Materialogic

Receiving Guidelines

Effective Date:01/01/2024

Your inventory journey at Materialogic begins in receiving. Great fulfillment is 100% about great receiving. Materialogic utilizes a methodical, repeatable, and scalable receiving process. Our receiving guidelines help you to push best practices upstream to your vendors which ensures efficient receiving. Catching issues during the receiving process allows you to avoid delays and errors on outbound fulfillment. Materialogic Receiving guidelines are available online http://www.materialogic.com/receiving. The portal provides our clients the following tools in one easy location:

- Online Receiving Guidelines
- Appointment scheduler/calendar for LTL and container appointments
- ASN creation

Before you ship...

Your checklist

- Create a purchase order (ASN)

- Create and include packing list (pallet, carton and unit counts must match packing list)

- Create and include Bill of Lading

- Properly label pallets, cases and units

- Schedule delivery appointment for any shipment 1 pallet or more

Receiving Guidelines

Effective Date:01/01/2024

Warehouse Location and Appointment Information:

Materialogic Location:

3100 Corporate Exchange Court

Bridgeton, MO 63044

(314) 770-9200

Hours of Operation:

- Receiving at the warehouse is scheduled between
  - 8:00am and 4:00pm CST – Monday through Friday
- Any special arrangements for deliveries during off-hours must be coordinated through our support portal https://support.materialogic.com/

Holidays Observed by Materialogic:

- Good Friday (03/29/2024)
- Memorial Day (05/27/2024)
- 4th of July (07/04/2024)
- Labor Day (09/02/2024)
- Thanksgiving (Thursday and Friday) (11/28/2024-11/29/2024)
- Christmas Eve (12/22/2024
- Christmas (12/25/2024)
- New Years Day (1/2/2025)

Delivery Appointment Information:

Delivery appointments are required for all containers and/or shipments with *one or more pallets*.

- All **required fields** must be populated to schedule a delivery appointment online.
  - Appointments should be scheduled by accessing our portal: http://www.materialogic.com/receiving.

RECEIVING GUIDELINES

In logistics, receiving provides the setup for all other warehouse activities, so problems related to receiving affect the entire operation. In order to provide the best experience for you, Materialogic utilizes a methodical, repeatable, and scalable receiving process. We believe in continuous improvement throughout our organization and that philosophy applies to our Receiving Guidelines as well. This allows the inbound operation to make better use of resources and move inventory as efficiently as possible.

By following the guidelines, you will help Materialogic provide expedited service levels for your receiving needs, be able to ship to customers quicker and will avoid unnecessary charges, errors and delays.

BEFORE YOU SHIP: THE CHECKLIST

TOOLS

- LTL 1-10 Pallets Appt
- LTL 11-26 Pallets Appt
- Floor Loaded Containe
- Palletized Container Ap
- Create ASN
- Download Guidelines
- Contact Support

Receiving Guidelines

Effective Date:01/01/2024

Required information:

- Carrier name
- Pallet count and carton count
- Purchase order/ASN number
- Shipper's company name
- Appointment type i.e. Floor-loaded or palletized container
- Trailer number, tracking number, container number and/or pro number
- Appointment requestor name and phone number

Available appointment slots are visible to select the day and time that works best for your delivery. A confirmation email is sent to the scheduler once the appointment is confirmed.

Appointment scheduling timing:
- Containers – schedule 3-5 business days in advance of Last Free Day
- Materialogic does not live unload containers
- LTL/Truck – must be made 24 hours in advance

Scheduled Deliveries:

- If your driver misses the delivery window, they should follow the same steps as scheduling. Materialogic will need at least 24 hours notice for LTL/FTL and 5 business days notice for containers. There must be an available time slot in our dock schedule; we cannot make exceptions to this process. Please ensure that when scheduling, we know whether the container is floor loaded or palletized. **Delivery attempts outside of the delivery window and unscheduled deliveries are refused. You are responsible for all fees incurred by your carrier resulting from a missed delivery window.**

Receiving Guidelines

Effective Date:01/01/2024

Inbound Advance Shipment Notification Requirements

All inbound shipments must have an ASN (purchase order) in Materialogic's Infoplus system **PRIOR** to the arrival of the inbound receipt. This is a requirement for every shipment, regardless if an appointment is required or not.

