



RockTenn
504 Thrasher Street, N.W.
Norcross, GA 30071

P: 877.643.5414

www.rocktenn.com

Doing business with RockTenn CRB Mills

Contents

- 1.1 Doing business with RockTenn Battle Creek Mill
- 2.1 Doing business with RockTenn Dallas Mill
- 3.1 Doing business with RockTenn Missisquoi Mill
- 4.1 Doing business with RockTenn St. Paul Mill
- 5.1 Doing business with RockTenn Stroudsburg Mill



Battle Creek Mill
177 Angell Street
Battle Creek MI 49037

Customer Service
P: 800.622.6223
F: 269.969.7191

www.rocktenn.com

Doing business with RockTenn Battle Creek Mill

Contents

- 1.2 Placing Your Order
- 1.5 Terms & Conditions
- 1.6 Mill Testing Procedures
- 1.7 Complaint Resolution



Placing Your Order

Orders may be placed by calling, emailing, or faxing customer service. To ensure accuracy, please include the following information when ordering:

- ◆ PO Number
- ◆ Caliper
- ◆ Roll Size
- ◆ Diameter
- ◆ Quantity (tons, lineal feet or square feet)
- ◆ Delivery Date (when you need it)
- ◆ Ship To Location (if different)
- ◆ End Use Application

New Customers

The following information is required when establishing new customers. Once customers are established in our system, it is not necessary to repeat unless changes occur.

- ◆ Credit Approval*
- ◆ Tax Information (where applicable) *
- ◆ Special Loading Instructions
- ◆ Delivery Information
 - contact name (bill to / ship to)
 - delivery address
 - delivery times
 - appointment requirements
 - telephone number for receiving
- ◆ COA Requirements
- ◆ Preferred Method Of Communication For Acknowledgements, Manifests, Invoices (fax or email)

*Credit Approval and Tax Information forms are available upon request by contacting Customer Service or your Sales Representative.



Order Information

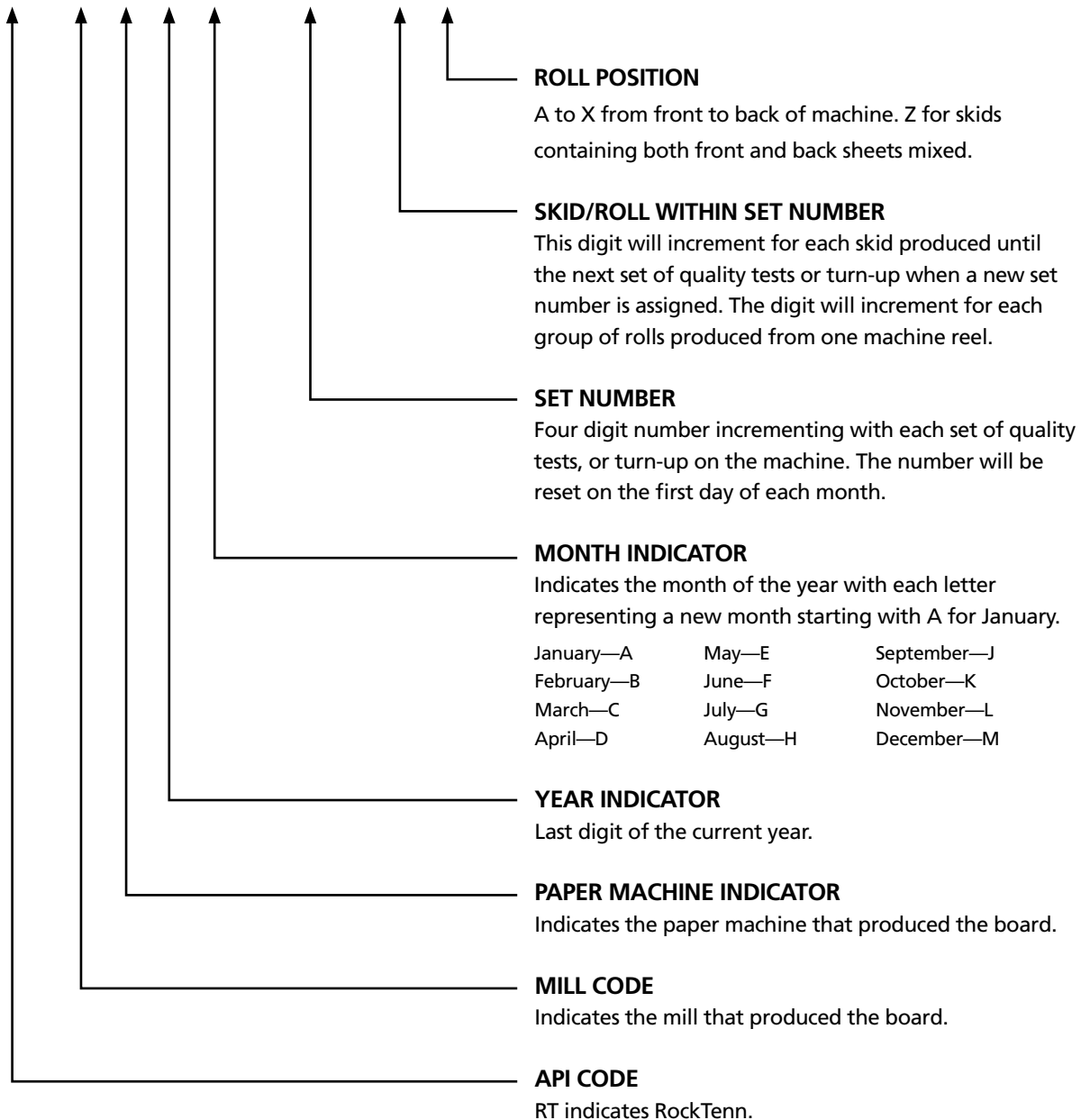
The following information will be provided on all shipping labels.

- ◆ Caliper
- ◆ Grade
- ◆ Date of Manufacture
- ◆ Shift
- ◆ Customer
- ◆ Customer P.O. #
- ◆ Bar Code
- ◆ Lineal Feet
- ◆ Unwind Directions
- ◆ Pounds
- ◆ Basis Weight
- ◆ MSF
- ◆ Mill Order Number

100% Recycled Paperboard BATTLE CREEK MILL RockTenn	Caliper/Grade: .0180 ANGELCOTE Size: 450 51" 1295mm	Date of Mfg: 03/16/2007 Shift: 3 Copy: 1 of 2		
	Customer: ROCKTENN Customer PO #: 123456	Linear Measure: 5102" 16740 FT	UNWIND	
	Other Information:	Weight: 2248 KG 4955 LB		
	09/23/2009 10:41:01 RT917C - 07581B	Basis Weight: 69.65 LB/HSF <small>340.86 GSM</small>	Area: 71.1450 HSF <small>66.8959 SQM</small>	Mill Order #: 24509-010

Roll / Skid Identification System

RT 4 2 6 L-0354 1 X





Terms & Conditions

Terms and Conditions

All orders are subject to RockTenn Terms and Conditions, and acceptance by our sales and customer service office in Battle Creek, MI. Prices are Truckload Freight Delivered (truckload quantity being 21 tons) or FOB Mill as agreed upon by your sales representative.

RockTenn Terms and Conditions are available at www.rocktenn.com/terms or can be provided to you upon request.

Freight

A fuel surcharge, which is added to each shipment, is calculated based on the national average of diesel fuel and miles from the Battle Creek Mill to destination point. This national average is reviewed weekly and can be found at www.eia.doe.gov.

Manufacturing Policy

A minimum order is 21 tons, with a minimum of 10 tons per item.

Overrun / Underrun

We adhere to the following standards; set by the Folding Paper Box Association for overruns and underruns.

- A. 10 tons or less: $\pm 20\%$
- B. 10 tons to 15 tons: $\pm 15\%$
- C. 15 tons to 30 tons: $\pm 10\%$
- D. Over 30 tons: $\pm 5\%$

Mill Testing Procedures

We operate a fully equipped, 24/7 testing facility to ensure our paperboard both adheres to our exacting standards for quality, and exceeds your expectations.

Board test frequency

NAME OF TEST	FREQUENCY
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Specification Testing: CM1S

Caliper	Every reel
Basis Weight	Every reel
Moisture	Continuous
GE Brightness	Every reel
Color	Twice per shift
Taber Stiffness	Every other reel
Smoothness	Every other reel
ZDT	Every other reel
Visual Curl	Every reel
IGT Pick & Blister	Every other reel
Bending	Every other reel

Visual Inspections performed by operations at TOM:

Appearance	Every reel
Scratches	Every reel
Streaks	Every reel
Scabs	Every reel

Complaint Resolution

Damaged Product

Should a paperboard-related problem arise, please provide the following information to Customer Service, or complete the Battle Creek Mill Complaint form on page 8.

- ◆ Customer Name
- ◆ Manifest Number
- ◆ Purchase Order Number
- ◆ Mill Order Number
- ◆ Grade and Caliper
- ◆ Roll Number or Roll Label
- ◆ Roll Width or Sheet Size
- ◆ Description of Problem
- ◆ Samples or Pictures

Complaints can be filed via fax, phone or email and should be received within 24 hours after identification of an issue. A RockTenn Battle Creek Mill representative will respond upon receipt.

For transit damages, we request that the driver sign the bill of lading with the damage noted. For board related problems post delivery, we request that you retain all defective product until we have responded with a resolution.

Delayed Shipments

Should you experience any delay in delivery, contact Customer Service. Your Customer Service representative will initiate shipment tracking and follow up with information regarding the status of your shipment.



RockTenn Battle Creek Mill Quality Complaint Form

Company Name: _____ Location: _____

PO #: _____ Mill Order #: _____ Complaint #: _____

DESCRIPTION OF PROBLEM: _____

SAMPLES: (please check all that apply)

Raw Stock

Printed

Tape Pulls

Photos

Other

PRODUCT INFORMATION: (fill in applicable information)

Roll ID #

Lineal Footage / Weight

Roll ID #

Lineal Footage / Weight

Use back of this form if necessary for additional entries.

Submitted by: _____ **Date:** _____

Notice: No claim can be processed without the above information being filled in completely.



Dallas Mill
1120 East Clarendon Drive
Dallas, TX 75203

Customer Service
P: 866.653.8090
F: 214.941.8048

www.rocktenn.com

Doing business with RockTenn Dallas Mill

Contents

- 2.2 Placing Your Order
- 2.5 Terms & Conditions
- 2.6 Mill Testing Procedures
- 2.7 Complaint Resolution

Placing Your Order

Orders may be placed by calling, emailing, or faxing customer service. To ensure accuracy, please include the following information when ordering:

- ◆ PO Number
- ◆ Grade
- ◆ Caliper
- ◆ Roll Size
- ◆ Diameter
- ◆ Quantity (tons, lineal feet or square feet)
- ◆ Delivery Date (when you need it)
- ◆ Ship To Location (if different)
- ◆ End Use Application

New Customers

The following information is required when establishing new customers. Once customers are established in our system, it is not necessary to repeat unless changes occur.

- ◆ Credit Approval*
- ◆ Tax Information (where applicable) *
- ◆ Special Loading Instructions
- ◆ Special Shipping Instructions
- ◆ Delivery Information
 - delivery times
 - appointment requirements
 - contact name
 - telephone number for receiving
- ◆ COA Requirements
- ◆ Preferred Method Of Communication For Acknowledgements, Manifests, Invoices (fax or email)

*Credit Approval and Tax Information forms are available upon request by contacting Customer Service or your Sales Representative.



Order Information

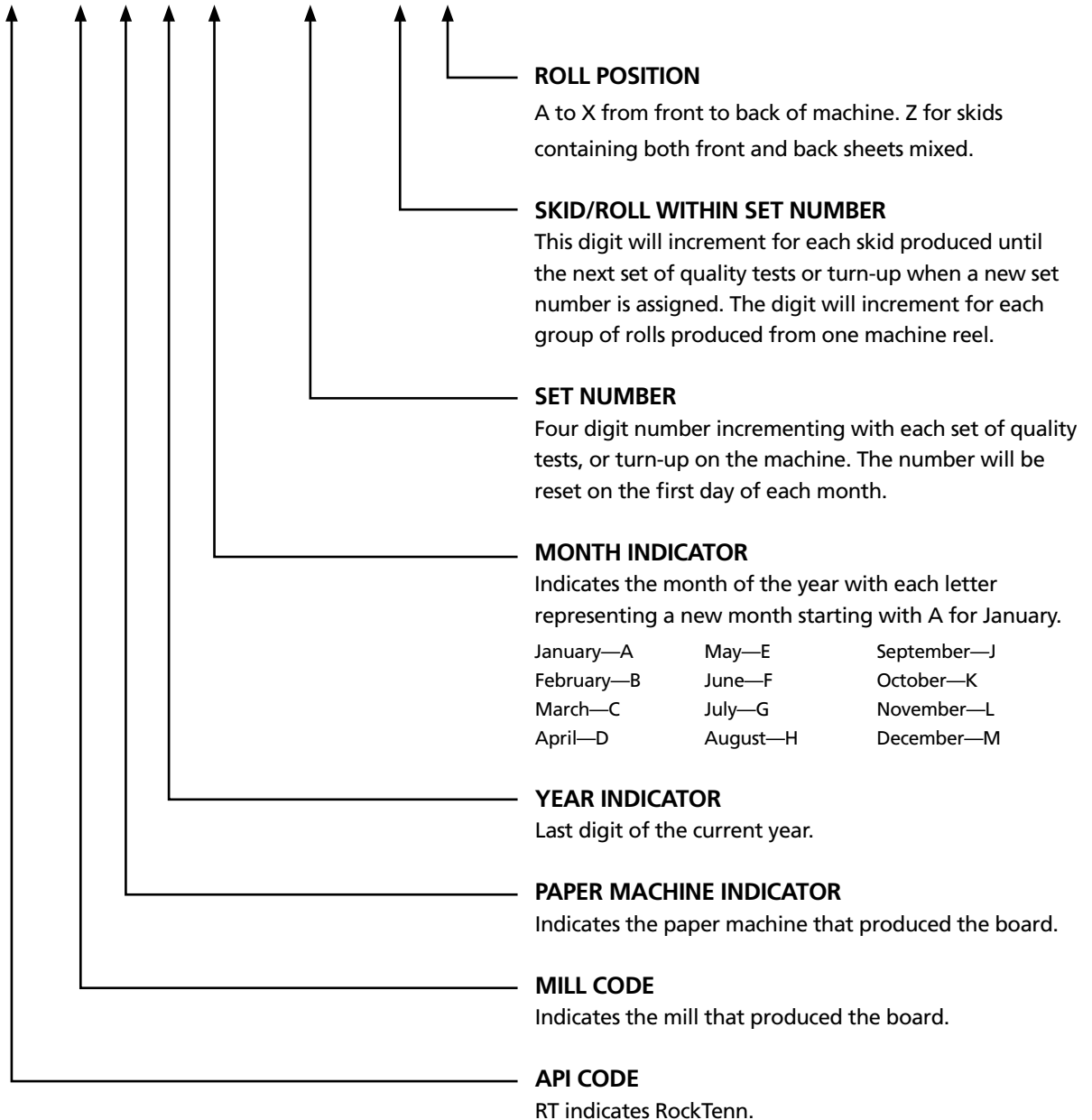
The following information will be provided on all shipping labels.

- ◆ Caliper
- ◆ Grade
- ◆ Date of Manufacture
- ◆ Shift
- ◆ Customer
- ◆ Customer P.O. #
- ◆ Bar Code
- ◆ Lineal Feet
- ◆ Unwind Directions
- ◆ Pounds
- ◆ Basis Weight
- ◆ MSF
- ◆ Mill Order Number

		DALLAS MILL Size: 700 1273mm	Caliper/Grade: .0280 CLASSIC – NEWSBACK UPCURL	
	50 1/8"		Date of Mfg: 03/19/2007 Shift: 2 Crew: A Copy: 1 of 2	
	Customer: ROCKTENN	Linear Measure: 3210' 10531 FT	RT217C-09071C	
	Customer PO #: 123456	Gross Weight: 2218 KG 4890 LB		
Other Information:		Net Weight: 2174 KG 4792 LB		
09/23/2009 09:22:36 RT217C – 09071C		Basis Weight: 108.60 LB/MSF 538.24 G/SM		
		Mill Order #: 109135 – 010		

Roll / Skid Identification System

RT 4 2 6 L-0354 1 X



ROLL POSITION

A to X from front to back of machine. Z for skids containing both front and back sheets mixed.

SKID/ROLL WITHIN SET NUMBER

This digit will increment for each skid produced until the next set of quality tests or turn-up when a new set number is assigned. The digit will increment for each group of rolls produced from one machine reel.

SET NUMBER

Four digit number incrementing with each set of quality tests, or turn-up on the machine. The number will be reset on the first day of each month.

MONTH INDICATOR

Indicates the month of the year with each letter representing a new month starting with A for January.

January—A	May—E	September—J
February—B	June—F	October—K
March—C	July—G	November—L
April—D	August—H	December—M

YEAR INDICATOR

Last digit of the current year.

PAPER MACHINE INDICATOR

Indicates the paper machine that produced the board.

MILL CODE

Indicates the mill that produced the board.

API CODE

RT indicates RockTenn.



Terms & Conditions

Terms and Conditions

All orders are subject to RockTenn Terms and Conditions, and acceptance by our sales and customer service office in Dallas, TX. Prices are Truckload Freight Delivered (truckload quantity being 21 tons) or FOB Mill as agreed upon by your sales representative.

RockTenn Terms and Conditions are available at www.rocktenn.com/terms or can be provided to you upon request.

Freight

A fuel surcharge, which is added to each shipment, is calculated based on the national average of diesel fuel and miles from the Dallas Mill to destination point. This national average is reviewed weekly and can be found at www.eia.doe.gov.

Manufacturing Policy

A minimum order is 20 tons in one or more caliper, for shipment at one time. All orders are subject to a minimum acceptable machine trim.

Overrun / Underrun

We adhere to the following standards; set by the Folding Paper Box Association for overruns and underruns.

- A. 10 tons or less: $\pm 20\%$
- B. 10 tons to 15 tons: $\pm 15\%$
- C. 15 tons to 30 tons: $\pm 10\%$
- D. Over 30 tons: $\pm 5\%$

Mill Testing Procedures

We operate a fully equipped, 24/7 testing facility to ensure our paperboard both adheres to our exacting standards for quality, and exceeds your expectations.

Board test frequency

NAME OF TEST	FREQUENCY	TEST POSITION
Specification Testing: CM1S		
Caliper	Every reel	F, M, B
Moisture	Every reel	F, M, B
GE Brightness	Every reel	Any
Taber Stiffness	Every reel	F, M, B
Smoothness	Every other reel	F, M, B
ZDT	Every reel	F, M, B
Manufacture Control Testing: CM1S		
Basis Weight	Every reel	F, M, B
Visual Curl	Every reel	F, M, B
Glueability	Every other reel	F, M, B
IGT Pick & Blister	Every other reel	Any
Bending	Every other reel	Any
Coat Weight	Once per shift	F, M, B
Parker Print	Every other reel	F, M, B
Visual Inspections performed by operations at TOM:		
Appearance	Every reel	1-10
Scratches	Every reel	1-10
Streaks	Every reel	1-10
Scabs	Every reel	1-10

Note: F, M, B = Front position, Middle position, Back position

Complaint Resolution

Damaged Product

Should a paperboard-related problem arise, please provide the following information to Customer Service, or complete the Dallas Mill Complaint form on page 8.

- ◆ Customer Name
- ◆ Manifest Number
- ◆ Purchase Order Number
- ◆ Mill Order Number
- ◆ Grade and Caliper
- ◆ Roll Number or Roll Label
- ◆ Roll Width or Sheet Size
- ◆ Description of Problem
- ◆ Samples or Pictures

Complaints can be filed via fax, phone or email and should be received within 24 hours after identification of an issue. A RockTenn Dallas Mill representative will respond upon receipt.

For transit damages, we request that the driver sign the bill of lading with the damage noted. For board related problems post delivery, we request that you retain all defective product until we have responded with a resolution.

Delayed Shipments

Should you experience any delay in delivery, contact Customer Service. Your Customer Service representative will initiate shipment tracking and follow up with information regarding the status of your shipment.



RockTenn Dallas Mill Quality Complaint Form

Company Name: _____ Location: _____

PO #: _____ Mill Order #: _____ Complaint #: _____

DESCRIPTION OF PROBLEM: _____

SAMPLES: (please check all that apply)

Raw Stock Printed Tape Pulls Photos Other

PRODUCT INFORMATION: (fill in applicable information)

Roll ID #	Lineal Footage / Weight	Roll ID #	Lineal Footage / Weight
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Use back of this form if necessary for additional entries.

Submitted by: _____ **Date:** _____

Notice: No claim can be processed without the above information being filled in completely.



Missisquoi Mill
369 Mill Street
Sheldon Springs, VT 05485

Customer Service
P: 866.284.3071
F: 802.933.4400

www.rocktenn.com

Doing business with RockTenn Missisquoi Mill

Contents

- 3.2 Placing Your Order
- 3.5 Terms & Conditions
- 3.6 Mill Testing Procedures
- 3.7 Complaint Resolution



Placing Your Order

Orders may be placed by calling, emailing, or faxing customer service. To ensure accuracy, please include the following information when ordering:

- ◆ PO Number
- ◆ Grade
- ◆ Caliper
- ◆ Roll Size
- ◆ Diameter
- ◆ Quantity (tons, lineal feet or square feet)
- ◆ Special Specifications (ex. wind direction or coated side in or out)
- ◆ Delivery Date (when you need it)
- ◆ Ship To Location (if different)
- ◆ End Use Application

For Sheet Orders Only:

- ◆ Sheet Length & Width
- ◆ Maximum Skid Height and Weight
- ◆ Skid Specifications

New Customers

The following information is required when establishing new customers. Once customers are established in our system, it is not necessary to repeat unless changes occur.

- ◆ Credit Approval*
- ◆ Tax Information (where applicable) *
- ◆ Special Loading Instructions
- ◆ Delivery Information
 - contact name (bill to / ship to)
 - delivery address
 - delivery times
 - appointment requirements
 - telephone number for receiving
- ◆ COA Requirements
- ◆ Preferred Method Of Communication For Acknowledgements, Manifests, Invoices (fax or email)

*Credit Approval and Tax Information forms are available upon request by contacting Customer Service or your Sales Representative.



Order Information

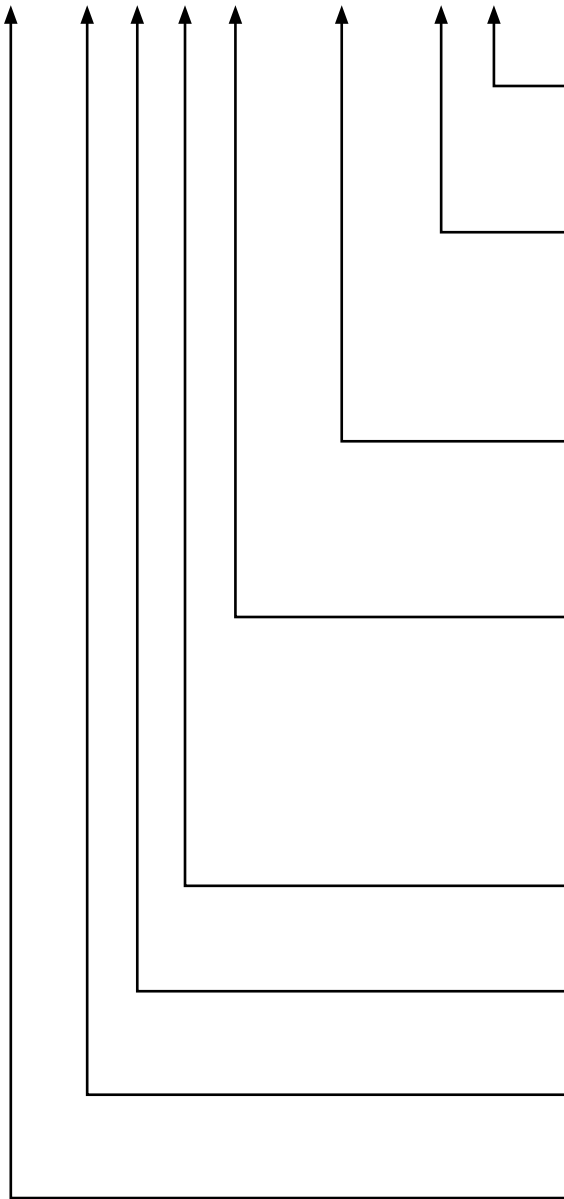
The following information will be provided on all shipping labels.

