

weavenn

RECEIVING GUIDE

How to send products to any
Weavenn-enabled fulfilment centre?

Version 202406

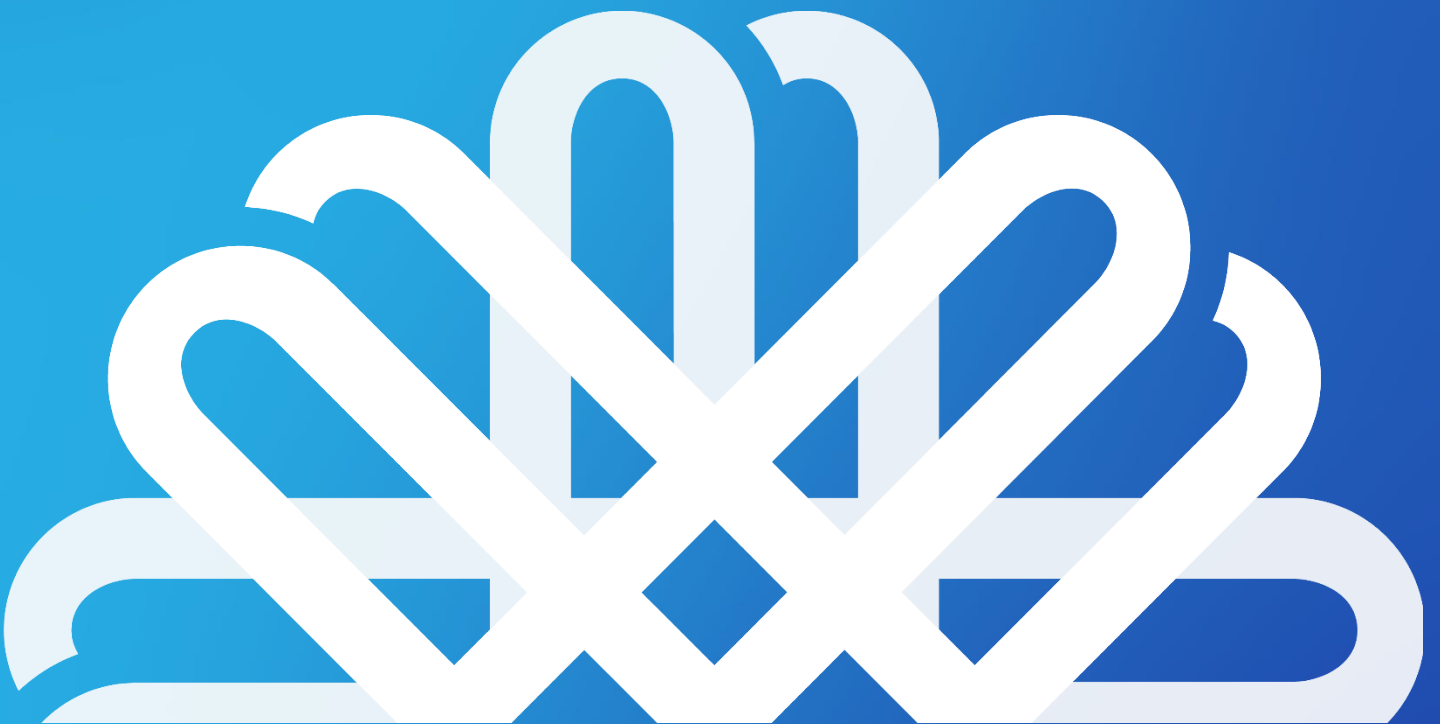


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Introduction

Receiving products provides the foundation for all other fulfilment centre activities.

To provide the best experience for your company, Weavenn utilizes a methodical, repeatable, and scalable receiving process. This allows the inbound operation to pre-assign storage locations, make better use of resources, and move inventory as efficiently as possible. By following this guide, you will help our operations team meet service levels for your receipts, ship to your end customers faster and avoid unnecessary charges, errors, or delays.

