



**MARMEN**

# Supplier manual

Last update: December, 2025

**manufacturing  
forward**

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The purpose of this supplier manual is to set out Marmen's guidelines and expectations regarding the flow of information and the physical flow between Marmen and its suppliers.

The ability of suppliers to comply with the requirements set out in this manual is continuously assessed and affects Marmen's purchasing strategy.

The guidelines in this manual apply to all orders, unless otherwise agreed between Marmen and the supplier. Suppliers are responsible for staying up to date with changes made to this manual.

## **1 Contact**

The primary contact is the buyer indicated on the purchase order. Suppliers are encouraged to contact the buyer if they have any questions regarding this manual or any other matter.

## **2 Purchase order**

Requests for materials, goods or services must be accompanied by a valid purchase order issued by Marmen to the supplier.

Order data, specific requirements and general purchase conditions are indicated on the purchase order.

### **2.1 Acknowledgement of receipt**

The supplier must acknowledge receipt of a purchase order by email and confirm acceptance to the buyer. An order is considered accepted as is if no response is received from the supplier within three business days after the order is sent.

## 2.2 Delivery terms

Delivery terms are based on Incoterms® 2020 or the latest applicable version published by the International Chamber of Commerce (ICC).

Incoterms® indicate the place of delivery and the distribution of costs and responsibilities between Marmen and the supplier.

Incoterms® are agreed between Marmen and the supplier and are stated on the purchase order.

### **Example of delivery according to Incoterms®:**

**FCA (Supplier):** Goods are considered delivered once they are ready for loading at the supplier's premises. Marmen is responsible for transportation.

**DAP (Marmen):** Goods are considered delivered once they reach Marmen. The supplier is responsible for transportation.

## 2.3 Required delivery date

The supplier must complete delivery of goods or services by the required delivery date stated on the purchase order.

# MARMEN

## Example of a purchase order

# MARMEN

Billing address  
Marmen Inc.  
557 des Erables Street  
Trois-Rivières (Quebec) G8T 8Y8  
Tel. : 819-379-0453  
Mail: facture.marmeninc@marmeninc.com

**PURCHASE ORDER****000000**

Revision: 1.0  
Revision Date:

<b>Vendor</b> SUPPLIER'S NAME AND ADDRESS  Phone:                      Fax:	<b>Ship To</b> CONSIGNEE'S NAME AND ADDRESS  
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Terms: Order Date: Contact: Currency:	Ordered By: BUYER'S NAME Ship Via: Carrier Acct #: INCOTERMS:
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Provincial Licence: 1000794429 - Federal Licence: 100317619

Line 1	Qty	Part # / Description	Unit Price	Ext Price
	1.00 EA	MARMEN'S PART NUMBER DESCRIPTION	0.0000\$	0.00\$
Rel #	Requested Delivery Date (yyyy-mm-jj)		Quantity	
1	0000-00-00		1.00 EA	

Notes:

<b>Purchasing requirements applicable to all lines</b>	
<input type="checkbox"/> Purchasing requirements:	Rev: 0

Line(s) Subtotal:	0.00
Misc. Charge Subtotal:	0.00
<b>Total:</b>	<b>0.00</b>

Buyer \_\_\_\_\_

## **3 Required documents**

The supplier is responsible for issuing all specific documents listed on the purchase order as well as the shipping documents.

All required documents on the purchase order must be sent to the buyer by email or, if otherwise stipulated on the purchase order, no later than the time of delivery of goods.

If any information is missing, Marmen reserves the right to refuse receipt of the goods and return them at the supplier's expense.

### **3.1 Shipping documents**

#### **3.1.1 Bill of lading**

The bill of lading is a mandatory document for all shipments to Marmen or a third party.

**Required information:**

- Marmen purchase order number
- Number of pallets
- Shipper's contact details
- Consignee's contact details

For marine shipments, the bill of lading must be "Express Release."

#### **3.1.2 Packing slip**

The packing slip is a mandatory document for all deliveries to Marmen or a third party. It must list the contents of each case, pallet and/or package delivered.

## **Required information:**

- Marmen purchase order number
- Supplier product number
- Marmen part number
- Shipping date
- Bill of lading number
- Detailed product description (e.g., UPC, description, unit of measurement)
- Case size (number of units per case)
- Number of cases or packages
- Name of carrier
- Number of units ordered
- Number of units delivered

## **3.1.3 Commercial or pro forma invoice**

The commercial or pro forma invoice is a mandatory document for all commercial shipments that require a customs declaration for delivery to Marmen or a third party.

