

Scheduling Inbound/outbound:

Our shipping and receiving hours are from 8am-3pm Monday through Thursday and 8am-2pm on Friday's.

Please have the ship to/ship from address as stated below on all BOL's/labels/documents.

TC Logistics / Your Company Name

2207 Radcliffe St.

Dock C

Bristol PA 19007

Please note that we take Floor Loaded Containers by appointment only. Please have the respective party notify us via email as soon as you know when container is set to arrive to Port.

Inbound/Outbound pallet shipments are first come first serve 8am-3pm Monday through Thursday and 8am-2pm on Friday's

Please note it may take up to 24 hours from time of arrival of large inbound shipments, to receive a transaction report of the goods received. Once you receive this report, your inventory is live in the system and orders can now be placed

All FBM single orders DTC will ship same day if we receive the orders before 2:00pm (Dependent on volume and batch intervals). Any last minute orders that must ship out after the cutoff time are by request only and not guaranteed.

Standard lead time for FBA/large pallet orders is 2-3 days depending on overall warehouse volume and instructions for the order. It is always best to confirm with the team that the order is complete before arranging a pick up. Same day pickups or rush orders can be done at request when possible. Rush charges may apply in certain circumstance.

****New items****

Please find the attached template (New Item template) for new items that **DO NOT** exist in inventory yet. Please send this to us prior to sending any PO's (below) or alongside with PO, so we can get them in the system. **This process only needs to be done once; the first time you are sending us a new product.**

Please note Column A should reflect the main "SKU" you want the item saved as, Column B "Description" should reflect the Manufacturer SKU that is printed on the carton itself, Column C "Description2" can reflect any other value you would like to be attached to the SKU.

Please note that if you only want to keep track of Cartons and not the total units inside the cartons, please write: "Keep track of cartons only." This is important because when entering orders, you will have to enter the Primary Unit of Measure we keep track of. So if you only ship full cartons on certain

items, let us know so that you only have to enter the total cartons on each shipment of that SKU as opposed to the total units each time.

Fields in BLUE are required, Fields in WHITE are optional, Fields in RED are prohibited

** Please note if you want the carton and weight dimensions to be tracked, the fields in white; columns R through U must be filled out. If you are not able to acquire this information prior to sending us the product, and you want us to weigh and measure the cartons, please reach out to the sales team as this is a value added service that must be added to your contract. **

****Inbound PO_Receipts****

Please find the attached template (Inbound PO_Receipt template) for any Inbound product. Please note that SKU must exist in inventory and must match what we have saved as the primary SKU. **If coming on pallets and you know the quantities per pallet, navigate to 2nd tab "Total Pallet Breakdown."** Fields in BLUE are required, Fields in WHITE are optional, Fields in RED are prohibited

****Kitting/Item Alias****

In order for this to be utilized, we will need to know how to build the kits and create a New SKU for the Kit. You can delete the example on the spreadsheet before saving. ****Please note that this is NOT an order entry, this is giving us the ability to create the Item Alias in the system, so you can create the order with "New Kit SKU".**

****Orders****

Please find the attached article (Creating_editing_orders) on how to create orders through the WMS. ****Please note that once you mark an order as complete, we are notified by the software that an order has just been entered****; this is noted in the instructions. If you have an API connection, this does not apply; unless you also have FBA prep orders.

+ Orders can only be entered if we have the SKU set up in our system and the product has been received.

****Inventory****

To view your inventory, click the reports tab--->Stock status, then click to highlight your company name under "customer name". From there go down to report definition and from the drop down menu select Default. Then click run report.

Please refer to PDF document "Reading Stock Status Reports" for help on how to read the report.

Any questions at all, please feel free to reach out. :)

Thanks,

TC Logistics