RECEIVING GUIDE

Sending your items to Swiftgistics.
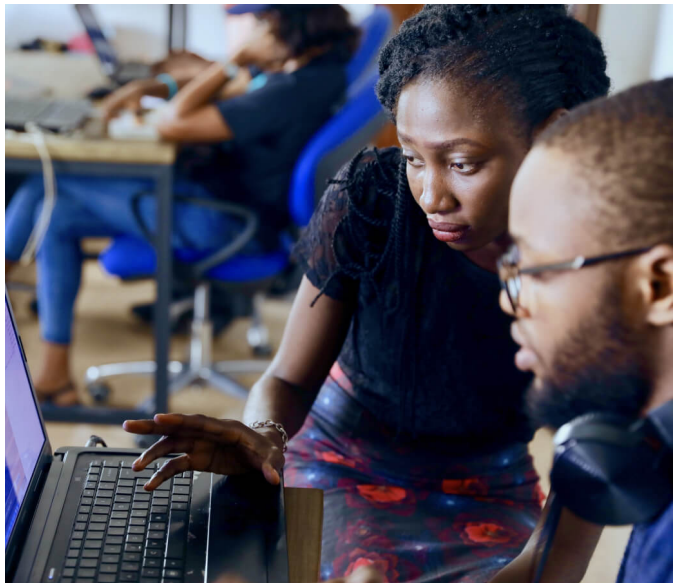
swiftgistics℠

Topics covered

Introduction

Accurate inventory is the *foundation* of all successful fulfillment programs. To achieve the highest level of accuracy for our customers, a series of guidelines have been created for you to follow.

By adhering to these guidelines, you allow Swiftgistics to efficiently identify, update, and put away your inventory. Failure to follow these guidelines will result in delays, errors, and possibly, damages and fines.

Who should read this guide?

- Business Owners

- (S)VPs of Operations or COOs

- Operations Managers/Directors

- Customer Service Managers

- Manufacturing Partners

If you have any questions about this guide, feel free to reach out to us at (435) 214-4466. Our sales and onboarding teams are available Monday through Friday, from 9:00 am to 3:30 pm Mountain Time. You can also email us at support@swiftgistics.com.

Before You Ship to Us

We ask that you review the checklist below before sending us any product(s). This checklist is meant to help you understand the receiving process, so you avoid any unnecessary fines.

If you have any questions or concerns about our receiving process, feel free to reach out to us at (435) 214-4466. Our sales and onboarding teams are available Monday through Friday, from 9:00 am to 3:30 pm Mountain Time. You can also email us at support@swiftgistics.com.

Your pre-shipment checklist

☐ Create an ASN in your customer portal account.

☐ Make certain your shipment will arrive with a Tracking Number or Bill of Lading number.

☐ Be sure to properly package and label your product(s) as shown later in this guide.

☐ Product(s) shipped to us *must match* the ASN information you enter.

☐ Your shipment must be delivered to us free and clear of customs, duties, and tariffs. Your shipment must have the correct importer of record and tax ID information as well.

☐ Your shipment must be delivered at its pre-scheduled date and time (a.k.a. its appointment).

Preparing Shipments

How to pack, label, and ship your product(s) to Swiftgistics.

Packaging

Please follow these guidelines when sending your product(s) to us. Following them allows us to efficiently identify, update, and put away your inventory. Failure to follow these guidelines will result in delays, errors, and possibly, damages and fines.
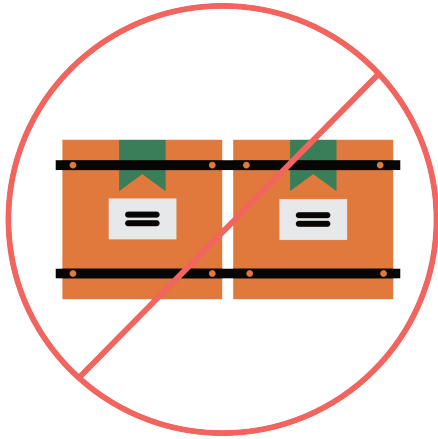
Some Quick Do's and Don'ts: Please read!

- Do not shrink wrap, strap, tape, or in any way bind your boxes together

- If your items are arriving on a pallet, the boxes cannot overhang by more than 1 inch (2.5 cm)

- All pallets must be shrink wrapped

- Do not use packing peanuts, crinkle wrap, or shredded paper when sending your shipment

How to Pack a Master Case when Using Cartons

We define a carton as the protective packaging used during inbound transit and receiving. Our carton requirements are below:

If contents <70 lbs (31.75 kg), must use double-wall corrugate.