Entry of the ASN into InfoPlus can be done via manual entry, bulk loading of multiple purchase orders, EDI or from our online portal at http://www.materialogic.com/receiving. Requires and Infoplus user account. Mandatory data requirements in the ASN include:

- PO #
- Vendor name
- Customer name
- SKU
- Quantity per Sku
- SKU cost (value)

Create / Manage Advanced Shipping Notifications (ASN) in InfoPlus:

https://support.infopluscommerce.com/support/solutions/articles/1000168320-create-manage-advanced-shipping-notifications-asn-

Inbound Shipment Documentation Requirements:

The following items are required to accompany each shipment:

- Packing Slip – a packing slip must be attached to the outside of the lead carton. The packing slip must be facing outward on the pallet or box in clear view of the unloader. The packing slip must contain:
    - Customer name
    - Purchase order number/ASN
    - Supplier Item number(SKU)
    - SKU description
    - Number of units (based on defined unit of measure)
    - Number of cartons
    - Quantity per carton of each item shipped
    - Mixed SKU cartons identified

- Carton labels with the above information do NOT suffice as a packing list. The packing list allows the Receiving department to clearly know the number of cartons expected in the shipment, especially if carriers split a shipment delivery across multiple shipments.

- Bill of Lading – bill of lading should be provided by the carrier at time of delivery

Receiving Guidelines

Effective Date:01/01/2024

Pallet and Carton Specifications:

- All product delivered must be palletized:
    - 48" x 40" pallet
    - 4-way entry pallet
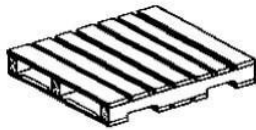

4-Way Entry

- Maximum pallet load height (including pallet) is 60" for standard locations
- Maximum pallet load height (including pallet is 45" for climate controlled location (55-65 degrees)
- Individual pallets are not to exceed 2,200 pounds.
- Cartons cannot overhang the dimensions of the pallet. If palletized as shown below in the incorrect photo, cartons will be required to be restacked on additional pallets to eliminate the overhang and applicable charges will apply.

Proper Pallet Loading Pattern:
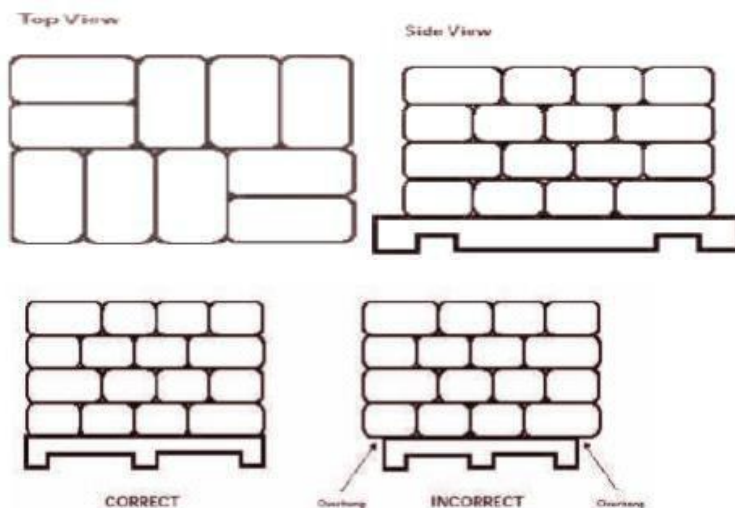
- All materials on a pallet must be secured to prevent shifting of cartons/materials through the use of shrink wrap (preferred), strapping, binding, and/or skidcorners

![Materialogic logo]

Receiving Guidelines

Effective Date:01/01/2024

Labeling Guidelines and Shipping Label Placement:

Cartons on Pallets – The preferred method for labeling cartons is with a bar code label, that is also human readable.
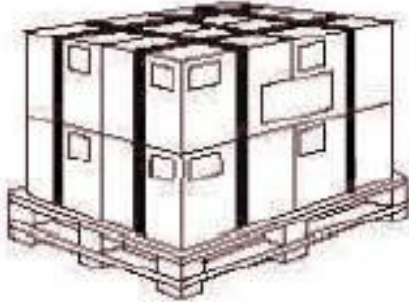
Each carton must be individually labeled or have required the information stamped on the carton. All labels will be visible on the perimeter of the pallet whenever possible (see picture). Carton labels must include the following information:

- Supplier name
- Supplier Item Number (SKU) – MUST BE SKU NUMBER USED FOR OUTBOUND ORDERS
- Supplier item description
- Purchase order number(ASN)
- Quantity in carton
- Unit of measure – must be the same unit measure for inbound receipts, storage and outbound orders
- Lot number or serial number, if applicable

Shipping labels should be located on the top of the pallet, away from any packing tape.

