



# STARBOARD HOLDINGS, LTD.

## LOGISTICS SUPPLIER COMPLIANCE AND ROUTING MANUAL

Starboard Holdings and/or Starboard Cruise Services, collectively called “Starboard” or “Buyer” requests all Supplier shipments be packaged and transported effectively and safely, whether goods are shipped freight Prepaid or Collect to Starboard’s Miami Distribution Center or directly to a vessel. This guide summarizes the most important Logistics compliance requirements for each shipment type and provides instructions for transportation from Supplier to Starboard Cruise Services’ final destinations. Compliance with these requirements supports our common goal of expediting the flow of merchandise to the selling floor.

Note: The information in this manual may be updated periodically and can change without notice. It is recommended for suppliers refer to the online version found at <http://logistics.starboardcruise.com> to ensure the most current information is used.

*Suppliers are advised that failure to follow these procedures and adhere to the shipment instructions provided by Starboard Cruise Services’ Logistics Department will subject the Supplier to expense offset chargebacks in addition to other direct costs incurred by Starboard Cruise Services because of Supplier non-compliance and may result in the shipment not being picked up timely.*

## Understanding the Purchase Order Header

Several combinations of elements will dictate documentation, communication, packaging, and regulatory compliance requirements. Some of the elements for consideration include:

- Shipping Origin and Destination
- Duty Free or Duty Paid Status
- Inco Terms and who is responsible for payment and routing of the goods
- Mode of Transportation
- Shipment Types: Direct Ship Deliveries, Miami Central Stock Orders, or Miami Cross dock shipments

Your Purchase Order header helps provide some guidance on Shipment Type and requirements that will apply to your shipments:


PURCHASE ORDER						First Ship Date: 05/13/28 to 05/17/28	Last Ship Date: 05/17/28	Page: 1
STARBOARD™ Purchase Order Number: DC620000		Vendor ID: 600000		Expected Receipt Date: 06/03/28		Expected Delivery Date		
Purchase Order Date: 01/30/28		Vendor Name: Good Vendor Ltd		PURF Doc. Due Date: 05/10/28		Pre-Alert Form Due		
Original Expected Receipt Date:								
Ship To:	Bill To:	Currency:	Buy From Vendor:	Pay To Vendor:	Budget Category:	Handbags and		
STARBOARD DISTRIBUTION (238) RCL SYMPHONY 9290 N.W. 112th Avenue, Suite 8 Miami, FL 33178 USA	STARBOARD HOLDINGS, LTD. 1481 8400 NW 36 ST. SUITE 600 MIAMI, FL 33166 786-845-7300	US Dollars	Good Vendor Ltd	Good Vendor Ltd	Planner:	Leather/Sun		
		Terms	Contact Name	Contact Name	Duty Free:	No	Duty	
		CONSOLIDATOR - NET	123 Main Street	123 Main Street	ATF:	No	Status /	Type
		Payment Method:	City, State	City, State	Shipping Agent:	Agent Name		
		WORLDLINK BANK	USA		Shipping Service:	AIR	Mode of	
		TRNSF (SWIFT)			Shipping Method:		Transport	
					FCA	Free Carrier Named Location		
						Inco Term		
Location Code:	Destination Location	Delivery Port:	Agent Fee Code		Transportation Credit Pctg.			
DC	(238) RCL SYMPHONY	CITY- COUNTRY			0.00			

The **Shipment Type** is determined by a combination of 2 PO fields **Location Code** and **Destination Location**

Below is a quick reference tool to identify the PO Shipment Type for your order:

Shipment Type	Location Code	Destination Location
Central Stock	DC	(DC) Starboard Distribution Center
Cross Dock	DC	Ship Number & Name
Direct Ship Delivery (DSD)	Ship Number	Ship Number & Name

Below is an illustration of how each **shipment type** will appear on the PO Header:

Central Stock	Cross Dock	Direct Ship Delivery (DSD)
 <b>STARBOARD™</b> Purchase Order Number Purchase Order Date	 <b>STARBOARD™</b> Purchase Order Number Purchase Order Date	 <b>STARBOARD™</b> Purchase Order Number Purchase Order Date
<b>Ship To</b> Starboard Distribution Center 9290 NW 112th Ave, Suite 8 Miami, FL 33178 USA Contains Distribution Center address ONLY	<b>Ship To</b> Starboard Distribution Center (238) RCL SYMPHONY OTS 9290 NW 112th Ave, Suite 8 Miami, FL 33178 USA Contains Distribution Center address & Destination Ship Number & Name.	<b>Ship To</b> (238) RCL SYMPHONY OTS Attn: Gift Shop Manager Port Agent Name 123 Port Agent Way City, Country Contains Ship Name & Port Agent address & Contact Info
<b>Bill To</b> Starboard Holdings, LTD 1481 8400 NW 36 ST. SUITE 600 MIAMI, FL 33166 786-845-7300	<b>Bill To</b> Starboard Holdings, LTD 1481 8400 NW 36 ST. SUITE 600 MIAMI, FL 33166 786-845-7300	<b>Bill To</b> Starboard Holdings, LTD 1481 8400 NW 36 ST. SUITE 600 MIAMI, FL 33166 786-845-7300
<b>Location Code:</b> DC	<b>Location Code:</b> DC	<b>Location Code:</b> 238
<b>Destination Location:</b> (DC) Starboard Distribution	<b>Destination Location:</b> (238) RCL SYMPHONY OTS	<b>Destination Location:</b> (238) RCL SYMPHONY OTS
Location Code / Dest. Loc. contains "DC"	Location Code "DC" / Dest. Loc. contains "Ship Name & Number"	Location Code / Dest. Loc. contains "Ship Name & Number"