If contents >70 lbs (31.75 kg), must use triple-wall corrugate.

Must score a minimum of 200 lb on the bursting strength test and 32 on the edge crust test[1]

All shipments require a master packing list

[1] The ability of a carton to withstand pressure is measured by two tests. The bursting strength test measures the force required to rupture or puncture the face of corrugated cardboard and the edge crush test measures the ability of a carton to withstand the pressure of stacking.

Inner Pack   Inner Pack

Master Carton

swift**gistics**
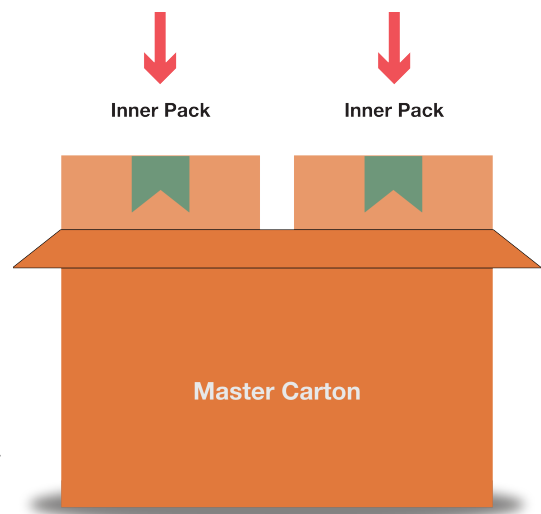
Oversized and Heavy Packages

If your cartons or individually-packaged items are:

- Greater than 18 inches (45.7 cm) in width, height, or depth

– and / or –

- Has a weight greater than 28 lbs (12.7 kg)

we considered it oversized. These types of packages should be sufficiently packed to withstand pressure that occurs during normal handling in a fulfillment center environment. Oversized and heavy packages should be able to withstand being moved or handled with equipment including, but not limited to:

- Clamp trucks
- Conveyors
- Forklifts
- Hand trucks
- Pallet jacks
- Various sorting equipment

Oversized items may incur additional receiving charges. Please contact our sales team if you have any concerns or questions about your product.

**18 inches or less
(L x W x D)**

28 lbs or less
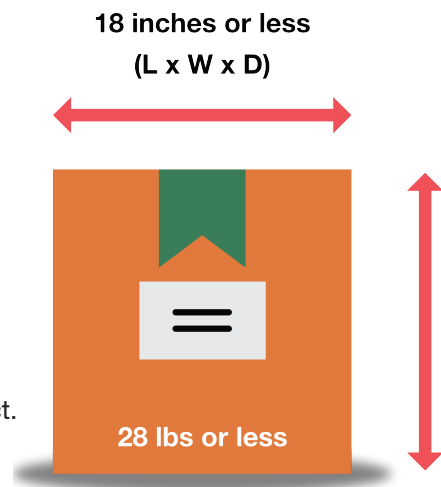
Polybags and Soft Inner Packaging

Soft packaging (e.g. plastic polybags) should be used as protection during shipment. Polybags can be used to protect products (e.g. clothing) during storage and outbound shipping to customers. Below are some suggested packaging tips:

- If individual units are not stored inside cases, they should not be exposed in their display boxes. If there is an opening that shows the contents of a package, it should be protected with clear plastic.
- For clothing, use bags at least 1 mm in thickness. Contents should be easy to remove.
- Plastic bags must comply with all federal, state and local laws.
- Include a silica gel pack if your product is sensitive to moisture.
- To ensure your toy packaging is not hazardous to children, do not package toys in bags that stretch to more than 14 inches (35.5 cm) in neck circumference, or to more than 23 inches (58.4 cm) when the stretched neck circumference and the bag's length are combined.

