

Receiving Guide

How to send products to a Shipwire-enabled Ingram Micro fulfillment center

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Introduction

Receiving provides the foundation for all other fulfillment center activities. In order to provide the best experience for your brand, Ingram Micro Commerce & Fulfillment utilizes a methodical, repeatable and scalable receiving process. This allows the inbound operation to preassign storage locations, make better use of resources and move inventory as efficiently as possible.

By following this guide, you will help our operations team provide expedited service levels for your receivings, ship to your end customers faster and avoid unnecessary charges, errors and delays.

Who is this for?

-  **Operations Managers**
-  **Business Owners / General Managers**
-  **Customer Support Managers / Personnel**

Before You Ship Checklist

Follow this checklist to make sure your receivings follow our Standard Receiving Guidelines.

Nonstandard Receivings can incur additional fees and are likely to take longer to be processed and inventoried. If you have further questions, email customercare@ingrammicrocommerce.com.



Your checklist

- ☐ Create a Receiving Order (ASN).
- ☐ Ensure receiving will arrive with tracking or Bill of Lading (BOL) information.
- ☐ Properly label and package pallets, cases and units.
- ☐ 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

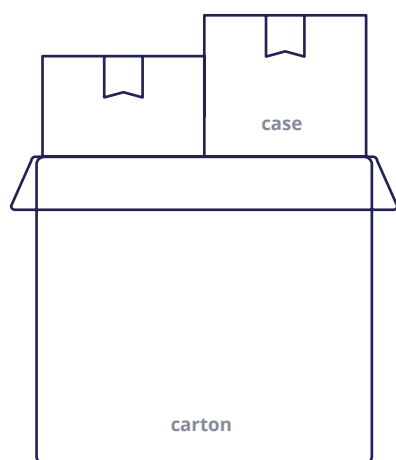
Getting ready to send your inventory to Ingram Micro fulfillment centers

Packaging

To help you minimize cost and prevent unnecessary errors and damage, Ingram Micro offers specific guidelines for packaging inventory.

Packaging master cases using cartons

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



- If contents <70 lbs. (31.75kg), must use double-wall corrugate.
- If contents >70 lbs. (31.75kg), must use triple-wall corrugate.
- Must score a minimum of 200 lb. on the bursting strength* test and 32 on the edge crush test.*
- Any carton of 2 or more mixed individual products should include a packing list for that specific carton.

*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.

Packaging oversized and heavy items

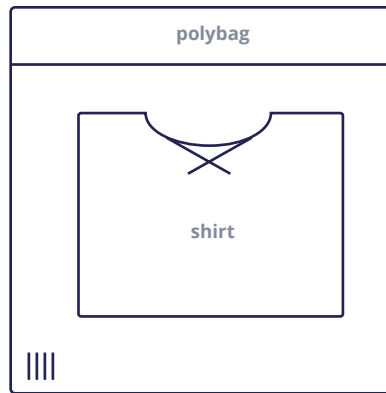
Cartons or individual items greater than 18 in (45.7 cm) in any two measurements (e.g. length and width), and/or with weight greater than 28 lbs (12.7 kg), are considered oversized.



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. Oversized items may incur additional receiving charges. Please contact our customer success team 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:

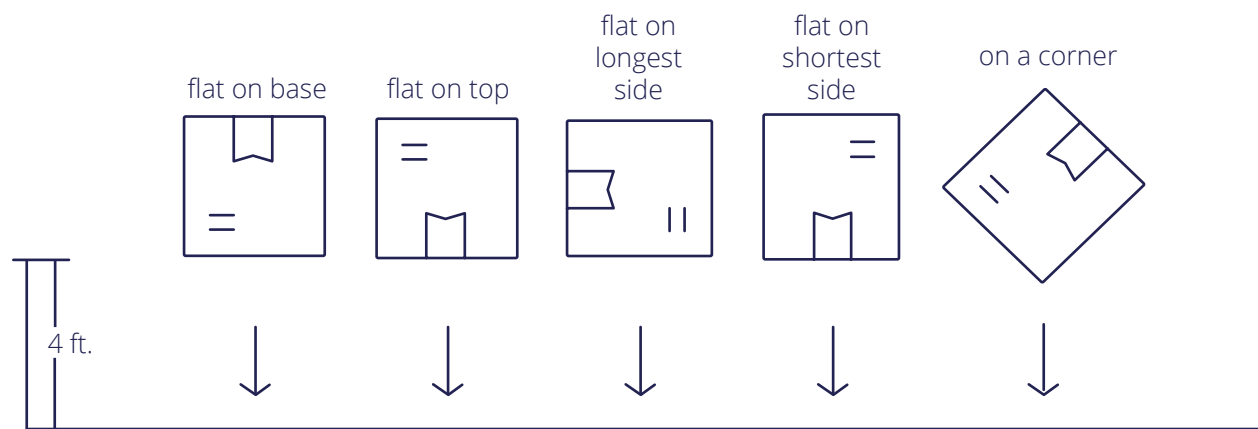


- If individual units are not stored inside cases, they should not be exposed in their display boxes.
- If there is an opening that shows the contents of a package, it should be shielded by clear plastic to protect the product from dust.
- For apparel, use low-density, recyclable, polyethylene dry-cleaning-style bags at least 1mm in thickness. Contents should be easy to remove from these bags.
- Plastic bags must comply with all federal, state and local laws.
- Include a silica gel pack if your product is sensitive to moisture.
- To ensure that any packaging used for toys is not hazardous to children, do not package toys in bags that stretch to more than 14 in (35.5 cm) in neck circumference, or to more than 23 in (58.4 cm) when the stretched neck circumference and the bag's length are combined.

[Find more information about packaging in our online Support Center.](#)

Fragile Products

Products or packaging susceptible to damage through ordinary handling or extended storage must be packaged so that they are strong enough to pass a 4-foot drop test on a hard 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 be able to withstand a Full Minute Vigorous Shaking Test (FMVS) without any of the contents breaking.

Defining fragile products

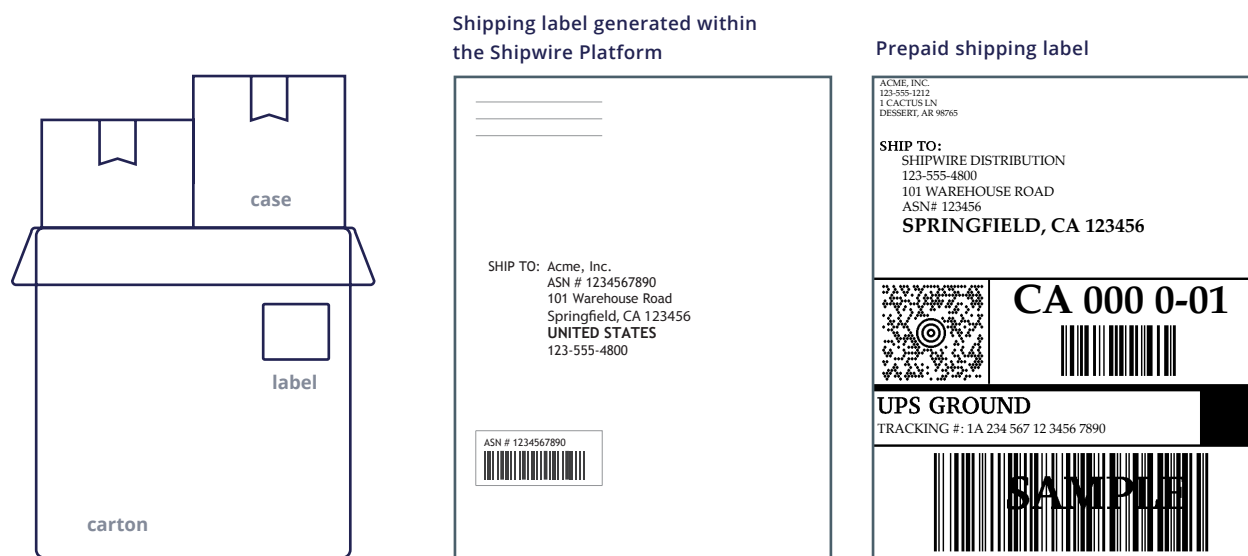
When creating a product in your Shipwire Platform account, you must indicate fragile products accordingly.

Labeling

The Shipwire Platform directs you in how to label products when sending them to a fulfillment center. Follow these guidelines to prevent unnecessary errors and delays.

