



Simon & Schuster

Vendor Guideline

**For Simon and Schuster product and for
product distributed by S&S on behalf
of distribution clients**

Revision Date: 12/01/2009
Effective Date: 03/01/2010

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UPDATES TO BINDERY COMPLIANCE GUIDE

Dear Vendor:

Listed below is a summary of the pertinent changes that we have made to our requirements. These changes are described in detail in this guideline.

- ✓ **Carton Dimensions** – The carton height exception for mass paper titles has been removed from the guidelines. (see page 7)
- ✓ **Carton Quantities** – Simon & Schuster will no longer accept partial cartons. (see page 8)
- ✓ **Carton Label** – ISBN 13 should be the only ISBN printed on the carton label. (see page 9)
- ✓ **Pallet Specifications** – Carton layers should be stacked in an alternating pattern or be interlocking. (see page 12)
- ✓ **Pallet Specifications** – Calendars should no longer be shipped on 48" x 40" refurbished GMA pallets. (see page 12)
- ✓ **Bill of Lading** – The 3rd party billing address has been updated. (see pages 14 & 15)
- ✓ **Routing Guide** – Routing questions should be directed to the Transportation Department. (see contacts page 5).
- ✓ **The Contacts page has been updated.** (see pages 5&6)
- ✓ **Effective 2/1/2010 our Bristol facility is no longer a primary Distribution Center for receipts or shipments hence all references to Bristol have been removed.**

Please note:

Simon & Schuster tracks our and our client's vendor compliance with these requirements. Vendor Performance Reporting consists of a scorecard that will provide compliance feedback.

Simon & Schuster may refuse delivery if the shipment does not meet receiving requirements.

These guidelines will be effective on March 1, 2010.

Effective March 1, 2010

DELIVERY INSTRUCTIONS

| |
|---|
| SIMON & SCHUSTER DISTRIBUTION CENTER |
| RIVERSIDE, NJ |
| Simon & Schuster Receiving Department 100 Front St. Riverside, NJ 08075 Phone (856) 461-6500 |
| Delivery Scheduling Hours 6:00 AM - 8:00 PM EST |
| Delivery Appointments: (856) 824-2475 |

Appointments must be made at least 24 hours in advance of delivery. The following information is required to obtain a delivery appointment:

- Shipper Company Name
- **ASN Number** domestic shipments will not be able to set up an appointment without an ASN.
- Purchase Order Number(s) / Bind Order Number(s)
- ISBN Numbers / SKU
- Quantity Per ISBN / SKU
- Number of Pallets and/or Cartons
- PRO / BOL Number
- Total Weight
- Trailer Number
- Seal Number

Simon & Schuster reserves the right to refuse shipments if:

- Carrier is late for the appointment
- Missing Advance Shipment Notification (ASN)
- Arrives without an appointment
- Does not satisfy receiving requirements
- Trailer appears unsafe to enter
- Drivers are responsible to chuck trailer wheels

CONTACTS

Transportation & Purchasing

| Name/Title | Question Type | Phone | Email |
|--|---|---|---|
| Vince Trunfio Manager, Transportation | <ul style="list-style-type: none"> • Routing • Carrier Issues | Ph: (856)824-2016 | mailto: vince.trunfio@simonandschuster.com |
| Mary Jo Viselli Supervisor, Transportation | <ul style="list-style-type: none"> ▪ Routing | Ph: (856)824-2454 | mailto: maryjo.viselli@simonandschuster.com |
| Sue Brophy Transportation | <ul style="list-style-type: none"> ▪ Transportation Inbound Coordination | Ph: (856)824-2456 Fax: (856)824-2401 | mailto:sue.brophy@simonandschuster.com |
| Ann Christopoulos Bindery Coordinator | <ul style="list-style-type: none"> ▪ Bindery Shipments / Direct Deliveries | Ph: (856)824-2438 | mailto:ann.christopoulos@simonandschuster.com |
| Lisa Salerno Operations Analyst | <ul style="list-style-type: none"> ▪ Pallet Requests | Ph: (856)461-6500 ext. 2804 | mailto:lisa.salerno@simonandschuster.com |