Polybag

Fragile Products

If your products and/or packaging are capable of getting damaged in a fulfillment center environment, or during transit, they must be packed to withstand our drop tests. Our drop tests consist of the following drops on a *hard* surface:

1. Flat on the bottom
2. Flat on the top
3. On the corner
4. Flat on the longest side
5. Flat on the shortest side

Flat on bottom   **Flat on top**   **On a corner**

Flat on long side   **Flat on short side**
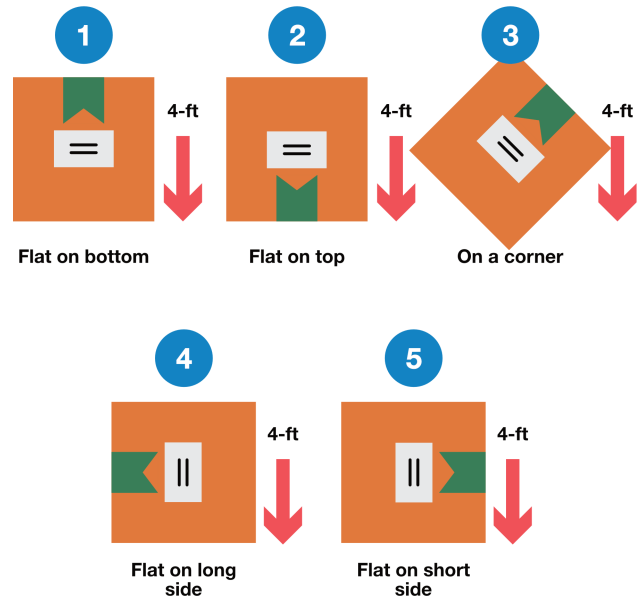
If your product is undamaged after all five drops, your packaging has passed our drop test. If your products are undamaged after 60 seconds of *vigorous* shaking, your packaging has passed our shake test. Both tests must be passed for us to safely handle and ship out your fragile products.

Adding Fragile Info to our WMS

When creating a product in our WMS, you must indicate if your product is fragile in the notes section of the item record.

Packaging Your Fragile Products

When shipping glass, breakable, or sharp items, bubble wrap must be used so the product will not break and create a potential safety hazard during storage, handling, or shipment to the customer. *Do not* use any type of packing peanuts, crinkle paper or shredded paper as these are insufficient forms of product protection.

If the Product is Fragile or Contains Glass:

Place, or wrap, the item in protective bubble wrap or protective overpack. The item must pass our drop test on a hard surface with no damage. Be sure the item's barcode is scannable without us having to open or unwrap the item.

If the Product is Sharp:

Place or wrap the unit in protective bubble wrap or protective overpack so the packaging completely covers any exposed edges. Be sure the item's barcode is scannable without us having to open or unwrap the item.

Hazmat Products

You must alert us about any products that are classified as Hazardous Materials, such as lithium ion batteries, flammable products, lighters, nail polish, hand sanitizer, aerosol cans, etc. These types of products have specific receiving, storage and shipping requirements. Please contact us at (435) 214-4466 to learn more about the requirements for shipping products classified as hazardous materials.

Labeling

Labeling your product correctly is one of the single most important steps to start off your product's lifecycle in our facilities. Follow these guidelines to prevent unnecessary errors, delays and fees. We require that all shipments have an ASN label and that all master cases, inner packs and base products are labeled with barcodes and base unit quantities.

> ⚠️ **All receivings that do not comply with our labeling guidelines will incur fees!**

ASN Labels

If you are sending pallets, ensure that each pallet has an Advanced Shipping Notice (ASN) label attached (preferably on each side of the pallet). If you are shipping unpalletized master cases, please sure to include an ASN label on each master case. When you create an ASN in our WMS, you're provided a transaction ID for your reference. When you create your own ASN labels, please include the following information:

- **Transaction ID**: The number generated by our WMS when you create your Receiving
- **Pallet Qty**: The pallet number plus the total number of pallets in the shipment (e.g., Pallet 1 of 4). If your shipment is not palletized, please indicate the number of master cases (e.g., Master Case 1 of 4).
- **From Address**: Your company name and address
- **To Address**: The warehouse destination address. Reference pages 18 - 22 for shipping information and delivery appointment scheduling.

Pallet Label Example

Color: White

Font: 12 pt

Size: 4-in x 6-in

(10 cm x 15 cm)
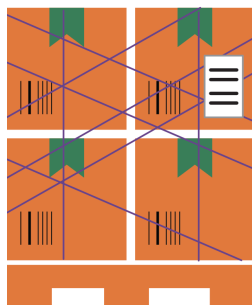
To: Swiftgistics
1076 E Commerce Dr #100
St George, UT 84790
(435) 214-4466

From: Mick & Co.
1955 Main St #7-17
Marceline, MO 64658
(660) 123-4567

**TransID**: 123456

Pallet 1 of 50

Product Labels

Products must be labeled with the base product's scannable barcode and quantity of product contained at each level of packaging (pallet, master case, inner pack and base products). Compliant labeling allows our operations team to quickly determine the contents and quantity in each shipment, without needing to open master cases or inner packs. While the Swiftgistics Catalog defines master case and inner pack level SKUs in terms of visibility, labels for all master cases and inner packs must accurately physically reflect the base product's scannable barcode and product quantity.

