

**UPR Vendor Compliance Manual
REVISION LOG**

Date Modified	Section Modified	Topic Addressed	Revision Made
12/9/2011	Shipping/Routing Guidelines	Merchandise Billing - Updated	Added email address to USH Merchandise Billing information.
12/9/2011	Shipping/Routing Guidelines	Merchandise Billing -Updated	Added email and fax number as a "Preferred" method of communication to UO Merchandise Billing information.
12/9/2011	Billing/Invoicing Guidelines	Merchandise Billing -Updated	Added email address to UO Merchandise Shipping & Routing information.
12/9/2011	Billing/Invoicing Guidelines	Merchandise Billing -Updated	Added email and fax number as a "Preferred" method of communication to UO Merchandise Shipping & Routing information.
12/9/2011	Shipping/Routing Guidelines	Shipping & Routing - Change	Removed "6. Letter of Credit" from "IMPORTING" section from website.
12/9/2011	Billing/Invoicing Guidelines	Wire Transfer Added to Tab	Copied "Wire Transfer Guidelines" from the "Shipping/Receiving Guidelines" to also appear under the "Billing/Invoicing" tab.
12/9/2011	Shipping/Routing Guidelines	Added Wire Transfer Disclaimer	Added following disclaimer below "Wire Transfer Guidelines." "(Please review our Vendor Chargeback Tab for regular updates.)"
12/9/2011	Billing/Invoicing Guidelines	Added Wire Transfer Disclaimer	Added following disclaimer below "Wire Transfer Guidelines." "(Please review our Vendor Chargeback Tab for regular updates.)"
12/9/2011	Compliance Documentation	Updated Insurance Document	Submitted updated "Certificate of Liability Insurance" example.
1/27/2011	Ticketing Guidelines	Payment Terms - Modified	Modified payment terms per GE Policy for Universal Studios Hollywood to Net 75.
1/4/2011	Purchase Orders	Payment Terms - Modified	Changed payment terms of the Purchase Order from 45 to 75.
10/27/2010	Ticketing Guidelines	UPRM Ticketing Guidelines	Updated and replaced entire UPRM Ticketing Guidelines Manual by creating all new artwork and photos; updated and revised all ticketing guidelines and definitions; clarified and defined appropriate labeling placement for each category.
2/24/2010	Shipping/Routing Guidelines	USH Warehouse Contact Information	Updated phone number for the Merchandise Distribution Center in Hollywood to (818) 622-6838 located under "B. BILLING AND SHIPPING ADDRESS" on the SHIPPING AND ROUTING GUIDELINES tab.
8/28/2009	Packing & Labeling Guidelines	Adult sweatshirts – inner / master packs	Changed "SWEATSHIRTS" in ITEM COLUMN to "ADULT Sweatshirts" and changed "MASTER CARTON MAXIMUM" from "24" to "12"
8/28/2009	Packing & Labeling Guidelines	Youth sweatshirts – inner / master packs	Added "YOUTH SWEATSHIRTS" to ITEM column; Added "3" & "24" to INNER PACK QUANTITY & MASTER CARTON MAXIMUM column.
8/28/2009	Packing & Labeling Guidelines	Carton Dimensions for Master Cartons	Removed carton dimensions of "29" x 17" x 20" under A. MASTER CARTONS.
8/28/2009	Packing & Labeling Guidelines	Master Carton Limits Statement	Bolded line under A. MASTER CARTONS emphasizing master carton weight and dimension limits.
8/28/2009	Ticketing Guidelines	RN Number for Vendor Reference to Ticketing Guidelines	Added "RN NUMBER:" vendor reference line below "SEWN-IN LABELS" under "TICKETING GUIDELINES."
8/28/2009	Home Page	Unsolicited vendor compliance documentation.	Added "NOTE:" addressing unsolicited vendor compliance documentation on the bottom of home page.
8/28/2009	Contact Information	Unsolicited vendor compliance documentation.	Added "NOTE:" addressing unsolicited vendor compliance documentation on the bottom of Contact Information Page.
8/3/2009	Shipping/Routing Guidelines	Changed Import Consolidator vendor information.	Under "2. IMPORT CONSOLIDATOR" the Overseas Consolidator Vendor was changed from "Deltamax Freight System Wider Consolidated Ltd. Attn: Lin Tadacheeny, 10834 So. La Cienega Blvd, Inglewood, CA 90304, Tel: 310-338-1411, Fax: 310-338-1425, E-mail: lin@deltamax.com." to "Expeditors International of Washington, Inc., Fred Harris, Import Transportation Supervisor, 9025 Boggy Creek Road Suite 2 Orlando, FL 32824, Tel:(407) 816-0186, Fax: (407) 816-7234, E-Mail: fred.santana@expeditors.com, Website:www.expeditors.com."
