



# SCOPE OF WORK

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## SCOPE OF WORK

### Purpose

Warehouse Specialists, LLC (“WSI” or “we”) appreciates your confidence in our services and we look forward to working with you (“Customer”) as a business partner. The purpose of this Scope of Work (“SOW”), effective September 26, 2022, is to define the responsibilities of the parties (WSI and Customer) and to set expectations regarding the services to be rendered by WSI. Items considered “In Scope” are included in the rate structure contained in your contract / rate letter (“Agreement”) with WSI. Items that are noted as “Out of Scope” are subject to additional charges, which are defined in the ancillary charges section of your Agreement or may be subject to additional negotiation.

The Supply Chain Services provided by WSI require a collaborative relationship with our customers, with timely communication being of the utmost importance. This communication, early in the relationship, provides the necessary information so WSI can initiate start-up and provide you with quality service and cost-savings from the outset.

### **1. Account Setup**

WSI employs a Warehouse Management System (“WMS”) to help store and manage the movement of Customer product in the most efficient and accurate manner. Unless otherwise stated in the Agreement, we invoice a one- time Account Setup charge to initially setup a client in our WMS. WSI client offerings are set forth below:

#### In Scope

- WSI setup of basic Customer information and address book data in our WMS.
- Custom text for recurring information on shipping/receiving documentation.
- Setup for Accounts Receivables and Invoice Contacts, Bills of Lading (“BOL”) and/or receipt notices (“RCN”) (if emailed).
- Assignment of WSI generic BOL, RCN, pick sheet & packing list.
- Pricing setups based on rates provided on WSI Agreement.
- Renewal schedule setup.

#### Out of Scope

- Creation of custom documents (BOL, packing lists, labeling).
- Setup for Invoicing of Retailers:
  - Setup of Customer pricing
  - Setup of Customer discount tables
- Setup of customer-requested additional business units or entities.

## **2. Item Setup**

The setup of Customer products in the WSI WMS is charged at the rates specified in the Agreement. Providing an accurate, up-loadable item master file by the Customer allows WSI to quickly and accurately load Customer setup data into the WMS for immediate use. Promptly following the execution of the Agreement, Customer must provide WSI with a file containing the attributes of each SKU that Customer will send to the warehouse, including (among other things): item name, description, weight, dimensions, unit of measure, and if required, lot/batch or serial number (collectively, the “Item Master”).

The Item Master must describe the packaging unit of measure (e.g., the number of eaches in an inner case or the number of inner cases in a master case, as applicable, the “Packaging UOM”) for all SKUs in the Item Master at each packaging level Customer expects WSI to handle such SKU. For example, a Customer that requires each picking for a certain SKU must provide WSI the Packaging UOM at the each, inner case, master case, and pallet levels of such SKU. A Customer that purely requires pallet picking for a SKU only needs to provide the Packaging UOM at the pallet level for such SKU).

For any carton or cased product that is transported/stored in stacks (on the floor or on pallets), Customer must also provide “Ti-Hi” information, defined as the number of boxes/cartons stored on a layer, or tier (the “Ti”), and the number of layers high that these will be stacked (the “Hi”).

All the aforementioned information must be provided to WSI for each Customer SKU prior to such SKU arriving at a WSI facility. If not, WSI will charge Customer the applicable hourly rate to measure and weigh such SKU. WSI may sample a portion of Customer’s SKU(s) to confirm the information in the Item Master is correct. To the extent WSI cannot validate that information in the Item Master is consistently correct, WSI will measure/weigh SKUs at Customer’s expense. WSI reserves the right to not receive or ship any product for which WSI does not have accurate item setup information.

### In Scope

- Setup of product items in WMS prior to initial receipt of product. (WSI will provide guidance in this process by providing a spreadsheet to enter information.)
  - Includes: Lot number, Serial Number, UPC , SKU, Product Dimensions, Weight, Unit Size to be Tracked (i.e. – pieces, cartons, pallets and eaches).
- Duplication of Codes from one WSI facility to another.