- Label must be a scannable barcode of the base product
- Label must be white
- Minimum font size: 12pt.
- Minimum label size: 1 in x 0.25 in (2.5 cm x 0.6 cm)
- Whitespace: 0.2 cm white space around border of label

Base product

Inner Pack

Inner Pack   **Inner Pack**

Master Carton

Palletized product
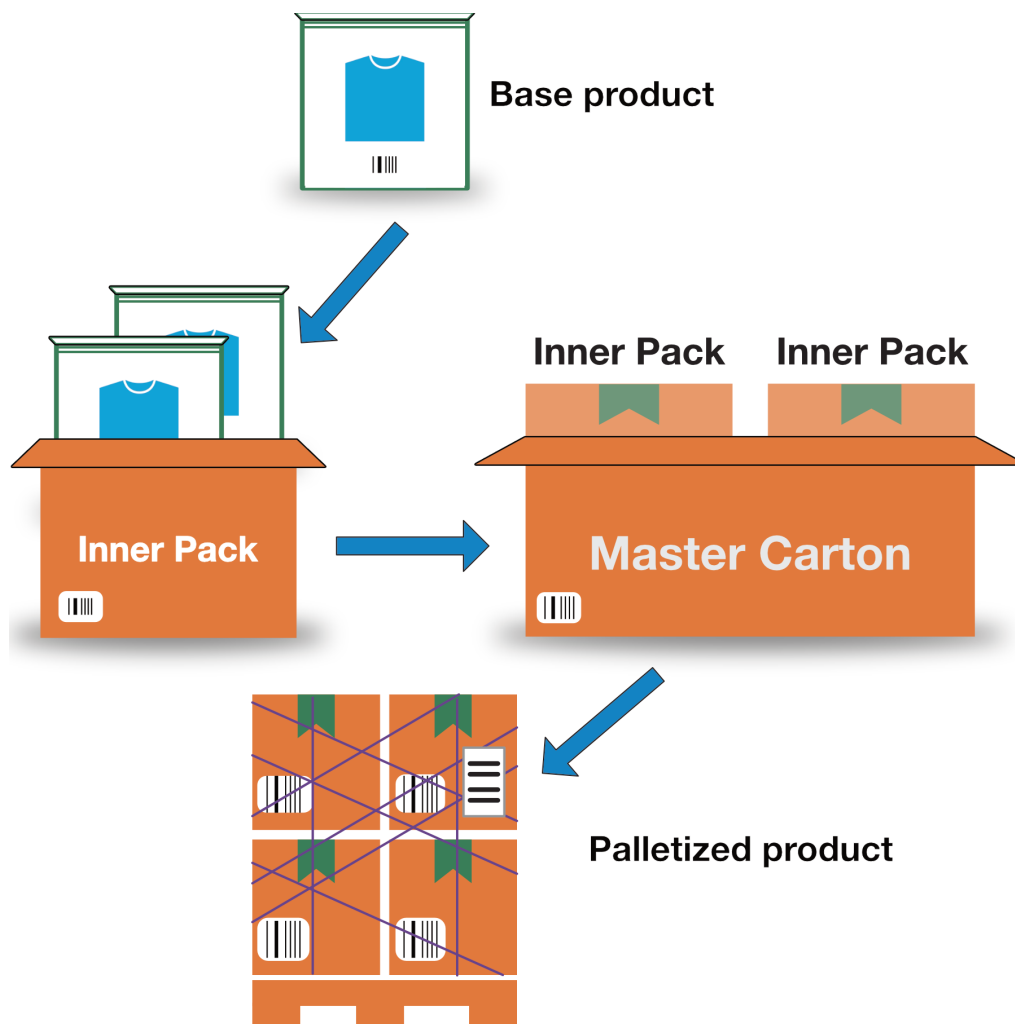
Master Case

The master case is labeled with the base product's scannable barcode (in this example, the single t-shirt barcode) and indicates the quantity of single shirts inside. You do not need to indicate the quantity of inner packs, just the total quantity of base products.