Materialogic

Receiving Guidelines

Effective Date:01/01/2024

Bar Code Symbology and Specifications:

Preferred method for labeling is a human readable label that includes a barcode with the required data above the embedded in the code
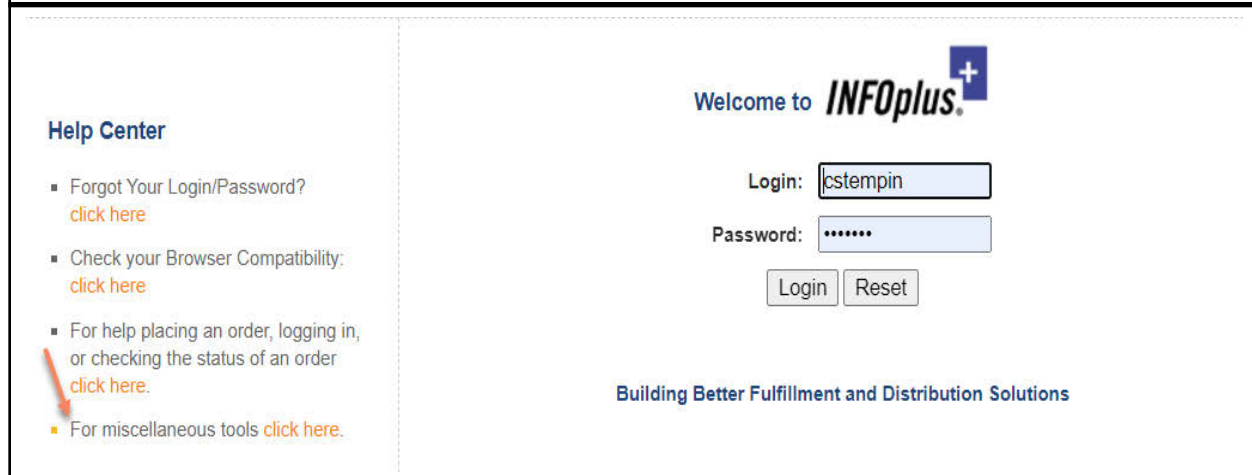
Materialogic recommends the use of Code 128 as the preferred barcode symbology. The sizing of the label should be 4X6".   Required fields are highlighted and noted with an asterisk.

	Field Description	Field Length
PO Number*	Client Purchase order number referencing the order placed with the supplier	15 Characters
SKU Number*	Also referred to as Control or Item number	18 Characters
Quantity*	Total amount of product in the unit of shipment	6 Digits
Unit of Wrap*	Description of the way an item is wrapped. I.e. Bundles, Sets, Shrink,	5 Characters
Quantity Per Wrap*	Number of individual products (each) in a unit of wrap	6 Digits
Activity tracking number	Used to capture Lot number, Sequence number range, or the Serial number range of an item	10 Characters
Country Of Origin*	Where an item is produced	4 Characters
Carrier Name	Name of transportation carrier. I.e. UPS, or ABF	12 Characters
PRO	The number on carrier's bill of lading	20 Characters
B/L	The number on carrier's bill of lading or carrier's tracking number	20 Characters
Unit number	The number of a carton or pallet from the total number of cartons or pallets shipped. I.e. 12 of 45	Field Title

Label Generation:

A label generation program is available at www.materialogic.com.
- Select Login in the top right corner
- Select Miscellaneous tools (see image below)
- Select Incoming Shipment Label Generator(see image below)
- Complete the form to produce a label to print

Help Center

- Forgot Your Login/Password?
  click here
- Check your Browser Compatibility:
  click here
- For help placing an order, logging in, or checking the status of an order click here.
- For miscellaneous tools click here.

Welcome to INFOplus.

Login: cstempin

Password: •••••••

Login   Reset

Building Better Fulfillment and Distribution Solutions

Receiving Guidelines

Effective Date:01/01/2024

Tool Chest

Incoming Shipment Label Generator

Label template

FROM			PRODUCT	
Name			SKU/Control Number	
Address			Description	
City	State	Zip		
TO			PO Number	
Location			Production Lot	
-- select a location --				
Name			Quantity Per Carton	Quantity Per Wrap
Address			Type Of Wrap	Country Of Origin
City	State	Zip		
			ACTIVITY TRACKING NUMBER	
			Starting #	Ending #

A sample of the label is below:

SHIP FROM:	SHIP TO:
Vendor Name	Materialogic Diet Center #06
Vendor Address	3100 Corporate Exchange Ct
City, State, Zip	Bridgeton, MO
	63044

Purchase Order Number	CARRIER:
|||||||||	Carrier Name
ABCD12345	PRO: 123456789
	B/L: 123456789