ASN labels

Cases and cartons must have an affixed ASN label or prepaid shipping label attached to them (see examples below). These labels are automatically generated when you create a Receiving Order and should be included on each case or pallet sent to our warehouses.



Ensure your products meet the Acceptable Use Policy

Before sending your inventory, review our [Acceptable Use Policy](#). Certain product categories may fall under the Conditional Use category and a few are prohibited.

Labeling pallets

If you are sending pallets, ensure that each pallet has a label attached (preferably on each side). Labels must include the following:

ASN: The Advanced Shipping Notice number generated by The Shipwire Platform after you create your Receiving Order. Include the number of pallets total in this shipment (e.g. Pallet 1 of 4).

From: Your company name and address.

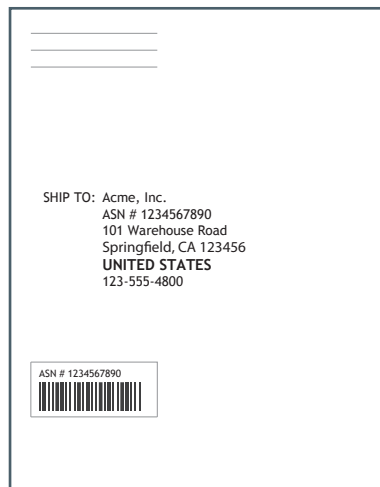
To: The warehouse address.

Other guidelines for labeling pallets

- Label must be white
- Minimum font size of 12 pt
- Minimum label size: 4 in x 6 in (10 cm x 15 cm)

Labeling master cases

All master cases received by our fulfillment centers must have a shipping label that include:



ASN: Include the Advanced Shipping Notice number generated by the Shipwire Platform after you create your Receiving Order.

From: Your company name and address.

To: The warehouse destination address.

Other guidelines for labeling master cases:

- Case contents: Include the case SKU and any unit SKUs it contains (i.e., qty x SKU name)
- Label must be white
- Minimum font size: 12 pt
- Minimum label size: 4 in x 6 in (10 cm x 15 cm)

Labeling mixed cases

If you are sending a case containing mixed base products or inner packs, but do not want it to be inventoried as a master case, do not give it a SKU. Instead, the shipping label should include the From and To fields as well as a list of the SKUs (including quantities) contained within the case.

Other guidelines for labeling all mixed cases

- Case contents: Include the case SKU as well as any unit SKUs it contains (i.e., qty x SKU name)
- Label must be white
- Minimum font size: 12 pt
- Minimum label size: 4 in x 6 in (10 cm x 15 cm)

Labeling individual base products

Individual base products should be labeled, but in certain circumstances that is not feasible. If this applies to you, contact customer care@ingrammicrocommerce.com.

When you send products, you should not have more than one type of product in a carton or case. The product label should be visible on the outside of the packaging and should not be on the inside a polybag. If your item is too small for a label, the case label containing the base product must disclose its contents. You must also affix the base product label on the outside of the case (i.e., the case should be labeled with the case label and the base product label).

Guidelines for labeling individual base products

- Label must be white
- Minimum font size: 12 pt
- Minimum label size: 1 in x 0.25 in (2.5 cm x 0.6 cm)
- White space: 0.2 cm white space around border of label



Remember

- ☐ Every SKU, single, inner and master case MUST have a scannable UPC barcode.
- ☐ All SKUs, singles included, must include a barcode (no matter how small the product).

Sending Your Shipment

Shipping inventory to an Ingram Micro fulfillment center

Shipping to a Fulfillment Center

Use your preferred carrier to send inventory to Ingram Micro fulfillment centers. When you complete a Receiving Order in your Shipwire Platform account, you will receive an email confirmation with an attachment containing a PDF of the shipping label. This label includes the Advanced Shipping Notice number, which must be put on the outside of each of the boxes, cases or pallets in the shipment.

Providing tracking numbers

After you ship your inventory and receive a tracking number from your carrier, enter it in your Shipwire Platform account. You can enter the tracking or BOL information in the Receiving Details section of your account:

The screenshot displays the 'Receiving Details' page in the Shipwire platform. At the top, there's a navigation bar with 'Acme Inc.', 'Home', 'Orders', 'Inventory', and 'Activity'. A search bar is also present. Below the navigation bar, the 'Receiving Details' section is active, showing a progress bar with stages: 'On Hold', 'Pending Delivery', 'Warehouse Processing', and 'Ready for Shipment'. The 'On Hold' stage is currently selected. Below the progress bar, there are two main sections: 1. 'Send your inventory', which includes a 'Download receiving documents' button and a note about email notifications. 2. 'Tracking Information (ID# 1471384113)', which includes fields for 'Estimated arrival' (2016-08-25), 'Transport information' (None), 'Carrier' (UPS), and 'Tracking or BOL number'.

