MASON HUB

Routing Guide

Routing Guide

The following information will guide you through preparing your inventory for receipt at a MasonHub facility. Ensuring your inbound deliveries comply with the details below aids in receipt within SLA and avoiding non-compliance fees.

> For your first delivery, plan for processing time to take up to 5 business days, as long as it's compliant. Subsequent, compliant deliveries are expected to be processed within SLA.

All inbound deliveries must meet the following requirements:

- An ASN must be created a minimum of 48 hours before delivery
- A unique ASN must be created for each delivery
- The ASN is clearly labeled on the carton, BOL, packing slips, or reference field on shipping labels
- Each carton contains only ONE SKU
  - Mixed cartons must be labeled as such and will be billed as single units
- Each Carton is labeled on 2 sides with the following:
  - Client PO#
  - Brand Name
  - SKU
  - Style Name
  - Quantity
  - Carton count # X of Y (i.e., Carton 1 of 10; Carton 2 of 10)
  - Lot number, expiration, best before or shelf-life date, <u>when applicable.</u>
  - All products in a carton have the same lot/expiration. No mixed lot/expiration cartons
- Each Pallet is shrink-wrapped and labeled with pallet count on front and back (i.e., Pallet 1 of 3; Pallet 2 of 3)
  - Pallets that arrive and are not built uniformly may have their proof of delivery (POD) signed "subject to count". This confirms receipt of the delivery but not the case count. Our team will verify quantities and note differences on POD, if applicable.
- The lead carton contains the packing slip and is labeled with "packing slip enclosed"
  - Packing slip must include the ASN number
- Each Pallet fits the following guidelines:
  - Must be wooden and 40" x 48" (Grade A)
  - Height does not exceed 60" (5') from bottom of the pallet to top of tallest part of shipment
  - Weight does not exceed 1500 lbs

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- No boxes overhang the edges of the pallet
- Please note that MasonHub does not participate in any pallet exchange program

Preparing your sellable units
- Each sellable item must be labeled with the SKU and a scannable, unique barcode
    - Products that arrive unlabeled will have labels applied. Labeling fees are applied per unit. Unlabeled products are considered non-compliant and labeling/receipt is not subject to SLA.
- Apparel and accessories must be individually polybagged, sealed, and labeled with a barcode
    - Additionally, garments must be individually folded and flat packed in their polybags
- Swimwear must be lined with protective, hygienic strips
- All units must arrive in a "pick ready" condition. Units that are packaged or bundled differently than how they should be picked will be deemed non-compliant. The following guidelines apply:
    - Individual Units: Products sold as individual units must arrive unbundled, as separate items. Bundling individual units together will be considered non-compliant unless those units are sold as a multi-pack.
    - Multi-Packs: If a product is sold as a multi-pack (e.g., 2-pack or other multi-unit configurations), it must arrive in that exact configuration (e.g., shrink-wrapped or in its own packaging). Multi-pack units that require additional assembly or separation before picking will be considered non-compliant and require a work order to kit/assemble.
- Fragile items must be packed securely in boxes labeled with product information, barcode, and fragile stickers.
- Products classified as ORM-D or HAZMAT must have a MSDS (Material Safety Data Sheet) submitted and the SKUs flagged accordingly. Contact your Account Manager with your MSDS sheet to begin enablement.
- Products with dimensions 29" x 17" x 15" or greater and more than 50 lbs per carton are considered oversized. Please submit a ticket alerting support@masonhub.co and note these will be subject to an oversize fee

Preparing your lot and expiry tracked products
Products should be enabled to have lot or expiry tracked before they are received. Review the [Lot & Expiration Date + Serial Identifier Management](#) article for additional details. In addition to the requirements outlined above, lot or expiry tracked products must also meet the following guidelines.

Consumable (Food, OTC, supplement) products

- Must have the lot AND expiration date on each carton
- Must have the lot AND expiration date on each unit
- All products in a carton have the same lot/expiration. No mixed lot/expiration cartons

Non-consumable products

- Must have the lot on each carton and unit
- Must have a best before, expiry, or end of shelf life date on the carton
- All products in a carton have the same lot number. No mixed lot cartons

Accounts onboarded after May 1, 2023 are required to follow the lot and expiry labeling requirements and are subject to non-compliant fees. Accounts onboarded prior to May 1, 2023 may be exempt.

Inbound delivery appointments

Delivery appointments are required for:
- Courier deliveries
- LTL - Less than truckload
- FTL - Full truckload
- Floor loaded containers. Floor loaded containers will also incur an additional palletizing fee for both the labor and materials used

Any deliveries that fall into the criteria above and arrive without an appointment may be refused. If an unscheduled delivery is accepted it is considered non-compliant and not subject to standard SLA.

