

Receiving Guidelines

Effective Date: 02/01/2026

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: <https://www.materialogic.com/receiving>. The portal provides our clients the following tools in one easy location:

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

Effective February 1, 2026, we have made clarifications to our receiving SLAs. All small parcel inbound receipts that meet all receiving guideline requirements will be received within two business days from delivery arrival. Any shipment that does not meet receiving guidelines is considered non-compliant. The receiving SLA will be two business days once non-compliant issues have been addressed and the shipment is receivable within Infoplus. In addition, if a small parcel, FTL or LTL shipment requires significant labor to sort due to being mixed pallets or special handling for any other reason, the receiving SLA will be three business days. Container deliveries will be received within three business days from container drop. Materialogic does not live unload containers. Any exceptions to these standard receiving SLAs will be discussed with clients as needed. New client inbound inventory transfers will be handled outside of standard receiving SLAs and will be managed with new clients based on their specific onboarding requirements.



BEFORE YOU SHIP

Your Checklist

- Create an Advanced Shipping Notice (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 one pallet or more



WAREHOUSE LOCATION AND APPOINTMENT INFORMATION

Materialogic Location:

3100 Corporate Exchange Court
Bridgeton, MO 63044

Hours of Operation:

- 8:00am - 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:

- Memorial Day (05/25/2026)
- 4th of July (07/03/2026)
- Labor Day (09/07/2026)
- Thanksgiving (Thursday and Friday) (11/26/2026-11/27/2026)
- Christmas Eve (12/24/2026)
- Christmas (12/25/2026)
- New Year's Day (1/2/2027)



DELIVERY APPOINTMENT INFORMATION:

Delivery appointments are required for all containers, LTL and small parcel deliveries with one or more pallets.

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

If no appointment slots are available for your desired window, you may also call 314.770.9200.



Materialogic
We'll take it from here.

Schedule Container Receiving Appointment

How long do you need?
2 hours

What time works best?
UTC-06:00 Central Time ▾

9:00 am
11:00 am
1:00 pm

December

SUN	MON	TUE	WED	THU	FRI	SAT
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Required information:

- ASN number
- Pallet count and carton count
- Mixed pallets yes or no
- Shipper's company name
- Client's name
- Appointment type (small parcel palletized, floor loaded container, palletized container)
- Appointment requestor name and email address (for confirmation of appointment)
- 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/FTL/Small Parcel Pallet – must be made 24 hours in advance

Scheduled Deliveries:

If a carrier driver misses the delivery window, they should follow the same steps as scheduling outlined above. 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, no exceptions allowed. Please ensure the correct appointment type is selected when scheduling, incorrect appointment types can result in non-compliance charges and delays in receiving SLAs. Materialogic reserves the right to refuse any delivery attempts outside the delivery window or unscheduled deliveries. The client is responsible for all fees incurred by the vendor carrier resulting from a missed delivery window.



INBOUND ADVANCE SHIPMENT NOTIFICATION REQUIREMENTS

All inbound shipments must have an ASN 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 ASNs, or from our online portal at <https://www.materialogic.com/receiving>. An Infoplus user account is required.

Mandatory data requirements in the ASN include:

- ASN number
- Vendor name
- Customer name
- SKU
- Quantity per Sku
- SKU cost (value)
- Due Date

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

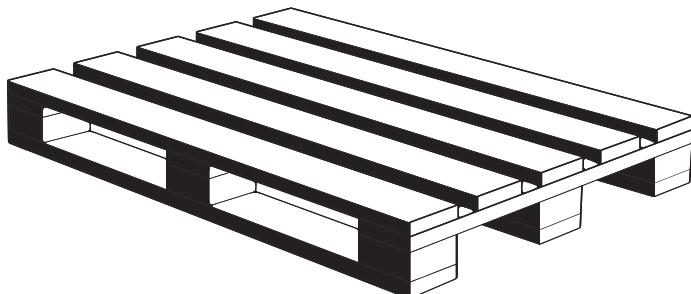
<https://www.google.com/url?q=https://www.infopluscommerce.com/knowledge-base/create--/manage-advanced-shipping-notifications-asn&sa=D&source=docs&ust=1752848002512686&usg=AOvVaw3HpYBECRNW0iE1Rxoe6AHC>



INBOUND SHIPMENT DOCUMENTATION REQUIREMENTS:

The following items are required to accompany each shipment:

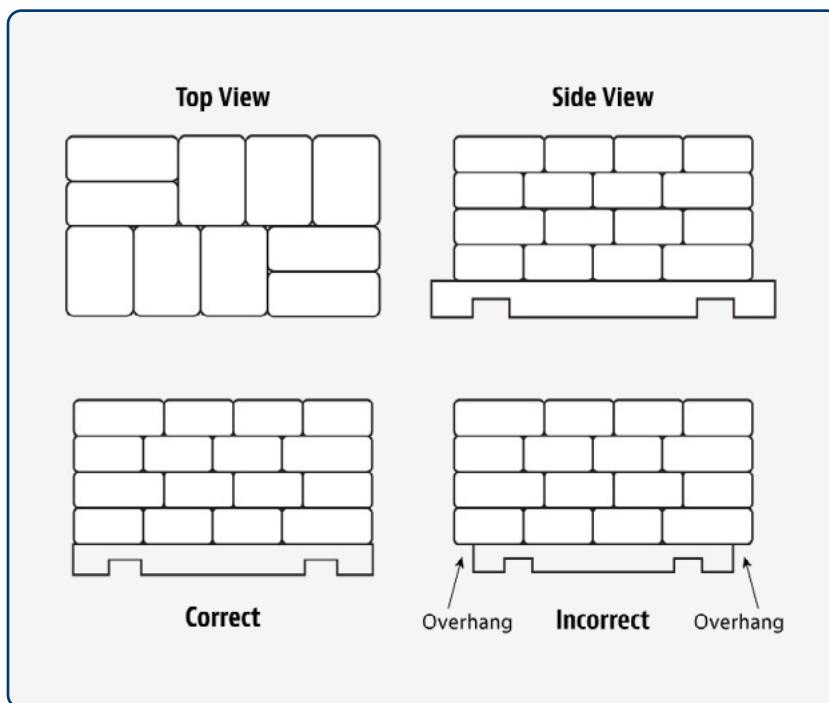
- Packing Slip – a packing slip must be attached to the outside of the lead carton. The packing slip must be facing outward on the pallet. The packing slip must contain:
 - Customer name
 - ASN number
 - Supplier Item number (valid SKU set up in Infoplus)
 - SKU description
 - Number of units (based on defined unit of measure)
 - Number of cartons
 - Quantity per carton of each item shipped
 - Mixed SKU cartons identified
 - Production lot and/or expiration date if applicable
- 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
- 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
- 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 re-stacked on additional pallets to eliminate the overhang and applicable charges will apply.

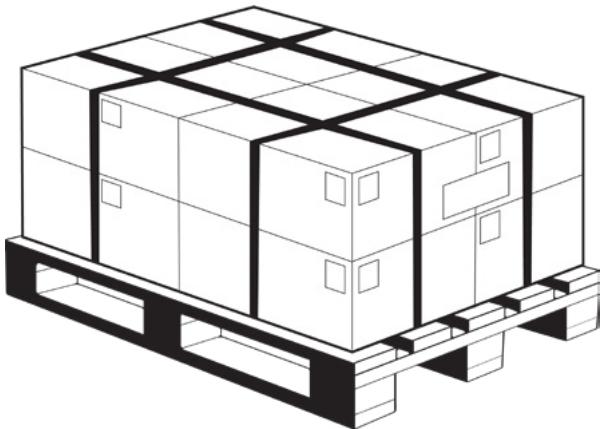
Proper Pallet Loading Pattern:



- 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 skid corners
- All perimeter cartons must have carton labels facing outward on the pallet.

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 (item number created in Infoplus)
- Supplier item description
- ASN number
- Quantity in carton
- Unit of measure – must be the same unit of 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.

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 4"X6".
- Required fields are highlighted and noted with an asterisk.

Field Name	Field Description	Field Length
ASN Number	Client ASN number referencing the order placed with their vendor.	15 Characters
SKU Number	Item record	18 Characters
Quantity	Total number of units by SKU in shipment	6 Digits
Unit of Measure (UOM)	Measure of unit to be received, stored and shipped in, i.e. each, case, pack, etc.	5 Characters
Quantity per UOM	Number of individual pieces in unit of measure	6 Digits
Activity Tracking Number	Used to capture lot number, sequence number range, or serial number range	10 Characters
Country of Origin	Country where the item is produced	4 Characters
Carrier Name	Name of transportation carrier for shipment	12 Characters
Pro Number	Carrier shipment ID listed on BOL	20 Characters
BOL	Bill of Lading number or carrier tracking number	20 Characters
Unit Number	Carton or Pallet number i.e. carton 1 of 5 or pallet 1 of 5	10 Characters

Label Generation:

A label generation program is available at www.materialogic.com.

- Select Label Generator in top right corner



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 measure:

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:



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 billed at their specified warehouse billable labor rate to complete any work deemed necessary to bring the shipment into compliant status.
- Once completed, the Receiving Department will proceed with the standard receiving process.
- The receiving SLA will be effective once the shipment is in a compliant receivable status.
- 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 ensure client receipts can be received in an efficient and timely manner to meet our receiving service level agreements. Non-compliance from these guidelines results in receiving delays and incremental labor. Charges will be invoiced monthly to the client for any non-compliance issues. Supporting documentation for all non-compliance charges are provided along with the monthly service invoice.

Please refer to the following fee schedule for specific vendor non-compliance charges.

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 to correct non-compliance issues. Please reach out to the Materialogic support team for assistance with non-compliance reporting tools available within Infoplus.

Vendor Non-Compliance Fee Schedule:

Failure to schedule appointment for one or more pallets or container	\$100.00
Misconfigured pallets: A. Incorrect standard pallet (non-four-way pallet) B. Height over maximum 60 inches C. Overhand on pallet on any side D. Damaged pallet	\$150.00 per pallet
Failure to provide ASN number prior to date of receipt or inaccurate ASN number provided	\$250.00
Missing or inaccurate carton labels/markings on shipment	\$100.00
Mixed cartons are not properly labeled as 'MIXED'	\$100.00 per carton
Failure to provide accurate packing slip and/or bill of lading with shipment	\$100.00
Inaccurate unit of measure on carton label and packing slip compared to item record in Infoplus	\$100.00
Mixed pallets not properly marked as "MIXED"	\$100.00
Rush receiving request (per SKU on received ASN)	\$150.00
Inaccurate delivery details given during appointment scheduling	\$100.00