WD100-SHIRT-XL

4   21405   24160   5

Master Case contains qty 50 of SKU WD100-SHIRT-XL
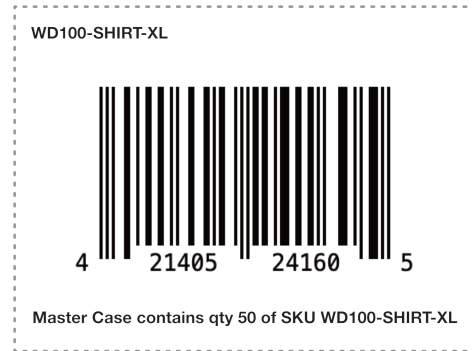
Inner Pack

The inner pack is labeled with the base product's scannable barcode (e.g., the single t-shirt barcode) and notes the quantity of single t-shirts inside.

WD100-SHIRT-XL

4   21405   24160   5

Inner Pack contains qty 25 of SKU WD100-SHIRT-XL

Base Product

The base product is labeled with its scannable barcode.

WD100-SHIRT-XL

4   21405   24160   5

SKU: WD100-SHIRT-XL

swiftgistics

Accepted Barcode Formats

UPC-A

UPC in CODE128

SKU in CODE128

Be sure to label your master case and inner pack boxes as described in the guidelines. Labels must be printed on adhesive label stock (e.g. Avery brand adhesive labels). You *cannot* print on plain paper and use adhesive label envelopes or clear tape to attach them.

Special Products

Mixed Products

When you send products, you should not have more than one product type (SKUs) on a pallet, in master cases or in inner packs. If products are mixed, we'll need to break down the shipment and you will charged additional fees. For example: If a pallet contains 6 master cases of blue shirts, and there are no master cases or inner packs with red, yellow, or green shirts on the pallet, it meets our packing standards.

Small Products

If your item is too small for a label, it should be placed inside a polybag or a box large enough for a 2x1 inch barcode label. For example, if the product is a microchip, each microchip must be placed in a polybag and labeled with a 2x1 inch scannable barcode.

Internationally Shipped Products

International orders shipped from a Swiftgistics facility, to customers in a different country, require additional paperwork to meet trade compliance. It is required that any product (SKUs) shipping on international orders have a valid HTS number and ECCN code defined in the item's record to avoid orders being placed on hold. Please be sure to update the HTS and ECCN fields for each of your SKUs you intend to export.

Dangerous Products

To ensure safety and compliance, we have outlined regulations on the inbound and outbound shipment of potentially hazardous products. Please contact our sales team for more information.

Non-Compliant Inbound Shipments

A streamlined inbound receiving process allows our warehouse teams to be as efficient as possible. Compliant inbound shipments help our teams to make better use of resources, meet service levels and ship to your end customers quickly. Please review the Swiftgistics Terms of Conditions for related fees associated with non-compliant inbound shipments.

Missing or non-compliant ASN Labels: When an inbound delivery arrives at our warehouse, we need to be able to tie it back to your inventory in our WMS using your ASN number. Each delivery, from small parcel to palletized, needs to arrive clearly marked with the associated ASN number. See page 10 for additional ASN Labeling requirements.

Missing or non-compliant Product Labels: Whether you're shipping master cases, inner packs or base products, all your products must be labeled with a scannable barcode product label. At each layer of your packaging, our warehouse team needs to be able to quickly determine the exact content and quantity without having to open the item. Please see page 11 for additional Product Labeling requirements.

Floor Loaded Containers: While it may seem a better use of space to send boxes loose instead of palletizing your goods, the tradeoff is additional fees to reconfigure your shipment and potential wait fees assessed by the driver delivering the shipments.

Discrepant Product: Help us maintain your inventory's accuracy by ensuring that your outbound inventory matches the ASN information in the Swiftgistics WMS, and that your labeling complies with our standards. Follow our guidelines to avoid fees to count quantity and/or correct product discrepancies.

Mixed SKU master cases and/or pallets: To facilitate the receiving process, and to ensure accurate inventory management and outbound fulfillment, we cannot accept mixed master cases or inner packs. *A pallet must have master cases that contain only a single product.* It is labor intensive to break down and sort mixed SKU master cases and inner packs; should this be necessary it will result in delays and fees.

Mis-packaged Product: To protect your inventory, we have strict regulations on how your product must be packaged to ensure proper handling and safe storage. We require specific pallet dimensions by location, and all pallets must be shrink-wrapped to ensure load integrity and stability during transit. See page 6 for details on how to package your inbound shipments.

Small Parcel Delivery: Small Parcel deliveries will incur a per case fee. If the small parcel delivery contains mixed SKUs, there will be a deassortment fee per unit.