## TABLE OF CONTENTS

<b>Glossary of Terms and Definitions .....</b>	<b>p. 5</b>
<b>1. General Shipment Guidelines.....</b>	<b>p. 6 - 7</b>
a. Ship Windows	
b. Merchandise Quality	
c. Fill Rate	
d. PO Quantities	
e. Require Documentation	
f. Substitutions	
g. Multiple Shipments / Backorders	
h. Shipping Information	
i. Non-Sellable Goods	
j. Item Marking / Ticketing	
<b>2. Starboard Shipment Notification, Required Information, Timelines.....</b>	<b>p. 8</b>
a. Starboard StarTrack Portal for Prepaid & Collect vendors	
b. Accessing the StarTrack Portal	
c. StarTrack Portal Functions & Guide	
d. Timeline Guidelines	
e. Contact Information	
<b>3. Prepaid Freight Terms, Supplier Responsibilities.....</b>	<b>p. 9</b>
a. Domestic Shipments	
b. In-Bond Shipment	
c. International Shipments	
d. Courier and Small Package Shipments (International or Domestic)	
<b>4. Documentation Guidelines.....</b>	<b>p. 10 - 16</b>
a. General Documentation Guidelines	
b. How and when to send Documentation	
i. Accompanying ALL shipments	
ii. For Duty Free/Bonded and/or TTB shipment	
c. Transport Document (Freight Bill, Bill of Lading/BOL & Air Way Bill/ AWB)	
d. Hazardous Materials (Ocean & Air Transport)	
e. Packing List	
f. Commercial Invoice	
<b>Sections G &amp; H ONLY applies if shipping Duty Free product to the Distribution Center</b>	
g. Partnering Government Agency (PGA) Requirements	
i. Food and Drug Administration (FDA), Prior Notice & Import Requirements	
ii. Alcohol and Tobacco Tax and Trade Bureau (TTB)	
iii. U.S. Fish & Wildlife Services (F&W)	
iv. Consumer Product Safety Commission (CPSC)	
v. CITES (Fish & Wildlife Services regulations for endangered species)	
vi. United States Department of Agriculture (USDA), Lacey Act	
vii. Environmental Protection Agency (EPA)	

- h. Shipping Duty Free (CBP Bonded) Product from TFZ to Starboard's Private Bonded Warehouse.

**5. General Loading and Packaging Guidelines..... p. 16 - 20**

- a. Carton Packing Guidelines
  - i. General Guidelines
  - ii. Central Stock orders
  - iii. Cross Dock and DSD orders
- b. Carton Marking Guidelines, Non-EDI (Not engaged in Electronic Data Interchange)
  - i. General Guidelines
  - ii. Central Stock Orders, must also include below information
  - iii. For X-dock and DSD orders, must also include below information
- c. Carton Label Location (for all shipment types)
- d. General Pallet Guidelines
- e. Pallet Packing/Configuration
  - i. General Guidelines
  - ii. For Central Stock & Cross Dock PO's to Miami Distribution Center
  - iii. For Direct Ship Deliveries

### Glossary of terms and definitions

- 1. Shipping Window:** The time between the First and Last Ship Dates on the Starboard Purchase Order.
- 2. First and Last Shipment Dates:** The first and last date for the order to ship in order to meet the “Expected Delivery Date”.
- 3. Business Days:** Monday through Friday, Excluding Holidays.
- 4. Goods Ready Date:** First date goods are available for pick-up or expected to ship.
- 5. Expected Delivery Date:** Date on Board Ship for Direct Ship Deliveries or date expected at the Miami Warehouse.
- 6. DSD Order:** Direct Ship Deliveries are orders that sent directly from Supplier location to a ship or designated consolidation point.
- 7. Cross Dock Order:** Cross Dock purchase orders are orders shipped to the Starboard Distribution Center, Pre- destined and pre-packed by the Supplier for a specific destination Ship.
- 8. Central Stock Order:** Central Stock purchase orders are orders to be shipped to the Starboard Distribution Center for stock and replenishment to the ships.
- 9. Duty Free / Bonded:** Import or export shipment which has not been cleared by customs and is transported, stored, or handled with security to the government provided by indemnity bonds.
- 10. Incoterms** The **Incoterms** or International Commercial Terms are a series of pre- defined commercial terms published by the International Chamber of Commerce (ICC) relating to international commercial law. They are widely used in international commercial transactions or procurement processes and their use is encouraged by trade councils, courts and international lawyers.

## 1. **General Guidelines which apply to ALL Starboard Purchase Order Shipments**

### a. **Ship Windows**

The shipping window, defined by the Start Ship Date and Stop Ship Date, is an industry-standard measurement tool. During this window, the supplier must have the merchandise ready for Starboard to pick up (for Collect shipments) or ready to deliver to the carrier/consolidator (for Prepaid shipments) at any time between these dates, without penalty. If the shipment is not made available before the Stop Ship Date, or is tendered before the Start Ship Date, an expense offset penalty will apply.

### b. **Merchandise Quality**

Starboard reserves the right to inspect products (including samples) before accepting delivery or during Quality Assurance once a Purchase Order arrives at the Distribution Center.