Riverside Distribution Center

| Name | Question Type | Phone | Email |
|---|--|-------------------|---|
| Gail Hullings Manager, Receiving & VAS | <ul style="list-style-type: none"> ▪ Non-EDI ASN Testing & Approval ▪ General Questions Pertaining to Riverside Distribution Center ▪ Carton Quantity & Pallet Quantity | Ph: (856)824-2442 | mailto:Gail.Hullings@simonandschuster.com |
| Monique Pryor Supervisor, Pre-Receiving | <ul style="list-style-type: none"> ▪ Receiving Requirements | Ph: (856)824-2327 | mailto:Monique.Pryor@simonandschuster.com |
| Debbie Yansick Receiving Clerk | <ul style="list-style-type: none"> ▪ ASN Transmission Inquiries ▪ Delivery Appointments | Ph: (856)824-2884 | mailto:debbie.yansick@simonandschuster.com |
| Gwen Yansick Receiving Clerk | <ul style="list-style-type: none"> ▪ Online ASN Inquiries ▪ Delivery Appointments | Ph: (856)824-2862 | mailto:gwen.yansick@simonandschuster.com |

Effective March 1, 2010

Vendor Guideline Compliance Questions & Approval

| Name | Question Type | Phone | Email |
|---------------------------------------|--|-------------------|---|
| George Rutz Process Analyst | <ul style="list-style-type: none"> ▪ Vendor Guideline Questions & Approvals ▪ Receiving Requirements ▪ Exception Approval | Ph: (856)824-2151 | mailto:george.rutz@simonandschuster.com |

C-TPAT Questions

| Name | Question Type | Phone | Email |
|---|--|-------------------|---|
| Vince Trunfio Manager, Transportation | <ul style="list-style-type: none"> • C-TPAT Questions | Ph: (856)824-2016 | mailto:vince.trunfio@SimonandSchuster.com |

Client Services (Non-S&S Product)

| Name | Question Type | Phone | Email |
|---|--|--------------------|---|
| Cathy Parkinson Manager, Distribution Client Services | <ul style="list-style-type: none"> ▪ General questions pertaining to distribution client services | Ph: (856) 824-2061 | mailto:cathy.parkinson@simonandschuster.com |
| Pat Kennedy Distribution Client Coordinator | <ul style="list-style-type: none"> ▪ General questions pertaining to distribution client services | Ph: (856) 824-2474 | mailto:pat.kennedy@simonandschuster.com |
| Ann Massaro Distribution Client Order Coordinator | <ul style="list-style-type: none"> ▪ General questions pertaining to distribution client services | Ph: (856) 824-2159 | mailto:ann.massaro@simonandschuster.com |

3rd Party Operations

| Name | Question Type | Phone | Email |
|---|--|-------------------|---|
| Matt Malone Manager, 3 rd Party Operations | <ul style="list-style-type: none"> • Direct bindery shipments | Ph: (856)824-2447 | mailto:matt.malone@SimonandSchuster.com |

Effective March 1, 2010

CARTON CONSTRUCTION & PACKING

Carton Construction

- Carton construction is to follow the **UPS Carton Construction Guideline**. The Burst Test and Edge Crush Test depend on the weight, length and width of the carton. Below is the guideline that should be followed. Both the Burst Test and Edge Crush Test must meet the requirement.

| UPS Single-Wall Box Strength Guidelines | | | |
|--|---|---|---|
| Single-Wall Corrugated Fibreboard | | | |
| Maximum Weight of Box and Contents (lb/kg) | Size Limit of Box Length, Width and Depth Added (inch/cm) | Minimum Bursting Test (lb per sq. inch/kg per sq. cm) | Minimum Edge Crush Test (ECT) (lb per inch/kg per cm width) |
| 30/13.6 | 75/190.5 | 200/14.1 | 32/5.7 |
| 40/18.1 | 75/190.5 | 200/14.1 | 40/7.1 |

- In the event that **permission has been granted by Simon & Schuster** for a carton to weigh greater than 40 lbs, please follow the guideline below.

