

## Standard Operating Procedure (SOP)

### Title: Customer Shipping & Receiving

**Introduction:** This document explains the process that Drive Marketing & Drive Fulfillment customers must follow for Drive Fulfillment to correctly receive and put away inventory.

**Objective:** To ensure product arrives to Drive Fulfillment in a manner that will allow for inventory accuracy and efficient receiving.

**Responsibility:** Anyone shipping product to Drive Fulfillment.

### Section 1: Scheduling a Delivery Appointment

Delivery appointments are required to ensure that your product will be received correctly. Delivery appointments should be scheduled as follows:

- Email [receiving@drivefulfillment.com](mailto:receiving@drivefulfillment.com) to schedule a delivery appointment.
- Cc your main Drive Fulfillment contact on this email.
- Attach your ASN document (Appendix A) to this email.
  - Failure to provide an ASN at the time of scheduling will result in receiving delays
- Our receiving hours are from 9:00AM – 2:00PM, Monday to Friday.
- Drive Fulfillment reserves the right to refuse any unscheduled deliveries.

### Section 2: Scheduling a Pickup Appointment

Pick up appointments should be scheduled as follows:

- Email [receiving@drivefulfillment.com](mailto:receiving@drivefulfillment.com) to schedule a pickup appointment.
- Please cc your main Drive Fulfillment contact on this email.
- Attach your ASN document (Appendix A) to this email.
  - Failure to provide an ASN at the time of scheduling will result in receiving delays
- Our pickup hours are from 1:00PM – 4:00PM, Monday to Friday

### Section 3: Product Details

The shipper will manage product details in the following manner.

- All product arriving to Drive must have a unique product ID or SKU.
  - Items must be labeled or tagged with a scannable barcode (code-128 font required).
  - The barcode must display the item SKU when scanned and cannot exceed 15 characters.
  - Any items arriving to Drive Fulfillment without a proper barcode will have barcodes printed and applied for a fee. See below fee schedule.
- All components arriving to Drive Fulfillment for kitting and assembly must have a SKU.
  - Packaging for these components must clearly display the SKU on the exterior.
  - Any packaging arriving to Drive Fulfillment without the SKU clearly displayed on the exterior will be placed in quarantine and a fee assessed. See fee schedule below.

- Any SKU that has not been previously shipped to Drive Fulfillment must also be accompanied by a New SKU Request Form (Appendix B). Failure to provide this form ahead of shipment arrival will result in quarantine and delays in receiving your product.

#### **Section 4: Shipping Your Product**

Any product shipping palletized should be done in the following manner:

- Every box should be labeled according to the Drive Fulfillment Label Template (Appendix C). Any boxes arriving to Drive Fulfillment without the appropriate label will have labels printed and applied for a fee. See fee schedule below.
- Boxes should be stacked in a way that labels are easily visible and scannable to the receiver.
- Boxes should only contain one SKU per box and equal quantities of that SKU per box.
  - Any box deviating from full carton quantities must clearly be marked 'PARTIAL'
  - Any box deviating from single SKU per carton must clearly be marked 'MIXED'
    - MIXED cartons can contain no more than three SKU's and must be segregated with inner packaging or paper slip sheets
- Boxes containing SKU's with a limited shelf life must show the expiration date on each box in a 36pt or larger font as well on the individual items. Failure to clearly indicate expiration date as requested may result in your customer receiving an expired product.
- Pallets should be in good condition and must be the standard size 40" x 48"
  - Max height, including pallet, should be 64"
  - If double stacked, max height, including pallets, should be 90"
- Product should not overhang on any side of the pallet to reduce damage.
- Product should be secured to the pallet with shrink wrap, banding, or another secure option.
- Pallet weight should not exceed 1,500 lbs. (680.4 kg), including the weight of the pallet and all packing materials
- Any pallet arriving to Drive Fulfillment that does not meet these requirements and cannot be put away in a manner that ensures no damage will be broken down and repacked for a fee. See fee schedule below.
- If product will be floor loaded instead of palletized, it should be done so in an organized and secured manner. Fees will be assessed for floor loaded trailers.
- Product may also be shipped to Drive Fulfillment via small parcel (UPS, FedEx, etc.)
  - Product arriving via small parcel must adhere to the above labeling requirements.
  - When product is shipped to Drive, please provide the tracking number to [receiving@drivefulfillment.com](mailto:receiving@drivefulfillment.com).
- All shipments must be accompanied by a Packing List (Appendix D)
  - The packing list should indicate the PO number associated with the shipment being received.
  - The packing list must detail breakdown by SKU and quantities per pallet.
    - Failure to show proper breakdown will result in delays receiving your product and potential inventory inaccuracies.
  - The packing list should be attached with the associated Bill of Lading.
  - If no packing list is provided shipment will be placed in quarantine until packing list is received.
- Any large variances in expected vs. received quantities will be reported to customer for disposition.

**Drive Fulfillment reserves the right to refuse, rework, or return any shipment that does not comply with the above specifications at the shipper's expense.**

### **Fee Schedule**

- Print & Apply Item Barcodes: \$0.25/label
- Print & Apply Master Carton Labels: \$0.50/label
- Receiving Mixed Cartons: \$7.00/carton
- Pallet Breakdown & Rework: \$25.00/manhour
- Quarantine (pallets): \$10.00/day, per pallet, up to 5 days\*
- Quarantine (small parcel): \$5.00/day, per parcel, up to 5 days\*

*\*Any product remaining in quarantine after 5 business days will be returned to shipper at the shipper's expense.*

**If products are not received in accordance with the above shipping instructions the 48-business-hour receiving SLA is no longer applicable.**