

Supplier Guidelines

Scope of the application

The supplier guidelines are valid for all vendors and supply of production materials to the company of Mallard Creek Polymers, LLC. The guidelines are an integral part of each order and binding.

Order, order changes

A formal order confirmation (OC), as stated on all orders, is required within two business days after receipt of the purchase order. Confirmations can be emailed to the original buyer. If no confirmation is received, then it will be assumed the requested delivery date will be honored. Requests for change (regarding delivery date or quantity) are to be agreed upon with the responsible Mallard Creek buyer.

Supply challenges

If the supplier foresees problems regarding production, material supply, compliance with the delivery date or similar which may prevent on-time delivery or delivery of immaculate material, the supplier will inform Mallard Creek immediately, latest being five days prior to the scheduled supply date and coordinate alternatives. Traffic-related delays must be communicated to Mallard Creek immediately.

Shipping instructions

A bill of lading and packing list must be enclosed with each delivery. If the order is a chemical, the corresponding certificate of analysis (COA) must be included. For international shipments, if the material is delivered "duty unpaid" the supplier must inform Mallard Creek accordingly without further request and hand over all documents necessary for payment of duty. The following must be specified in all shipping papers: order number, gross and net weight, number of goods, type of packaging, consignee. If such data is not specified Mallard Creek has the right to refuse acceptance of the delivery. If the goods are accepted anyway Mallard Creek will not be liable for processing delays.

On all corresponding documents (invoices, OC, delivery notes, etc) the purchase order number must be stated. The supplier is aware that invoices which are not properly identified and/or not verifiable will not be accepted. Mallard Creek is not liable for payment delays resulting here from; the entitlement to discount remains unaffected.

Labeling and packaging

The supplier is responsible for protecting the supplied goods from damage during transport. The supplier must pack and temper the products properly to avoid damage and quality degradation (e.g. by chemical reaction, corrosion, contamination, freezing) during internal and external handling. Regardless of freight terms Mallard Creek reserves the right to refuse damaged materials at delivery. All deliveries should be labelled in such a way that all products can be clearly identified at any time. Each packaging unit (IBC, pallet, drum, pail, etc.) must have identification marked with tags/labels/stamps containing the following information: material name, net weight, batch number, production/expiration date, consignor/recipient and MCP part code (to be provided by the MCP buyer).

Analysis certificate/inspection certificate

A certificate of analysis and respective documents must be enclosed with each delivery. The documents must be attached to the goods and emailed to both the respective buyer and mcpqclab@mcpolymers.com. The analysis certificate must be issued according to either EN 10204 or ISO 10474.

Delivery*Packaged goods*

Both LTL and FTL can be delivered Monday through Friday without an appointment. No packaged materials will be accepted over the weekend without prior knowledge and authorization from both the buyer and logistics manager.

Bulk trucks

Bulk tankers can arrive at our distribution center (DC) to check in for drop and hook with no appointment needed. Live unloads must be requested, discussed prior and agreed upon by the MCP buyer and our logistics team. If approved, the tanker must arrive early and prior to 11:00 am for quick unloading.

Mallard Creek Polymers – receiving hours and location

Packaged goods (LTL/LCL/FTL/FCL) – Monday through Friday 8 am – 4:30 pm; building 2720
Bulk – M-F 8am-4:30 pm at the DC; after 4:30 pm-8pm and weekends driver must sign in at lab location

Plant location:

2800 Morehead Road
Charlotte, NC 28262

Please save this form in the following location:
I:/Supply Chain/Purchasing/Audits/Supplier Guidelines