Who is this Receiving Guide intended for?

- ☑ Operations Managers
- ☑ Business Owners
- ☑ General Managers
- ☑ Customer Support Managers
- ☑ Personnel
- ☑ Transportation Managers
- ☑ Dangerous Goods Specialists

Before You Ship: Checklist

Follow this checklist to make sure your receipts follow our Standard Receiving Guidelines. Unqualified receipts that do not follow the guidelines can result in additional fees and are likely to take longer to be processed and inventoried.

If you have further questions, contact us at hypercare@weavenn.com.

Your checklist

- ☑ Ensure that all products in the inbound shipment, are uploaded in the **Product Catalog** in the Weavenn Merchant Portal:
 - **New Products:** If you send new products, make sure to upload and configure the new products in the Weavenn Merchant Portal before creating the inbound order.
 - **Dangerous Goods:** ensure that the right UN Code is applied if a product is Hazardous (for example, when the product contains a lithium battery). For each Lithium Battery Product, provide the respective UN38.3 Test Summary Report. Refer to the Dangerous Products section and Dangerous Goods Classes on page 10, 11, and 17.
- ☑ Create a Receiving Order (ASN) in the Weavenn Merchant Portal – 1 Shipment = 1 ASN

- ☑ Plan a shipment delivery appointment with the warehouse directly using hypercare@weavenn.com
 - If you already have a tracking number, ensure to provide it. If not, provide it once the appointment is scheduled.
 - Make sure to state/provide the ASN number, Bill of Lading and Dangerous Goods Declaration when at least one of the Lithium Battery product is not under SP 188 – which means that the Watt-hour rating is: > 100 Wh for each battery; or > 20 Wh for each cell.
- ☑ Ensure receiving will arrive with tracking or Bill of Lading (BOL) information.
- ☑ Properly label and package pallets, master cases, inner packs, and base product units.
- ☑ Properly label boxes containing dangerous goods following the guidelines in the Dangerous Goods section.
- ☑ Products and product counts in receiving must match those listed on the Receiving Order.
- ☑ Inventory must arrive free and clear of customs, duties, and tariffs, with correct Importer of Record and Tax ID information.
- ☑ Inventory arrives at warehouse at the prescheduled appointment date/time (varies based on location requirements).

Preparing Your Shipment

Getting ready to send your inventory to Weavenn fulfilment centres.

Packaging

To help you minimize cost and prevent unnecessary errors and damage, Weavenn offers specific guidelines for packaging inventory. All shipments will require a master packing list.

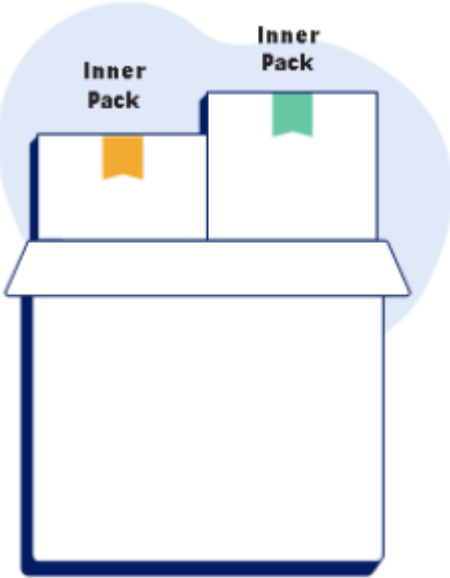
Important instructions

- ☑ Do not shrink wrap, strap, tape or bind boxes together
- ☑ If shipping on a pallet, do not allow boxes to overhang pallet by more than 2.5. cm (1 inch)
- ☑ All pallets must be shrink wrapped and less than 1.8m (55 inches) high. Use Euro pallets only
- ☑ Do not use any type of packing peanuts, crinkle wrap or shredded paper.



