PARCELNINJA

Scaleable cloud-based
warehousing & delivery
for South Africa

Contents

Labelled Inventory

Label Requirements

Each unit you send to Parcelninja fulfilment needs a scannable barcode to enable storage at a fulfilment center. Follow these guidelines to ensure prompt and accurate labelling of the units. Failure to barcode your products correctly may result in non-compliance charges.

Cover & Original Barcodes

- If the original barcode is not used, cover the original manufacturer's barcode (PUC, EAN, ISBN).
- No other barcodes can be scannable. Only one barcode may be on the product.
- Failure to cover the barcode can cause errors and may result in lost inventory or extra charges.

Label Each Unit Before Sending To Parcelninja

- Make sure the label title and SKU matches the corresponding unit. This ensures that the merchandise can be received, stocked and sold.
- Use only white labels with a removable adhesive.
- All other labels on the products should be removable by the customer.

DO NOT...
- Place faded labels on the units.
- Tape labels to your units.
- Wrap labels around corners or curves on the unit because this makes the label unscannable.
- Leave other barcodes uncovered.
- Use QR barcodes on your labels, since they can't be read by all scanners.
- Send products without barcodes

Receiving Problems & Other Common Errors

Barcode Label Missing
Your unit was not labeled with a product barcode. Parcelninja product labels are required. If you require barcoding you must inform support@parcelninja.com prioir to your stock arriving to avoid non-comliance charge.

Unit Mislabeled
Your unit's label didn't match the physical product. Make sure that the label title matches the corresponding unit.

Barcode Cannot Be Scanned
Your product's label could not be scanned for one or more of the following reasons:

- Barcode smudged, which could be caused by low in/toner in your printer or dirty heads
- Barcode placed around a corner or curve, which can make the barcode unscannable.
- Incorrect type of barcode used

Unit/Shipment Preparation Errors

One or more of the units incurred a problem with one or more of our warehouse requirements. This could include problems with our labeling, packaging and prep, or shipping requirements. You may be required to schedule a phone call with our operations team before your shipment can be received.

Shipment Requirements

Each shipment that you send to Parcelninja must include either a manifest or a reference number, as selected when creating the inbound. Please ensure the correct document or reference is provided or shipment been turned away. You can print the manifest from the Parcelninja system. The manifest allows for the warehouse to quickly identify the incoming shipment. Inbounds that arrive without a manifest document, or the correct reference number, will not be allowed to be dropped off.

Packaging & Prep Requirements

Packaging Requirements

Follow these general requirements when shipping units to Parcelninja fulfilment centers. Certain products have specific requirements. Parcelninja may refuse, return, or repackage any product delivered to a Parcelninja fulfilment center with inadequate or non-compliant packaging at the seller's expense, and the seller may also be subject to noncompliance fees.

- Any SKU you use on a unit must be unique and must correspond to one unique product. For example, each assortment type, such as size or colour, will have a different SKU.
- Each unit must have an exterior label that is easily accessible and include a scannable barcode and the corresponding human readable numbers.
- Remove or cover scannable barcodes on the outside of a carton that includes multiple units. Only the individual units within the carton can have scannable barcodes.
- All items must pass a 1 meter drop test on all sides. If the item is damaged in any way then the product has failed the drop test and will require additional packaging. This is to ensure the item can withstand courier and will not damage other items, or containers, while in transit. Items that do not pass the drop test will be repacked and incur a non-compliance charge plus an external repacking charge.

- All items must pass a vigorous shake test. If the item is damaged in any way then the product has failed the vigorous shake test and will require additional packaging. This ensures loose items inside a product do not get damaged, or damage the main item, while in transit. Items that do not pass a vigorous shake test will be repacked and incur a non-compliance charge plus an internal repacking charge.

Loose Products

Each unit, including multiple-volume set book publications, or any books must be contained within a single, secure package.

- Parcelninja does not accept units that would require Parcelninja to assemble multiple pieces from separate packages (for example, wheel barrows where the handles and legs are in separate packages).
- Units that are not contained in secure packaging (like loose sleeves or pouches) require bagging. Items that are not bagged may be damaged during handling or due to shelf wear and tear and Parcelninja will not be held responsible. Protection against handling, dust, dirt, smudges must be provided.
- Apparel, plush toys and footwear, regardless of material, must be packaged with no material exposed, either in shoe boxes or bagged in a polybags with suffocation warnings. It is recommended, but not required, to secure the shoe box lid with an adhesive band or removable tape.

Sold As Set

Units that are sets must be marked as sets on their packaging. Add a label to the unit that states that the products are to be received and sold as a single unit. For example, "Sold as set" or "This is a set. Do not separate."

Boxed Units

- Must be six-sided.
- Must be completely sealed with tape, glue, or staples and not easy to open.
- Must not collapse when medium pressure is applied to any of the sides.
- May not have perforated sides or openings unless it can pass a 1 meter drop test, consisting of one drop on each side, and one drop on a corner.

