

## ShipRelay FREE Receiving Guidelines - Los Angeles

The following guide informs you how to properly ship your products to ShipRelay to avoid delays, charges and or discrepancies. Following this guide will ensure that receiving is efficient, thus free of charge for you! All inbound PO's that meet guidelines are received within 24-48 hours of delivery.

### A few very important things to remember:

- **IMPORTANT:** Failure to comply with ShipRelay product preparation requirements, safety requirements, and product restrictions may result in receiving delays additional receiving fees or the refusal of inventory at the ShipRelay fulfillment center, disposal or return of inventory, blocking of future shipments to the fulfillment center or charging for any unplanned services.
- Each box, pallet, or container you ship us must be associated with a Purchase Order in your ShipRelay console prior to sending your products to our warehouse. You can create Purchase Orders in your account by going to Purchase Order > Create New Purchase Order.
- The tracking number(s) must be added to your Purchase Order in ShipRelay as soon as you know it. You can do this by finding your Inbound PO in your console and then clicking "add Addl Tracking info."
- Each shipment must be clearly labeled with your **Company Name** and **Purchase Order Reference #** as indicated below:

Name Line 1:	ShipRelay – <b>YOUR COMPANY NAME</b>
Name Line 2:	Purchase Order Reference # (PO#)
Address Line 1:	9909 Canoga Ave STE J
Address Line 2:	<b>Extra delivery notes (if any)</b>
City, State, Zip:	Chatsworth, CA 91311

- Every single item sent to us must have a barcode.
  - Every single item or SKU must have one dimension with a minimum of 2.6 inches x 1.25 inches or greater so we can apply a scannable barcode.
  - If an individual SKU's dimensions don't support the size of a barcode, each SKU must be placed in bags or another packaging of your choice that has at least one dimension 2.6 inches x 1.25 inches or greater.
  - If your supplier can't do this for you, bagging/tagging/labeling services are available.
  - Barcoding services will be automatically applied to all items not barcoded.
- Items of the same SKU must be individually contained in their own internal box/bag. For example, if you sell T-Shirts with five different sizes, each size has to be in its own box/bag but those individually contained boxes/bags can be combined into a larger, outer box and shipped to us all together in one package.
  - Do not mix different SKUs together in the same boxes/bags or sort mixed inventory fee will apply.
  - Each box/bag has to be clearly marked with the SKU and expected quantity (QTY) on the outside of the box/bag.
  - As long as individual SKUs are separated and individually contained in their own internal boxes/bags, everything can be combined into a larger, outer box and shipped to us all together in one package.

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- Case packs (cases) of SKUs will be counted in as full. We do not open cases to count internal contents. If case packs (cases of SKUs) are sent incomplete, they will be counted as full cases UNLESS the incomplete case pack is presented at the top of the shipment (top of pallet) and it is clearly marked as being incomplete, and the incomplete case pack is not sealed (if not sealed, we will assume it's short and we will investigate it).

## Permitted Packaging Materials for receiving:

- Boxes
- Dunnage
- Labels
- Bubble wrap
- Plastic wrapping
- Shrink wrap
- PolyBags/Plastic-bags
- Pallets
- AirBags
- Molds
- Wood crates
- **NO Peanuts or Shredded paper:** Please do not use peanuts or shredded paper when packaging items for receiving by us. A flat \$15 cleaning fee per PO will be applied if peanuts or shredded paper are used.

## LTL Receiving Guidelines:

- Items of the same SKU must be individually contained in their own box/bag/pallet. For example, if you sell T-Shirts with five different sizes, each size has to be in its own box/bag but those individually contained boxes/bags can be combined into a larger, outer box and shipped to us all together in one package/pallet.
  - Each box/bag has to be clearly marked with the SKU and expected quantity (QTY) on the outside of the box/bag.
  - Do not mix different SKUs together in the same boxes/bags or a sort mixed inventory fee will apply.
  - As long as individual SKUs are separated and individually contained in their own internal boxes/bags, everything can be combined into a larger, outer box and shipped to us all together in one package/pallet.
  - Case packs (cases) of SKUs will be counted in as full. We do not open cases to count internal contents. If case packs (cases of SKUs) are sent incomplete, they will be counted as full cases UNLESS the case pack is presented at the top of the shipment (top of pallet) and it is clearly marked as being incomplete, and the pack is not sealed (if not sealed, we will assume it's short and we will investigate it).
- The tracking number(s) must be added to your Purchase Order in ShipRelay as soon as you know it. You can do this by finding your Inbound PO in your console and then clicking "add Addl Tracking info."
- A copy of the correct/accurate PO must be enclosed with items.
- Product dimensions must be accurately inputted into the corresponding PO you created in your ShipRelay console.
- Barcodes in place for all individual SKUs and case packs.
- Inbound tracking provided to us through the corresponding PO you created in your ShipRelay console.
- Products must be delivered during receiving hours of 10am-1pm (no fee applies if delivered outside of receiving hours) or our 24-48 receiving window initiates the following working day.
- We accept standard pallet sizes. Standard pallet dimensions are 40 x 48 x 60 (height). If the product comes on a pallet that doesn't fit the standard criteria, our receiving team will restructure your pallet to fit the standard criteria. Special project pricing applies.

## Container Receiving Guidelines:

- Please do not send shipping containers to the address provided in these guidelines. Depending on what you are sending us, a different delivery address may need to be provided.
- All shipping container deliveries must be scheduled in advance and cannot show up unannounced. Please provide us a point of contact in the messaging system for any particular PO.
- If items are not palletized, a flat rate of \$300 applies to receive a 20 foot container or \$500 to receive a 40 foot container.
- Items of the same SKU must be individually contained in their own box/bag/pallet. For example, if you sell T-Shirts with five different sizes, each size has to be in its own box/bag but those individually contained boxes/bags can be combined into a larger, outer box and shipped to us all together in one package/pallet.
  - Each box/bag has to be clearly marked with the SKU and expected quantity (QTY) on the outside of the box/bag.
  - Do not mix different SKUs together in the same boxes/bags or a sort mixed inventory fee will apply.
  - As long as individual SKUs are separated and individually contained in their own internal boxes/bags, everything can be combined into a larger, outer box and shipped to us all together in one package/pallet.
  - Case packs (cases) of SKUs will be counted in as full. We do not open cases to count internal contents. If case packs (cases of SKUs) are sent incomplete, they will be counted as full cases UNLESS the case pack is presented at the top of the shipment (top of pallet) and it is clearly marked as being incomplete, and the pack is not sealed (if not sealed, we will assume it's short and we will investigate it).
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## Receiving Guidelines Do's and Don'ts:

### Do:

- Create a PO in your ShipRelay console detailing products including tracking numbers.
- Identify the package with ASN: If your supplier can't put the ASN, please use the master tracking number in its place.
- Clearly mark the product SKU and QTY on each box.
- Include only one SKU per box or clearly separate items.
- Use inner carton/boxes/bags to separate SKUs placed in a larger box together.
- Use your company name on the inbound shipping label: ShipRelay – YOUR COMPANY NAME.

### Do Not:

- Place items in a box/bag without any identification or QTY description.
- Mix multiple SKUs in one carton/box/bag
- Use your personal name, team member, or your ShipRelay representative name on the inbound shipping label.
- Create duplicate Purchase Orders in your ShipRelay console.

### Extra Tips:

- Have your supplier add carton numbers on each box (1/25, 2/25, etc.).
- To avoid delays and identification issues, use a product's barcode (if one exists) to identify each product.
- To help save you money on pick fees for wholesale orders, use multi-level packing materials such as a box with inner cartons containing 12 individual units (case packs), etc..