Master cases using cartons

Cartons are protective packaging used during inbound transit and receiving. Carton requirements are as follows:



If contents < 23kg. (50 lbs.), must use double-wall corrugation. If contents < 31kg. (68 lbs.), must use triple-wall corrugation. Must score a minimum 90 kg (200 lb.) on the bursting strength* test and 32 on the edge crush test*.

All shipments will require a master packing list.

*The ability of a carton to withstand pressure is measured by two tests. The bursting strength test measures the force required to rupture or puncture the face of corrugated cardboard and the edge crush test measures the ability of a carton to withstand the pressure of stacking.

Oversized and heavy products

Cartons or individual items greater than 51 cm (20 in) in any measurement (e.g., length, width, or height), and/or with weight greater than 12 kg (26 lbs.), are considered oversized.

Oversized cartons or items should be sufficiently packed to withstand pressure incurred during handling. They should be able to sustain being moved or handled with equipment including, but

not limited to forklifts, pallet jacks, clamp trucks, conveyors, hand trucks and sortation equipment.

Unpalletized or oversized items may incur additional receiving charges. Please contact hypercare@weavenn.com if you have any concerns or questions about your product.

Polybags and soft inner packaging

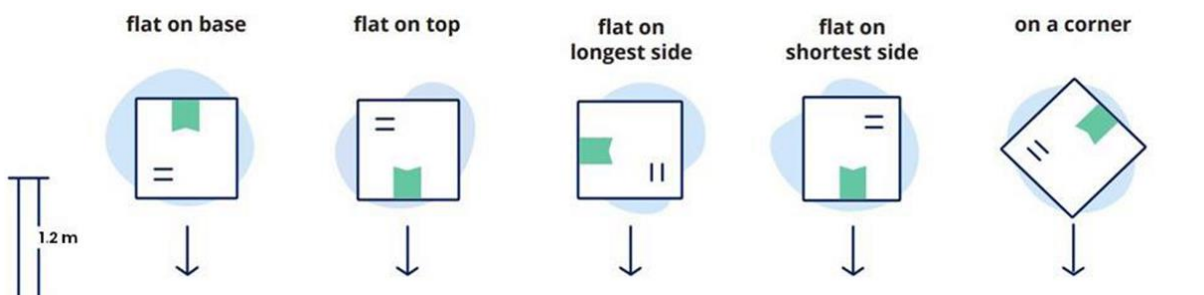
Soft packaging (e.g., plastic polybags) should be used as protection during shipment. Polybags can be used to protect products (e.g., apparel) during storage and outbound shipping to customers. We recommend following these packaging tips:



- ☑ If individual units are not stored inside cases, they should not be exposed in their display boxes. If there is an opening that shows the contents of a package, it should be shielded by transparent plastic to protect the product from dust.
- ☑ For apparel, use low-density, recyclable, polyethylene dry cleaning-style bags at least 1 mm (about 0.04 in) in thickness. Contents should be easy to remove from these bags.
- ☑ Plastic bags must comply with all European Union, federal, state, and local laws.
- ☑ Include a silica gel pack if your product is sensitive to moisture.
- ☑ Toys, and packaging associated with toys, are required to comply with the EU Toy Safety Directive and the risk of suffocation from plastic bags and sheets is recognized by the harmonized standard, EN71-1.

Fragile, glass or sharp products

Products or retail packaging susceptible to damage through ordinary handling, shipping or extended storage must be packaged so that they are strong enough to pass a 1.2 m (4 foot) drop test on a solid surface. Passing this test indicates that your products will be able to withstand typical impacts during shipping and handling without breaking. A typical drop test consists of five drops.



If your packaging can protect your product during these tests, it has passed the 4-foot drop test. Products must also withstand a full-minute vigorous shaking test without any of the contents breaking.