| UPS Single-Wall Box Strength Guidelines- EXCEPTIONS | | | |
|--|---|---|---|
| Single-Wall Corrugated Fibreboard | | | |
| Maximum Weight of Box and Contents (lb/kg) | Size Limit of Box Length, Width and Depth Added (inch/cm) | Minimum Bursting Test (lb per sq. inch/kg per sq. cm) | Minimum Edge Crush Test (ECT) (lb per inch/kg per cm width) |
| 50/22.7 | 85/215.9 | 250/17.6 | 44/7.9 |
| 65/29.5 | 95/241.3 | 275/19.3 | 55/9.8 |

Go to the link below to view the UPS Guideline.

http://www.ups.com/content/us/en/resources/ship/packaging/guidelines/how_to.html

The bottom flap of the cartons must be stamped with the carton guarantee seal.

Carton Dimensions

- Carton sizes should be selected according to the following parameters:

| | | |
|---------------|----------------|----------------|
| | <u>Minimum</u> | <u>Maximum</u> |
| Carton Height | 5" | 11" |
| Carton Width | 9 3/8" | 16" |
| Carton Length | 8 1/2" | 22" |

- Please note that the height of a carton must not exceed the length of the carton; the height should not be the largest dimension.

CARTON CONSTRUCTION & PACKING (continued)

Carton Weights

- Gross weight per carton must not exceed 37 lbs. on first printings without prior approval from S&S. Reprints should continue to use their existing carton quantities even if the carton weight exceeds 37 lbs.

Carton Quantities

- Vendor must adhere to the carton quantity on the purchase order.
- Carton quantities must be consistent for all printings unless specifically requested or approved by Simon & Schuster.
- Partial carton quantities will not be accepted.

If you have any questions regarding the carton quantity or with meeting our vendor requirements on a title not previously assigned to you, call your S&S Production contact in our New York office or your contact in our client's production department.

Carton Packing

- It is strongly recommended that books are packed flat and spine-to-spine, in the carton. The carton should be designed so the books fit without any spaces. If this is not possible, all space must be adequately filled with bogus paper or bubble wrap. The objective is to avoid damages.
- In a print run the carton filler should remain consistent through the entire printing.
- The use of "peanuts" or air bags is **not** acceptable.

Carton Closure

- Cartons are taped by machine, a 1 3/4" or wider tape should be used.
- The gauge of the tape must not be less than 2 millimeters thick. The tape should be clear or beige adhesive and not the reinforced paper type.
- Cartons must NOT be individually banded.

Carton Packing Changes

- In the event that the unit and/or carton packing parameters change, Simon & Schuster must be notified of the change. Such changes could be the unit dimension, unit weight, carton dimension, carton weight, carton quantity, carton space filler, pallet quantity, pallet weight, etc...
- All approved changes/exceptions must be "flagged" on the paperwork.

CARTON MARKINGS

The product label is required on all cartons. The marking cannot be stenciled on the carton. The purchase/bind order will provide instructions on the product information that should be on the carton label. This information will be noted in the special instructions box. Any additional marking is prohibited without prior approval.

LAYOUT

- Label cartons beginning at the bottom left on two sides (i.e. one end and one side).
- Wrap around labels are acceptable.
- Black ink should be used for print.
- The label should not be printed closer than 1 ¼" from any edge of the carton.
- All bar codes must have a minimum height of 0.5 inches, however it is highly preferred that a height of 0.75 inches is used.
- In order to support high speed scanning, use a minimum dimension of 0.015 inch (15 mils).
- There must be a "quiet zone" or white space of at least 0.25 inches following the bar-code.
- The recommended minimum label width is 6 inches, and the minimum label height is 4 inches.
- ISBN must be a minimum of .25 inches or 25 point font.
- Human Readable ISBN
- We highly recommend that carton label is certified by BISG.
 - **Go to this link to view the BISG guidelines -**
<http://www.bisg.org/documents/shipping.html>

ZONES

The product label information should appear in the zoned layout defined below in the listed sequence. All bar codes must follow the UCC/EAN-128 symbology and technical specifications as defined in this document.

