



ITEM PACKAGING & LABELING SOP

Version 1.1



1. Package Requirements

- Products must be packed in corrugated boxes, corrugated boxes must not collapse when medium pressure is applied to any of the sides. Non-corrugated packaging material can cause additional shipping charges from carriers, which should be avoided. If any additional shipping charges occur due to non-corrugated packaging material, they will need to be absorbed by customers. If non-corrugated packaging material can't be avoided, then it must be the appropriate size and strength to protect the merchandise contained inside.
** Any inbound coming with damaged packaging will be held at "Quarantined" location until further instruction. Billable hours will apply for any additional re-work.*
- No markings other than product logos, carton label and/or box maker should be on the carton. If the supplier or product logos are printed on the outside of the carton, there must be no indication the package was intended for any product other than the product contained inside.
- Special handling instructions (i.e. 'Fragile', 'Glass', 'Overweight', 'Team Lift' or directional arrows) can be used and are helpful to package handlers.
- All cartons are required to be sealed with tape:
 - i. Top and Bottom of Carton
 - ii. H format recommended



- Dim & weight & full case qty must remain the same for the entire active inventory of each SKU. If dim/weight/full case qty need to be changed, existing inventory need to be depleted prior to the change, otherwise, a new SKU will need to be created for the new version of the SKU.

2. Label Requirements

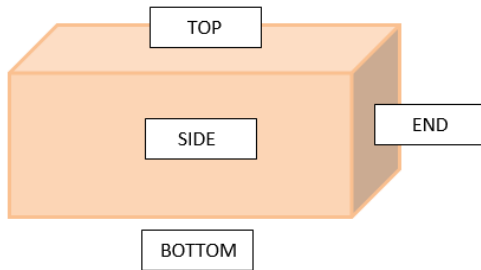
All products must be well labeled. Product related information must be printed on a non-removable label attached to the carton.

** Hand-writing labels/packing slip are not considered sufficient labeling, and will be replaced/covered by labels printed with full product details at customer's cost.*

2.1. Master Carton Label



Carton label should be placed on either two sides or two ends of the carton, should not be placed on the top or bottom of the carton.



- Master Carton Label content:
 - SKU number (SKU number on master carton should be same with the one on the product)
 - Item Description
 - Number of pieces per carton
 - Master carton Barcode
 - * *Master Carton barcode **MUST** be different from Product barcode if there are multiple products in one master carton, and products can be shipped in both units & cases. Otherwise, BEST Inc will not be responsible for any inventory discrepancy for the related SKU.*
 - * *Accepted Barcode Format: UPC/EAN, Code 39, any barcode that can be scanned by a regular RF gun.*
 - * *Not-Accepted Barcode Format: QR code.*
 - * *GTIN 12 & 14 can only be accepted if they are associated with different SKU.*
 - Batch number/Lot Code/Expiration date/Serial number if applicable
 - * *If Batch number/Lot Code/Expiration date/Serial number is required to be collected during inbound or outbound process, then they must be listed on the carton label. BEST Inc will not collect any information that is not listed on the carton label.*

Master Carton Label example:



2.2. Product label

Product label should be placed on either two sides or two ends of the carton if product comes with a box, should not be placed on the top or bottom of the carton.

** If product doesn't come with a box, then product label can be placed on any side of the product, as long as the information is clearly printed.*

** If product is in a cellophane bag, the product label can be placed on the cellophane bag*

- Product Label content:

- SKU number (SKU number on the product should be same with the one on master carton)
- Item Description
- Item Barcode

** Master Carton barcode **MUST** be different from Product barcode if there are multiple products in one master carton, and products can be shipped in both units & cases. Otherwise, BEST Inc will not be responsible for any inventory discrepancy for the related SKU.*

** Accepted Barcode Format: UPC/EAN, Code 39, any barcode that can be scanned by a regular RF gun.*

** Not-Accepted Barcode Format: QR code.*

** GTIN 12 & 14 can only be accepted if they are associated with different SKU.*

- Batch number/Lot Code/Expiration date/Serial number if applicable

** If Batch number/Lot Code/Expiration date/Serial number is required to be collected during inbound or outbound process, then they must be listed on the carton label. BEST Inc will not collect any information that is not listed on the carton label.*

Product Label example:



Product information directly printed on the product example:



3. Item Master Data Management

All the item packaging & label related data **MUST** be managed in BEST USOMS/GOMS portal. If you have any questions about how to upload/update item master data in BEST USOMS/GOMS portal, please reach out to your Account Manager for further assistance.