



# INBOUND SOP

Version 2.7



## 1. Inbound Requirements

All inbound shipments shall be made on a Prepaid/FOB Destination basis with customers shown as the responsible payer of all freight charges. Best Inc. will not accept any inbound shipments of a Freight Collect or Cash-On-Delivery (COD) basis unless otherwise mutually agreed to by both parties.

### 1.1. ASN upload

1.1.1. Each inbound shipment should correspond to one ASN only, and each ASN should correspond to one inbound shipment.

1.1.2. Customers must use ASN template to upload ASN to BEST's OMS portal (GOMS or OMS) no later than prior to delivery appointment request.

GOMS: [http://goms.bestlogisticsglobal.com/#/data/upload/allasn?\\_k=varwds](http://goms.bestlogisticsglobal.com/#/data/upload/allasn?_k=varwds)

OMS: <https://usportal.bestlogisticsglobal.com/#/asn/upload-all>

ASN Set Up

For container inbound: please use the container number as ASN#

For LTL pallet inbound or parcel inbound: please use date + qty (Ex. 20201116 12Pallets or 20201116 400PCS), please use the same ASN for one delivery, do not separate to several ASNs.

### 1.2. Delivery Appointment

1.2.1. Delivery appointment will only be provided to carriers/customers after ASN is uploaded in system.

1.2.2. Inbound shipments can only be delivered Monday through Friday normal business hours, 8:00 a.m. – 3:00 p.m. (Except US public holidays)

1.2.3. Carriers must contact BEST's Receiving Department in advance to book a delivery appointment.

Delivery appointment should only be made via E-mail (NJ appointment: [us-inbound-nj@best-inc.com](mailto:us-inbound-nj@best-inc.com) or CA appointment: [us-inbound-ca@best-inc.com](mailto:us-inbound-ca@best-inc.com)). Any delivery appointment requested after 3pm will be considered as next business day's request, appointment will be scheduled during next business day.

NJ OFC address:

Best Inc – NJ OFC

11 Corn Road Dayton NJ 08810

CA OFC address:

Best Inc – CA OFC

Suite 101, 5125 Schaefer Ave Chino CA 91710



1.2.4. When requesting a delivery appointment via Email, the following information must be provided:

- Last Free Day if Containerized movement or Requested delivery date if Palletized movement
- Delivering carrier name
- Container # if Containerized movement or Count of Pallets if Palletized movement
- Shipment reference #

1.2.5. If an appointment needs to be rescheduled, it must be done no later than one business day prior to delivery. If the appointment is not rescheduled on time, shipment will be considered a no show.

1.2.6. LTL deliveries: minimum 24 hours advance notice.

1.2.7. Container deliveries: minimum 48 hours advance notice.

1.2.8. Parcel deliveries: customers need to provide package tracking numbers to Account Managers prior to packages delivery. And mention “**BEST INC – INBOUND DEPARTMENT**” as SHIP-TO party on the shipping label.

### 1.3. Required Documents for Inbound shipments

#### 1.3.1. Packing Slip

- Shipment reference #
- Ship-To address
- Customer Name
- SKU number
- Item Description
- Quantity Delivered per SKU
- Count of Cartons (for pallet or parcel inbound)

#### 1.3.2. Master Carton Label

- SKU number (SKU number should be same with the one on Product)
- Item Description
- Number of pieces per carton
- Case UPC/Barcode
- Batch Number, Manufacture Date & Expiration Date if Applicable

#### 1.3.3. Product Label

- SKU number
- Item Description



- Item UPC/Barcode
- Batch Code & Expiry Date if Applicable

## 2. Non-Compliant Receiving

Below are listed NCR scenario:

<b>Violation Category</b>	<b>Violation Result</b>	<b>Charge Rate</b>
<b><i>Appointment Discrepancy</i></b>		
Delivery without appointment (LTL)	NCR charge	2h
Delivery without appointment (Container)	NCR charge	4h
No show (LTL)	NCR charge	2h
No show (Container)	NCR charge	4h
Delivery before appointment (LTL)	NCR charge	2h
Delivery before appointment (Container)	NCR charge	N/A
Delivery after appointment (Container 2h Grace Period)	NCR charge	4h
<b><i>Missing/Incorrect information</i></b>		
Missing ASN at the time of appointment request	NCR charge	0.5h
Incorrect or No Master Carton Labels / Product Labels	NCR charge	0.5h/SKU
Create/Relabel Carton/Product Labels	NCR charge	Label count + hours
<b><i>Manufacture Sorting Discrepancy</i></b>		
Mixed SKU / Exp. Date on Pallet (LTL)*	NCR charge	Labor hour
Hybrid Container *	NCR charge	Labor hour
<b><i>Inventory Discrepancy</i></b>		
Additional Verification - Shortage/Overage	NCR charge	By hour or 0.5h/SKU
Additional Verification - Damaged Goods	NCR charge	By hour or 0.5h/SKU
<b><i>ASN-Delivery Discrepancy</i></b>		
Mixed ASN per Shipment	NCR charge	By hour
Split/Multi Shipments per ASN	NCR charge	By hour
<b><i>Rush</i></b>		
Parcel Receive Processing Time rush beyond Inbound SLA	Rush Inbound	By hour
LTL Receive Processing Time rush beyond Inbound SLA	Rush Inbound	By hour
Container Receive Processing Time rush beyond Inbound SLA	Rush Inbound	By hour
<b><i>Others</i></b>		
Additional Labor Work (Including Measure Dims, Inspect Damaged Product, Repack Boxes, etc)	NCR charge	By hour
Broken/Non-standard Sized/Plastic Pallets	NCR charge	By hour
Detention Charge	NCR charge	Oversize pallet storage
<b><i>Palletized Dimension</i></b>		
Max height over 72"	NCR charge	By hour
Oversize products, need to be repalletized	NCR charge	By hour



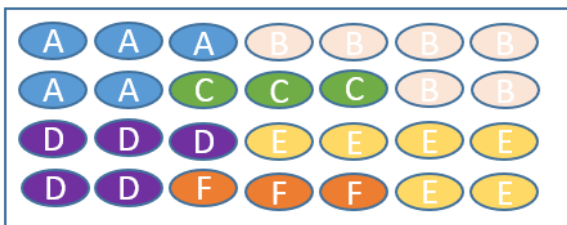
Note: 1. Missing ASN due to BEST's WMS system error should not be considered as customer's responsibility. NCR charge should not apply to those shipments.

2. All Rush receiving requests must be communicated and confirmed via E-mail by customer before action is taken. Rush receiving fee should be waived if requested inbound fails to be rushed in.

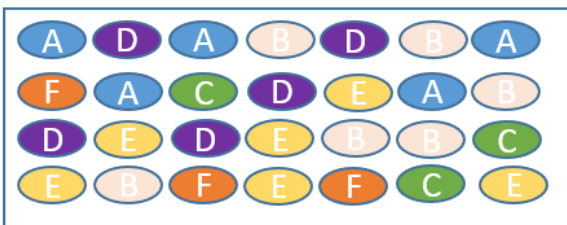
\*Compliant mix SKU shipments vs Non-Compliant mix SKU shipments

Key point: SKU aggregation level

Shipments as below: Compliant, NCR charge shouldn't apply.



Shipments as below: Non-Compliant, NCR charge should apply.



### 3. Detention Charge

Any NCR inbounds that requires additional clarification (including missing or wrong product information, extra or missing SKU from ASN, etc) before put-away will be held in the Receiving Zone waiting for customers' further instruction and necessary rework material (including label, etc) for 2 **business day**. After this time period, the product will be moved to detention zone and client is liable for detention charge

Note: Any NCR inbound that only contains simple qty overage/shortage will be received as it is, qty discrepancy details will be provided to customers for the record.