If items are damaged, defective, expired, have an expiration date outside the agreed shelf-life, or do not match the order's specifications, Starboard may take any of the following actions:

- Return the goods at the seller's expense.
- Hold the goods at the seller's expense and risk, pending further instructions.
- Cancel the order and either:
  - i. Request reimbursement for the reduced value of non-conforming goods, or
  - ii. Deduct the amount from current or future payments to the seller.
- Charge the seller an expense offset fee.

Receiving the goods does not mean Starboard waives any rights or remedies under the order or applicable law.

### c. **Fill Rate**

Fill Rate measures how well a supplier fulfills the items and quantities listed on the original purchase order, and whether they are shipped on time. Suppliers are expected to meet at least a 90% fill rate at the purchase order level. If the received goods fall below 90% of what was ordered, the supplier may be penalized.

### d. **PO Quantities**

Any changes in PO Quantities must be communicated and approved by Starboard prior to shipment. This communication should be sent directly to your assigned Buying/Planning team.

### e. **Required Documentation**

Starboard needs accurate paperwork from a Supplier in order to clear customs and receive product. If that paperwork is late, missing, missing required information and/or inaccurate, a Supplier chargeback will be incurred per document. **(See Documentation Guidelines on pg. 11)**

### f. **Substitutions**

If a supplier ships an item with a different style number than what was ordered (without prior approval), it delays processing at the warehouse and creates extra work and cost. To avoid this, suppliers must ship exactly what is listed on the purchase order. **No substitutions are allowed unless approved in advance by Starboard.**

Starboard automatically rejects all unauthorized substituted merchandise, with no need to provide notice or take further action. Even if the substituted goods are considered "accepted" under applicable law, Starboard still reserves the right to reject them at any time afterward. Starboard is not required to notify the supplier of the rejection. Unauthorized substitutions may also result in an expense offset fee.

**g. Multiple Shipments/Backorders**

When more than one shipment is made against a purchase order, it increases the overall freight cost and processing costs.

Purchase Orders must be tendered complete to Starboard at the time of pick-up or delivery. An expense offset penalty will be incurred for Multiple Shipments/Backorders. Please do not ship multiple shipments or backorders.

**h. Shipping Information**

As a reminder, goods should be prepared for shipment according to standard commercial practice, packed adequately to ensure safe arrival, and in accordance to Starboard Holdings compliance guidelines.

Suppliers who ship Prepaid using their own carrier or truck (where Starboard does not pay for freight) are still required to follow all instructions in this Supplier Manual.

**This includes requirements for:**

- Carton marking and packing
- Shipping documents
- Routing instructions
- Shipment notification

All shipment details, including the carrier's name and required documents, must be uploaded to Starboard's Shipment Notification Portal (StarTrack) before the shipment is made. Additional requirements for Collect and Direct Ship deliveries are also outlined in this manual. **All shipments must be tendered palletized & shrink wrapped on USDA approved pallets, unless otherwise approved by Starboard.**

**i. Non-Sellable Goods**

Duty Paid and Duty-Free Purchase Orders must never be combined/commingled on the same transport document (e.g., Bill of Lading, Air Waybill, or shipping label). These order types require distinct handling procedures and must be shipped separately to avoid returns, delays, unplanned costs, and potential chargebacks.

It is important to note that **non-sellable** goods can only be delivered **Duty Paid** to Starboard's Distribution Center. Non-sellable goods such as marketing materials, visual displays, samples, fixtures, and other collateral. Proper handling and routing of these orders are critical to ensure compliance and avoid disruptions in processing.

For detailed instructions on how to ship non-sellable/collateral goods, please refer to the Visual & Non-Merchandise Shipment Guide. [Visual & Non-Sellable Merchandise Shipping Guide](#)

**j. Item Marking/Ticketing**

Merchandise must be ticketed with the following information, as detailed in the Item Marking Guideline section of the online manual. (Varies by product category)

- UPC barcode and number (mandatory)
- Starboard Item Number and/or Supplier Style Number (mandatory)
- Item Description
- Color and size, if applicable
- Retail Price

Proper ticketing and labeling are a prerequisite for doing business with Starboard. All general and specific ticketing requirements are outlined in the Item Marking Guidelines section of the online Supplier Manual. If a purchase order is not marked according to these specifications, an expense offset penalty will apply.

## 2. **Starboard Shipment Notification (StarTrack), Required Information, Timelines**

Starboard has transitioned from the Pre-Alert Form (PURF) to a new online vendor web portal for routing purchase orders called StarTrack.

### a. **Based on the agreed Payment Terms and corresponding Incoterms, the portal will prompt you to provide specific shipment and communication details.**

- **Prepaid Vendors:** A Prepaid Vendor is responsible for carrier selection, routing, and payment for all logistics services to the agreed place of receipt, as stipulated by the Incoterm (DAT, DAP, or DDU). The information uploaded into the portal will generate a Shipment Notification Form (SNF), which Starboard uses to anticipate the volume and delivery date of your purchase order(s).
- **Collect Vendors:** For Collect Vendors, Starboard is responsible for carrier selection, routing, and payment for all logistics services from the agreed place of origin, as per the Incoterm (FCA – named place of origin). The information entered into the portal will generate a Pick-Up Request Form (PURF), which Starboard uses to coordinate the routing and pickup of your purchase order(s).

