|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **CONTENT CAPTURE REQUEST FORM** | | | | | | | | |
| **1** | About You | Today’s Date:  Your Company Name:  On Behalf of: **AAFES**  Your Name:  E-mail:  Phone:  Address: | | | | | | | | |
| **2** | Processing | **Services** | | | Number of SKUs | | Number of Boxes | | | Number of Trays |
| Space Management | | |  | |  | | |  |
| **Any Products to be Rushed?**  Yes  No  **How many days rushed?** 1 2 3 4 5 6 7 8  9  (If yes, rush charges will be the vendor’s responsibility. Normal turnaround time for AAFES is 10 business days.) | | | | | | | | |
| **Any Products On-Hold?**  Yes  No (If yes, list products on a separate sheet with release dates) | | | | | | | | |
| **3** | Return | **Any Products to be Returned?**  Yes  No  (You **MUST** provide a shipping account number or your items will **NOT** be returned.)  **Where Are Products to be Returned?**  Return Address:  Attn: Phone:  **How Are Products to be Returned?**  UPS  FedEx   FedEx Ground  **Service Type?**  Standard  Priority  Overnight  **Acct #:**  (Your account will be charged the shipping cost on any items you indicate to be returned upon completion.)  **Please be sure your FEDEX or UPS account number matches the return address** | | | | | | | | |
| **4** | Shipping Instructions | **Send Products to:** Syndigo Database Department Attn: Bill Sass 5244 Edgewood Ct. Jacksonville, FL 32254  Fill out form, print and include a copy with your shipment. Complete shipping instructions are located on page two. | | | | | | | | |
| **5** | Special Instructions | Items needing display (out of the packaging) images and dimensions should be noted here. | | | | | | | | |
| FOR SYNDIGO USE ONLY | | | Initials | # | | Date | | | Notes | |
| Shipping & Receiving: | | |  |  | |  | |  | | |
| GEM: | | |  |  | |  | |
| Scheduling: | | |  |  | |  | |
| Photography: | | |  |  | |  | |
| Warehouse:­ | | |  |  | | **AAFES_Logo_BIG** | |

****

**Syndigo Client Service:**

If you have any questions regarding this form   
or sending product samples, please contact:

[**CustomerService@Gladson.com**](mailto:CustomerService@Gladson.com) OR Phone: 866-594-0777

Monday–Friday, 7:00am-5:00pm CST

**The following instructions illustrate how to ship products to the Syndigo facility.**

**If the products are perishable:**

* Ship perishable items on Mondays or Tuesdays to ensure products are received by the end of the week.
* Package all products in dry ice for shipping.
* Write "PERISHABLE" on the outside of each box containing perishables.

**If the products are breakable:**

* Package all products in bubble wrap, peanuts, shredded paper, etc.

**Displays, nested and tray products:**

* AAFES needs both the Display (out of box) and Unit (in box) image for applicable items, so if this applies be sure to send both the item and the box it is sold in.
* Two samples of a nested product should be sent to ensure accurate nest dimensions. (Example: if a bowl sits inside another bowl two samples will be needed.)
* Tray packs should be submitted full and please note under "special instructions" if both the tray and the single item are to be processed.

**Product mock ups, sales samples, and For Position Only (FPO):**

* Items must contain an accurate GTIN UPC or the sample will not be processed, unless pre-requested, in which case Syndigo can provide a temporary UPC.
* Sales samples can be processed for Space Management purposes; however, full label detail will only be captured at Syndigo's discretion if product information appears to be complete.
* If a product prototype is to be returned mark the return and shipping information on the data request form. Syndigo is not responsible for return of prototypes which are not properly marked at the time of delivery to Syndigo.

**Items that will require upcharge:**

* Warehouse club and promotional/seasonal items.

**Please Note:**

These items will *not* be returned to you unless otherwise indicated on the Request Form.

Please ensure that they are shipped in sturdy boxes to maintain product and packaging for imaging.

**Send Products To:**

**Syndigo Database Department**

**Attn: Bill Sass**

**5244 Edgewood Ct**

**Jacksonville, FL 32254**

If you have any questions regarding this form, or sending product samples, please contact Syndigo Customer Service:

[**CustomerService@Gladson.com**](mailto:CustomerService@Gladson.com) **OR Phone: (866) 594-0777**

**Business Hours: Monday–Friday, 7:00am-5:00pm CST**

**Please use this sheet to list all of the UPCs in your shipment (UPCs MUST be on products):**

|  |  |  |  |
| --- | --- | --- | --- |
| **UPC** | **Description** | **Box/Tray UPC** | **Box/Tray Description** |
| **Example:** |  |  |  |
| **000111222333** |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |