



Demopolis Mill
28270 U.S. Highway 80 West
Demopolis, AL 36732

Customer Service
P 800.239.1358
F 334.289.5890

www.rocktennpaperboard.com

Doing business with Rock-Tenn Demopolis Mill

Contents

- 2-3 Placing Your Order
- 4-5 Terms & Conditions
- 6 Mill Testing Procedures
- 7-8 Problems with Your Order

Placing Your Order

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



- ◆ Caliper
- ◆ Grade
- ◆ Size
- ◆ Diameter
- ◆ Ship To Location
- ◆ PO Number
- ◆ Delivery Date (when you need it)
- ◆ Sold To (if applicable)
- ◆ Quantity (tons, lineal feet or square feet)
- ◆ Special Specifications (ex. non-standard wind direction or core size)
- ◆ End Use Application (optional)

You will receive an Order Confirmation via fax within 48 hours, confirming products ordered, price, manufacturing date and shipping date. Please review it for accuracy and completeness. Notify Customer Service immediately if corrections or changes are required.

Order Information

All orders are shipped in accordance with the ship date printed on your Order Confirmation. The following information will be provided on all shipping labels. If you require additional information on the label, please request it at time of order.

- ◆ Mill Order Number
- ◆ Customer Name / Destination
- ◆ Roll Number
- ◆ Caliper
- ◆ Grade
- ◆ Width
- ◆ Wind Direction
(coated side in or out)
- ◆ Reel Number
- ◆ Set & Position
- ◆ Diameter
- ◆ Customer Job Identification
- ◆ Weight
- ◆ Lineal Feet (prior to an audit)
- ◆ Customer Order Number
- ◆ Bar Codes
- ◆ Arrow Indicating Unwind Direction

		ROCK-TENN COMPANY	
		DEMOPOLIS, ALABAMA MILL	
		HIGH QUALITY SOLID BLEACHED SULPHATE PAPERBOARD	
Customer Purchase Order		Order / Line Item	
158		178336 01	
<hr/>			
Basic Wt	Caliper / Grade		
60.0	.016 CTD. CARTONMATE C1S		
Width	Diameter	Wind	
24 3/16	68	WSO	
<hr/>			
Ship To			
ROCK-TENN, JOPLIN			
JOPLIN			
<hr/>			
Pack Lineal	Pack Weight	Pack MSF	License Plate
18924	2323	38	N3196
<hr/>			
RTD16K08421A			
			
<hr/>			
> - > > UNWIND > > > UNWIND > > >			
<hr/>			

Terms & Conditions

All orders are subject to Rock-Tenn Terms & Conditions, and acceptance by our sales office in Demopolis, Alabama. All prices are F.O.B. mill and are subject to change without notice. Rock-Tenn Terms & Conditions available upon request.

Standard Terms

1%-10 days, net 30 days from date of shipment. Freight is not included in discount.

Freight

The lowest applicable rate of freight up to a maximum of \$35 per ton will be allowed.

Manufacturing Policy

A minimum order is 20 tons in one or more calipers, for shipment at one time. All orders are subject to a 100-ton-minimum run of weight and caliper, and subject to a minimum acceptable machine trim.