8/3/2009	Shipping/Routing Guidelines	Changed Customhouse Broker vendor information.	Under "3. CUSTOMHOUSE BROKER" the Customhouse Broker Vendor was changed from "Mr. Johnson Chia/Mr. Steven Chang, Deltamax Freight Services Inc., 10834 So. La Cienega Blvd, Inglewood, CA 90304, Tel: 310-568-0999, Fax: 310-568-3399, E-mail: johnsonchia@deltamax.com." to "Expeditors International of Washington, Inc., Maria Santana, Customs Brokerage Supervisor, 9025 Boggy Creek Road Suite 2 Orlando, FL 32824, Tel: (407) 816-0186, Fax: (407) 816-7234, E-Mail: maria.santana@expeditors.com, Website: www.expeditors.com."
8/3/2009	Shipping/Routing Guidelines	Changed Import Consolidator and Broker references	All references to "Deltamax Freight System Wider Consolidated Ltd." or "Deltamax Customs Service, Inc." have been changed to "Expeditors International of Washington, Inc."
7/23/2009	Return to Vendor Guidelines	Added condition to first paragraph	Under RETURN TO VENDOR GUIDELINES, added "AT THEIR EXPENSE." to end of first paragraph.
7/23/2009	Packing & Labeling Guidelines	Added direction to vendor for Inner Pack Packaging.	Under INNER PACK PACKAGING, added "and be labeled with appropriate Inner Pack Label" to first sentence.
7/23/2009	Packing & Labeling Guidelines	Added items to Adult/Youth Apparel chart.	Added "Night Shirts" and "Sleepers" to ADULT/YOUTH APPAREL, and added quantities of "6" and "36" for "Night Shirts" and "6" and "24" for "Sleepers" under INNER PACK and MASTER CARTON quantities.
7/23/2009	Shipping/Routing Guidelines	Added line outlining vendor's responsibility to ensure release of shipment.	Under C. ROUTING, added line to read "It is the vendor's responsibility to ensure that the shipment is released to the Universal carrier prior the cancellation date. Failure to do so may result in cancellation of the Purchase Order."
7/23/2009	Packing & Labeling Guidelines	Added maximum carton dimensions & weight for master cartons.	Added specific dimensions to end of first paragraph under A. MASTER CARTONS to say "and note that no individual carton may exceed 50 lbs or 29" x 17" x 20".
7/23/2009	Packing & Labeling Guidelines	Added new category and items to PACKING & LABELING GUIDELINES schedule.	Added category to PACKING & LABELING GUIDELINES titled "GENERAL SOUVENIRS" and added four items titled "General Souvenirs", "Golf Balls", "Towels" and "Magic Towels".

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7/23/2009	<u>Packing & Labeling Guidelines</u>	Added new category and items to PACKING & LABELING GUIDELINES chart.	Added inner pack and master carton quantities for the following: General Souvenirs:"25" & "250"; Golf Balls:"25" & "300"; Towels:"36" & "36"; & Magic Towels:"25" & "250".
7/23/2009	<u>Vendor Chargebacks</u>	Added PENALTY FEE to Vendor Chargeback Schedule	Under "Shipping and Packing Slip Violations" next to "Misdirected Freight", added "Full Freight" to PENALTY FEE column.
7/23/2009	<u>Packing & Labeling Guidelines</u>	Added Vendor direction for inner pack quantities.	Under INNER PACK PACKAGING, added "If Vendor is unsure of inner pack quantity or Master Carton quantity, please contact the buyer".
7/23/2009	<u>Vendor Chargebacks</u>	Addition of vendor chargeback for incorrect or missing PO, Ship Date or Bill of Lading.	Under "Shipping and Packing Slip Violations", added new item: "Purchase Order number on Bill of Lading is missing or incorrect" to the Vendor Chargeback Schedule.
7/23/2009	<u>Vendor Chargebacks</u>	Addition of vendor chargeback for relabeling charges for over 150 cartons.	Under "Master Carton Violations", added new item "Relabeling charges for over 150 cartons" and added "(see schedule below)" to PENALTY FEE column.
7/23/2009	<u>Vendor Chargebacks</u>	Addition of vendor chargeback for relabeling charges for over 150 packs.	Under "Inner pack Label Violations", added new item "Relabeling charges for over 150 packs" and added "(see schedule below)" to PENALTY FEE column.
