![ShipHero logo]

ShipHero Fulfillment Shipment Preparation & Receiving Manual

Last Updated: October 2023

These receiving guidelines are in place so our warehouse teams can process your products quickly and start shipping for you. We appreciate your cooperation in helping us to keep operations running smoothly.

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1. Packaging Guidelines

- Each box must have the ShipHero Fulfillment box label visibly placed on the outer boxes.
- If pallets, each pallet must have the ShipHero Fulfillment pallet tag visible.
- If mixed pallets (more than 1 SKU on a pallet), this must be indicated on the pallet tag.
- If labels are not added each shipment must be clearly marked adding the client's name and business to avoid rejected and lost inventory.
- Product Prep guidelines can be found here: [Receiving Guidelines](#)

2. Item Packaging Requirements

- All your products (individual units, master carton or case, sub master cartons) should always arrive previously barcoded.
- Barcodes cannot be shared amongst multiple SKUs. The same barcode cannot be used for different products. For example, SKU A can have two barcodes associated with SKU A but cannot be shared with other SKUs, for example SKU B.
- When it comes to master cases, case barcodes shouldn't match individual units. The barcode on the case to be scanned represents the quantity in the case. Inside the case, a barcode is used to identify the individual unit, that represents the quantity of each. Both must be visible and scannable.
- If units/cases are not barcoded, ShipHero will barcode each unit/case at $0.18/ in US and $0.25 in Canada.

3. Fragile items requirements:
- ShipHero Fulfillment will only store, pack and ship fragile items if they come pre-packed in a sealed, barcoded protective box.
- Items that arrive at the warehouse "loose" or not in a sealed container will be returned to the manufacturer or merchant at the merchant's expense.

- For any SKU or order that requires bubble wrap (or similar protection) in the packing process, $0.50 in US and $0.67 CAD per unit per order will be added.
- If you need Geami paper, it will cost $1.85 per order. More info

4. **Lots and expiration items requirements**:
- Lot Codes and Expiration dates must be marked on the individual products or case.
- It is at Ship Hero's discretion to refuse products with inappropriate expiration dates.
- ShipHero will not change the lots and expiration dates on any product once they are received at our warehouses.
- Each SKU unit that requires lot tracking will incur a $0.05 in US and $0.07 in Canada fee per unit shipped. More information can be found HERE.

5. **Hazardous items requirements:**
- If any units contain hazardous material, MSDS documentation is required before shipping to any ShipHero warehouse location; to be sent to our support team fulfillment@shiphero.com or directly to the ShipHero Sales/CSM POC. If your product is applicable for hazmat shipping, our support team will set up your account accordingly and map your carriers to the right zones. Read more about HERE
- A $0.50 in the US and $0.67 fee in Canada per order will be added due to labeling regulations.
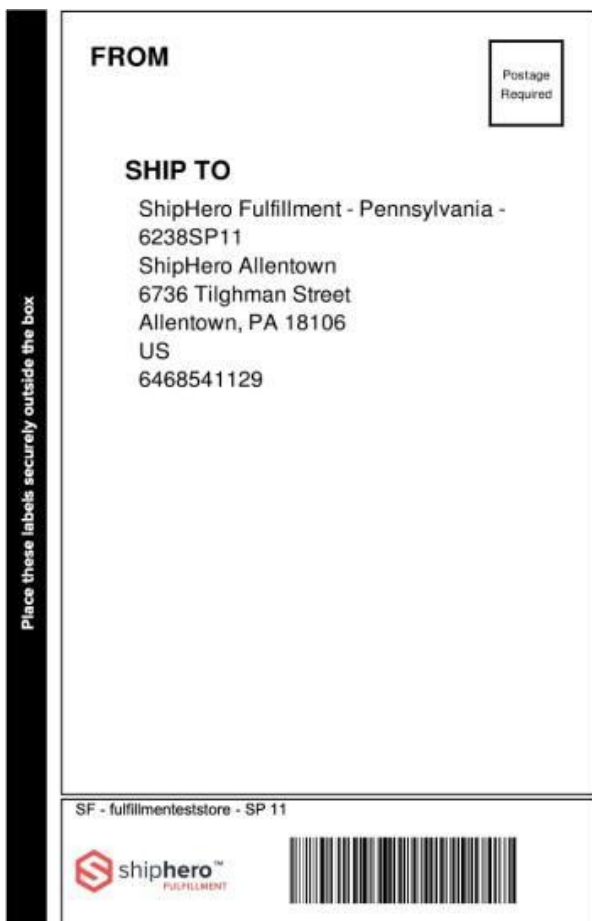
6. Item Labeling

- Each barcode must not contain any non-standard characters such as emojis or asterisks.
- Each unit or case must have a unique barcode of at least 5 digits and no more than 25 digits.
- Barcodes must not contain any spacing before the first digit or after the last digit of the barcode.
- Individual barcode size must be smaller than 2 inches x 3 inches; preferred size is 52.5 mm x 29.7mm for best scanning results.
- The barcode data on the label must match the barcode data in Ship Hero's system.
- Acceptable barcode types are listed HERE.