**EDI Vendors:** ASN Submission does not replace the StarTrack Pickup Request of Shipment Notification.

### b. **Accessing the StarTrack Portal.**

- You can access StarTrack Portal through Starboard's Vendor Compliance Portal by visiting: <https://logistics.starboardcruise.com/finance-logistics/> Click on the StarTrack Portal section.

### c. **Portal Functions: Once logged in, the following functions will be available:**

- **Pending Orders:** Displays grouped purchase orders that are pending routing.
- **Completed Orders:** Shows purchase orders already routed by the vendor and reviewed by Starboard's Transportation Department.
- **Grouping Purchase Orders:** If you are working with multiple purchase orders that share the same shipping window, the portal will display all grouped POs that are ready to be routed as these PO's can be routed in a single submission.
- **Step by Step Guide:** For a detailed step-by-step guide and instructional video, visit our Vendor Compliance Portal and click on the StarTrack Portal section: <https://logistics.starboardcruise.com/finance-logistics/>

### d. **Timeline Guidelines**

Submitting Shipment Information & Uploading Documents to StarTrack Portal (for Starboard and/or Port Agent)

- **Collect Freight Terms:** All required shipment information and documents must be submitted via StarTrack Portal no later than two (2) business days prior to the "First Ship Date" to ensure timely delivery as indicated on the purchase order. Please account for U.S. holidays when calculating lead times.
- **Prepaid Freight Terms:** All required shipment information and documents must be submitted via StarTrack Portal no later than two (2) business days before the shipment departs from origin. Be sure to consider U.S. holidays when calculating lead time.

### e. **Contact Information**

For any questions related to the above information or to the documentation submitted through StarTrack Portal, please contact the corresponding department below:

- **For Prepaid Suppliers:** [logistics.prepaid@starboardcruise.com](mailto:logistics.prepaid@starboardcruise.com)
- **For Collect Suppliers:** [transportationinbound@starboardcruise.com](mailto:transportationinbound@starboardcruise.com)

**Important Note:** If the shipment is **Duty Free** and **destined for the Miami DC**, all final customs documents must be sent to [dllogisticscdc@starboardcruise.com](mailto:dllogisticscdc@starboardcruise.com) within 24 hours of departure from origin.

- For Duty Free/Bonded Shipments: [mia\\_starboard\\_cdc@starboardcruise.com](mailto:mia_starboard_cdc@starboardcruise.com)

### **3. Prepaid Freight Terms, Supplier Responsibilities**

#### **a. Domestic Shipments:**

- The carrier must request and obtain a delivery appointment. Deliveries without appointments will not be accepted and are subject to expense offset compliance fees.  
**For Delivery Appointment, submit appointment request to:**  
[DLLogisticsInbound@starboardcruise.com](mailto:DLLogisticsInbound@starboardcruise.com)

#### **b. In-Bond Shipment:**

- Shipments from a bonded warehouse, traveling within the United States, or originating from Canada and transporting through the United States, or originating from a Free Trade Zone, must be provided with Customs Form 7512/QP for bonded movement. The 7512/QP must be “arrived” at the Port of Miami (5201) before delivery to Starboard’s Distribution Center.

#### **c. International Shipments:**

- **Air and Ocean Shipments to the Starboard Distribution Center (DC)**  
Must be made available in Miami, Florida (Miami Airport 5206 or Miami Seaport 5201)
- **Ocean Shipments to the Starboard DC**  
Requires an International Security Filing Number (ISF)  
All international ocean shipments arriving into the United States require compliance to Customs and Border Patrol (CBP) Importer Security Filing (ISF) 10+2 rule. CBP requires ISF 10+2 filing 24 hrs. prior to cargo loading on vessel at foreign port. If past 24 hours, the customs ISF is considered late and CBP will have the right to issue fines in the amount of 35,000 for each violation, not to exceed 310,000 per shipment.  
Starboard Cruise Services requires Prepaid Suppliers shipping via Ocean to file ISF Notification on Starboard’s behalf. Prior to your first shipment, “Limited Power of Attorney” will be provided to your Logistics provider in accordance with this requirement. Please contact Starboard Transportation at [transportationinbound@starboardcruise.com](mailto:transportationinbound@starboardcruise.com) for support.

**The ISF 10+2 Confirmation Number must be provided in StarTrack when submitting your Shipment Notification and Transportation Document (AWB/BOL) upon shipment.**

- **Direct Ship Deliveries (DSD)**  
Goods to arrive at final destination port no later than 5 Calendar Days prior to the Expected Delivery Date on board the Ship to allow for recovery and clearance.
- **Direct Ship Deliveries under payment terms DDP (Delivered Duties Paid)**  
The Supplier is responsible for coordination and clearance to ship side on the designated provision date. Suppliers should insure all commercial arrangements are made in advance with their designated logistics partners to ensure smooth processing and direct billing requirements.

#### **d. Courier and Small Package Shipments (International or Domestic)**

- The Starboard PO number must be indicated in the Billing Reference Field of the shipping document. **(FedEx, UPS, DHL Shipment)**
- For Duty Free/Bonded purchase orders, suppliers must ensure that the courier does not automatically clear U.S. Customs.
- The courier must offer a **“Broker Select”** option, allowing Starboard’s customs dept to process the shipment as bonded.

- **FedEx is the preferred courier**, as they support Broker Select and are familiar with Starboard's bonded import process.
- Courier shipments (UPS / FedEx / DHL) may not exceed more than 10 loose cartons per PO.

