

Receiving guidelines.



When shipping samples to Material Bank, the below is required to ensure your items are received timely and efficiently without unnecessary charges, errors, or delays.

Warehouse location

Material Bank

8465 Frontage Road
Olive Branch, MS 38654

Phone: 228 269 0181

Email: mbinventory@materialbank.com

Hours of operation:

Receiving hours are between
7:00am and 2:00pm CST
Monday through Friday

We strongly recommend that Brand Partners book a discharge slot with the hub in advance of shipment.

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Inbound shipment document requirements

Advanced Shipping Notice must be submitted prior to delivery (review next section for more details).

- A packing list must be attached to the outside of the lead carton.
- The packing list must be facing outward on the pallet or box in clear view and contain the following information:
 - Brand name
 - Shipper reference number
 - Carrier name
 - Brand SKU(s)
 - SKU description(s)
 - Number of samples per SKU
 - Total number of cartons
- We do not accept shipments from USPS and cannot be held responsible for USPS packages that are lost.
- New SKUs that arrive at our Hub without prior notice will be held for a maximum of 30 days.

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Inbound advanced shipment notification requirements

All inbound shipments must have an ASN (advanced shipping notice) submitted in Material Bank's Brand Resource Portal PRIOR to the arrival of the inbound shipment. Brand Resources is located in your profile menu on materialbank.com. If you do not have access and need access, please reach out to brandservices@materialbank.com. If an ASN is not provided, the following steps will be taken:

1. The receipt will be placed at the end of the receiving queue and the 72-hour service level agreement will begin once all information is provided to Material Bank
2. Brand will be notified of receipt and an ASN will be requested
3. Brand will have 24 hours to provide an ASN
4. If ASN is not received within 24 hours, Material Bank will create a manual Inbound Order and receive samples
5. Brand will incur charges for Inbound Orders generated by Material Bank (\$500/shipment)

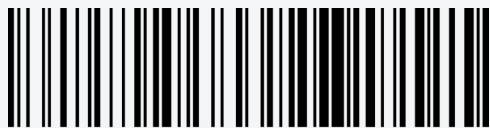
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Barcode specifications

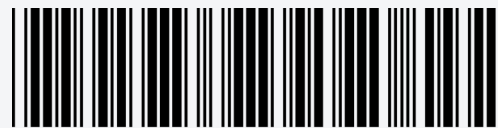
Material Bank requires the use of Code 128 or Code 39 barcode format (see below). Barcodes should translate to the Manufacturer SKU. The sizing of the label should be no smaller than $\frac{1}{3}$ " x 1". For UPC or EAN barcodes, brands are responsible for providing translations. For more information on how to generate barcodes, please reference our Barcode Guide [here](#). For samples that arrive at Material Bank without barcodes, brands will be charged a barcoding fee of \$0.15/piece.

Code-128



ABC-abc-1234

Code-39



ABC-1234

Shipment past 30 days:

New SKUs that arrive at our hub without prior notice will be held for a maximum of 30 days. After 30 days, inventory will be shipped back at the brand's expense (\$500 + shipping cost).

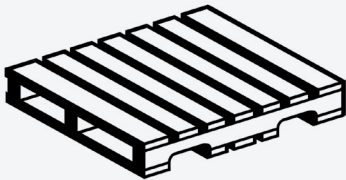
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Pallet and Carton Specifications

For palletized shipments

- 48" x 40" pallet – Maximum dimensions (including pallet)
- 4-way entry pallet



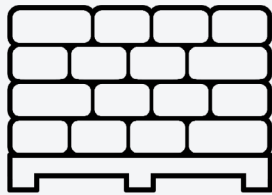
- Maximum pallet height (including pallet) is 72"
- Cartons cannot overhang the dimensions of the pallet. If palletized incorrectly, cartons will be at risk of arriving damaged

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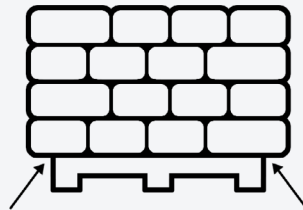


Pallet and Carton Specifications

Proper pallet loading pattern



CORRECT



INCORRECT

All materials on a pallet must be secured to prevent shifting of cartons and materials with shrink wrap (preferred), strapping, binding, or skid corners.

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Pallet and Carton Specifications

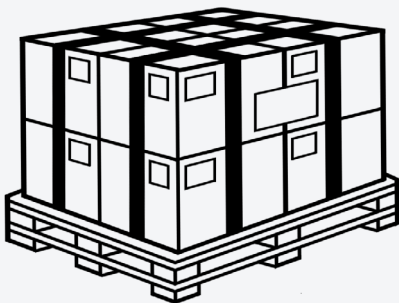
Labeling guidelines and shipping label placement

Cartons on pallets

Each carton must be individually labeled or have the required information stamped on the carton. All labels should be visible on the perimeter of the pallet whenever possible (see picture below).

Carton labels must include the following information

- Brand name
- SKU description
- Quantity in carton



Shipping labels should be located on the top of the pallet, away from any packing tape

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Carton and Pallet Packing Requirements

Carton packing

1. Samples should be packed tightly within carton using bubble wrap, dunnage, or partitions to minimize potential damages
2. Samples should be bundled together if cartons are mixed
3. Shipping cartons should have a minimum of a 32-pound crush rating. For heavy samples, double wall boxes are suggested to minimize risk of damage
4. Mixed cartons should be clearly labeled as “Mixed”
5. Samples within the carton should be labeled with the following information:
 - Manufacturer SKU
 - Description
 - Color
 - Barcode (if applicable)

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Carton and Pallet Packing Requirements

Non-Compliance Fees

Charges will be invoiced monthly for any non-compliance issues during Material Bank's receiving process.

Please refer to the "Non-Compliance Fees" breakdown section for specific charge amounts. Material Bank's requirements are needed to process receipts efficiently and timely in order to meet service level agreements. Deviations from these requirements result in delays and incremental labor.

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Carton and Pallet Packing Requirements

Non-Compliance Fees

1. Failure to provide advanced shipping notice (ASN)
\$500/shipment
2. Failure to provide physical packing list
\$500/shipment
3. Barcode labeling
\$0.15/piece
4. Shipments past 30 days
\$500 + shipping cost

*** NON-COMPLIANCE CHARGES ARE CUMULATIVE**
(Multiple charges per shipment may occur)

Questions?

Contact brandservices@materialbank.com