Email support@masonhub.co, using the template below, to schedule delivery appointments. Please include packing slips and allow 24-hours for the request to be confirmed.

> To: support@masonhub.co
> Subject: Delivery appointment request: (client and ASN #)
>
> Client:
> Deliver to: (Fontana, CA; or Wilkes-Barre, PA)

Pallet Count:
ASN #:
PO(s):
Requested delivery date and time:
Rush Request: Yes/No
Reason for rush request:

> Drivers facing challenges completing a delivery can contact MasonHub via email at support@masonhub.co

Rush requests

Rush requests can be submitted when the delivery appointment is scheduled or on the day the ASN is docked. Please keep in mind the following guidelines when submitting a rush request

- ASNs docked at or before 10am are evaluated for same day receipt
- ASNs docked after 10am are evaluated for next day receipt
- All rush requests are pending approval
- All rush requests, when approved, are subject to rush fees

To submit a rush request, include rush request information when scheduling a delivery appointment or contact support@masonhub.co and include:
- The ASN
- The tracking number (when shipping small parcel)
- Expected Date of delivery or dock time/date
- Reason for rush request (backorders, scheduled promotion, pending project etc.)

Non-compliant deliveries

Deliveries that do not follow the guidelines outlined are considered non-compliant. Non-compliant deliveries will require additional handling for accurate processing and are not subject to your receiving SLA and will incur additional non-compliance fees. The information below will outline the criteria deemed non-compliant.

Non-Compliant Reasons	How To Ensure Compliance
Courier or palletized delivery arrived without an appointment	Follow instructions above for requesting an appointment. Allow 1 business day

	for confirmation.
Delivery arrived outside of receiving hours	Review receiving hours for each location below
ASN on delivery does not match ASN in system	Ensure the team preparing your shipments has the correct ASN and requirements before shipping
No ASN created	Create ASNs at least 48 hours before delivery
Delivery not labeled with ASN	Have ASN noted on cartons, pallets, or documents as outlined above
Mixed ASN	Ensure there is only 1 ASN per delivery (carton, pallet, truck)
Non-compliant pallet	Use wooden, 40" x 48" pallets and do not exceed 60" or 1500 lbs per pallet with no overhang
No packing slip	Include packing slip in lead carton and label "contains packing slip"
Barcode errors	All items have a barcode that is scannable, unique to each item, and correlates to the item catalog.
Delivery arrived with +/- 2% variance to expected counts	Ensure ASNs are created with the expected quantities matching what is listed on the cartons and pallets
Lot numbers or expiration dates not labeled	Ensure all lot numbers or expiration dates are labeled on the master carton and each unit.

Warehouse locations and hours

Warehouse locations, hours, and driver instruction can be found below. Please follow the template below when addressing your deliveries and ensure your company name is used in place of [CLIENT NAME]. Take note of receiving hours to avoid non-compliance fees.

FONTANA
[CLIENT NAME]
c/o Masonhub

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13992 Slover Ave.
Fontana, CA 92337

Receiving Hours: Monday - Friday 8:00 am - 3pm PST.
For domestic suppliers: Drivers can enter through the man door M3 (next to dock door 11)

WILKES-BARRE:
[CLIENT NAME]
c/o Masonhub
175 Logistics Drive
Suite 100
Hanover Township, PA 18706

Receiving Hours: Monday -Friday 8:00 am - 3pm EST.
For domestic suppliers: Drivers can enter through the Man door M1 (between dock door 100 and 101)

Additional information

- **Non-compliant deliveries are not subject to the receiving SLA** because of the additional labor required to complete them. Our team works to receive non-compliant ASNs as quickly as possible but will prioritize completing compliant ASNs within their SLA.
- **Each ASN needs to arrive together in the same delivery.** If an ASN is going to be delivered on different days, an ASN needs to be created for each delivery. This is easily accomplished by splitting the original ASN in MasonHub OMS.
- When deliveries arrive with a +/- 2% variance to the expected counts on the ASN, the operations team will count the units to confirm correct quantities resulting in non-compliance fees.
- When ASNs are non-compliant resulting in units needing to be counted, they may be billed as a unit receipt instead of a case receipt.
- By default, compliant, undamaged carton receipts are done in good faith. This means that the receiving is processed based on the quantity listed on the carton and units are not being individually counted. This can result in inventory discrepancies if the case contains a different quantity than its labeled. These discrepancies may not be recognized until a later date during fulfillment or routine cycle counts. MasonHub is not liable for discrepancies of inventory received in good faith.

Effective Date: 8/1/2023. Updated non-compliant fee will be charged as of the effective date.