

**Frequently Asked Questions**

#	Question	Answer
1	<b><i>Do I need a thermal transfer label printer; do I need to buy new equipment or new software?</i></b>	New hardware should not be needed, if a supplier does not have the typical label printers they can use a standard laser printer to make the new labels. The following website for has 4"x6" 2-up labels: <a href="http://www.worldlabel.com/Pages/wl-ol145.htm">http://www.worldlabel.com/Pages/wl-ol145.htm</a> or if you prefer, paper labels adhered to packages will comply. Adobe Acrobat Reader will be required to open the label format. A link has been set up on the Label page to do this if you currently do not have Acrobat reader.
2	<b><i>Does this new labeling requirement apply to ALL suppliers?</i></b>	Yes. All Indirect, Engineering and Production Suppliers need to be compliant to the labeling requirements. Service providers are exempt.
3	<b><i>What if I am not compliant? Will I be measured on compliance? What happens to me?</i></b>	A Scorecard measurement of supplier's compliance to inbound package labeling is currently in place. Barcode labeling accounts for 50% of Suppliers' Compliance Score. Also, warehouse personnel may not accept and may return noncompliant shipments to the supplier at their expense.
4	<b><i>What should I do if the label cannot be adhered to a container or there are multiple PO's packed in a container?</i></b>	Parts that do not conform to any of the Label Placement Schematics as shown on pages 21 and 22 of Attachment F should have the container labels stapled to the Bill of Lading.
5	<b><i>Who should I work with if they have a question regarding the labeling requirements?</i></b>	The first level of escalation is your Buyer. If he/she cannot answer the question, your question will be redirected.
6	<b><i>If I am currently printing labels from my own system, do I have to start using the GDLS Labels online?</i></b>	Yes. The new GDLS Format promotes standardization across the entire Supply Base and removes potential errors in reading labels not generated through the GDLS website. If you choose to use your own system, it must replicate the GDLS format.
7	<b><i>Can I submit a cost increase to my Buyer for the addition of barcode labels on my packages?</i></b>	No, the cost to apply labeling to a packaging you are sending is minimal. Barcode labeling is standard practice in industry and is included in GDLS Terms and Conditions.

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8	<b><i>Are Packing Slips still required?</i></b>	Yes. Packing slips are still required for shipments.
9	<b><i>Are labels required for Drop-ship sales orders (direct from supplier to customer)?</i></b>	No. This is not a requirement but it would still be helpful for the receiver to have the label if possible.
10	<b><i>What should I do if I can't find a ship-to address in the ORG code drop down field?</i></b>	The first thing is to check is that you are shipping to a GD-Land Systems location. Only LAND SYSTEMS locations are part of this label process at this time. If your shipment is for a Land Systems location and you can't find the correct address, call to verify with your Supply Chain Professional
11	<b><i>What should I do if my PO is for 5 pieces, but each piece needs its own separate shipping carton?</i></b>	Complete and print the label with QUANTITY = 1 for each of the 5 cartons.
12	<b><i>When I print the 2 labels for my package, where should I affix them on my package?</i></b>	Use the label placement guidelines as shown on Page 22 and 23 of Attachment F
13	<b><i>I am unable to get the container labeling site to work. Why is this happening?</i></b>	In all cases of this so far, virus software that stops pop ups was causing the site not to function properly. Allow pop-ups on your system and this problem should be eliminated.
14	<b><i>On the older orders converted to Oracle, do I have to enter the release numbers in the separate field?</i></b>	Release numbers are used on Blanket Purchase Orders. If your Purchase Order has a Release Number, <i>IT IS A REQUIRED FIELD</i> on the Label.
15	<b><i>What happens if the GDLS website and Barcode Generator system are down and I cannot print my labels?</i></b>	Do not jeopardize missing the DUE DATE of your shipment. If your shipment has to go out and you do not have a label printed due to the GDLS website being down, please ship without the required GDLS Barcode Label. All shipments must have appropriate identification on each carton/package/box/etc.