Zone 1- Product Information: Human Readable

- **Title**
- **Author**
- **Publisher**
- **On-Sale Date** This field is only to be included on first printing titles. The on-sale date is provided on the Purchase Order in the 'special instructions' area.
- **Country of Origin**

Zone 2- Publisher Information: Human Readable and/or Bar Coded

- **Publisher Purchase Order Number** (Human readable and Bar Coded)
- **Cover Four Bar Code Designation** (Human readable)
EAN, UPC, or E/U if the title has both an EAN and UPC
- **Printing Number** – Printing number – Year of printing (Human readable and Bar Coded)

Zone 3- Product Information: Human Readable and Bar Coded

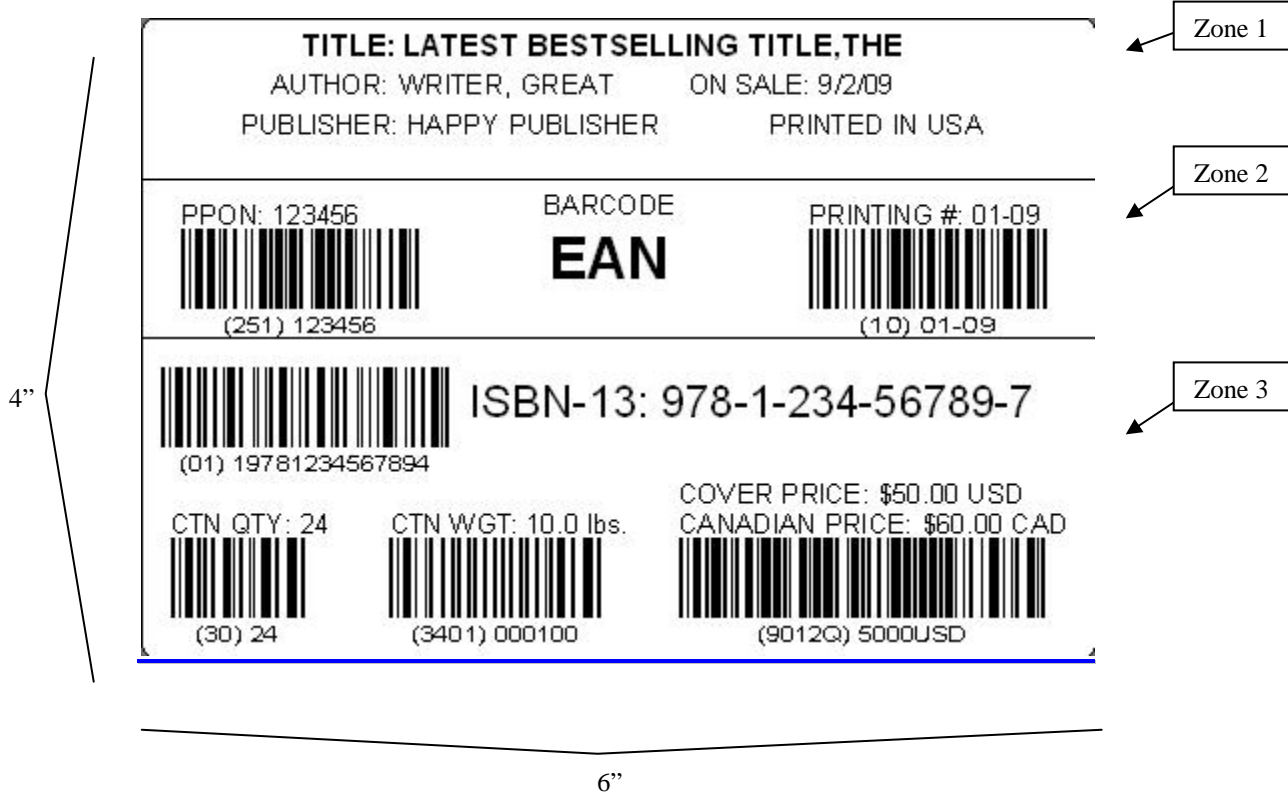
- **Carton Quantity**
- **ISBN 13: ISBN 13 should be the only ISBN printed on the carton label**
- **Carton Weight**
- **Cover Price (US/CAD)**