Differentials

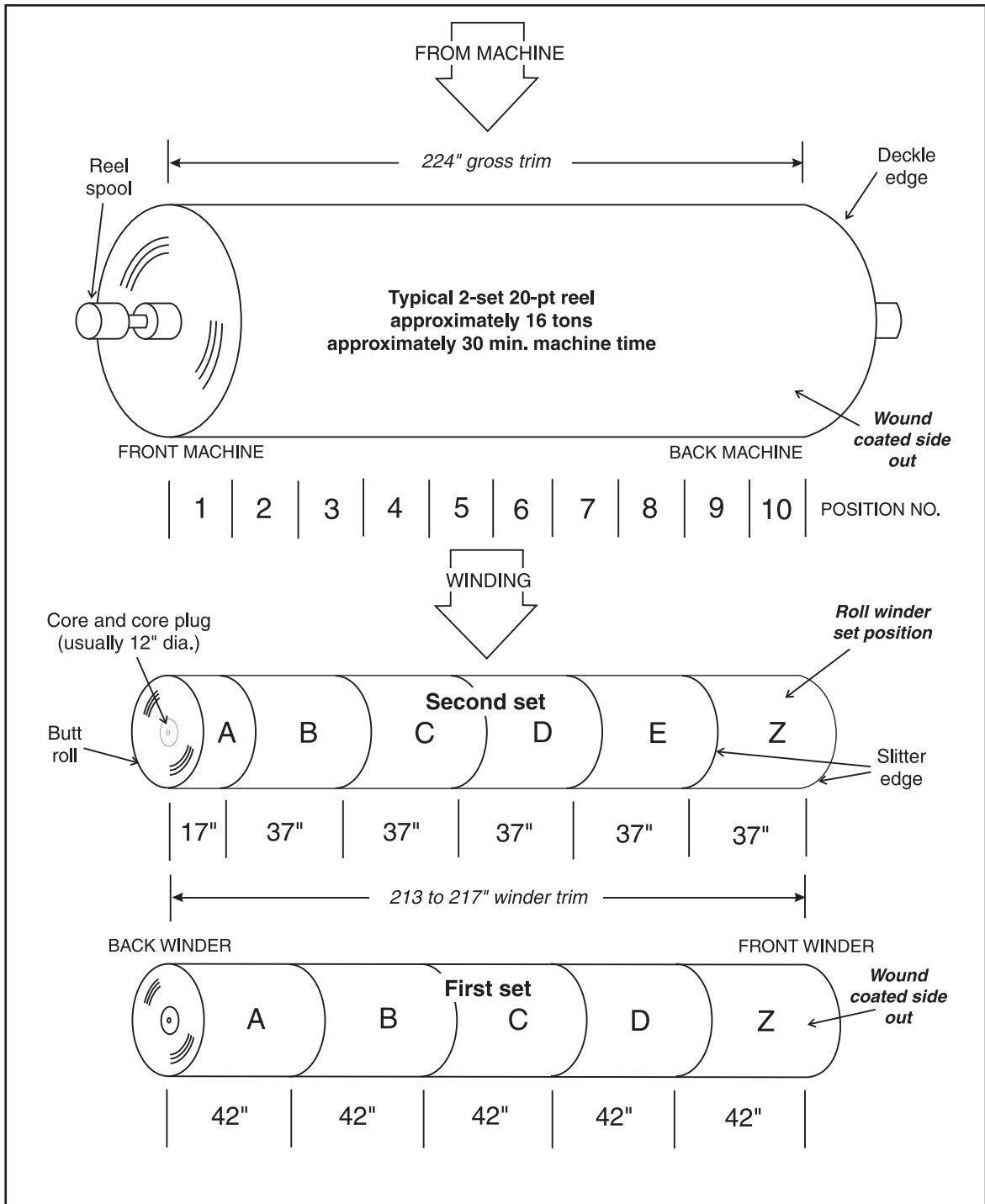
Small-size rolls are those less than 20" but greater than 14" in width, or less than 50" but greater than 40" in diameter.

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: $\pm 5\%$

Roll Winding



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	1-10
Moisture	Continuous	1-10
GE Brightness	Every other reel	Any
On-line Color	Continuous	9
Color	Twice per shift	9
Taber Stiffness	Every other reel	F,M,B
Smoothness	Every other reel	1-10
ZDT	Every other reel	F,M,B
Manufacturing Control Testing: CM1S		
Basis Weight	Continuous	1-10
Visual Curl	Every reel	F,M,B
Sizing (HST)	Every other reel	M
Glueability	Every 4th reel	F,M,B
IGT Pick & Blister	Every other reel	1,5,10
Bending	Every 4th reel	M
On-line Coat Weight	Continuous	1-10
Ash Coat Weight	Once per shift	F,M,B
Wax Pick	Once per shift	Any
Base Gloss	Every other reel	1,5,10
Tear	Twice per shift	F,M,B
Croda Ink	Once per shift	1,5,10
Parker Print	Every other reel	1-10
Fuzz	Once per shift	1-10
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

Problems with Your Order

Damaged Product

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

- ◆ Customer Name
- ◆ Purchase Order Number
- ◆ Mill Order Number
- ◆ Grade and Caliper
- ◆ Roll Number or Roll Label
- ◆ Roll Width or Sheet Size
- ◆ Description of Problem
- ◆ Samples
- ◆ Cost Information where applicable

Once entered into our system, you will receive an Acknowledgement Letter providing the next steps and estimated resolution response time. 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.

Rock-Tenn Demopolis 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.

COST INFORMATION: (fill in applicable information)

Raw board MSF: _____ @ \$ _____ Per MSF = \$ _____

Carton Cost: _____ Crtn. @ \$ _____ Per 1000 Crtn. = \$ _____

Printing Cost: _____ Crtn. @ \$ _____ Per 1000 Crtn. = \$ _____

Misc. Printing: _____ = \$ _____

Other _____ = \$ _____

If scrap sold by plant: _____ tons @ \$ _____ Per ton = \$ - _____

If scrap sold by Mill: Please indicate weight of each roll/skid to be moved in Product Information section above.

Total weight _____

TOTAL = \$ _____

Submitted by: _____ **Date:** _____

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