When shipping glass, breakable or sharp items, adequate packing should be used so the product will not break and create a potential safety hazard during storage, handling, or shipment to the customer. Do not use any type of packing peanuts, crinkle paper or shredded paper. Ensure barcode is scannable without opening or unwrapping the unit.

Hazmat products

Each hazmat product must accompany an SDS (Safety Data Sheet) document. For each Lithium Battery Product it is mandatory to provide a UN38.3 Test Summary Report.

For any products deemed as Hazardous Materials, such as lithium-ion batteries, flammable products, lighters, nail polish, hand sanitizer, aerosol cans and other products. These products have specific receiving, storage, and shipping requirements. See section Dangerous Products Labelling on Page 10 and 11.

Labelling

Labelling your product correctly is one of the single most important steps to start off your product's lifecycle in our facilities. Follow these guidelines to prevent unnecessary errors, delays, and fees. Any inbound shipments that do not comply with our labelling requirements will potentially be subject to additional fees.

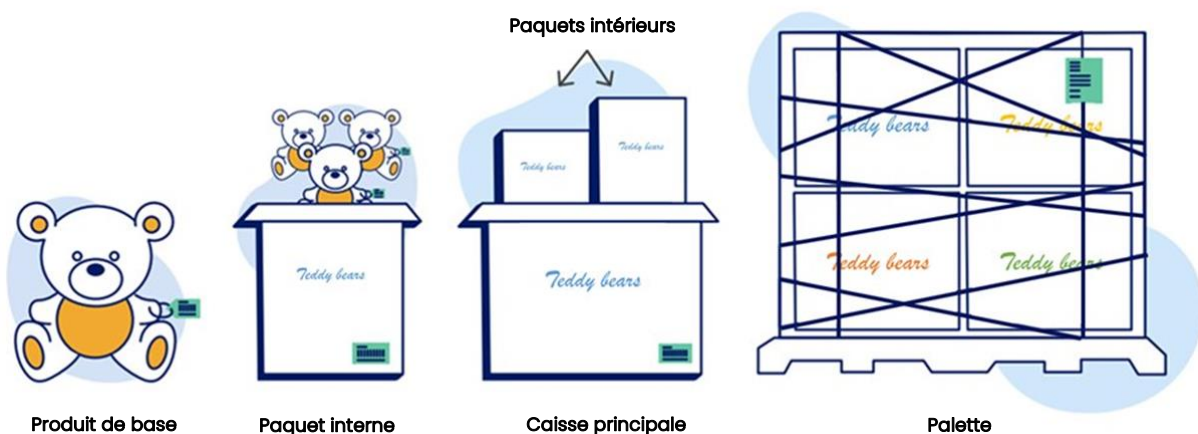
Product labels

Products must be labelled with the base product's scannable barcode and quantity of product contained at each level of packaging (pallet, master case, inner pack, and base products). Compliant labelling allows our operations team to quickly determine the contents and quantity in each shipment, without needing to open master cases or inner packs.

Labelling Requirements

- ✔ Label must be a scannable barcode of the base product.
- ✔ The label must be white.
- ✔ Minimum font size: 12pt.
- ✔ Minimum label size: 2.5 cm x 0.6 cm (1 in x 0.25 in).
- ✔ Whitespace: 0.2 cm white space around border of label.

Proper labelling example



Pallet

The pallet has an ASN label, which includes the ship to/from addresses, ASN number and pallet number (e.g., pallet 1 of 4). A pallet can have multiple Master Cases of different products.



Master Case

The master case is labelled with the base product's scannable barcode (in this example, the single teddy barcode) and indicates the quantity of single teddies inside. You do not need to indicate the quantity of inner packs, just the total quantity of base products.



Inner Pack

The inner pack is labelled with the base product's scannable barcode (e.g., the single teddy barcode) and notes the quantity of single teddies inside.



Base Product

The base product is labelled with its scannable barcode. If scanned ID is different than the one printed on the product, provide it during the creation of the product.