- ◆ Caliper
- ◆ Grade
- ◆ Date of Manufacture
- ◆ Shift
- ◆ Customer
- ◆ Customer P.O. #
- ◆ Bar Code
- ◆ Lineal Feet
- ◆ Unwind Directions
- ◆ Pounds
- ◆ Basis Weight
- ◆ MSF
- ◆ Mill Order Number

 MISSISSQUOI MILL RockTenn	Caliper/Grade: .0220 CLASSIC – NEWSBACK Size: 550 42 3/8" 1076mm	Date of Mfg: 01/01/2007 Shift: 1 Crew: A Copy: 1 of 2		
	Customer: ROCKTENN Customer PO #: 123456	Linear Measure: 4637" 15212 FT	 RT427A-11011A	
	Other Information:	Weight: 2244 kg 4948 LB		
	09/23/2009 10:35:00 RT427A – 11011A	Basis Weight: 92.11 LB/HSF 449.72 GSM	Area: 53.7174 HSF 49.9851 SQM	Mill Order #: 45163 – 010

Roll / Skid Identification System

RT 4 2 6 L-0354 1 X



ROLL POSITION

A to X from front to back of machine. Z for skids containing both front and back sheets mixed.

SKID/ROLL WITHIN SET NUMBER

This digit will increment for each skid produced until the next set of quality tests or turn-up when a new set number is assigned. The digit will increment for each group of rolls produced from one machine reel.

SET NUMBER

Four digit number incrementing with each set of quality tests, or turn-up on the machine. The number will be reset on the first day of each month.

MONTH INDICATOR

Indicates the month of the year with each letter representing a new month starting with A for January.

January—A	May—E	September—J
February—B	June—F	October—K
March—C	July—G	November—L
April—D	August—H	December—M

YEAR INDICATOR

Last digit of the current year.

PAPER MACHINE INDICATOR

Indicates the paper machine that produced the board.

MILL CODE

Indicates the mill that produced the board.

API CODE

RT indicates RockTenn.



Terms & Conditions

Terms and Conditions

All orders are subject to RockTenn Terms and Conditions, and acceptance by our sales and customer service office in Sheldon Springs, VT. Prices are Truckload Freight Delivered (truckload quantity being 21 tons) or FOB Mill as agreed upon by your sales representative.

RockTenn Terms and Conditions are available at www.rocktenn.com/terms or can be provided to you upon request.

Freight

A fuel surcharge, which is added to each shipment, is calculated based on the national average of diesel fuel and miles from the Missisquoi Mill to destination point. This national average is reviewed weekly and can be found at www.eia.doe.gov.

Manufacturing Policy

A minimum order is 21 tons for shipment at one time, with a minimum of 3 tons per item for most grades.*

*Exceptions include:

- ◆ A minimum order of 5 tons required for Classic CRB - Kraft Back
- ◆ A minimum order of 10 tons required for the following:
 - Tan Bending Chip, all calipers
 - Hard Sized or Refrigerator Board Grades, all calipers
 - Any orders placed for calipers 30 pt and above

All specialty grade orders are required to trim to a minimum of 80" and maximum of 86".

Overrun / Underrun

We adhere to the following standards; set by the Folding Paper Box Association for overruns and underruns.

- A. 5 tons or less: $\pm 20\%$
- B. 6 tons to 9 tons: $\pm 15\%$
- C. 10 tons to 15 tons: $\pm 10\%$
- D. Over 15 tons: $\pm 5\%$



RockTenn Missisquoi Mill Quality Complaint Form

Company Name: _____ Location: _____

PO #: _____ Mill Order #: _____ Complaint #: _____

DESCRIPTION OF PROBLEM: _____

SAMPLES: (please check all that apply)

Raw Stock

Printed

Tape Pulls

Photos

Other

PRODUCT INFORMATION: (fill in applicable information)

Roll ID #

Lineal Footage / Weight

Roll ID #

Lineal Footage / Weight

Use back of this form if necessary for additional entries.

Submitted by: _____ **Date:** _____

Notice: No claim can be processed without the above information being filled in completely.

Mill Testing Procedures

We offer constant online testing on our machines during manufacturing to ensure our paperboard both adheres to our exacting standards for quality and exceeds your expectations.

Board test frequency

NAME OF TEST	FREQUENCY
Basis Weight	Every reel
Caliper	Every reel
Moisture	Every reel
Curl	Every reel
Brightness Top	Every reel
Appearance (visual)	Every reel
Taber Stiffness	Once per hour
ZDT	Once per hour
IGT Pick & Blister	Once per hour
PPS Roughness	Once per hour
BRDA Blend	Once per hour

Complaint Resolution

Damaged Product

Should a paperboard-related problem arise, please provide the following information to Customer Service.

- ◆ Customer Name
- ◆ Manifest Number
- ◆ Purchase Order Number
- ◆ Mill Order Number
- ◆ Grade and Caliper
- ◆ Roll Number or Roll Label
- ◆ Roll Width or Sheet Size
- ◆ Description of Problem
- ◆ Samples (printed & unprinted) or Pictures

Complaints can be filed via fax, phone or email and should be received within 24 hours after identification of an issue. A RockTenn Missisquoi Mill representative will respond upon receipt.

For transit damages, we request that the driver sign the bill of lading with the damage noted. For board related problems post delivery, we request that you retain all defective product until we have responded with a resolution.

Delayed Shipments

Should you experience any delay in delivery, contact Customer Service. Your Customer Service representative will initiate shipment tracking and follow up with information regarding the status of your shipment.



St. Paul Mill
2250 Wabash Avenue
St. Paul, MN 55114

Customer Service
P: 800.328.6526
F: 651.641.4812

www.rocktenn.com

Doing business with RockTenn St. Paul Mill

Contents

- 4.2 Placing Your Order
- 4.5 Terms & Conditions
- 4.6 Mill Testing Procedures
- 4.7 Complaint Resolution

Placing Your Order

Orders may be placed by calling, emailing, or faxing customer service. To ensure accuracy, please include the following information when ordering:

- ◆ PO Number
- ◆ Grade
- ◆ Caliper
- ◆ Roll Size
- ◆ Diameter
- ◆ Quantity (tons, lineal feet or square feet)
- ◆ Delivery Date (when you need it)
- ◆ Ship To Location (if different)
- ◆ End Use Application

New Customers

The following information is required when establishing new customers. Once customers are established in our system, it is not necessary to repeat unless changes occur.

- ◆ Credit Approval*
- ◆ Tax Information (where applicable) *
- ◆ Special Loading Instructions
- ◆ Delivery Information
 - delivery times
 - appointment requirements
 - contact name
 - telephone number for receiving
- ◆ COA Requirements
- ◆ Preferred Method Of Communication For Acknowledgements, Manifests, Invoices (fax or email)


*Credit Approval and Tax Information forms are available upon request by contacting Customer Service or your Sales Representative.