Activity Tracking Number

Starting ## 123456789

Ending ## 123456789

Quantity

||||||||||

1000

Unit Number

of

Unit Of Wrap

Qty Per Wrap 0100

Country Origin 1234

Pack

SKU/Control Number

ABCD1234567890EFGH

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Receiving Guidelines
Effective Date:01/01/2024

Carton/Pallet packing requirements:

Carton Packing:

- Cartons should contain a single SKU only.
  - Cartons may have mixed SKUs, but the carton must be **CLEARLY** marked as **MIXED SKUS**.
- Quantity per carton of a single SKU must be consistent for all cartons on a PO.
  - One carton may have a different quantity, but must be clearly labeled with quantity.
- SKUS within the carton should be labeled with the identifying orderable SKU#

Definition and example of master cases / unit of wrap:

Inbound receipts must be packaged in a consistent Unit of Measure by your supplier.
Unit of Measure must be consistent for inbound receipts, storage and outbound orders.
- Definition of a master case:
-

- Once, unit of measure is determined, your suppliers can package and ship in master cartons, but cartons and packing slip must indicate the number of master cartons and unit of measure "eaches" for receiving accuracy.
  - In the example above, if your unit of measure is determined to be the inner pack and we received 2 mastercases, your inventory quantity for this SKU will be 4.
  - If we receive an order to ship out for this SKU for a quantity of 4, the recipient of the order will receive 2 mastercases (16 eaches or 4 innerpacks).
  - If we receive an order for this SKU for 1, your customers will receive 1 inner pack(4 eaches).

Receiving Guidelines

Effective Date:01/01/2024

Pallet Stacking:
- Pallets should contain a single SKU only.   - The exception pallet which contains more than one SKU must be clearly marked as a MIXED PALLET. This should be limited to a maximum of one pallet per shipment.
Exception Handling (Inaccurate Packing, Labeling, Stacking)
Materialogic recognizes that there could be occurrences where a shipment is received at our facility that does not meet all of our Receiving Guidelines related to carton/pallet packing and/or labeling. Materialogic reserves the right to bill for miscellaneous labor associated with pallet restacking, item labeling or carton re-packing to be compliant rather than have the stock returned to the supplier for re-work. In that event, clients can expect the following:
- Clients will be notified regarding any significant deviations of non-compliance. (For example, every carton in the shipment has mixed skus or has varying unit counts of the same sku).   - Clients will be provided an estimate for time, materials and labor to correct the shipment to meet the receiving guidelines.   - The shipment will be taken to our Special Projects Department for the work to be performed.   - Once completed, the shipment will be returned to the Receiving Department to go through the standard receiving process.   - The receiving SLA will be effective once the shipment is returned to the receiving department   - Clients do have the option to return the shipment to their supplier for correction or pass charges incurred at Materialogic for vendor non-compliance to their supplier.

Non-Compliance Charges:
Materialogic receiving guidelines are needed to process client receipts efficiently and timely in order to meet our receiving service level agreements. Non-compliance from these guidelines results in receiving delays and incremental labor. Charges will be invoiced monthly for any non-compliance to Materialogic receiving guidelines. Supporting documentation for all non compliance charges are provided along with the monthly services invoice. Please refer to the following fee schedule. Vendor non-compliance charges are cumulative meaning multiple charges can occur for a shipment. Clients should provide a copy of the receiving guidelines to all suppliers. Vendor non-compliance charges are intended to be passed along to suppliers. Please reach out to the Materialogic support team for assistance with non-compliance reporting tools available within InfoPlus.

Receiving Guidelines

Effective Date:01/01/2024

ADMINISTRATIVE FLAT FEE SCHEDULE

1. Failure to schedule appointment for **one or more pallets or container**	$100.00
2. Misconfigured Pallets	$150.00 per pallet
a. Incorrect Standard Pallet (non four-way pallet)	
b. Height over maximum 60"	
c. Overhang on pallet on any side	
3. Failure to provide purchase order number (ASN) prior to date of receipt or inaccurate purchase order number (ASN) provided	$250.00
4. Missing or inaccurate carton labels/markings on shipment	$100.00
5. Mixed cartons are not properly labeled as "MIXED"	$100.00 per carton
6. Improper packing of cartons - inconsistent carton counts	$200.00
7. Failure to provide packing slip and/or bill of lading with shipment	$100.00
8. Inaccurate unit of measure on carton label and/packing slip compared to item record in Infoplus	$100.00
9. Mixed pallets not properly marked as "mixed"	$100.00
10. Rush receiving request (per SKU on received purchase order)	$150.00