

# Receiving Requirements



To ensure optimized processing for your inventory, all receiving must follow the Standard Receiving requirements. Non-standard receiving requires additional processing time and incur additional receiving fees and surcharges. Ruby Has will process the items into inventory within 3 business days after delivery for standard receiving or once non-compliant receiving issues are resolved for non-standard receiving.

- All SKUs must be set up and Purchase Orders uploaded to the Ruby Has client portal prior to delivery.
- Each shipment must be accompanied with a Packing slip placed in marked Lead carton or pallet. Packing list must include shipment details: SKU, short item description, quantity, carton # and pallet # containing the product.
- No re-labeling and kitting required prior to receiving into the Ruby Has client portal (WMS).
- Cartons and pallets must be individually numbered (e.g. 1 of 50, 2 of 50, 3 of 50, etc.) to ensure all goods are accounted for.
- Mark shipping cartons and pallets containing glass or breakable items appropriately (fragile, this end up, etc.).
- Barcodes must be scannable and texts must be legible on carton and pallet labels.
- Ensure freight forwarders that apply their own labels don't cover up any existing pallet and master carton labels.
- Manufacturer markings such as gross and net weight on master cartons don't need to be removed or covered.

# Inbound Freight Requirements



## Delivery Appointment Schedule

Scheduling is required:

- If there are more than 8 pallets inbound per day per account
- For any floor loaded shipments/containers

Provide the following information when scheduling an appointment:

- Brand name
- Purchase Order #
- Type of delivery (Floor loaded container or palletized)
- Number of pallets or size of ocean container
- Packing Slip

To schedule a delivery appointment, contact the applicable receiving department.

| Receiving Contact        | Facility   |
|--------------------------|------------|
| CA.receiving@rubyhas.com | California |
| KY.receiving@rubyhas.com | Kentucky   |
| NJ.receiving@rubyhas.com | New Jersey |
| NV.receiving@rubyhas.com | Nevada     |
| NY.receiving@rubyhas.com | New York   |
| TO.receiving@rubyhas.com | Toronto    |

*These email addresses are only to schedule delivery. If applicable, Item Master and Purchase Order files are to be sent to Support.*

Ruby Has reserves the right to refuse unscheduled shipments.

# Inbound Freight Requirements



## Pallet Loading and Dimensions

- Pallet maximum height is 58" (includes the actual pallet).
- Pallets must be shrink-wrapped on standard 40" x 48" wood pallets.
- Products must be sorted in such a way that pallets contain the least number of different SKUs.
- Pallets may be strapped by plastic-strapping material only, using two strips across the width of the pallet. Metal strapping may not be used.

## Pallet Markings

Each pallet is clearly labeled with all information necessary: (\*Required)

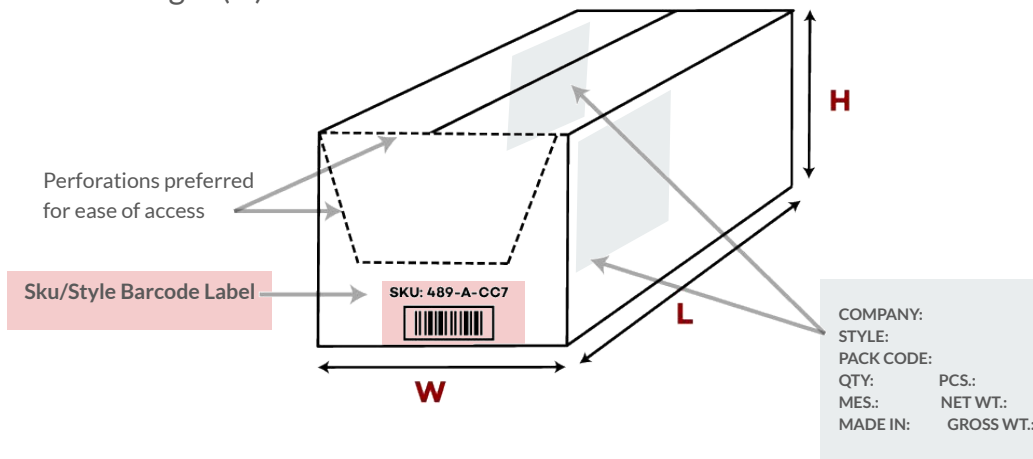
- \*Pallet Number (1 of 8, 2 of 8, 3 of 8, etc.)
- \*Purchase Order #
- \*Number of Cartons
- Appropriate markings such as fragile, etc. (\*required if applicable)