7/23/2009	<u>Packing & Labeling Guidelines</u>	Changed Inner Pack and Master Carton capacity requirement for hardlines item.	Changed INNER PACK and MASTER CARTON capacity requirement for "Shot Glasses" from "72" to "144" in both columns.
7/23/2009	<u>Packing & Labeling Guidelines</u>	Changed Sample Master Carton Label illustration	Changed PO# on label from "79300-00" to read "79300" and changed QUANTITY from "500 PCS" to read "500".
7/23/2009	<u>Packing & Labeling Guidelines</u>	Revised quantity requirement for Master Cartons maximum capacity.	Changed quantity for "Sweatshirts" from "24" to "12" under MASTER CARTON MAXIMUM column.
11/14/2008	<u>Shipping/Routing Guidelines</u>	Add e-mail contact for Warehouse Traffic Dept.	In A.1. after phone number, added "or email NBCUTraffic@universolorlando.com ".
11/14/2008	<u>Packing & Labeling Guidelines</u>	Add Inner Pack Label sample.	Before Polybags, added the following statement as its own paragraph as follows: "EACH INNER PACK BOX MUST BE LABELED. Refer to sample Inner Pack Label." Added a hyperlink to Inner Pack Label sample.
11/14/2008	<u>Packing & Labeling Guidelines</u>	Added requirement for certain date format for Master Carton labels.	Under section A. MASTER CARTONS in the note under the graphic, added: "Use standard U.S. date format."
11/14/2008	<u>Shipping/Routing Guidelines</u>	Addition of a vendor chargeback for misdirected freight.	Added under ROUTING in paragraph 2 under C: "Also, misdirected freight may result in a chargeback. At UPR's discretion, freight to original location and freight to corrected location may be charged."
11/14/2008	<u>Vendor Chargebacks</u>	Addition of a vendor chargeback for misdirected freight.	Added "Misdirected Freight" as the last item under "Shipping and Packing Slip Violations", then added: "At UPR's discretion, misdirected freight may result in a chargeback equal to the cost of freight to the original location and freight to the correct location."
11/14/2008	<u>Vendor Chargebacks</u>	Addition of a vendor chargeback for vendor failure to add expiration or "best by" dates to perishable shipment labels.	Under "Master Carton Label Violations", added a new item under DESCRIPTION column, "Expiration or 'Best By' dates missing or incorrect date format" and then added a "\$100.00" to PENALTY FEE column.
11/14/2008	<u>Vendor Chargebacks</u>	Addition of a vendor chargeback for vendor failure to contact Universal Warehouse prior to shipping.	Under "Shipping and Packing Slip Violations", added a new item: "UPR Traffic Dept not contacted prior to shipping" and added a "\$100.00" to PENALTY FEE column.
11/14/2008	<u>Vendor Chargebacks</u>	Addition of a vendor chargeback for vendor failure to provide Universal with a required Certificate of Conformity.	Under "Shipping and Packing Slip Violations", added a new item, "Missing or incorrect Certificate of Conformity" and added a "\$100.00" to PENALTY FEE column.
11/14/2008	<u>Vendor Chargebacks</u>	Addition of a vendor chargeback for vendor failure to use Universal's standard inner pack quantities.	Under "Inner pack Label Violations", added a new item under DESCRIPTION column, "Non-standard inner pack quantities used" and then added a "\$100.00" to PENALTY FEE column.
11/14/2008	<u>Vendor Chargebacks</u>	Amend PO Number chargeback verbiage.	Under "Shipping and Packing Slip Violations", changed second item to read, "Purchase Order number missing from Bill of Lading or incorrect".
11/14/2008	<u>Vendor Chargebacks</u>	Amend PO Number chargeback verbiage.	Under "Master Carton Violations", changed first item to read, "Purchase Order number missing, incorrect or not scannable."
11/14/2008	<u>Vendor Chargebacks</u>	Amend sku number chargeback verbiage.	Under "Master Carton Violations", changed second item to read, "SKU number missing, incorrect or not scannable."
11/14/2008	<u>Ticketing Guidelines</u>	Change label vendor name and information.	Under SEWN-IN LABELS, changed "Paxar Fabric Labels" to "Avery Dennison". Updated contact information to the following: Avery Dennison Attention: Donna Pass, 2025 16th Street, Greensboro, NC 27405. Phone (336) 553-2403, Fax (336) 547-0031. donna.pass@averydennison.com .