| APPLICATION IDENTIFIERS | | | | | |
|-------------------------|--------------------------|-------|--|---|--|
| EAN/UCC-128 Symbology | | | | | |
| Zone | Field Name | AI | Use | Format | Example |
| 2 | Publisher Purchase Order | 251 | Used to identify the purchase order from the publisher to the binder. | n3 + an..30 | Publisher PO = 123456 Data = 251123456 |
| | Printing Number | 10 | Used to identify the printing number for the publisher. | n2 + an..18 | Printing Number = 12-05 Data = 101205 |
| 3 | Carton Quantity | 30 | To identify the total number of units contained in the shipping container. | n2 + n..6 | Carton Quantity = 24 Data = 3024 |
| | ISBN | 01 | To encode the ISBN of the product in UCC/EAN-128 format | n2 + n14 n14 = P+978+ISBN+C Where: P=1 ISBN = first nine digits of ISBN C= Check Digit | ISBN = 1-234-56789-0 n14 = 19781234567894 Data = 0119781234567894 |
| | Carton Weight | 3401 | To identify the weight of the shipping container | n4 + n6 | Weight = 20.0 lbs Data = 3401000200 |
| | Cover Price | 9012Q | To display the US cover price in a bar-coded format. Implies two decimal places. For a non-US cover price, the appropriate ISO currency identifier should be used. | n4 + a1 + n..∞ + a3 | Cover Price = \$25.00 USD Data = 9012Q2500USD OR Cover Price = \$35.00 CAD Data = 9012Q3500CAD |

Information provided by the DEIG Guidelines for Shipping Container Labeling

EXAMPLE LABEL

ISBN-13



Effective March 1, 2010

DOCUMENTATION

Packing List

- A packing list detailing all information must accompany each shipment and should be indicated in a prominent manner to the Receiving Department.
- The necessary details are as follows for each title shipped:
 - ISBN 13
 - Price
 - Title Description
 - Total carton count
 - Number of books per carton
 - Total quantity shipped
 - Bind order number
 - Total pallet count
 - Carrier

In the event that an exception or change is made, flag the change in the paperwork. All exceptions must first be approved by Simon & Schuster.

- If more than one printing is being sent on a truck, the packing list should indicate how many pallets there are for each printing.

Note: Titles and Printings cannot be mixed on a pallet.

- Cartons containing the packing list must be clearly marked "Packing List Enclosed".
- Only one title per carton is acceptable.
- Packing lists must be faxed or emailed to delivery appointment contact prior to shipment arrival.

ASN

- Simon & Schuster requires an electronic ASN. You may provide this information via EDI transmission or use our designated website as an alternative. Requirements and contact information can be found in our ASN Guidelines.

PALLET SPECIFICATIONS

Cartons of books are to be utilized on 45" x 42" two-way wing pallets. (see figure 1) The cartons should be stacked on a pallet in a standard configuration with consistent number of cartons per layer. The height of the pallet must be 53" or less measured from the floor (not the top of the pallet). The pallet must be stretch wrapped tightly to avoid any shifting of cartons during transit.

Printers are required to provide a monthly pallet inventory and usage report to Simon & Schuster. Upon request S&S may provide pallets to our printers for Simon & Schuster product.¹ For non-Simon & Schuster (client) product, please contact your purchase order originator for pallet requests and inquiries. ***Please anticipate your need for additional pallets at least one month in advance.***

Pallet Quantities

- Pallets should be stacked in a way that maximizes the number of cartons per pallet following our guidelines above. Pallet quantities must be consistent. This means once the number of cartons and books per pallet is established for a title on the 45" x 42" pallet that profile should remain for that first printing and all subsequent printings.
- The layers should have an alternate pattern or should be interlocking (not straight stacked).
- Carton layering on pallets must be consistent for all printings unless a change order is specifically requested or approved by Simon & Schuster.
- Titles and printings must never be mixed on one pallet.
- The gross pallet weight must not exceed 2,000 lbs.
- Pallet tops and pallet banding is prohibited.

Pallet Bar Coding

Standard UCC-128 label format on 4" x 6" or 4" x 7" should be used that is linked to the ASN transmission. If you are not capable of generating this format, please use the following guideline for the label.