# Inbound Carton Requirements

## Carton Dimensions

Not to exceed (Does not apply to ready-to-ship items.):

- Length (L) 24"
- Width (W) 18"
- Height (H) 18"



## Carton Markings

Each master carton is clearly labeled with all information necessary as per illustration: (\*Required)

- \*Carton Number (1 of 50, 2 of 50, 3 of 50, etc.)
- \*Brand name
- \*Purchase Order #
- \*UPC(s) and SKUs (as barcodes and text)
- \*Short description (color, model)
- \*Quantity(ies)
- Country of origin
- Expiration date
- Lot code
- Date of manufacture
- Bright colored label stating "Mixed" (\*required if applicable)
- Appropriate markings such as fragile, this end up, etc. (\*required if applicable)

# Inbound Carton Requirements



## Full Carton (single sku per carton)

Please provide full carton quantities. Each carton of goods with the same UPC must include the same number of units of goods per carton.

## SKU/Style & Barcode Label\*

Minimum label size: 3x2".

Barcode and style/SKU information must be located on the narrowest side of the carton. Best practice is to include this information on both sides of the carton.

## Multiple / Partial Master Cartons\*

Master cartons with mixed SKUs are non-standard and will require a billable project for sortation.

In the event that a master carton contains multiple UPCs or partial quantity of a master carton, carton must be marked "mixed" / "partial" using a bright colored label that is clearly visible and in the upper right corner of the carton.

All cartons with mixed UPCs must contain inner packs and individual packing slips per master carton. Each inner pack may contain no more than 1 UPC; all inner packs must be labeled with applicable UPC, quantity and product description.

# Individual Unit Label Requirements



All items must contain a scannable UPC/SKU barcode.

If it is not possible to apply a label to an item, the item must be bagged and the barcode label is placed on the bag.

Example: A t-shirt is placed into a polybag and a barcode is then affixed to the bottom right corner of the bag.

- Label background must be white.
- Minimum label size must be 1" x 1/4" (inch).
- Minimum label size must have at least 1/16" (inch) white space around border.
- Recommended maximum label size is 2"x1" (inch)

# Non-Standard Receiving



Inbound shipments that do not comply with standard receiving requirements will only be processed when receiving requirements are met. Such receiving will be processed and billed per labor-hour in addition to standard receiving fees and would take up more days to complete.

Transfers from other 3PLs are considered non-standard receiving. If any labeling needs to be performed, a labeling fee will be applied see fee schedule below.

## Additional Fees:

- Labeling: per labor hour rate + \$0.20 per 2x1" label
- Non-compliant / broken pallet: \$15.00 per pallet
- Resizing/restacking pallet: per labor hour rate
- Inbound cartons greater than 2.5 cubic feet ( $l \times w \times h / 1728$ ): + \$1.00 per additional cubic feet
- Miscellaneous projects: per labor hour rate
- Missed Full Truck (FT) inbound shipment appointment: \$100 per missed appointment

## Rush Receiving

A 48-hour approval in advance is required prior to a rush receiving project. A support ticket request must be sent to Ruby Has for approval. Once approved and scheduled, the team will perform the work at the hourly VAS rate as specified on your SOW. Ruby Has has the right to refuse rush receiving projects. Rush receipt requests will not be reviewed during peak blackout dates (Saturday before Thanksgiving to December 31st).