11/14/2008	<u>ALL PAGES</u>	Change manual back to a solely Universal Parks & Resorts' manual.	Replaced all instances of "NBC Universal" or "NBCU" to "Universal Parks & Resorts" or "UPR". Removed all other NBCU references, names, processes and addresses.
11/14/2008	<u>Shipping/Routing Guidelines</u>	Job title change for Universal's Merchandise Assistants.	Changed "Merchandise Assistant" to "Merchandise Inventory Analyst".
11/14/2008	<u>Home Page</u>	Remove PDF version of manual	Removed the sentence and hyperlink: "If you would prefer a printed copy, click here to download a PDF version of this online manual."

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11/14/2008	<u>Shipping/Routing Guidelines</u>	Revise address and contact info for Universal Orlando Merchandise Warehouse.	Under BILLING & SHIPPING ADDRESS, clarified UO Merch Warehouse address and added "NBCUTraffic@universolorlando.com" under Delivery Phone information. E-mail also added to ROUTING section.
11/14/2008	<u>Packing & Labeling Guidelines</u>	Revise inner pack requirements for shorts.	Under ITEM, separated out shorts with a "6" under "Inner Pack Quantity" and "48" under "Master Carton Maximum".
11/14/2008	<u>Packing & Labeling Guidelines</u>	Revise maximum height of stacked cartons.	Under section C. PALLETIZED CARTON PACKAGING, revised second bullet to read as follows: "Maximum height of stacked cartons is 63" including pallet." (revising 63" to 84").
11/14/2008	<u>Shipping/Routing Guidelines</u>	Updated Deltamax contact (freight forwarder / customs).	Removed Deltamax contact "David Abraham" and replace with "Lin Tadacheeny. Also, removed David's e-mail address and replaced with "lin@deltamax.com".
8/25/2008	<u>Compliance Documentation</u>	Add new forms.	"UPR Factory Detail Request" and "Sample Insurance Certificate" added as new forms.
8/25/2008	<u>Billing / Invoicing Guidelines</u>	Change the address for Merchandise Invoices for Universal Studios Hollywood.	Added the following: ACS-NBCUni, Accounts Payable, P.O. Box 981836, El Paso, TX 79998. Phone: 866-808-6401
8/25/2008	<u>Shipping/Routing Guidelines</u>	Change the address for Merchandise Invoices for Universal Studios Hollywood.	Added the following: ACS-NBCUni, Accounts Payable, P.O. Box 981836, El Paso, TX 79998. Phone: 866-808-6401
8/25/2008	<u>Compliance Documentation</u>	Remove form.	"VCM Acknowledgement Form" removed.
8/25/2008	<u>Compliance Documentation</u>	Replace existing compliance forms with new versions.	"UPR New Vendor Checklist", "UPR Social Compliance / Factory Audit Acknowledgement Form" and "UPR New Vendor Information" forms added as updated replacement forms.
3/30/2007	<u>Contractual Samples (NEW)</u>	Address the contractual samples requirement.	Added menu tab for "CONTRACTUAL SAMPLES". Added text as follows: "Vendors are required to provide a reasonable amount of final production samples of any NBCU-developed merchandise containing third-party licensed material which will accompany or appear on or in any merchandise which Vendor produces for NBC Universal. Such samples are used to fulfill contractual sample requirements to NBCU's licensors."
3/30/2007	<u>Packing & Labeling Guidelines</u>	Address the placement of Master Carton labels.	In Packaging Guidelines under Master Cartons, added the following: "Please the Master Pack Label in two locations: (1) the smallest or end panel and (2) the longest or side panel, in the upper right corner."
3/30/2007	<u>Packing & Labeling Guidelines</u>	Address the shipment of perishable items.	Added "FOR PERISHABLE ITEMS (CANDY, ETC.), Vendor must add the expiration or "best by" date on the Master Carton labels in the Description box."
3/30/2007	<u>Ticketing Guidelines</u>	Change NBC label vendor name.	In Sewn-In Label section, changed label vendor name for NBC from "RVL Packaging" to "RVL Packaging / Avery-Dennison".
3/30/2007	<u>Billing / Invoicing Guidelines</u>	Clarify billing address for freight for NBC Store.	Added "NBC Retail, 30 Rockefeller Plaza, New York, NY 10012" address for freight billing.
3/30/2007	<u>Shipping/Routing Guidelines</u>	Clarify Customs compliance documentation requirements for imports.	In sub-section D "Importing", added the following: 1. Additional Document Requirements for Imports. (Please see section for text.)
3/30/2007	<u>Ticketing Guidelines</u>	Clarify visually the placement of price tickets on products.	Added a reference by link to an attachment showing ticketing illustrations.

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