Order Information

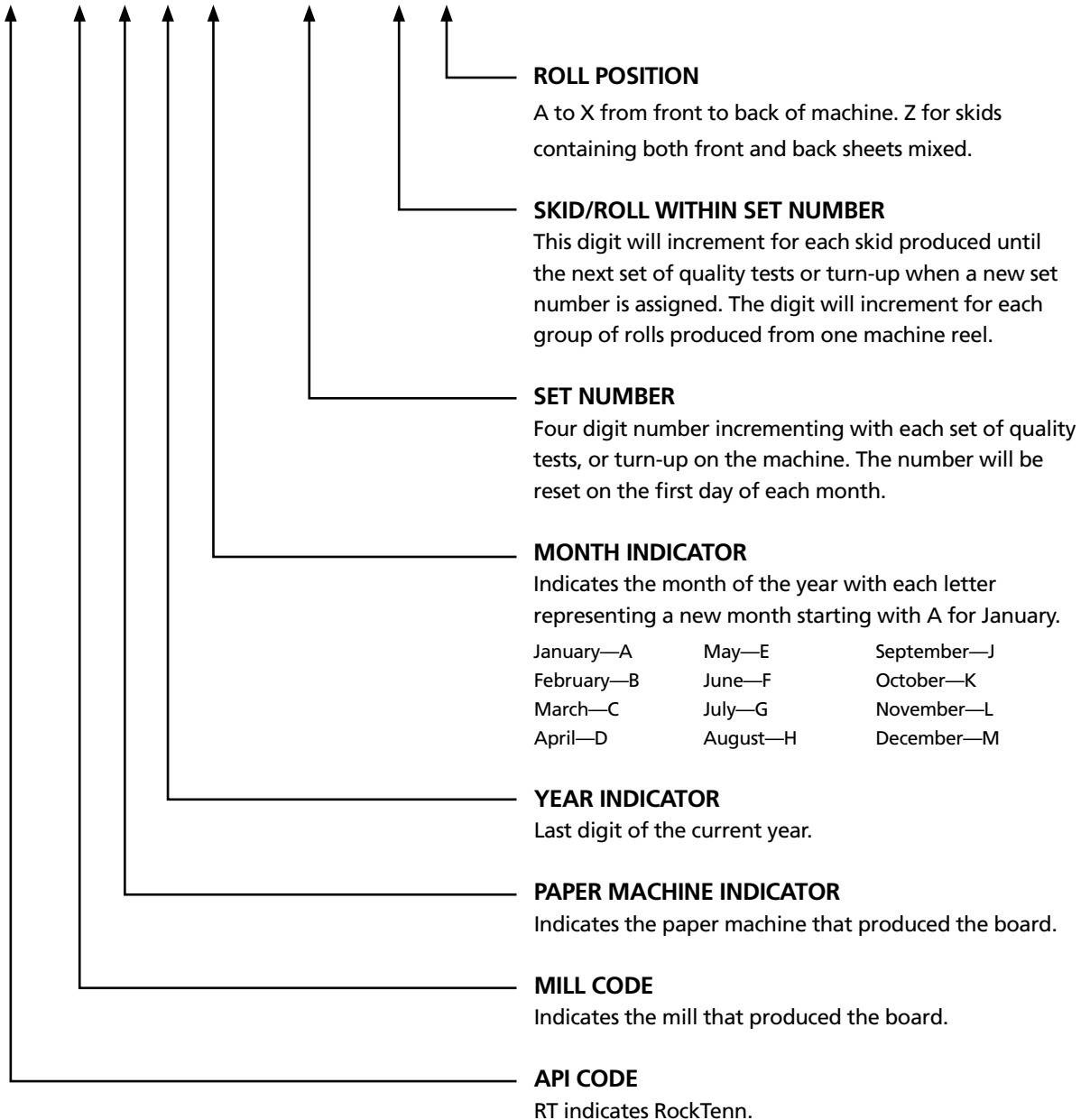
The following information will be provided on all shipping labels.

- ◆ Caliper
- ◆ Grade
- ◆ Date of Manufacture
- ◆ Shift
- ◆ Customer
- ◆ Customer P.O. #
- ◆ Bar Code
- ◆ Lineal Feet
- ◆ Unwind Directions
- ◆ Pounds
- ◆ Basis Weight
- ◆ MSF
- ◆ Mill Order Number

 ST. PAUL MILL 	Caliper/Grade: <h1 style="margin: 0;">.0200 CLASSIC – NEWSBACK</h1>		
	Size: 500 <h1 style="margin: 0;">57 5/8"</h1>		
	1454mm Date of Mfg: 03/20/2007 Shift: 3 Crew: C Copy: 1 of 2		
	Customer: <h2 style="margin: 0;">ROCKTENN</h2>	Linear Measure: 4175" <h2 style="margin: 0;">13696</h2> FT	 RTB27C-204013
Customer PO #: <h2 style="margin: 0;">123456</h2>			
Other Information:		Weight: 2536 x60 <h2 style="margin: 0;">5590</h2> LB	
09/23/2009 09:48:42  <h2 style="margin: 0;">RTB27C – 204013</h2>		Basis Weight: 85.00 LB/HSF <small>415.01 gsm</small>	Area: 65.7693 MSF <small>61.1017 sqm</small>
		Mill Order #: <h2 style="margin: 0;">54167 – 010</h2>	

Roll / Skid Identification System

RT 4 2 6 L-0354 1 X



ROLL POSITION

A to X from front to back of machine. Z for skids containing both front and back sheets mixed.

SKID/ROLL WITHIN SET NUMBER

This digit will increment for each skid produced until the next set of quality tests or turn-up when a new set number is assigned. The digit will increment for each group of rolls produced from one machine reel.

SET NUMBER

Four digit number incrementing with each set of quality tests, or turn-up on the machine. The number will be reset on the first day of each month.

MONTH INDICATOR

Indicates the month of the year with each letter representing a new month starting with A for January.

January—A	May—E	September—J
February—B	June—F	October—K
March—C	July—G	November—L
April—D	August—H	December—M

YEAR INDICATOR

Last digit of the current year.

PAPER MACHINE INDICATOR

Indicates the paper machine that produced the board.

MILL CODE

Indicates the mill that produced the board.

API CODE

RT indicates RockTenn.



Terms & Conditions

Terms and Conditions

All orders are subject to RockTenn Terms and Conditions, and acceptance by our sales and customer service office in St. Paul, MN. Prices are Truckload Freight Delivered (truckload quantity being 21 tons) or FOB Mill as agreed upon by your sales representative.

