shrink wrap and ensure the shrink wrap overlaps the pallet and the product. It is also recommended that the pallet be wrapped in a “bowtie” or “roping” method and that ample layers of wrap are utilized to maintain the integrity of the pallet. Please make sure to utilize as much of the pallet as possible and build the freight in a cubed type manner.

Overhang: Product must not extend past the edge of the pallet to minimize product damage during transit.

Under no circumstance shall a vendor with collect freight terms initiate routing and selection of their own LTL/FTL carrier outside of these instructions. Failure to use assigned carrier selection may result in a chargeback.

Supplier Paid Freight (Prepaid)

Although we acknowledge the right of our suppliers to ship prepaid via a carrier of your choosing, Physio-Control strongly recommends that you utilize our preferred carriers whenever possible.

The Physio-Control Preferred Carriers are better prepared to handle shipments into our locations as they are fully aware of the particular freight management requirements that are necessary to best serve our account and accomplish deliveries in the most expeditious and economical manner possible.

As a result of overall business volume and each location's specific considerations, our preferred carriers are given preferential treatment relative to inbound delivery appointments. We are in daily communication with our carriers, have electronic data transfer programs in place and are capable of tracing freight throughout every one of our carriers' systems. In short, freight moving via Physio's authorized carrier will be received and processed faster than those moving via "non-preferred" carriers.

Hazmat Shipping Policy

To reduce the cost of hazmat shipping, please separate the Hazmat from the Non-Hazmat product, and use the gross weight of each separate shipment to determine which carrier to use. Failure to do this may result in a chargeback of 100% the cost of a shipment.

Expedited Shipping Policy

Unless otherwise directed by a Physio-Control representative, all shipments routed to a Physio-Control facility must ship via an Economy/Deferred/Ground service level. Consistent failure to follow this directive may result in additional charges being levied.

Questions about Physio's transportation chargeback policy may be directed to the Physio-Control Logistics department via email: RSSEAShipping@physio-control.com.

Australia

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<132lb/60Kg	FedEx
>132lb/60Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<132lb/60Kg	FedEx
>132lb/60Kg	OMNI



Agent Name	D & D Harrington Pty Ltd
Address	1/13-15 Burrows Road South, St Peters, NSW 2044 Australia
Contact Name	Dominic Harrington
Contact title	Managing Director
Phone Number	61 2 9565 4585
Email address	dominic@dsharrington.com.au



CUSTOMER SERVICE	13-26-10
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Bulgaria

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<66lb/30Kg	FedEx
>66lb/30Kg	Expeditors

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<66lb/30Kg	FedEx
>66lb/30Kg	Expeditors



Agent Name	Unishipping International
Address	25, Tzar Simeon Str, fl. 5, offices 501-511, Varna 9000 Bulgaria
Contact Name	George Belev
Contact title	Managing Director
Phone Number	359 52 606 757/9
Email address	george.belev@unishipping.net



CUSTOMER SERVICE	0800.11.000 TOLL FREE
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Canada

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<110lb/50Kg	FedEx
>110lb/50Kg	Echo Global

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<110lb/50Kg	FedEx
>110lb/50Kg	Echo Global



CUSTOMER SERVICE	
Echo Contact Email	physiocontrol@echo.com
Echo Booking (via phone)	562-388-6179
EchoTrak – Requires Log-in	https://www.echotrak.com/Login.aspx



CUSTOMER SERVICE	800-463-3339
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China

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<110lb/50Kg	FedEx
>110lb/50Kg	OMNI
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	OMNI
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean



Agent Name	Excel Network Ltd
Address	-
Contact Name	Herman Leung
Contact title	Terminal Manager
Phone Number	852-2730-0890
Email address	herman.leung@enl.com.hk



CUSTOMER SERVICE	
Northern China	86-10-6464-8855
Eastern China	86-27-8540-0200
Southern China	86-20-8396-9866



Contact(s)	Sunny Peng <i>Lead Agent, Ocean Export</i>
	Iris Yang <i>Agent, Ocean Export</i>
Phone Number(s)	(86) 755 25838075 (86) 75525833262
Email 1	sunny.peng@expeditors.com
Email 2	iris.yang@expeditors.com

Germany

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<176lb/80Kg	FedEx
>176lb/80Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<176lb/80Kg	FedEx
>176lb/80Kg	OMNI