A uniquely numbered License Plate Number (LPN) must be applied to all pallets. This number must be in a standard Serialized Shipping Container Code (SSCC) format and must be linked to the ASN transmission. Exclude low case letters when creating a LPN.

- Bar code Size
 - The bar code must be at least 1.5" in Height and 4" in Length
- Label Size
 - The label must be at least 2" in Height and "5" in Length

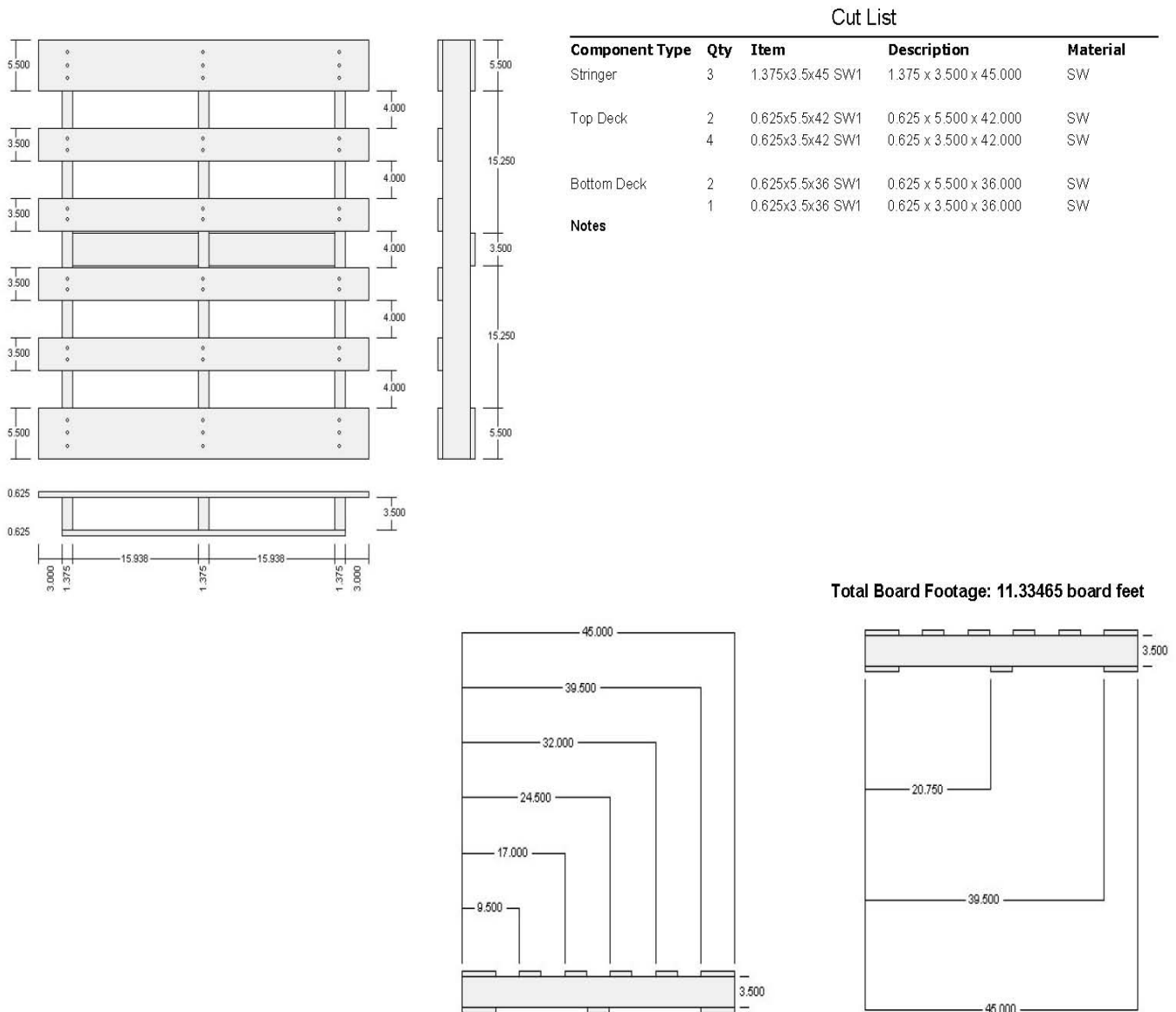
¹ Number is listed in the contact information.