RockTenn Terms and Conditions are available at www.rocktenn.com/terms or can be provided to you upon request.

Freight

A fuel surcharge, which is added to each shipment, is calculated based on the national average of diesel fuel and miles from the St. Paul Mill to destination point. This national average is reviewed weekly and can be found at www.eia.doe.gov.

Manufacturing Policy

A minimum order is 5 tons per caliper ordered.

Overrun / Underrun

We adhere to the following standards; set by the Folding Paper Box Association for overruns and underruns.

- A. 10 tons or less: $\pm 20\%$
- B. 10 tons to 15 tons: $\pm 15\%$
- C. 15 tons to 30 tons: $\pm 10\%$
- D. Over 30 tons: $\pm 5\%$

Mill Testing Procedures

We operate a fully equipped, 24/7 testing facility to ensure our paperboard both adheres to our exacting standards for quality, and exceeds your expectations.

Board test frequency

NAME OF TEST	FREQUENCY	TEST POSITION
Specification Testing: CM1S		
Caliper	Every reel	Every 6" F, M, B
Moisture	Continuous	Full web
GE Brightness	Every reel	M
Taber Stiffness	Every reel	M
Smoothness	Every 4th reel	F, M, B
ZDT	Every reel	F, M, B
Manufacture Control Testing: CM1S		
Basis Weight	Continuous	
Visual Curl	Every reel	M
Glueability	Every 4th reel	M
IGT Pick & Blister	Every 4th reel	M
Bending	Every 4th reel	F, M, B
Gloss	Every 4th reel	Avg. of F, M, B
K&N	Every 4th reel	M
Parker Print	Every reel	F, M, B
Visual Inspections performed by operations at TOM:		
Appearance	Every reel (20 pt and below)	M
Scratches	Every reel	Full web
Streaks	Every reel	Full web
Scabs	Every reel	Full web

Note: F, M, B = Front position, Middle position, Back position

Complaint Resolution

Damaged Product

Should a paperboard-related problem arise, please provide the following information to Customer Service, or complete the St. Paul Mill Complaint form on page 8.

- ◆ Customer Name
- ◆ Manifest Number
- ◆ Purchase Order Number
- ◆ Mill Order Number
- ◆ Grade and Caliper
- ◆ Roll Number or Roll Label
- ◆ Roll Width or Sheet Size
- ◆ Description of Problem
- ◆ Samples or Pictures

Complaints can be filed via fax, phone or email and should be received within 24 hours after identification of an issue. A RockTenn St. Paul Mill representative will respond upon receipt.

For transit damages, we request that the driver sign the bill of lading with the damage noted. For board related problems post delivery, we request that you retain all defective product until we have responded with a resolution.

Delayed Shipments

Should you experience any delay in delivery, contact Customer Service. Your Customer Service representative will initiate shipment tracking and follow up with information regarding the status of your shipment.



RockTenn St. Paul Mill Quality Complaint Form

Company Name: _____ Location: _____

PO #: _____ Mill Order #: _____ Complaint #: _____

DESCRIPTION OF PROBLEM: _____

SAMPLES: (please check all that apply)

Raw Stock

Printed

Tape Pulls

Photos

Other

PRODUCT INFORMATION: (fill in applicable information)

Roll ID #

Lineal Footage / Weight

Roll ID #

Lineal Footage / Weight

Use back of this form if necessary for additional entries.

Submitted by: _____ **Date:** _____

Notice: No claim can be processed without the above information being filled in completely.



Stroudsburg Mill
PO Box 770
Delaware Water Gap, PA 18327

Customer Service
P: 866.653.8091
F: 570.476.7960

www.rocktenn.com

Doing business with RockTenn Stroudsburg Mill

Contents

- 5.2 Placing Your Order
- 5.5 Terms & Conditions
- 5.6 Mill Testing Procedures
- 5.7 Complaint Resolution

Placing Your Order

Orders may be placed by calling, emailing, or faxing customer service. To ensure accuracy, please include the following information when ordering:

- ◆ PO Number
- ◆ Grade
- ◆ Caliper
- ◆ Roll Size / Sheet Size
- ◆ Diameter
- ◆ Quantity (tons, lineal feet or square feet)
- ◆ Delivery Date (when you need it)
- ◆ Ship To Location (if different)
- ◆ End Use Application

New Customers

The following information is required when establishing new customers. Once customers are established in our system, it is not necessary to repeat unless changes occur.

- ◆ Credit Approval*
- ◆ Tax Information (where applicable) *
- ◆ Special Loading Instructions
- ◆ Delivery Information
 - contact name (bill to / ship to)
 - delivery address
 - delivery times
 - appointment requirements
 - telephone number for receiving
- ◆ COA Requirements
- ◆ Preferred Method Of Communication For Acknowledgements, Manifests, Invoices (fax or email)

*Credit Approval and Tax Information forms are available upon request by contacting Customer Service or your Sales Representative.



Order Information

The following information will be provided on all shipping labels. Additional information, up to 6 quality system test results, is available upon request. Please contact customer service to review your specific needs.