Agent Name	Quick Cargo Services GMBH
Address	Lutticher Strasse 12., Aufgang C. Raum 126., Troisdorf-Spich., Germany 53842
Contact Name	Dominic Wobbe
Contact title	Operations
Phone Number	49-2241 94376-12
Email address	dominic.wobbe@quick-cargo-service.de



CUSTOMER SERVICE	+49 (0) 1806.111.800
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Hong Kong

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<220lb/100Kg	FedEx
>220lb/100Kg	Expeditors
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<220lb/100Kg	FedEx
>220lb/100Kg	Expeditors
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean



CUSTOMER SERVICE	+60.3.5628.8500
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Contact(s)	CK Hui
	Alvin Wong
Phone Number(s)	852-21905158 (Direct)
	852-21905190
Email 1	ck.hui@expeditors.com
Email 2	alvin.wong@expeditors.com

India

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<110lb/50Kg	FedEx
>110lb/50Kg	Expeditors

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<110lb/50Kg	FedEx
>110lb/50Kg	Expeditors



Agent Name	Expeditors International India Pvt. Ltd.
Address	Etisalat DB House, 501, Techniplex - I, (5th Floor) Off Veer Savarkar Fly Over, S.V. Road, Behind A.K. Towers, Goregaon (West) Mumbai 400 062
Contact Name	AE Manager: Sunil Malkar, Shefali Kanojia / OE Manager: Smita Drive
Phone Number	912242911100 / +91 22 - 28710164



CUSTOMER SERVICE	+91 22 2438 3090
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Indonesia

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<99lb/45Kg	FedEx
>99lb/45Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	OMNI



Agent Name	Trans Pacific Atlantic Lines
Address	Perkantoran Pulomas Satu, Tower 2 / 1-09, Pulomas, Jalan Jend. A. Yani No. 2
Contact Name	Dewi Junus
Contact title	Customs Service Manager
Phone Number	62 21 475 6871
Email address	dewi@tpal.co.id



CUSTOMER SERVICE	0800 1 888 800
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Israel

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<66lb/30Kg	FedEx
>66lb/30Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<66lb/30Kg	FedEx
>66lb/30Kg	OMNI



Agent Name	Ariel International Forwarding
Address	6 Hadekel Street, Shoham, Israel 73142
Contact Name	Yacov Benaim
Contact title	Operation Manager
Phone Number	972-8-9141185
Email address	Yacov.benaim@ari-el.co.il



CUSTOMER SERVICE	1.700.700.339
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Italy

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<189lb/85Kg	FedEx
>189lb/85Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FEDEX
>209lb/95Kg	OMNI



Agent Name	Fioravanti Srl
Address	Via Valtellina 18, Milano, 20159 Italy
Contact Name	Roberto Carella
Contact title	Import/Export Manager
Phone Number	39 0260 7821
Email address	roberto.carella@fioravanti.com



CUSTOMER SERVICE	199.151.119
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Japan

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<99lb/45Kg	FedEx
>99lb/45Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	OMNI



Agent Name	Apex International Inc.
Address	7F, Toyokuni Bldg, 2-4-6, Shibadaimon, Monato-ku, Tokyo 105-0012 Japan
Contact Name	Mr. Shohta Iwashima
Contact title	Operations
Phone Number	81-3-5408-3588
Email address	shohta@apexintl.co.jp



CUSTOMER SERVICE	0120.003200
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Malaysia

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<220lb/100Kg	FedEx
>220lb/100Kg	OMNI
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<220lb/100Kg	FedEx
>220lb/100Kg	OMNI
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean



CUSTOMER SERVICE	+60.3.5628.8500
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Agent Name	Global Air Freight (Pen) Sdn Bhd
Address	Level 20-A., Menara Notham 55, Jalan Sultan Ahmad S., Penang, Malaysia
Contact Name	Mr. Tinagaren
Contact title	Customer Service Manager
Phone Number	604-6264 118
Email address	tina@pen.global-gp.com



Contact(s)	Pei Lin Tan
	Selvan Tiran
Phone Number(s)	6-04-632-9433 (Main)
Email 1	Peilin.Tan@expeditors.com
Email 2	Selvan.Tiran@expeditors.com

Mexico

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<441lb/200Kg	FedEx
>441lb/200Kg	Echo

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	Echo



CUSTOMER SERVICE	
Echo Contact Email	physiocontrol@echo.com
Echo Booking (via phone)	562-388-6179
EchoTrak – Requires Log-in	https://www.echotrak.com/Login.aspx