What is a BOL?

A Bill of Lading (BOL) is a legal document between the shipper of a product and the carrier. It details the type, quantity and destination of the product being shipped. The BOL also serves as a receipt of shipment when your products are delivered.

If you do not have a tracking number when you ship inventory, you can enter it later when it is available. To do so, find the receiving in your Shipwire Platform account and edit the Receiving Details section. All inventory sent to Ingram Micro must have valid tracking included at least three days before scheduled arrival. Inventory that arrives at the warehouse unscheduled is considered Nonstandard and may incur Nonstandard Receiving fees.

Scheduling Larger Shipments

*Some of our fulfillment centers require you to schedule delivery windows for inbound inventory. Please contact your customer success representative or email customercare@ingrammicrocommerce.com for specific directions. Be prepared to provide the following information:

- ASN number
- Destination warehouse city
- Carrier name
- Carrier contact name and phone number
- Number of pallets or indication of floor loading

Floor loaded containers

Floor loading is a method of loading containers where goods are loaded directly on the floor rather than using pallets. It provides the greatest opportunity for using the full carrying capacity of the truck, but tends to be more labor intensive and may incur Nonstandard Receiving fees.

*Requirements may vary by location.

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.

Importer of record *(Only required for importing)*

The merchant must be listed as the Merchant of Record, Importer of Record or Owner of Record. Ingram Micro cannot be listed in these records.

Federal Tax ID *(Employer identification number)*

Please make sure you have a Tax ID for the local jurisdiction you are importing into. We offer several guides to help you establish a Tax ID.

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 Ingram Micro, be sure the shipper lists you as being responsible for customs duties. Merchandise we receive must be clear of customs duties in order to qualify for Standard Receiving.

Shipping Insurance

To protect your inventory, insurance is recommended. Inbound shipping insurance covers your inventory from loss, damage and theft while in transit from the shipping source to the fulfillment center. In the event of a receiving discrepancy (i.e., variance between the amount of products expected and actually received), inbound shipping insurance will protect you. You can enable insurance and file claims within your Shipwire Platform account:

Create an order
This is where you can add, edit or review an order. Your order will be tracked through all of its phases to delivery.

1 Buyer & product details - 3 products, 60 items [Edit]

2 Shipping details

WAREHOUSES, CARRIERS & PACKAGING

Ship from warehouse
LA

Shipwire will initially select the one that looks best.

Order submit time: 16:30 Tue 08/16⁺ Current local warehouse time: LA 14:56:16

We won't start picking and packing your order until it gets submitted.

Carrier & delivery method View all rates
FedEx Ground \$137.30

Rate details

Shipping	
Base rate	\$123.42
Shipwire Discount (A.999189758548%)	\$6.17
Packaging	
1 x \$2.25 (20.0" x 16.0" x 12.0" LWH)	\$2.25
5 x \$2.81 (26.0" x 20.0" x 12.0" LWH)	\$14.05
Insurance	
Loss/damage up to \$553.55	\$3.75
Total	\$137.30

Package #1

Dimensions (LWH)	26.0" x 20.0" x 12.0"
Weight	31.0 lbs.

Submit a claim:

Claim summary

+ Declared Value	\$239.65
+ Shipping Charge	\$123.42
Total	\$363.07
Insured up to	\$363.07

[Describe Loss:](#)

[Upload Invoice:](#) No file selected.

Insuring your products

There are three kinds of insurance available to protect your product at various stages: inbound, storage and outbound.

Inbound shipping insurance

Inbound shipping insurance covers inventory when it is being shipped from you or your manufacturer to an Ingram Micro fulfillment center. It covers unexpected issues during shipping and variances in receiving counts.

Inventory insurance

Inventory insurance protects your stored inventory from loss, damage and theft.

Outbound shipping insurance

Outbound shipping insurance protects you from loss or damage while orders are in transit from the warehouse to your end customer.