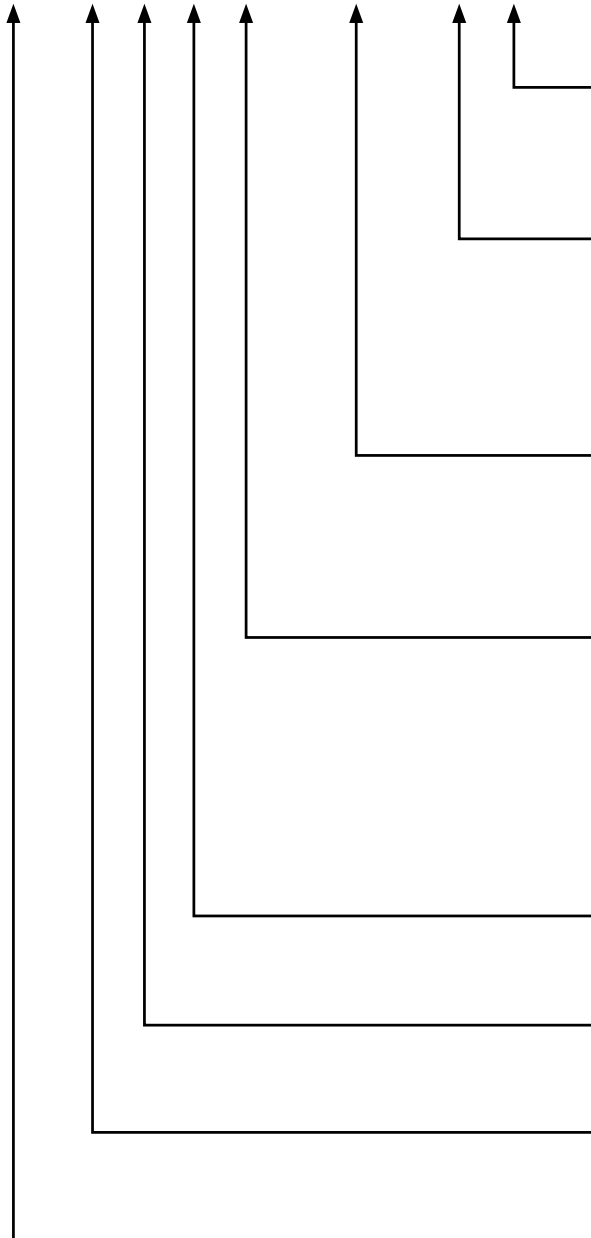
- ◆ Caliper
- ◆ Grade
- ◆ Date of Manufacture
- ◆ Shift
- ◆ Customer
- ◆ Customer P.O. #
- ◆ Bar Code
- ◆ Lineal Feet
- ◆ Unwind Directions
- ◆ Pounds
- ◆ Basis Weight
- ◆ MSF
- ◆ Mill Order Number

STROUDSBURG MILL 	Caliper/Grade: <div style="font-size: 2em; font-weight: bold;">.0160</div> <small>Size: 400</small> <div style="font-size: 3em; font-weight: bold;">44"</div> <small>1118mm</small>	<div style="font-size: 3em; font-weight: bold;">MILLENNIUM</div> <small>Protected by U.S. Patent 6,695,814</small>	
	<small>Date of Mfg: 03/20/2007 Shift: 3 Crew: 4 Copy: 1 of 2</small>		
	Customer: <div style="font-size: 2em; font-weight: bold;">ROCKTENN</div>	Linear Measure: 4652 ft <div style="font-size: 2em; font-weight: bold;">15262</div> FT	
	Customer PO #: <div style="font-size: 2em; font-weight: bold;">123456</div>	Gross Weight: 1821 kg <div style="font-size: 2em; font-weight: bold;">4015</div> LB	
Other Information:	Net Weight: 1810 kg <div style="font-size: 2em; font-weight: bold;">3990</div> LB	<small>RT517C-20282A</small>	
<div style="font-size: 0.8em;">09/23/2009 10:59:27</div> <div style="font-size: 1.5em; font-weight: bold;">RT517C - 20282A</div>	Basis Weight: 71.30 LB/MSF <small>348.12 GSM</small>		Area: 55.9607 MSF <small>51.9892 DSM</small>
Mill Order #: <div style="font-size: 1.5em; font-weight: bold;">25643 - 010</div> <div style="text-align: center; font-weight: bold; border: 1px solid black; padding: 2px;"> UNWIND </div>			



Roll / Skid Identification System

RT 4 2 6 L-0354 1 X



ROLL POSITION

A to X from front to back of machine. Z for skids containing both front and back sheets mixed.

SKID/ROLL WITHIN SET NUMBER

This digit will increment for each skid produced until the next set of quality tests or turn-up when a new set number is assigned. The digit will increment for each group of rolls produced from one machine reel.

SET NUMBER

Four digit number incrementing with each set of quality tests, or turn-up on the machine. The number will be reset on the first day of each month.

MONTH INDICATOR

Indicates the month of the year with each letter representing a new month starting with A for January.

January—A	May—E	September—J
February—B	June—F	October—K
March—C	July—G	November—L
April—D	August—H	December—M

YEAR INDICATOR

Last digit of the current year.

PAPER MACHINE INDICATOR

Indicates the paper machine that produced the board.

MILL CODE

Indicates the mill that produced the board.

API CODE

RT indicates RockTenn.



Terms & Conditions

Terms and Conditions

All orders are subject to RockTenn Terms and Conditions, and acceptance by our sales and customer service office at the Stroudsburg Mill. Prices are Truckload Freight Delivered in rolls (truckload quantity being 22 tons) unless otherwise specified by your sales representative.

RockTenn Terms and Conditions are available at www.rocktenn.com/terms or can be provided to you upon request.

Freight

A fuel surcharge, which is added to each shipment, is calculated based on the national average of diesel fuel and miles from the Stroudsburg Mill to destination point. This national average is reviewed weekly and can be found at www.eia.doe.gov.

Manufacturing Policy

A minimum order is 5 tons, with a minimum of 3 tons per item, for shipment at one time.

Overrun / Underrun

We adhere to the following standards; set by the Folding Paper Box Association for overruns and underruns.

- A. 10 tons or less: $\pm 20\%$
- B. 10 tons to 15 tons: $\pm 15\%$
- C. 15 tons to 30 tons: $\pm 10\%$
- D. Over 30 tons: $\pm 5\%$

Mill Testing Procedures

We operate a fully equipped, 24/7 testing facility to ensure our paperboard both adheres to our exacting standards for quality, and exceeds your expectations.

Board test frequency

NAME OF TEST	FREQUENCY
--------------	-----------

Specification Testing: CM1S

Caliper	Every reel
Basis Weight	Every reel
Moisture	Every reel
Brightness	Every reel
Taber Stiffness	Every reel
Smoothness	Every reel
ZDT	Every reel
Visual Curl	Every reel
IGT Pick & Blister	Every other reel
Bending	Every other reel
Immerson/Cobb	Every reel

Visual Inspections performed by operations at TOM:

Appearance	Every reel
Scratches	Every reel
Streaks	Every reel
Scabs	Every reel

Complaint Resolution

Damaged Product

Should a paperboard-related problem arise, please provide the following information to Customer Service, or complete the Stroudsburg Mill Complaint form on page 8.

- ◆ Customer Name
- ◆ Manifest Number
- ◆ Purchase Order Number
- ◆ Mill Order Number
- ◆ Grade and Caliper
- ◆ Roll Number or Roll Label
- ◆ Roll Width or Sheet Size
- ◆ Description of Problem
- ◆ Samples or Pictures

Complaints can be filed via fax, phone or email and should be received within 24 hours after identification of an issue. A RockTenn Stroudsburg Mill representative will respond upon receipt.

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