CUSTOMER SERVICE	01-800-900-11.00
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Netherlands

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<143lb/65Kg	FedEx
>143lb/65Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<154lb/70Kg	FedEx
>154lb/70Kg	OMNI



Agent Name	Aramex Nederland BV
Address	Oude Meer, The Netherlands
Contact Name	Rob Boeff
Contact title	Import Teamleader
Phone Number	31-20-6558024
Email address	ron.boeff@aramex.com



CUSTOMER SERVICE	08000 222 333
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Singapore

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<110lb/50Kg	FedEx
>110lb/50Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	Omni



Agent Name	Global AirFreight Int'l Pte Ltd
Address	119 Airport Cargo Road., #01-07., Changi Cargo agents Megaplex 1., Singapore 819454
Contact Name	Mr. Uditha Kalinga
Contact title	Operations
Phone Number	65-6587 8432
Email address	udi-import@global.com.sg



CUSTOMER SERVICE	800.743.2626
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Sweden

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<220lbs/100Kg	FedEx
>220lb/100Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<220lb/100Kg	FedEx
>220lb/100Kg	OMNI



Agent Name	NAC Nordic Air and Sea
Address	PO Box 164, Lund SE-221 00 Sweden
Contact Name	Jessica Ask
Contact title	Air/Ocean Export Mgr
Phone Number	46 46 190325//29
Email address	nachelsea@nscairse.com



CUSTOMER SERVICE	0200 252 252
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Thailand

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<176lb/80Kg	FedEx
>176lb/80Kg	OMNI - Air
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<187lb/85Kg	FedEx
>187lb/85Kg	OMNI - Air
7 or more pallets = FCL (20'), 1-6 pallets = LCL	Expeditors - Ocean



Agent Name	Global Power Log Services
Address	92/8, Sathorn Tani Bldg 2., 7th Floor North Sathorn Rd., Silom, Bangrak, Bangkok, Thailand
Contact Name	(Ple) Ms. Monruedee Rattanjitbunchong
Contact title	Country Manager
Phone Number	662-238 2773 -83 #319
Email address	ple@bkk.global-gp.com



Contact(s)	Chortip Kongpanich Kanittha Pongpanyavuti
Phone Number(s)	+662-670-1028 Ext: 8606 & 8607
Email 1	chortip.kongpanich@expeditors.com
Email 2	kanittha.p@expeditors.com



CUSTOMER SERVICE	662.229
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Ukraine

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<189lb/85Kg	FedEx
>189lb/85Kg	Omni

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	Omni



Agent Name	TOV Delkar
Address	Office #338, 19B, Dneprovskaya Naberezhna Str, Kiev 02081 Ukraine
Contact Name	Vitaly Martinenko
Contact title	Managing Director
Phone Number	380445853815
Email address	delcar@cargo.relc.com



CUSTOMER SERVICE	380.44.495.2020
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United Arab Emirates

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<99lb/45Kg	FedEx
>99lb/45Kg	OMNI

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<209lb/95Kg	FedEx
>209lb/95Kg	OMNI



Agent Name	Globe Trekkers LLC
Address	M.01. Saif Ur Rehman Bldg, P.O. Box 32276, Deira, Dubai United Arab Emirates
Contact Name	Anand Pillai
Contact title	General Manager
Phone Number	971 4 221 3317
Email address	anand@globetrekersonline.ae



CUSTOMER SERVICE	380.44.495.2020
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United Kingdom

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<143lb/65Kg	FedEx
>143lb/65Kg	Expeditors

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<154lb/70Kg	FedEx
>154lb/70Kg	Expeditors



Contact(s)	Kevin O'Neill
Phone Number(s)	+44 1418897666
Email 1	Kevin.oneill@expeditors.com



CUSTOMER SERVICE	08000 222 333
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United States

Seattle (SEA)	
Weight (Lbs./Kg)	Carrier
<150lb/68Kg	FedEx
>150lb/68Kg	Echo Global

Louisville (SDF)	
Weight (Lbs./Kg)	Carrier
<150lb/68Kg	FedEx
>150lb/68Kg	Echo Global



CUSTOMER SERVICE	1-800-463-3339
Small Package Account #:	763809447



CUSTOMER SERVICE	
Echo Contact Email	physiocontrol@echo.com
Echo Booking (via phone)	562-388-6179
EchoTrak – Requires Log-in	https://www.echotrak.com/Login.aspx