Sending Inventory

Shipping your inventory to Swiftgistics.

Shipping to our Fulfillment Center

Use your preferred carrier to send inventory to Swiftgistics. When you complete a Receiving in our WMS, you will receive an email confirmation detailing what you entered.

Providing Tracking Numbers

After you ship your inventory and receive a tracking number from your carrier, enter it in your Swiftgistics WMS account. You can enter the tracking or Bill of Lading (BOL) information in the Receiving section of your account.

If you do not have a tracking number when you ship inventory, you can enter it later. To do so, find the ASN in your WMS account and edit the Receiving record. All inventory sent to us must have valid tracking included at least three days before scheduled arrival. Inventory that arrives to the warehouse without a valid ASN will be turned away.

Carrier Selection Matrix

Small Parcel or LTL?

Shipment Size	Less than 14 Cartons	14+ Cartons
Less than or equal to Small Parcel Max Weight	Send via small parcel carrier (UPS, FedEx, etc.)	Send via LTL
Greater than Small Parcel Max Weight	Send via LTL or TL	Send via LTL or TL

LTL or TL?

Shipment Size	Less than or equal to Pallet Max	Greater than LTL Pallet Max
Greater than Small Parcel Max Weight	Send via LTL or TL	Send via TL
Less than or equal to LTL Max Weight	Send via LTL	Send via TL
Greater than LTL Max Weight	Send via TL	Send via TL

Small Parcel Shipments

• Appropriate markings on each carton

• Properly packaged to avoid damage

• Reference the Swiftgistics ASN # in the correct manifest field:

> • For UPS: Package Reference No. 1
>
> • For FedEx: ASN Reference

LTL or TL Shipments

• Palletized shipments must be shipped on 40 in x 48 in - GMA grade A or B pallets

> • Corner boards and proper shrink wrap must be used
>
> • Appropriate markings on each carton and pallet as well as pallet build requirements
>
> • UPC/Barcode
>
> • Properly packaged
>
> • Properly shrink wrapped
>
> • No overhang

• The Swiftgistics ASN # should be included on the BOL

Appointment Scheduling

When sending shipments, please note specifics around scheduling an appointment based on the location you are shipping to. Each location varies, so review the information below to understand requirements, forms and any additional information needed for scheduling a delivery.

Appointment and Scheduling Details

• Appointments are only held for 15-30 minutes, site dependent. A new appointment will be required should an appointment be missed.

• Hazardous Materials must be noted prior to delivery appointment being scheduled

• Dangerous Goods must be noted prior to delivery appointment being scheduled. These include:

> • Damages
>
> • Tampered packages
>
> • Unsafe loads

• If any portion of the shipment (ASN/PO) will be unavailable on the ship date, you must call or email us ahead of time.

• Any floor loaded containers also require appointments.. They are considered non-compliant and will assessed additional fees.

All drivers conducting pickups or deliveries to Swiftgistics are required to present their current, unexpired drivers licenses.

Location	Max Pallet Height	Scheduling Hours (in Local Time) / Contact Information
St George, UT 1076 E Commerce Dr #100 St George, UT 84790	72 inches - or - 1.82 meters	9:00 am to 3:30 pm | Monday - Friday This location requires a delivery appointment for all TL, LTL, and container shipments.

Additional Information

International Receiving

If you are importing inventory, you need to clear customs and pay taxes and duties on inventory. To satisfy documentation requirements for a received shipment, you must provide the correct Importer of Record and Tax ID information and the receiving must arrive at the warehouse free of customs, duties and tariffs. Failure to meet these requirements many result in inventory being denied and or additional fees charged.

Importer of Record (Only Required for Importing)

The merchant must be listed as the Merchant of Record, Importer of Record or Owner of Record. Swiftgistics cannot be listed in these records.

Federal Tax ID (Employer Identification Number)

Please make sure you have a Tax ID for the local jurisdiction you are importing into

Using Customs Brokers for International Shipping

It is recommended that you work with a customs broker to import inventory to minimize delays. Customs brokers will help you clear customs and meet international importing regulations.

Customs on Imported Goods

For customs and duties on imported goods, you must be the ultimate consignee and take responsibility for merchandise clearing customs. If you are not shipping the merchandise directly to Swiftgistics, be sure the shipper lists you as being responsible for customs duties. Merchandise we receive must be clear of customs duties in order to qualify for Standard Receiving.

If you have any additional questions regarding our receiving guidelines, please contact our sales team.

END OF DOCUMENT