Preferred labelling method



Scannable EAN barcode

Mixed Products

When you send products, you should not have more than one product type (SKUs) in master cases or in inner packs. If products are mixed, we will need to break down the shipment and you will incur fees.

Example: If a pallet contains different master cases of teddy bears, it meets packing standards. Each master case contains only blue, red, yellow, or green teddy bears on the pallet.

Dangerous Products

See page 15 on what Dangerous Goods types are authorized or not authorized.

To ensure safety and compliance, we have outlined regulations on the inbound and outbound shipment of potentially hazardous products. Boxes containing dangerous goods should be labelled with the right UN-Code label.

	Labelling	Example
<p>Battery Only Under SP 188 < 100 Wh for <u>each battery</u>; or < 20 Wh for <u>each cell</u></p>		
<p>Battery Packaged with Equipment Under SP 188 < 100 Wh for <u>each battery</u>; or < 20 Wh for <u>each cell</u></p>		

<p>Battery Contained in the Equipment Under SP 188 < 100 Wh for <u>each battery</u>; or < 20 Wh for <u>each cell</u></p>		
<p>Battery Contained in the Equipment Not under SP 188 > 100 Wh for <u>each battery</u>; or > 20 Wh for <u>each cell</u></p>	<p>1. Use UN-Approved labelling:  Letter "X" or "Y"</p> <p>2. Affix Label 9A on the packaging: </p> <p>3. Add the UN-Code corresponding to the product:  or </p> <p>4. Transporter or merchant to provide Dangerous Goods Declaration upon delivering the shipment to the warehouse and warehouse@weavenn.com</p>	

Small Products

If your item is too small for a label, it should be placed inside a polybag or a box large enough for a 2x1 inch barcode label. For example, if the product is a microchip, each microchip must be placed in a polybag and labelled with a 2x1 inch scannable barcode.

Non-Compliant Inbound Shipments

A streamlined inbound receiving process allows our operations teams to be as efficient as possible throughout your product's lifecycle. Compliant inbound shipments help our teams to make better use of resources, meet service levels and ship to your end customers quickly. Please review these common inbound shipping mistakes to avoid unnecessary charges, errors, and delays. Please email us for related fees associated with non-compliant inbound shipments: hypercare@weavenn.com

Missing or non-compliant

When an inbound delivery arrives at one of our warehouses, we need to be able to tie it back to your inventory in the Weavenn Merchant Portal. Each delivery, from small parcel to palletized, needs to arrive clearly marked with the associated ASN number.

Missing or non-compliant Product Labels

Whether you are shipping master cases, inner packs, or base products, all your products must be labelled with a scannable barcode product label. At each layer of your packaging, our operations team needs to be able to quickly determine the exact content and quantity without having to open the item. If the scannable product number contained in the barcode is different than the printed product number, please indicate both numbers in the product during its creation.

Floor Loaded Containers

While it may seem a better use of space to send boxes loose instead of palletizing your goods, the trade-off is additional fees to reconfigure your shipment and potential wait fees assessed by the driver delivering the shipments.

Discrepant Product

Help us help you to maintain inventory accuracy. Ensure that your outbound inventory matches the ASN information in Weavenn and that labelling complies with our standards. Follow the guidelines to avoid fees to count quantity and/or correct product discrepancies.

Mixed SKU master cases and/or pallets

To facilitate the receiving process and ensure accurate inventory management and outbound fulfilment, we cannot accept mixed master cases or inner packs. A pallet must have master cases that contain only a sole product. It is labour intensive to break down and sort mixed SKU master cases and inner packs; should this be necessary it will result in delays and fees.

Mis-packaged Product

To protect your inventory, we have strict regulations on how your product must be packaged to ensure proper handling and safe storage. We require specific pallet dimensions by location, and all pallets must be shrink-wrapped to ensure load integrity and stability during transit. See page 5 for details on how to package your inbound shipments.