### Out of Scope

- *Customer-requested* changes within the WMS after Item Setup is complete and activity has begun. Changes include, but are not limited to:
  - Units of measure used for invoicing.
  - Methodology of the invoicing process.
- Changes to initial product Item Setup due to insufficient or inaccurate Customer data, including Unit of Measure, Information to be Tracked, Changes to UPC Codes and item additions, such as additional data fields required and/or tracking by individual id#.
- Physical collection of product setup data (dimensions, weight).
- Change to the Layout of the invoicing document and/or the detail breakout of the invoice.
- Product arrives without item setup information provided.
- Outbound orders dropped for product that has not yet been setup in WSI's system.

### **3. Report Setup**

WSI offers a number of standard reports. These reports are made available to Customer via scheduled emails or our Customer Portal.

### In Scope

The following are standard reports available from WSI:

- Inventory Summary
- Inventory Median Detail
- Inventory Detail
- Damage & Hold
- Aging for All Items
- Aging for All Items over 120 & 180 Days
- Transactions by Shipment
- Open Orders (receipts & shipments)
- Activity Summary by Transaction
- Activity By Item
- Activity Detail

### Out of Scope

- Any Customer-required changes to the standard report format.
- Requests and development of customized reports.

#### 4. **EDI & API Setup**

WSI pricing assumes industry standard Electronic Data Interchange (“EDI”) transactions sets and/or Application Programming Interface (“API”) integrations will be used for all communications between WSI and Customer systems. For clients that are unable to communicate using these integrations, WSI can develop alternative methods of communicating electronically such as standardized CSV files or communication via WSI’s proprietary web portal. These methods may incur additional hourly I.T. development costs and/or monthly fees which are defined in the Agreement.

In the event electronic communication methods are not possible or feasible, WSI will perform manual transactions for certain select customers and assess a manual transaction processing fee for each manual transaction performed. This will be charged at the rate defined in the pricing section of the Agreement.

WSI has the ability to exchange data directly with many retailers on a Customer’s behalf through the use of third party data interchange providers. The cost to create these communications, as well as on-going licensing and transaction charges, is also defined in the rate section of the Agreement.

To ensure the security of WSI’s system, Customer must provide the public IP address(es) to which the Customer will be connecting.

##### In Scope

Method of communication of transactions:

1. AS2
2. VAN (Value Added Network) charges
3. FTP (Preferred choice of WSI)
4. Standard API integration with e-commerce sales channel (e.g., Shopify), subject to ongoing integration fee specified in Agreement

The following documents can be used with EDI. Additional formats will carry additional setup costs:

- ANSI ACS X12 – multiple versions
- XML Transactions – flexible to Customer’s needs
- Text files
- Spreadsheets
- Tabbed or Comma Delimited Files
- PDF or FAX – process image files utilizing OCR technology

##### Out of Scope

- EDI configuration beyond initial setup.
- Ongoing file manipulation due to inconsistent file formats or incorrect data within the file.

## 5. **Handling**

WSI receives, stores, fulfills orders and transports millions of items annually (collectively, this process is referred to as “handling” throughout the balance of this document). The handling fee charged by WSI covers the cost involved in receiving goods at the warehouse door, placing goods in storage, processing the outbound order for shipment, fulfillment of the order requirements and loading goods onto carrier equipment.

### In Scope

- Receipts
  - At least two days prior to any inbound orders, Customer must submit an Advanced Shipping Notice (“ASN”) to WSI via EDI, API, or WSI’s customer portal (“Customer Portal”).
  - Follow C-TPAT guidelines.
  - Inspection of the trailer/railcar/container interior upon arrival at WSI site.
  - Unload product from vehicle. Visual inspection of product performed (largest packaged unit shipped) at time of receipt:
    - If product is unloaded using a lift truck, a visual inspection is performed from the lift truck. If the product is unloaded by hand, then the inspection involves a cursory inspection of the exterior of each master carton.
    - Exterior product condition is visually checked using Customer-provided damage criteria or WSI’s standard damage criteria.
  - Confirmation of actual receipt quantity and description.
  - Product placed into storage.
  - Receipt confirmed in WMS.
  - Receipt of product electronically communicated to Customer.
  - Customer’s inbound receipt complies with the following:
    - Packing slip accompanies all inbounds with shipping details regarding SKUs and quantities on the shipment.
    - No re-labeling or kitting is required prior to product receipt.
    - All packaging units of measure match what is on the Item Master provided by Customer to WSI (e.g., cases with the same SKU number should always include the same number of units per case).
    - All pallets and cases are assumed single SKU and/or lot unless marked as “mixed” in a bright color such that it is highly visible.
    - For Customers that require WSI to handle product at the master case level or below:
      - All pallets are labeled to include number of cases, UPCs, product description and quantity.

- Each master case of product is clearly labeled on the exterior of the case. Labels include all information necessary to identify the product contained within such case. This includes the applicable UPC, color and size information, quantity, country of origin, expiration date (if applicable), lot code (if applicable), and date of manufacture (if applicable).
  - All master cases with mixed SKUs contain inner packs and individual packing slips per master case. Each such inner pack may contain no more than one SKU, and must be labeled with the applicable barcode, SKU, quantity, and product description.
  - Partial cases are marked as “partial” in bright colors such that it is highly visible.
  
- Outbound Shipments
  - Customer must submit any outbound order to WSI via EDI, API, or the Customer Portal.
  - WSI acknowledges receipt of order to pre-determined Customer contacts.
  - Pricing assumes that orders received from the Customer can be shipped without changes or modifications.
  - WSI performs an inside carrier equipment safety inspection prior to loading any vehicle (with the exception of small parcel shipments when picked up by the route driver).
  - Inventory retrieved from storage based on the FIFO method of product movement, unless otherwise specified in the Agreement.
  - Application of required shipping labels, documentation, etc.
  - Stretch wrapping of palletized goods per compliance standards.
  - Loaded into carrier equipment for shipment.
  - Product properly secured in carrier equipment (using airbags, load bars, mats, and dunnage). *NOTE: This does not relieve the driver of his/her responsibility to ensure that the load is properly secured in the trailer prior to leaving the facility.*
  - Shipment confirmation in WMS, which relieves inventory from Customer stock and advises Customer of shipment.

## Out of Scope

- Orders communicated to WSI via a method other than via EDI, API, or the Customer Portal. WSI manually entering inbound or outbound orders into our system is out of scope.
- Incomplete ASN requiring WSI manual intervention.
- Outbound order not complete, ready to process, and/or requires WSI manual intervention.
- Breakdown and sorting of mixed sku/lot pallets, unless agreed to in the Agreement.
- Customer fails to schedule inbound receipt appointment through WSI's truck appointment scheduling software (AppointmentPlus). This does not apply if WSI is paid to coordinate Customer's inbound transportation.
- Product ownership changes between Customer accounts.
- Kitting which requires the WSI team member to pick items in real time and kit (vs. kitting items in advance prior to an order).
- WSI routing retailer orders, including providing pallet or case measurements to retailers/carriers, entering information into retailer portals, or similar activities.
- Detailed Damage Inspection
  - Product condition noted as damaged during the initial, exterior visual inspection is further verified in a more detailed inspection process using Customer-provided damage criteria or WSI's standard damage criteria.
  - Identification of non-shippable inventory; segregation on floor and in WSI's WMS until disposition instructions are received from Customer.
    - Includes pictures and paperwork relating to said damaged goods.
  - Detailed information regarding damages is communicated to Customer.
- Detention charges from a customer or carrier if the carrier arrives without an appointment, if the carrier misses their appointment or the product in the trailer/container is such that it cannot be unloaded in the free time allotted by the carrier.
- Mailing of paper invoice to Customer.
- Staging area storage (goods remaining on WSI dock due to Customer-scheduled carrier failure to pick up the order on the scheduled date of shipment).
- WSI labor required to remain on the premises after normal business hours while waiting for Customer-scheduled carrier.
- Placement of special marketing materials, promotional labels, coupons, etc.
- WSI supplied materials.
- Disposal of dunnage or obsolete/damaged goods.
- Manual fax/document scanning.
- Shipping of Customer requested documents.
- WSI use of 3<sup>rd</sup> party software systems (Customer system, retailer web portal, etc.).
- Picking and shipping of units of measure that are not specified in the Contract or Rate Letter.