Label Placement/Pallet Placard

An LPN label must be put on the lower right corner of each pallet's load (must be on the carton and not on the stretch-wrap).

Pallets must include a placard detailing the number of pallets and number of cartons. If bound for a S&S facility note the bind order number. When shipping directly to a customer display the customer's purchase order number. (see page 15)

FIGURE I – PALLET CONSTRUCTION



Effective March 1, 2010

BILL OF LADING REQUIREMENTS

Printers must follow the Voluntary Interindustry Commerce Solutions (VICS) standard format for all bill of ladings.

<http://www.vics.org/standards/bol/>

Freight Terms

All BOL for **Simon & Schuster** (not clients) products must be clearly marked as follows:

PREPAID - Third Party Billing

Technical Traffic Consultants
C/O Simon & Schuster
30 Hemlock Drive
Congers, NY 10920-1400

All BOL for **Distribution Clients** (NON SIMON & SCHUSTER product) should be marked for billing according to the specific Client's instructions on the Purchase Order that was provided. **DO NOT USE THE 3RD PARTY BILLING ADDRESS ABOVE.**

Shipper & Consignee Information – for Simon & Schuster prepaid shipments

Shipper

Your company name
Address
City, State Zip

Consignee Information

Simon & Schuster
Riverside Distribution Center
Receiving Department
100 Front Street
Riverside, NJ 08075

Shipment Information

- Actual carton count and number of pallets
- Simon & Schuster's Bind / Purchase order number(s)

Two copies of the bill of lading should be given to the carrier at the time of shipment. Carrier is to retain one copy for his files and attach the second copy to the freight bill.

Inbound freight bills without a bill of lading copy attached will be sent back to the carrier.

The carrier should be instructed that all shipments must have delivery appointments.

Imports - All copies of all Bill of Ladings, Packing List and Invoices must be faxed or emailed in advance to our Transportation department.

If you have questions on routing the shipments, please contact our Transportation Department, (see contacts page 5).

Effective March 1, 2010

DIRECT CUSTOMER DELIVERIES

Direct deliveries are shipments to our customers (all shipments consigned to destinations other than the Riverside Distribution Center).

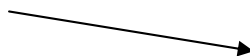
1. NO shipments may be made to a customer without an approved Simon & Schuster invoice. This will be supplied by the Bindery Coordinator (see contacts).
2. Upon completion of the order the following bill of lading information must be faxed or emailed to the Bindery Coordinator (see contacts). This communication must occur on the same day as the shipment. For Andrews McMeel Publishing direct deliveries please reference the client services contact. (see contacts).
Invoice number, date of shipment, quantity shipped, total weight, carton count, carrier name and signature.
3. For **PREPAID** shipments - Mark the BOL with the notation "Bill All Freight Charges" to:
**Technical Traffic Consultants
C/O Simon & Schuster
30 Hemlock Drive
Congers, NY 10920-1400**

For **COLLECT** shipments the BOL should be marked **COLLECT** and reference the customer's 3rd party billing address.

4. All drop shipments should be packed on 48" x 40" refurbished GMA pallets, unless specifically noted otherwise for special customer requests.
5. Bindery must adhere to the customer's Vendor Guidelines (contact the bindery coordinator for details).
6. Bindery must include customer purchase order on all pallet placards (see below).

Failure to comply with timely notification or any of the above requirements can result in substantial compliance charges.

Pallet placard example



| |
|---------------------------------|
| Customer's PO # _____ |
| Carton Count _____ |
| Pallet # _____ of _____ |

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ROUTING INSTRUCTIONS

Please contact the transportation department for any questions regarding shipments to Simon & Schuster (see contacts).

Air Freight Shipments and International Shipments

Only the S&S transportation department may authorize the use of air freight or send international shipments. When requesting the approval and billing information for air freight and international shipments please contact the transportation department (see contacts). Unauthorized use of Air Freight will result in a chargeback of the differential cost and compliance charge.