Poly Bagged Units

- Poly bags with a 5 inch opening or larger are required to have a suffocation warning, either printed on the bag itself, or attached as a label. For example: "WARNING: Plastic bags can be dangerous. To avoid danger of suffocation keep this bag away from babies and children." The warning should be printed or placed in a prominent location and in a legible font size for the size of the bag.
- The thickness of the bag must be at least 1.5 mil.
- The poly bag must be transparent.
- The poly bag must have a product label or physical barcode that is scannable through the bag or have a product label on the outside of the bag.
- Poly bags must be completely sealed.
- Poly bag or shrink wrap may not protrude more than 3" past the dimensions of the product.

Case-packed Items

- All products in a box will have matching SKU and will have been previously packaged together by the manufacturer.
- All boxes with the same product will contain equal quantities of that product in each box. Example: A case-pack of 24 units must always contain 24 units.
- In some instances, a manufacturer or distributor might package more than one case-pack into a larger box called a master carton. Master cartons do not qualify as case-packs and must be split at the appropriate case-pack level.
- For Case-Packed Items, you must remove or cover any scannable barcode from the case. Only the units within the case can have scannable barcodes.

Expiration Dates

- Products that expire must include the expiration date on the master carton in 36+ point font and on the individual units. Lot numbers alone are insufficient. Expiration dates and batch numbers can be stored by Parcelninja but only when the option is selected.
- Expiration dates must be displayed in the format YYYY-MM-DD. If the expiration date is printed in a different format, a sticker with the correct format must be applied, covering the original expiration date.
- Products that expire and are contained in packaging that requires additional prep, such as glass jars or bottles, must be prepped to ensure that the expiration date is accessible for Parcelninja associates during the receive process.

Marketing Material

Parcelninja will not accept marketing materials such as pre-priced labels, pamphlets, price tags, or other non-Parcelninja labels.

Shipping & Routing Requirements

The requirements below apply to boxes shipped to Parcelninja fulfilment centers whether by small parcel delivery, less than truckload (LTL), or full truckload (FTL) shipping.

Box Dimensions

- Boxes containing multiple units must not exceed 65cm on any side. Single items may be larger.

Box Contents

- The contents of each box must contain inventory from only one Shipment ID. You must not combine units from multiple shipments in the

same box. Only one manifest or reference can be associated with a single inbound shipment.

- Ensure that the shipment details listed in your account match the physical shipment to the fulfilment center, including:
    - Barcode
    - SKU
    - Quantity
    - Product Name

Box Weight

- Boxes must not exceed the standard weight limit of 25 kg's, unless they contain one Oversize unit.
- For a single Oversize unit that exceeds 25 kg's, attach a label that clearly indicates "Team Lift" on the top and sides of the box.
- Any items over 50kg may not be shipped through our facility, unless previously arranged with management.
- Boxes containing Jewelry or Watches must not exceed 20 kg's.

Shipment Packing Guidelines

Containers

Shipments arriving by container or LCL must be palletised. Pallets must not be more than 180cm in height and must be stetch wrapped. No damaged pallets may be used. Use 1m x 1.2m pallets with four way access. Ship on standard grade B or higher pallets. Place heaviest items at the bottom of the pallet and lighter ones at the top so as not to damage them. Boxes must not hang over the edge of pallets by more than 2.5cm. Please note Parcelninja may reject a delivery if it does not follow these guidelines.

Neither point-of-sale containers nor pallet-sized boxes, also known as "gaylords," may be used. Boxes should not be bundled together using bagging, taping, elastic, or extra straps. If you are reusing boxes from previous shipments, be sure to remove any previous shipping labels or markings to avoid confusion by the carrier. The following standard boxes are acceptable:

- Regular slotted carton (RSC)
- B flute
- ECT-32 (edge crush test)
- 200 lb./sq inch (burst strength)

Dunnage

Accepted forms of packing materials include:

- Foam
- Air pillows
- Full sheets of paper
- Bubble wrap

The following forms of packaging materials are not allowed:

- Styrofoam peanuts
- Biodegradable packing peanuts
- Cornstarch packing peanuts
- Crinkle wrap
- Shredded paper

Refused Shipments

In general, these guidelines will be followed for inbound shipments to Parcelninja fulfilment centers that do not meet the listed requirements.
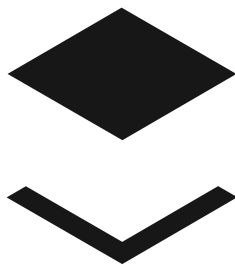
- Overage, damage, and mis-ships may be rejected at the dock and no Return Authorization Requests will be processed for these returns. Refused shipments may be returned at seller expense
- Shipments that are coded as "Damaged" or "Defective" may be refused at the dock and may incur a return freight charge
- You may not refuse or return shipments that are returned to you without first contacting Parcelninja. Shipments that you refuse or return to Parcelninja without first attempting resolution with Parcelninja may be refused and any transportation costs incurred to reship to you will be at sellers expense.