#### **4. Documentation Guidelines**

##### **a. General Documentation Guidelines**

- The Starboard Purchase Order (PO) Number (Prefixed by DC) must on **ALL** documentation
- Duty Free/Bonded and Duty Paid orders **must not** be on the same Transport Document/Shipment

##### **b. How and when to send Documentation**

###### **i. Accompanying ALL shipments** (Central Stock, Cross Dock, DSD Orders):

**INSIDE** the Lead Carton (carton 1 of X), located on Pallet No. 1 of the shipment.

- Copy of Packing list

###### **ii. For Duty Free/Bonded and/or TTB shipments to the Starboard Distribution Center, documentation must be received by the Starboard Customs Department via email a minimum of 1 to 2 business days prior to shipment departure from origin.**

- Commercial Invoices (see section e. commercial invoice requirements)
- Packing Lists (see section d. packing list for requirements)
- Transport Document (B/L or AWB) (see section b. transport document for requirements)
- Any additional PGA required regulatory documents.

**Email address:** [mia\\_starboard\\_cdc@starboardcruise.com](mailto:mia_starboard_cdc@starboardcruise.com)

##### **c. Transport Document (Freight Bill, Bill of Lading/BOL & Air Waybill/ AWB)**

- Must be consigned to: Starboard Cruise Services  
9290 NW 112 Ave, Suite 8  
Miami, FL 33178
- Must be manifested in the total number of cartons of the shipment (Not Pallets)
- Must provide the accurate Weight and cube of the shipment
- Must state the Freight Payment Terms:
  - Freight Collect (Starboard pays freight for Terms FCA)
  - Freight Prepaid (Supplier pays freight for Terms DAT, DDP, DAP)

###### **If Ocean Freight:**

- Must indicate container and seal number
- International Security Filing Number (ISF)
- Ocean Bill of Lading should be issued "**EXPRESS RELEASE**"

###### **If Applicable to the shipment/item:**

- Temperature control requirements
- Hazardous designation
- Any special handling required (e.g. in-bond)

###### **Below requirement only apply to DSD orders:**

- Must include in the body of the BOL or Handling Information:  
"Ship Stores In-Transit"

- “Notify on Arrival Party” must include Port Agent Name and Phone Number

**d. Hazardous Materials**

- Hazardous Materials (fragrance, nail polish, relevant cosmetics etc.) as defined by International Air Transport Association (IATA), International Maritime (IMO), or US Title 49 of the Code of Federal Regulations (CFR49), must be properly packaged, labeled, and documented.
- Must be properly declared in the Transport Document (per applicable regulations)
- Hazardous Material Documents must be provided:
  - Air – IATA Hazardous Material Declaration
  - Ocean – IMDG Form
  - All Modes – Material Safety Data Sheet
- A copy of the Material Safety Data Sheet must also be sent to the Transportation Department and Distribution Center Inbound Department with each shipment, No exceptions.
  - Transportation: [transportationinbound@starboardcruise.com](mailto:transportationinbound@starboardcruise.com)
  - DC Inbound: [DLLogisticsInbound@starboardcruise.com](mailto:DLLogisticsInbound@starboardcruise.com)

**Lithium Battery Labeling Compliance**

- To ensure safe transport and regulatory compliance, **all cartons containing lithium batteries must be clearly marked with Lithium Battery markings**. This applies universally regardless of battery type, quantity, or how the battery is embedded in the item.
- There are **no exceptions** to this policy. Even if the product does not visibly indicate it contains a lithium battery, proper labeling is still required.

**Failure to comply may result in:**

- Rejected shipments
- Delays in customs clearance
- Regulatory penalties or fines

**e. Packing List**

A Packing List is required for all shipments.

Each Packing List must correspond to only one specific Starboard Purchase Order and Commercial Invoice.

The Packing List must include the following:

- Ship From Address
- Ship To Address
- Starboard Purchase Order number, including prefix, "DC"
- Starboard Item Number (SKU) and/or Supplier Style Number
- Item Description
- Contents by Carton (preferred)
- Quantities Ordered (preferred)
- Quantities Shipped
- Total Units per Packing List / per PO
- Relevant Invoice Number (preferred)
- Breakdown per Size and Color for Apparel and Shoe Orders
- Gross weight (specify unit of measure)
- Number and type of outer packaging
- Total Carton Count for the PO

*\*\*Packing list should not include prices*

Below requirement only apply to DSD orders:

- Ship to Address: Cruise Line Abbreviation and Ship Name, proceeding the Port Agent Name Example: M/V XCL Dream C/O Port Agent Name and Address

**f. Commercial Invoice**

The Commercial Invoice is required for all shipments, including those from and within the United States and those traveling in-bond in and out of the United States.