7. Inbound Box Labeling

- Each shipment must have an associated shipping plan in ShipHero before sending any ShipHero warehouse location inbound inventory.
- Print and apply the box labels that auto-generate when a shipping plan is created on the
- the exterior of every box in a visible place on a smooth surface, avoiding all corners.
- Remove old labels from each box if re-using them for a new shipment.
- Box labels and pallet labels must always be printed on a white background in black ink. The scanners may not read color ink bar codes. See below for the box label image:

FROM

Postage
Required

SHIP TO

ShipHero Fulfillment - Pennsylvania -
6238SP11
ShipHero Allentown
6736 Tilghman Street
Allentown, PA 18106
US
6468541129

Place these labels securely outside the box

SF - fulfillmenteststore - SP 11

shiphero™
FULFILLMENT

8. Pallet Labeling

All inbound palletized and freight shipments must be scheduled with freight@shiphero.com. Ship Hero's freight team will provide a confirmation number for each scheduled appointment. If a shipment arrives without a scheduled appointment, it will be refused. HERE are the Freight Booking Requirements.

- Every pallet must have a pallet label printed and applied directly to each skid.
- The box quantity per pallet must be filled in on each label.
- Each pallet label must indicate whether the pallet has mixed SKUs.

shiphero™   Pallet 1 of 3

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SP1459127

BOL / Reference #:

Ship To: Box qty: Pallet Mixed:

ShipHero Fulfillment - Las Vegas   ☐ Yes

3195 E. Washburn Rd
Suite 100
North Las Vegas, NV 89081   ☐ No

9. Booking Requirements

- LTL shipments need to be scheduled at least 24hrs in advance. FTL and containers need to be scheduled 72hrs in advance.
- Small parcel if you are sending in a batch that has 20

boxes/cartons or more, it needs to be scheduled 24hs advance.

- We only receive inventory on weekdays, Mondays to Fridays, between 7 am - 3 pm warehouse local time.
- All unscheduled deliveries will incur a $500 fee and may be turned away if no dock is available.

10. Receiving Timeline for <u>compliant shipments (Non-compliance shipping plans will be subject to longer receiving times.)</u>

- The arrival day is considered day 0 (zero) for all shipping plans.

- Less than 10 pallets (small parcel shipments included): up to 5 (five) full business days from arrival. During peak season, receiving can take up to 7 (seven) full business days.

- *Half a truckload, up to a full truckload (palletized): up to 7 (seven) full business days from arrival. During peak season, receiving can take up to 10 (ten) full business days.

- Half a container, up to a full container (floor-loaded): up to 10 (ten) full business days. During peak season, receiving can take 12 (twelve) full business days.

- *Half a truckload is considered 11-13 pallets. A truckload is considered 26 pallets.

Floor Loaded Containers

There is no unloading charge for shipments that arrive on pallets or via a small parcel carrier such as DHL, UPS, or FedEx.

If you send floor-loaded containers (not on pallets), then the following fees will apply:

For a 20-foot container:

$450*

For a 40-foot container:

$650* Palletize: $27 / pallet.

11. Receiving fees and product requirements.

ShipHero reserves the right to charge per unit or per hour for apparel, jewelry, and other products requiring unit counting/verification.

- All Shipping plans will be spot-checked.
- Accurate spot check: We will check at least one carton per Shipping Plan. If that carton is accurate, we will not count the individual units for the remaining cartons. We will assume the remainder is accurate and received in full (according to the SP) without additional count. There is no charge to you when the spot check is accurate. So that you know, SH will not be liable for any underage/overage within 1.5% for SPs that pass our spot check process.
- Inaccurate spot check: ShipHero will count the entire SP to ensure an accurate inventory if the spot check shows a discrepancy. You, the merchant, are responsible for the cost of SH, counting the entire SP. You will be charged on an hourly basis. Work completed in the US $45/hr. USD and work completed in Canada $45/hr. CAD.
- If we find that your Shipping Plans or certain vendors are inaccurate, we will always require a full count upon receiving them, and you will be charged for that labor.
- If the products within your Shipping Plan are deemed non-compliant, you will be subject to a $35 fine.
- If your products (less than 50 units) arrive un-barcoded, you will be charged $0.18 to barcode per unit. It will be considered a Special Project if you have more than 50 units. Click HERE for more info.

- Product requirements reminder:

Barcodes and Skus
- Each product must have a unique Sku you must create the skus on your sales channel.Re labeling will cost $0.18 per unit.
- Barcodes must be labeled on each product or case product. They must be clear and scannable.

Hazmat skus
- Before sending your hazmat product provide the MSDS file so we can apply the proper label and carrier mapping.
- If applicable we charge $0.50 cents per order.

Lots and expiration
- You must add the visible products' lots, expiration dates, and/or numbers so ShipHero can track the product. Each product / SKU unit that requires tracking will incur a $0.05 shipping fee per unit shipped.

Fees:
1. First offense: $35 non-compliance fine and additional labor and supplies costs to make the delivery compliant.
2. Second offense: $75 non-compliance fine and additional labor and supplies costs to make the delivery compliant.
3. Third offense: $125 non-compliance fine and additional labor and supplies costs to make the delivery compliant.

12. Peak Season

Inventory that does not follow our guidelines will be subject to longer wait times. We reserve the right to refuse inventory that violates our receiving guidelines. During peak season, same-day shipping is not guaranteed.

You must ship your goods ahead so we can receive and ship on peak dates:

To ship by Christmas: Your inventory must be received before November 25. To ship by Black Friday: Your inventory must be received before November.

13. Support assistance

Open a ticket with our support team [HERE](#) or email your CSM if you have questions regarding this manual.