Prohibited Items

- Any items under pressure
- Any currency, credit cards, gold, silver, diamonds, gems, etc
- Any food, supplement, drug or cosmetic that has been issued a Consumer Safety Advisory Warning
- Perishable products of any kind
- Lab reagents, biologics, cultures, medical specimens
- Poisonous substances
- Toxic substances, including inhalation hazards
- Infectious substances
- Explosives, fireworks, gun powder, flares or matches
- Gasoline, diesel or other fuels
- Lighters containing fuel
- Meals Ready to Eat (MRE)
- Pesticides, herbicides, fungicides
- Radioactive elements or products
- Self-balancing boards (hoverboards)
- Oxidizing agents
- Fire extinguishers
- Firearms, guns & accessories, including replicas
- Ammunition, magazines & bayonets

- Tear gas, mace & pepper spray
- Self-propelled vehicles
- Damaged batteries
- Counterfeit products
- Contraband or illegal substances
- Live or dead animals or insects
- Human remains
- Items containing animal products controlled under the Endangered Species Act, Marine Mammal Protection Act, or requiring a permit
- Any unidentifiable material, substance or chemical

Category	Is the product...	Examples	Material Requirements	Prep Guidance
Fragile / Glass	... glass or otherwisefragile?	Glass, china, picture frames, clocks, mirrors	Bubble wrap, over box and scannable product label	Place or wrap the Unit in protective bubble wrap or a protective over box. The Unit must be able to pass a drop test on a hard surface without breaking. Make sure the barcode is scannable without opening or unwrapping the Unit.
Liquids (For liquids in glass see Fragile/Glass above)	... a liquid without a double seal?	Soap, spray bottles, lotion	Bags (for liquids without double seal), scannable product label	Tighten the lid, then place the Unit in a transparent bag with a suffocation warning to protect from leakage (or apply other appropriate second seal) and seal the bag. Make sure the barcode is scannable without opening or unwrapping the Unit.
Perforated Packaging	... in packaging with perforated opening?	Chocolate boxes, candy displays	Bag, scannable product label	If the unit does not pass a drop test, place the unit in a transparent bag with a suffocation warning and seal the bag. Make sure the barcode is scannable without opening or unwrapping the unit.
Apparel, Fabric, Plush, and Textiles	... made of cloth or fabric which can be damaged by dirt, dust, moisture or liquid?	Purses, towels, clothing, plush toys	Bag, scannable product label	Place the Unit in a transparent bag with a suffocation warning and seal the bag to protect it from damage or dust. Make sure the barcode is scannable without opening or unwrapping the Unit.
Toys and Baby Products	... for a child three years old or younger? Does the packaging have cutouts greater than 1 inch square?	Teething rings, bibs, exposed toys (cutouts)	Bag, scannable product label	Place the Unit in a transparent bag with a suffocation warning and seal the bag to protect it from damage or dust. Make sure the barcode is scannable without opening or unwrapping the Unit.
Powders, Pellets, and Granular	... made of or containing powders, pellets or granular materials?	Facial powder, sugar, powdered detergents	Bag, scannable product label	If the unit does not pass a drop test, place the unit in a transparent bag with a suffocation warning and seal the bag. Make sure the barcode is scannable without opening or unwrapping the unit.
Sold as Set	... a set that will be sold as a single sellable Unit?	Encyclopedia set, multi-packs of food	"Sold as Set" sticker, scannable product label	Affix a "Sold as Set" or "Ready to Ship" label to the set that is sealed (shrinkwrapped, bagged or boxed) to keep set from being separated. Make sure the barcode is scannable without opening or unwrapping the Unit.
Sharp	... a product with a sharp or pointed edge that, when exposed, presents a safety hazard?	Scissors, tools, metal raw materials	Bubble wrap and over box (if bubbel wrap is not sufficient), scannable product label	Place or wrap the Unit in protective bubble wrap or a protective over box, so that the packaging completely covers any exposed edges. Make sure the barcode is scannable without opening or unwrapping the Unit.
Small	...small, where the longest side is less than 2-1/8 inches (the width of a credit card)?	Jewelry, key chains, flash drives	Bag, scannable product label	Place the Unit in a transparent bag with a suffocation warning and seal the bag. Make sure the barcode is scannable without opening or unwrapping the Unit.
Adult	... potentially offensive or does it contain material such as profanity or nudity?	Products that contain pictures of live, nude models or profanity	Black shrink-wrap or bags, scannable product label	Place the Unit in a black or opaque bag with a suffocation warning and seal the bag. Make sure the barcode is scannable without opening or unwrapping the Unit.

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