Each Commercial Invoice must correspond to only one Starboard Purchase Order and must show the following in English:

- Supplier Name and Address
- Bill to as per Purchase Order
- Ship to Address
- Terms of Payment & Terms of Delivery
- Mode of Transportation
- Possible discount (cash discount), rebate or allowance
- Manufacturing date, best before date/expiration date (for Food/Candy)
- Shelf life (for Food and Candy)

- Starboard Purchase Order Number, including prefix “DC”
- Quantities shipped, number and type of packages
- Total Items/Units per Invoice
- Complete Description of Merchandise
- Country Of Manufacture for each SKU/Style
- Item Cost in USD
- Extended Cost in USD
- Total Invoice Value in USD
- Supplier Style (including size/color where applicable)

**The below additional requirements apply to Duty Free/Bonded orders:**

- Manufacturer/Seller Name and address of each SKU/Style and/or “MID”  
Important: If Textiles, must be the Actual Manufacturer not supplier
- HTSUS Number (at 6-digit level), US Harmonized Tariff Number
- Item/Unit Quantity based on the Items HTSUS Number (ex. Jewelry Grams, Alcohol pf/liter)
- Complete, Clear Description of Merchandise (what is it, what is it used for, what is it made of?)
- Breakdown per Material/Fiber Content

**\*Sections G & H ONLY applies if shipping Duty Free product to the (DC) Distribution Center\***

**Shipping Duty Free (CBP Bonded) / Tax Free (TTB Regulated) Product to Starboard’s Private Bonded Warehouse – PGA & FTZ/Bonded Requirements**

**Note:** “Duty Free” refers to U.S. Customs bonded warehouse shipments. “Tax Free” refers to alcohol and tobacco shipments regulated by the Alcohol and Tobacco Tax and Trade Bureau (TTB) that must be received into a TTB Export Warehouse.

**g. Partnering Government Agency (PGA) Requirements**

In addition to U.S. Customs requirements, merchandise may be subject to regulations from other U.S. and international government agencies. The agencies listed below are the most common. It is the supplier’s responsibility to notify Starboard before shipping if any item on the Purchase Order is subject to regulatory requirements or restrictions. Suppliers must provide all required documentation and ensure full compliance. Non-compliance may result in detention, penalties, fines, or civil/criminal sanctions by government agencies and/or Starboard.

**i. Food and Drug Administration (FDA)**

**Reference:** [www.fda.gov](http://www.fda.gov)

Regulates food, beverages, cosmetics, fragrances, liquor, eyewear, medical devices, radiation-emitting products, tobacco/e-cigarettes, motion sickness bands, etc.

**Required info on invoice/documentation:**

- FDA Registration number
- Manufacturer name/address (actual manufacturer)
- Shipper name/address
- Product name, FDA product code
- Quantity and unit of measure
- Country of origin
- English description of each item

**Additional Requirements:**

- Drugs: National Drug Code (NDC)
- Eyewear: Device Listing No., DFE No., DEV No., Impact Resistance/Drop Ball Test results/Supplier List, all manufacturers names/address listed on one document
- Foreign manufacturer must add Starboard as a Known Importer

**Non-compliance with FDA Prior Notice may result in a minimum \$31,000 fee per product type plus additional detention, seizure, storage, and handling charges.**

***ii. Alcohol and Tobacco Tax and Trade Bureau (TTB)***

**Reference:** [www.ttb.gov](http://www.ttb.gov)

Regulates alcohol and tobacco imports and trade. Shipments must move into a TTB Export Warehouse, not the bonded warehouse.

**Required documentation:**

- TTB forms (e.g., 5200.14, 5200.11) as applicable
- Identify tobacco type (small cigars, large cigars, pipe tobacco, etc.)
- Specify units of measure (sticks, packs, cases, liters, etc.)

***iii. Consumer Product Safety Commission (CPSC)***

**Reference:** [www.cpsc.gov](http://www.cpsc.gov)

Regulates products with button/coin cell batteries (e.g., watches, toys). Requirements are based on Reese's Law (Aug 16, 2022; effective Feb 2023).

**Required documentation:**

- General Certificate of Conformity (GCC) – watches
- Children's Product Certificate (CPS) – toys
- Certificate of Compliance – other battery products
- Warning labels on packaging and products (if practicable)
- Warnings included in manuals/instructions

***iv. U.S. Fish & Wildlife Services (F&W)***

**Reference:** [www.fws.gov](http://www.fws.gov)

Regulates wildlife, animal products, and natural materials.

**Invoice requirements:**

- Common name
- Scientific name
- Country of origin
- Farmed or Wild caught

v. **CITES (Endangered Species Regulations)**

Reference: [www.cites.org](http://www.cites.org)

Regulates trade in endangered species.

**Requirements:**

- CITES ORIGINAL permit obtained before export
- Permit number noted on Bill of Lading / Air Waybill
- Original permit sent via Trackable shipping method to:  
**Starboard Customs Department**  
**9290 NW 112 Avenue, Suite 1**  
**Miami, FL 33178**
- The permit must match shipper, consignee, **quantity**, and items shipped and invoiced
- CITES and non-CITES orders must ship separately

vi. **United States Department of Agriculture (USDA), Lacey Act**

Reference: [www.usda.gov](http://www.usda.gov)

Regulates wood and wood-containing finished goods.

**Requirements:**

- Lacey Act Declaration (PPQ Form 505)

vii. **Environmental Protection Agency (EPA)**

Reference: [www.epa.gov](http://www.epa.gov) | 40 CFR Part 770

The EPA regulates chemicals, cleaners, and composite wood products imported into the U.S.

Jewelry/Leather Cleaners:

- Suppliers must provide written certification stating whether the product is TSCA positive or negative.

**Composite Wood Products (TSCA Title VI):**

- Covers hardwood plywood, MDF (including thin MDF), and particleboard.
- Must be certified by an EPA-recognized Third-Party Certifier (TPC).
- Finished goods must include a label showing: fabricator's name, date of production (MM/YYYY), and TSCA Title VI compliance statement.
- Suppliers must maintain compliance records and provide them to EPA within 30 days if requested.