Small Parcel Delivery

Small Parcel deliveries will incur a per case fee. If the small parcel delivery is of mixed SKUs, there will be an unpackaging fee per unit.

Remember

Every pallet (or master case if you are not shipping pallets) must have an ASN label.

Mixed master case shipments are non-compliant and will incur fees at receiving.

Every master case, inner pack and base product **MUST** have the base product's scannable barcode, as well as the quality of the base products at each packing level.

If product arrives without proper labelling expect delays and fees.

Sending Your Shipment

Shipping inventory to a Weavenn fulfilment centre.

Shipping to a Fulfilment Centre

Use your preferred carrier to send inventory to Weavenn fulfilment centres.

Providing tracking numbers

After you ship your inventory and receive a tracking number from your carrier, provide it during the registration of your inbound on your Weavenn Merchant portal.

Transportation Mode and Carrier Selection

A “shipment” is defined as all packages shipped from one location on one day to a single Weavenn facility (1 Shipment = 1 ASN). Incorrect mode selection and failure to consolidate freight collected shipments are subject to non-compliance charges.

Mode Decision Matrix – Small Parcel or LTL/TL

Shipment Size	Less than 14 Cartons	Greater than or equal to 14 Cartons
Less than or equal to Small Parcel Max Weight	Send Small Parcel	Send LTL
Great than Small Parcel Max Weight	Send LTL or HWA or TL	Send LTL or HWA or TL

Matrice de décision de mode – LTL ou TL

Shipment Size	Less than or equal to Pallet Max	Greater than LTL Pallet Max
Greater than Small Parcel Max Weight Less than or equal to LTL Max Weight	Send LTL	Send LTL
Great than Small Parcel Max Weight	Send LTL or HWA or TL	Send LTL or HWA or TL

Small Parcel Shipments

- ☑ Appropriate markings on each carton.
- ☑ Properly packaged to avoid damage.
- ☑ Reference the Weavenn Inbound order ID in the correct manifest field.

LTL or TL Shipments

- ☑ Palletized shipments must be shipped on EURO grade A or B pallets
 - Corner boards and proper shrink wrap must be used.
 - Appropriate markings on each carton and pallet and pallet build requirements.
 - UPC/EAN/Barcode
 - Properly packaged
 - Properly shrink wrapped
 - No overhang

- ☑ The Weavenn ASN # should be included on the BOL.

Appointment Scheduling

When sending shipments, please note specifics around scheduling an appointment based on the location you are shipping to. Each location varies, so review the information below to understand requirements, forms and any additional information needed for scheduling a delivery. The appointment should be sent to the following email address: hypercare@weavenn.com and confirmed. If less than 14 cartons, send the most accurate date that the products are going to be received to our warehouse customer care: hypercare@weavenn.com

Appointment and Scheduling Details

- ☑ Appointments are only held for 15-30 minutes, site dependent. A new appointment will be required should an appointment be missed.
- ☑ Pre-advice should be mentioned during the appointment.
- ☑ A confirmation email must be received from the warehouse manager.
- ☑ The pre-advice number must be visible and accessible on the parcel.
- ☑ Hazardous Materials must be noted prior to delivery appointment being scheduled
- ☑ Dangerous Goods must be noted prior to the delivery appointment being scheduled. These include damages, tampered packages, unsafe loads.
- ☑ If any portion of the shipment (ASN/PO) will be unavailable on the ship date, please call or email us ahead of time.
- ☑ Any floor loaded containers also require appointments following the appointment scheduling process by facility below. They are considered non-compliant and will incur fees.

Localisation France

All drivers conducting pickups or deliveries to French Weavenn facilities are required to present their current, unexpired drivers licenses and must be fully ADR (“Accord Européen Relatif au transport international des marchandises Dangereuses par Route”) trained in case of transporting dangerous goods.