For S&S Product only

Cartons should be floor loaded in the container when shipped from overseas. Carton should not be loaded onto pallets.

C-TPAT (Customs-Trade Partnership Against Terrorism)

Simon & Schuster is a certified C-TPAT (Customs-Trade Partnership Against Terrorism) company and expects all of the suppliers to meet the recommendations/guidelines of the program. The C-TPAT program is a voluntary Government-Industry program designed to increase security at our borders.

If you are an overseas bindery, you will be required to complete Simon & Schuster's C-TPAT Security Questionnaire. Please contact our Transportation Manager to obtain this form and to answer any questions you may have related to Simon & Schuster's participation in the program.

For additional information, please visit the below link to CBP (US Customs & Border Patrol):
http://www.cbp.gov/xp/cgov/import/commercial_enforcement/ctpat/

COST TO CURE NON-COMPLIANCE

If Simon & Schuster feel necessary due to quality problems or non-compliance with these standards, Simon & Schuster reserves the right to charge the vendor for out-of-pocket costs incurred to cure such defects. This is not a compliance penalty.

However, should a vendor exhibit a significant or ongoing disregard for these requirements then S&S reserve the right to assess compliance penalties described in the compliance penalties section.

PENALTIES FOR NON-COMPLIANCE

Summarized below are the charge back amounts that Simon & Schuster may, at its option², assess for various non-compliance issues. The charge backs are specific to shipments that sent directly to our distribution center. The vendor will also be responsible for vendor violations fees that Simon & Schuster may incur from our customers due to non-compliance on when shipping directly to a customer. **All chargeback's will be deducted from your next remittance advice.**

There will be a flat fee of \$120 per ISBN/SKU that will be assessed, in addition to the below compliance charges.

| PENALTY AMOUNTS | NON-COMPLIANCE ISSUE |
|---|---|
| <i>Non-Compliant Cartons</i> | |
| \$500 per title | Carton dimensions (+/-) inch from Publisher supplied specifications, including changes to dimensions after first shipment without approval. |
| \$10 per carton | Cartons exceeded the established weight limit. |
| \$250 plus \$25 per carton | Actual quantity in carton differs from Publisher supplied information, including changes made after first shipment without approval. |
| \$10 per carton | Books are not packed flat and spine to spine. |
| \$10 per carton | Incorrect space filler. |
| \$10 per carton | Tape width is incorrect. |
| \$10 per carton | Carton was banded |
| <i>Improper Labeled or Marked Carton</i> | |
| \$10 per carton | Failed to follow standards for carton label or marking. |
| \$1000 per title | Failure to use the UCC/EAN-128 symbology for bar-codes. |
| \$10 per carton | Label or marking not on 2 sides. |
| \$10 per carton | Label or marking placement is incorrect. |

² Distribution client approval is required.

COMPLIANCE PENALTIES FOR NON-COMPLIANCE

PENALTY AMOUNTS

NON-COMPLIANCE ISSUE

Documentation

\$500 per Shipment

Packing List not included in shipment or not clearly marked.

\$500 per Shipment

Required information is not on Packing List.

\$500 per Shipment

Packing List not e-mailed or faxed.

Non-Compliant Pallets

\$25 per pallet

Incorrect pallet size

\$25 per pallet

Pallet was not stacked to maximize the number of cartons on a pallet.

\$25 per pallet

ASN label not on pallet.

\$25 per pallet

ASN label placement is incorrect.

\$25 per pallet

Banding or pallet tops on pallet.

\$25 per pallet

Actual pallet quantity differs from Publisher supplied specifications, including any changes to pallet quantities after first shipment.

\$25 per pallet &
Labor to restack the cartons
on a new pallet

Broken or unusable pallets used

Non-Compliant Shipments

\$10 per discrepancy

Failure to mark "Prepaid 3rd Party" on Simon & Schuster product bill of lading.

Non-Compliant Electronic ASN Transmission or Web Site

\$250 per shipment

Electronic ASN file or Web Site file not received before shipment.

Non-Compliant Routing / Carrier Selection

Full freight cost plus any penalties or
additional costs assessed by our
customers as a result of such error

Failure to follow Routing Instructions

Effective March 1, 2010