Material Receiving Requirements

The following documentation identifies the receiving requirements for all inbound materials being sent to our warehouse facilities. These requirements when followed will ensure a timely and accurate receiving process. Failure to meet the below requirements will result in either a refused shipment or additional charges for non-conformance.

Section 1) Instructions required prior to coordinating delivery to our warehouse:

Where is the warehouse Located?

- 2881 N. Busse Road Elk Grove Village, IL 60007 - Receiving Dock Doors #13-18
- Standard Receiving Hours: 9:00 a.m. – 5:00 p.m. CST Monday - Friday (excluding holidays)
- ***All deliveries require a delivery appointment at least 24 hours in advance of arrival***
- All receiving inquiries or appointment requests are to be made by calling: (708) 223-1157 or emailing: 2881rec@ctlglobalsolutions.com

What information is required to secure the delivery appointment?

- The Advanced Shipping Notice (ASN) must be sent to your account manager at minimum 48 hours in advance of the requested appointment.
- The carrier name, PO#, (PRO/Tracking# if applicable) and carton/pallet count must be provided
- Identify if the load will be palletized or floor loaded.
- Floor loaded deliveries must state if a live unload is desired or if the trailer/container is being dropped. If the trailer/container is dropped, the remaining free time, per diem, or LFD (last free day) must be cited to avoid detention fees. The Warehouse will not be responsible for any associated fees incurred if this information is not cited at the time of securing the appointment.

What is required of the carrier upon arrival?

- The driver must check in with our receiving team prior to their appointment time and prior to backing into a door. A receiving associate will direct the driver to the appropriate door.
- When checking in, the driver must present and/or identify the following:
  - ✓ carrier name
  - ✓ the reference PO # or PRO # used in setting the appointment
  - ✓ bill of lading/shipping manifest with the total number of pallets per load
  - ✓ a copy the complete shipment's packing slip

- Once backed into a door, the vehicle must be shut off and wheels must be chocked prior to unloading for safety during unloading.
- Trailer seals must be removed by or in the presence of a receiving department employee.
- The Trailer/Container condition must be deemed safe upon inspection prior to unloading. Any structural damage to the trailer/container such as holes/leaks, damaged walls, floorboards, or

floorboards deemed unable to withstand weight of a pallet jack fully laden may result in refusal of the entire shipment.

- For safety and security, drivers are required to wait in the designated waiting area.
- Drivers are not allowed on our dock or beyond the check-in and waiting area unless escorted by an employee.

What happens if a carrier arrives with no appointment or misses their appointment time?

- A shipment may be refused, and the driver instructed to contact their dispatch to set an appointment for a future date/time. A driver may be given an appointment for later that day if available.
- A driver may be given an option to wait as a work-in unload between other appointments if the scheduled workload and time permit. These instances are taken on a case-by-case basis and will not guarantee any estimated wait time, nor will this imply an appointment. The Warehouse will not be liable for any detention time charges in this instance.
- Appointment times will be held for 20 minutes maximum, thereafter the appointment is considered forfeit unless prior arrangements have been secured.

Shipping via Small Parcel:

- The Advanced Shipping Notice (ASN) must still be sent.
- The packing slip and PO# on each carton should match the PO# sent on the ASN.
- No appointments are necessary if shipping via small parcel.

Section 2) Required supporting documentation upon receipt

What documentation must accompany each shipment for accurate receipt and put away?

- A complete legible BOL and accompanying Packing Slips are required with each inbound delivery.
- Any clients requiring lot tracking must ensure all lot numbers are listed on the BOL and packing slips and must clearly identify the lot number relationship to item ID's and their descriptions.
- Any items received which do not match the supported documentation will be quarantined and will be assessed hourly labor fees for non-conforming receipts per the SOW rate card.

Section 3) Requirements for accurate receipt of enclosures and pallets:

What information must be present on each enclosure/carton?

- Restriction of only one item and lot per enclosure and per pallet.
- Any mixed items/lots in an enclosure or on a pallet must be marked as "mixed". Mixed items/lots will be quarantined as non-confirming. These items will be held in quarantine until disposition approval is received from the client and disposition will be subject to the hourly receiving rate listed on your rate card. Upon approval for the completion of sort/segregate, then the product will be put away and allocated to inventory.
- Each enclosure must be labeled to identify its contents and must have both a scannable barcode and human readable detail. Each label must list the client's name, item ID number, item description, quantity per enclosure, and relational lot and expiration date. *See Example directly below:

Client Name: Bacon & Coffee Inc.
Item ID Number:

Item Description: Bacon flavored coffee 12oz whole bean
Qty/Box: 12/carton
Lot1102A

Expiration:11/03/2019

- Each pallet must have affixed an individual packing slip which identifies the following criteria:
  - ✓ the client's associated PO#
  - ✓ a complete list of item ID's within the pallet
  - ✓ an enclosure count and quantity per enclosure for each item ID listed
  - ✓ a lot/expiration date for each item ID listed
- Pallets used for the transport of items must be of sound construction with dimensions of 40" x 48", with no overhang, completed height not to exceed 60", and palletized weight is not to exceed a maximum of 2,000 lbs. unless prior authorization has been obtained. No plastic or metal pallets will be accepted.
- Shipments arriving on broken, irregular size, one-way or CHEP pallets are non-conforming and will incur a cost to replace the pallet in addition to an assessed hourly receiving labor charge stated on your rate card to unwrap and restack the materials.
- Shipments requiring a pallet exchange will not be accepted. The Warehouse does not participate in a pallet exchange service.
- Power Packs or Gaylords will not be accepted without prior written consent from the client and consent of the warehouse.
- Pallets are not to be side loaded within the trailer. This may result in the delivery being rejected, or additional nonconforming receiving charges assessed to the client.
- Pallets are not to be double stacked within a trailer unless properly secured with straps/bars and deemed safe to unload by the receiving team. Failure to comply could result in a trailer being rejected or additional receiving charges assessed to the client for nonconformance.
- Shifted, excessively damaged loads, or leaning pallets which are be deemed unsafe will be rejected.
- Pallets should be shrink-wrapped to adequately protect your materials during transit, the shrink wrap should be secured to the bottom of the pallet and wrapped entirely from bottom to top.

Section 4) Inventory availability

When will inventory be allocated and made available?

- Shipments with proper documentation which follow the outlined process and are received prior to 2 p.m. CST will be received into inventory per the agreed upon SLA requirements in the SOW/contract.
- Compliant shipments which arrive after 2 p.m. may require up to one additional business day for processing.
- Shipments which are not in compliance with the receiving requirements above will cause delays in receiving and additional handling charges will be incurred as detailed within this document and the SOW rate card.
- Any damages or non-conformances will be communicated by the Account Manager within 24 hours of receipt. In the event of receipt of damage, a copy of the signed BOL and photos of the damage will be provided. The product will be held in quarantine for disposition.

Section 5) Other requirements

- Any new items being sent to the warehouse must have an item master set up prior to inventory arrival. Inventory transitions and on-boarding's require separate receiving requirements and should be discussed with your Account Manager or Client Engagement Specialist.

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or emailing 2881rec@ctlglobalsolutions.com

2881 N. Busse Road Elk Grove Village, IL 60007
Hours: 9:00 a.m. – 5:00 p.m. CST

IF YOU HAVE QUESTIONS PLEASE CONTACT YOUR ACCOUNT MANAGER.