

## Standard Operating Procedure (SOP)

### Title: Customer Shipping & Receiving

**Introduction:** This document outlines standard shipping and receiving procedures that all Drive Marketing & Drive Fulfillment customers must comply with.

**Objective:** To ensure a timely, accurate, and organized flow and storage of product.

**Responsibility:** Any party or individuals responsible for shipping products to or retrieving products from Drive Fulfillment Center(s).

### Section 1: Scheduling a Delivery Appointment

The scheduling of Delivery Appointments ensures products are systematically received in a controlled and timely manner.

Steps to Schedule a Delivery Appointment:

- Address email to [receiving@drivefulfillment.com](mailto:receiving@drivefulfillment.com).
  - Drive Fulfillment does not accept product deliveries with less than a minimum of 48 hours' notice. (availability may be up to 5 business days out)
  - Drive Fulfillment reserves the right to refuse any unscheduled deliveries.
  - Receiving hours are 9:00 am – 2:00 pm, Monday to Friday
  - After-hours receiving costs will be estimated and agreed upon before scheduling.
- Cc your Project Coordinator on this email.
  - If needed, contact [receiving@drivefulfillment.com](mailto:receiving@drivefulfillment.com) cc'ing your Project Coordinator to request a quote.
- Attach your ASN document (Appendix A) to this email.
  - Failure to provide an ASN at the time of scheduling will result in receiving delays.
- Send Packing List prior to shipment arrival.
  - If the packing list is sent after a shipment arrives, items will be placed into a quarantine hold until a packing list is received.
  - Products are marked as "landed" only when and if a packing list is correctly delivered.

### Section 2: Scheduling a Pickup Appointment

Pick up appointments must be scheduled as follows:

Steps to Schedule a Pickup Appointment:

- Address email to [receiving@drivefulfillment.com](mailto:receiving@drivefulfillment.com).
  - Pickup hours are from 1:00PM – 4:00PM, Monday to Friday.
- Please cc your primary 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

### Section 3: Product Details

The subsequent Product Detail protocols apply to all shipping parties:

- Each product arriving at 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 at Drive Fulfillment without a proper barcode will have barcodes printed and applied for a fee. (See fee schedule below).
- Each kit and/or assembly component must have a unique ID or SKU.
  - Components must clearly display the SKU on the exterior packaging.
  - Any packaging delivered to Drive Fulfillment without the SKU clearly displayed on the exterior will be placed in a quarantine hold and assessed a fee. (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 prior to the shipments arrival will result in quarantine hold and delays in receiving product.

### Section 4: Shipping Your Product

Any palletized product shipments must comply with the following protocols:

- Every box should be labeled according to the Drive Fulfillment Label Template (Appendix C).
  - Any boxes shipped to Drive Fulfillment without the appropriate labels, will have labels printed and applied for a fee. (See fee schedule below).
- Boxes should be organized so that labels are easily visible and scannable to the receiving party.
- 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 a maximum of three different SKU's. These SKU's must be segregated by inner packaging or paper slip sheets.
- Boxes containing SKU's with a limited shelf life must have a marked expiration date on each box and individual item. (Using a 36pt font or larger).
  - Failure to clearly indicate the 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 potential 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 at Drive Fulfillment that does not meet these requirements cannot be stored safely and efficiently. If the shipment does not comply and is damaged, it will be broken down and repacked for a fee. (See fee schedule below).
- If product is floor loaded instead of palletized, it should be done so in an organized and secure manner. Fees will be assessed for floor loaded trailers.

- If necessary, products can be shipped to Drive Fulfillment via small parcel services (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 received.
  - The packing list must detail a full breakdown by SKU and quantities per pallet.
    - Failure to show a 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, the shipment(s) will be placed in a quarantine hold until the 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**

- \$35/hr for standard business hours applies to the following services:
  - Print & Apply Item Barcodes
  - Print & Apply Master Carton Labels
  - Receiving Mixed Cartons
  - Pallet Breakdown & Rework
- All work performed outside of normal business hours will be billed as overtime at a rate of \$45/hr.
- All shipments requiring rework will be quarantined until next availability. If rework is required prior to next availability, an expedited fee will be assessed and the hourly bill rate will be \$45/hr.

*\*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.**