## **Required information:**

- Name and address of seller and/or shipper
- Name and address of buyer and/or recipient
- Shipping date
- Marmen purchase order number
- Marmen part number
- Detailed product description (e.g., name, dimensions, weight, unit of measurement, material)
- Country of origin of the goods
- Harmonized System (HS) code
- Quantity
- Unit and total selling price\*
- Invoice total



- Currency of payment

*\*Shipping costs must be itemized on the pro forma invoice.*

### 3.1.4 Certificate of origin

A preferential certificate of origin is required for eligible goods. The certificate must comply with the terms of the applicable free trade agreement.

### 3.1.5 Copies of documents

Two (2) printed copies of the packing slip and customs documents listed above must be prepared by the supplier.

#### **First copy:**

Must be attached to the outside of the case, package or last pallet loaded.

#### **Second copy:**

Must be given to the carrier. The carrier will then give it to the Receiving Department upon arrival.

## 4 Packaging

Packaging must be sufficient to protect the integrity of parts so that they are received in good condition at the destination.

For the sake of the environment, Marmen encourages suppliers to use eco-friendly packaging and avoid overpackaging. Suppliers can contact the buyer if necessary.

It is the supplier's responsibility to mark the following on the packaging and bill of lading when necessary: **FRAGILE** and/or **DO NOT STACK** and/or **HEAVY** (packages 30 lb. and over).



## Wood packaging

Wood packaging must comply with ISPM 15 for all material shipped from outside the country of destination.

## 5 Identification

Goods must be grouped by part number. Each part or container must be labeled.

Labeling and documentation must be in accordance with the purchase order.

### Minimum information required on the label:

- Marmen purchase order number
- Marmen purchase order line
- Marmen part number
- Number of units identified

### Example of compliant labeling:



## 6 Delivery

When Marmen is responsible for transportation, suppliers must refer to the instructions in the “Purchasing Requirements” section of the purchase order.

Exceptions will be allowed only after written approval from Marmen’s buyer.

## 6.1 Delivery times

Marmen and Marmen Énergie: Eastern Standard Time (*EST*)

Marmen Energy: Central Standard Time (*CST*)

<b>Monday</b>	8 a.m. to 12 p.m.	1 p.m. to 4 p.m.
<b>Tuesday</b>	8 a.m. to 12 p.m.	1 p.m. to 4 p.m.
<b>Wednesday</b>	8 a.m. to 12 p.m.	1 p.m. to 4 p.m.
<b>Thursday</b>	8 a.m. to 12 p.m.	1 p.m. to 4 p.m.
<b>Friday</b>	8 a.m. to 12 p.m.	1 p.m. to 4 p.m.

## 6.2 Scheduling an appointment

To schedule the receipt of goods and reduce wait times, carriers (other than for LTL [less than truckload] shipping, courier and mail) must make an appointment two (2) business days before delivery of the goods.

### Contact list for scheduling appointments:

<b>Marmen Inc., Trois-Rivières, QC</b>	<a href="mailto:receptiontr@marmeninc.com">receptiontr@marmeninc.com</a>	+1 819 379-0453
<b>Marmen Énergie Inc., Matane, QC</b>	<a href="mailto:receptionmatane@marmeninc.com">receptionmatane@marmeninc.com</a>	+1 418 562-4569
<b>Marmen Energy Co., Brandon, SD</b>	<a href="mailto:receptionbrandon@marmeninc.com">receptionbrandon@marmeninc.com</a>	+1 605 582-4505 ext. 5055

Carriers who arrive at Marmen without an appointment will have to wait for the next available unloading window at the Receiving Center. Marmen will not be responsible for any wait-time costs in this situation.

Failure to comply with these instructions may result in additional costs that will be billed to the supplier.

## 7 Customs clearance

All customs clearance requests to be made on behalf of Marmen must be sent with complete documentation to the Marmen customs broker specified on the purchase order.

Suppliers must ensure that the information on the documents is accurate and consistent with the purchase order.

For questions regarding customs clearance of goods, suppliers can contact the buyer or Marmen's Customs Department at [customs@marmeninc.com](mailto:customs@marmeninc.com).

## 8 Supplier assessment

Marmen assesses suppliers on an annual basis.

The assessment criteria are on-time delivery, quality (% non-compliance) and compliance with health and safety requirements.

Failure to meet purchasing requirements is considered non-compliant and could affect the supplier assessment.

Suppliers who do not meet Marmen's criteria may be asked to take corrective measures. Suppliers are encouraged to contact the buyer for more information.

## 9 Supplier visit

All suppliers who wish to visit Marmen's premises must have prior approval from the buyer.

Suppliers must check in at the front desk upon arrival.

## Front desk addresses:

<b>Marmen Inc.</b>	557 des Erables Street Trois-Rivières (Quebec) G8T 8Y8 Canada
<b>Marmen Énergie Inc.</b>	1905 du Phare Ouest Ave. Matane (Quebec) G4W 3N1 Canada
<b>Marmen Energy Co.</b>	1820 North Plum Avenue Brandon (South Dakota) 57005 USA