Certain items are exempt from EPA TSCA Title VI requirements, if an exemption applies, the supplier must clearly communicate this in writing with each shipment.

EPA-regulated merchandise in Starboard's bonded warehouse may only be repacked or unpacked incidental to exportation.

**Compliance Statement**

Each shipment must include:

"I certify that all chemical substances in this shipment comply with all applicable rules under TSCA and that I am not offering a chemical substance for entry in violation of TSCA or any applicable rule or order under TSCA.

***H. Shipping Duty Free (CBP Bonded) Product from FTZ to Starboard's Private Bonded Warehouse***

Suppliers shipping Duty Free merchandise from a U.S. Foreign Trade Zone (FTZ) to Starboard's bonded warehouse must ensure all goods are designated "for export only" and comply with U.S. Customs requirements. Depending on admission status, merchandise may be transferred from FTZs under Zone-Restricted (ZR) status, from Non-Privileged Foreign (NPF) status admitted before April 9, 2025.

All shipments must move under the proper CBP forms (copy of 214/s from FTZ admission, 7512 for bonded transport) and count toward the five-year maximum storage period from the original import date. Under no circumstances may the merchandise be entered into U.S. commerce.

**5. General Loading and Packaging Guidelines****a. Carton Packing Guidelines*****i. General Guidelines***

- Each carton must contain merchandise for only one Starboard Purchase Order
- Use new cartons constructed of a minimum 200Lb/sq. in. test corrugate for packaging. The corrugate should be clean. For hardboards, use corrugates of a minimum of 275 lb. / sq. in.
- To ensure integrity of cartons, use new cartons, not cartons previously used.
- The gross weight of each carton must not exceed 55 lbs.
- A carton must not exceed the dimensions of a standard pallet (48"x 40")
- A carton must not exceed 6 cubic feet. (0.1699 M3)
- A carton must not be smaller than 1 cubic foot. (0.0825 M3)
- Pack merchandise in the same inner pack stated on the Purchase Order

***ii. Central Stock orders***

- Only one ITEM No. (SKU) is allowed per carton

***iii. Cross Dock and DSD orders***

- More than one ITEM No. (SKU) is allowed per carton since quantities per ITEM No. (SKU) are generally small and orders are pre-packed to a specific ship. All items of each ITEM No. (SKU) in the carton should be inner packed and labeled with ITEM No. and Quantity per inner pack.
- Where the goods are intended for foreign destinations, they must be packaged in accordance to appropriate international regulations

**b. Carton Marking Guidelines, Non-EDI (Not engaged in Electronic Data Interchange)**

All cartons sent to Starboard Holdings, Ltd must be labeled. The purpose of the label is to connect the physical units of a Supplier's shipment with our Purchase Order, electronic information, and shipment documents.

***i. General Guidelines***

- Carton markings must be large enough to be easily read.
- Carton Label size should be approximately 4" X 6 "
- Use only smudge-proof labeling ink and high-quality paper.

**All cartons must be clearly marked with the following information:**

- Ship From (Shipper Name, Address Information)
  - Ship To (Starboard Distribution Center)
  - Starboard Purchase Order Number
  - Quantity of units in carton
  - Carton No. X of Y
  - Carton Weight
  - Country of Origin
  - Mark “Fragile” and “up” arrow, if applicable.
- Do not over pack or under pack the carton.
  - Do not place strapping on individual cartons.
  - Seal packing cartons with good quality security tape. All tapes must be moisture/temperature resistant and have an adhesive quality that resists drying in transit.
  - Place carton inserts above and below merchandise to prevent the contents from knife cuts when opening. (Only required if product is not inner packed)
  - All liquid products must have a sealed cap.
  - For folded items and items packed in polybags, place the tag so that the UPC/EAN is visible and accessible to scan without violating the item packaging.
  - Perishable Goods must have Human Readable expiration dates on the export cartons
  - Merchandise must be packaged as a unit together with warranty, box, and other applicable materials pertaining to each item to avoid kitting. Any kitting performed by Starboard will be at supplier’s expense and applied in the form of an expense offset chargeback fee. *Examples: **Sunglasses** with case, must be packaged and shipped each in their individual case. and **Watches** must be packaged in their individual case/box, warranty card(s), and manual*
  - **Hazardous Materials** (fragrance, hairspray, lithium batteries, etc.) as defined by International Air Transport Association (IATA), International Maritime (IMO), or US Title 49 of the Code of Federal Regulations (CFR49), must be properly packaged, labeled, and designated in packaging as required by the appropriate dangerous goods regulations.
  - **Only the following Hazardous Materials UN Numbers are currently accepted by Starboard DC.**


UN Number	Approved Department	Hazmat Class Type
UN1170	Beauty	3 - Flammable Liquids
UN1950	Beauty	2.2 - Aerosols
UN1993	Beauty	3 - Flammable Liquids N.O.S Marine pollutant
UN1219	Beauty	3 - Flammable Liquids
UN1266	Beauty	3 - Flammable Liquids
UN3091	Beauty, Watches, Sundries	9 - Miscellaneous Lithium-metal Batteries
UN3481	Beauty, Watches, Sundries	9 - Miscellaneous Lithium-ion Batteries