CEVA Logistics, Compans

For Weavenn

Address: 5 Rue Louis Blériot, 77290 Compans, Île-de-France, France

Max Pallet Height: 1.80 meters

Scheduling Hours (in Local Time): 10:00 to 16:00 | Monday – Friday

Contact Information: hypercare@weavenn.com

All palletized shipments require a delivery appointment which needs to be scheduled by the carrier.

Additional Information

International Receiving

If you are importing inventory, you need to clear customs and pay taxes and duties on inventory. To satisfy documentation requirements for a received shipment, you must provide the correct Importer of Record and Tax ID information and the receiving must arrive at the warehouse free of customs, duties, and tariffs. Failure to meet these requirements may result in inventory being denied and or additional fees charged.

Using Customs Brokers for International Shipping

It is recommended that you work with a customs broker to import inventory to minimize delays. Customs brokers will help you clear customs and meet international importing regulations.

Customs on Imported Goods

For customs and duties on imported goods, you must be the ultimate consignee and take responsibility for merchandise clearing customs. If you are not shipping the merchandise directly to Weavenn, be sure the shipper lists you as being responsible for customs duties. The merchandise we receive must be clear of customs duties to qualify for Standard Receiving.

If you have any additional questions on Receiving Requirements, please contact our Hypercare team: hypercare@weavenn.com

Dangerous Goods Classes

Authorized

CLASS	ACCEPTABILITY	EXCEPTIONS	EXAMPLE
Flammable Liquids	AUTHORIZED	Exception: the products or numbers following are forbidden. Substances that require transport at controlled temperature.	Mosquito spray, nail polish remover, perfume...
Flammable solids, self-reactive substances, and substances of the D classification code (Desensitized Explosives)	AUTHORIZED	Exception: the products or numbers following are forbidden: UN1204, UN2059, UN3064, UN3343, UN3357, UN3379	
Substances liable to spontaneous combustion	AUTHORIZED	Exception: the products or numbers following are forbidden: UN2794, UN2795, UN2800 (*1) - Substances shipped in the molten state	Yellow & white phosphorus, Activated charcoal
Corrosive Materials	AUTHORIZED		Batteries, bleach...

Various Dangerous Goods	AUTHORIZED	Approval is required prior to Goods being shipped. Class 9 - Damaged or Defective Lithium Batteries (UN3090, UN3091, UN3480, UN3481) for transport by GROUND and OCEAN Banned Commodities Class 9 - Damaged or Defective Lithium Batteries (UN3090, UN3091, UN3480, UN3481) for transport by AIR Exception: UN1845 not authorized	Epoxy resins
Combustibles	AUTHORIZED		Chlorinated products for swimming Pool treatment...

Forbidden

CLASS	ACCEPTABILITY	EXCEPTIONS	EXAMPLE
Organic Peroxides	FORBIDDEN	Exception: the products or numbers following are forbidden: - Substances requiring temperature regulation - Materials presenting a risk of class 1 - Worms to and from the United Kingdom and Ireland	Bleaching agents, hardeners for glue.
Explosives	FORBIDDEN	Exception: the following numbers are authorized: UN1057, UN3150, UN3167, UN3479, UN3487. Approval is required prior to Goods being shipped Class 1 Explosives (Except 1.4) + Class 3 & 4.1 desensitized explosives	Lighters, small gas refills, aerosols...
Flammable Gases	FORBIDDEN	UN1950 classification code F and FC, UN2037 classification code F (non-toxic)	
Non-flammable / Non-toxic Gases	FORBIDDEN	Exception: the following numbers are authorized: UN1002, UN1044, UN2073, UN2857, UN3164, UN1013.	Gas extinguishers, small gas cartridges...
Substances which, in contact with water, emit flammable gases	FORBIDDEN		
Toxic Gases	FORBIDDEN	UN2037 classification code A / O (non-toxic)	
Toxic Substances	FORBIDDEN		
Infectious Substances	FORBIDDEN		
Radioactive Materials	FORBIDDEN		