- **Any new UN Number must be reviewed and approved by Logistics.**

**ii. Central Stock Orders must also include below information**

- **UPC Barcode and Number corresponding to the item packed in the carton**
- Color (if applicable)
- Size (if applicable)
- Master Quantity and Inner Pack (if applicable)

***Non-EDI Label Sample for Central Stock***

<b>FROM:</b> Supplier Name  Supplier Address  Supplier Address		<b>TO:</b> Starboard Distribution Center  9290 NW 112th Ave, Suite 8  Miami, FL 33178					
<b>COUNTRY OF ORIGIN</b> <div style="border: 1px solid black; height: 25px; width: 100%;"></div>		<b>GROSS WEIGHT</b> <div style="border: 1px solid black; height: 25px; width: 100%;"></div> <b>LBS</b>					
<b>PO</b> <div style="border: 1px solid black; height: 25px; width: 100%;"></div>		<b>UPC</b>   0 36000 29145 2					
<b>CARTON</b> <div style="border: 1px solid black; height: 25px; width: 40px;"></div> <b>OF</b> <div style="border: 1px solid black; height: 25px; width: 40px;"></div>							
<b>COLOR</b> <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	<b>SIZE</b> <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="padding: 2px;">MASTER QTY</th> <th style="padding: 2px;">INNERPACK QTY</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 2px;">10</td> <td style="text-align: center; padding: 2px;">1</td> </tr> </tbody> </table>		MASTER QTY	INNERPACK QTY	10	1
MASTER QTY	INNERPACK QTY						
10	1						
<b>ITEM/STYLE NUMBER</b> <div style="border: 1px solid black; height: 25px; width: 100%;"></div>							

Downloadable sample label available on our website:  
<https://logistics.starboardcruise.com/finance-logistics/>

**iii. For X-dock and DSD orders, must also include below information**

- Ship name
- Ship number

**Non-EDI Label Sample for Cross-Dock/DSD**

<b>FROM:</b> Good Vendor, Inc.  123 Bond Street  City, State, Country		<b>TO:</b> Starboard Distribution Center  9290 NW 112th Ave, Suite 8  Miami, FL 33178	
<b>SHIP NUMBER</b>	<b>238</b>	<b>CARTON COUNT</b>	<b>1 OF 2</b>
<b>SHIP NAME</b>	<b>RCL SYMPHONY OTS</b>		
<b>PO NUMBER</b>	<b>DC630000</b>	<b>GROSS WEIGHT:</b>	<b>24 lbs</b>
		<b>CARTON QTY:</b>	<b>85</b>

Downloadable sample label available on our website:

<https://logistics.starboardcruise.com/finance-logistics/>

**c. Carton Label Location (for all shipment types)**

- It is **recommended** that the carton label be placed in the upper right-hand corner of one of the carton narrow sides.
- The label should be applied in a way that it is visible to the outside when packed on a pallet
- Do not allow the label to cover any other important information.
- All purchase order and store numbers on the label must be clearly separated from numbers which are internal to the supplier and must be legible and at least as large as those numbers.

**d. General Pallet Guidelines**

Merchandise must be shipped on standard 48" x 40" pallets or slip sheets (slip sheets are exclusive for Ocean shipment to Starboard Distribution Center), unless otherwise authorized. Floor loaded shipments (truck or container) will result in an expense offset non-compliance chargeback.

Wooden Pallets must comply with USDA Wooden Packing Material Regulation.

USDA Wood Packing Material Regulation requires that wooden packing materials such as pallets, crates, boxes, and dunnage be either heat treated or fumigated with methyl bromide, in accordance with the IPPC guidelines and marked with an approved international mark certifying treatment. (I.E. ISPM15 Stamp)

**Note:** Plastic Pallets are an acceptable alternative to wooden pallets, excluding U.S.P.S pallets.

## e. Pallet Packing/Configuration

### i. General Guidelines

- Orders with 10 or more loose cartons must be palletized, with all palletization costs covered by the shipper.
- Cartons from the same Purchase Order should be grouped together on the same pallet. Mixed pallets are allowed only if the pallet limit is exceeded.
- Pallets must be tightly shrink-wrapped from top to base for protection.
- Use additional strapping when possible to prevent shifting; strapping is required for liquor shipments.
- Cartons must fit within pallet edges without overhang to prevent damage. Oversized items require approval before shipping.



### ii. For Central Stock & Cross Dock PO's to Miami Distribution Center

- Multiple POs can be commingled on a single pallet if they are complete PO's
- Standard pallets should be of the following size based on mode and destination.  
 The pallet dimensions are expressed in Width, Length, and Height.  
**Via Air:** 48 in (121.92cm) x 40in (101.6cm) x 50in (152.4 cm) *\*Varies by Airline\**  
**Via Ocean:** 48 in (121.92cm) x 40in (101.6cm) x 85in (215.90cm)  
**Via Truck:** 48 in (121.92cm) x 40in (101.6cm) x 80in (203.2cm)

### iii. For (DSD) Direct Ship Deliveries PO's

- For the same ship, port, and delivery date can be commingled (Note: All PO numbers on a single pallet must be visibly marked on the outside of the pallet for easy identification)

### iv. Standard pallets should be of the following size based on mode and destination.

The dimensions are expressed in Width, Length, and Height:

**Air to Ships:** 48 in (121.92cm) x 40in (101.6cm) x 50in (152.4cm) *\*Varies by Airline\**  
**Ocean to Ships:** 48 in (121.92cm) x 40in (101.6cm) x 69in (175.26cm)