- Special Projects per request of Customer (e.g., repacking/kitting; product samples; refurbishing/disposal of damaged product; application of special labels; creation of Customer-specific documentation; stretch-wrapping of palletized goods per compliance standards).
- Weighing product.
- Altering orders after the “waving” process has begun in our WMS.
- Customer drops outbound orders containing backordered or out-of-stock product (“Backorders”). In the event a Backorder is dropped, WSI will cancel the portion of the order that is backordered. Any time spent by WSI’s clerical or operational staff managing such Backorders is Out of Scope.
- Clerical time spent manually monitoring orders using Customer-provided shipping labels or paperwork.
- Orders which are not picked up by the scheduled pickup date will incur a staging charge unless Customer has paid for and utilizes committed staging space. This will not apply if WSI arranges Customer’s transportation.
- WSI supplied materials will be provided at Customer’s request at a rate of WSI’s cost + 15%, unless otherwise set forth in the Agreement.

## **6. Storage Expectations**

WSI will provide reasonably clean facilities. Storage charges become applicable upon the date that WSI accepts care, custody and control of the goods, regardless of the unloading date or the date of issuance of a warehouse receipt. WSI does not guarantee more space than Customer has contractually agreed to. For example, if a Customer commits to 10,000 sqft per month, WSI does not guarantee any additional space to Customer beyond this committed 10,000 sqft. To the extent WSI provides Customer with additional space beyond what the contract calls for, WSI reserves the right to charge then-current market rates for such incremental space. Additionally, to the extent Customer is a public customer with only a month-to-month Agreement with no space commitment, such Customer is not guaranteed to be provided space.

When measuring and invoicing square footage, WSI will include the physical product footprint, the facility “Service Factor” and product honeycombing. “Service Factor” is a numeric multiplier used to convert net square feet (storage) into gross square feet (to include aisles, docks, and common space).

### In Scope

- Ambient temperature (unless otherwise agreed to in the Agreement).

## Out of Scope

- Temperature control other than the ambient temperature in the building (unless agreed to in the Agreement).
- Building-specific modifications required by the Customer & not previously included in the Agreement.
- Any governmental or environmental reporting costs which are attributable to a particular Customer will be invoiced to the Customer at the hourly regulatory and environmental reporting rate quoted in the Agreement.

## **7. Retail Compliance**

Using Customer provided retailer routing guides, WSI agrees to meet Customers' retail compliance requirements. Routing Guides, Vendor Guidelines, Compliance Manuals are all documents that retailers may use to define the shipping and/or routing expectations of their vendors. It is the responsibility of Customer (who is the Vendor to the retailer) to make sure updated materials are provided to WSI so that retailer compliance can be met by the distributing warehouse.

WSI will review routing guides to ensure that retailer guidelines for shipping are being met for shipments routing to:

- Retail Stores
- Retailer DCs
- Drop Ship to Consumer

Prior to startup, and ongoing through the life of the account, WSI will review the routing guides for the following outlined below. NOTE: Customer must provide appropriate access and sufficient time to review and/or implement retailer-directed compliance criteria. A minimum of 3 – 4 weeks is preferred for the review, development and implementation of retailer compliance criteria.

- Retailer Shipping Criteria
  - Pallet dimensions and quality.
  - Pallet stacking height, overhang, stretch wrapping.
  - Required BOL format.
  - Required packing list criteria.
  - Carton and/or pallet label requirements and placement.
  - Pallet Flags.
  - Retailer load routing requirements.

- Direct-to-Consumer shipment criteria:
  - Retailer required packing lists.
  - Retailer provided 3<sup>rd</sup> Party or Prepaid shipments.
  - Shipping criteria and order turnaround as outlined by retailer.
  - Delivery of tracking numbers.

## **8. Transportation Services**

WSI offers multi-modal transportation services through either its transportation or freight brokerage divisions. When WSI brokers freight we negotiate with and pay carriers directly for their services and then invoice our clients for those services.

### **In Scope – When WSI brokers Customer’s freight**

- Assignment of a particular mode of transportation/carrier/freight terms to an order by using the routing logic supplied by WSI, the Customer and/or consignee.
- Accessing a web portal to submit a routing request/acting on the routing request after instructions are received.
- Tendering shipments to carrier via phone, fax, e-mail or web portal.
- Making delivery appointments with the consignee, whether via phone or via use of web portal.
- Accessing a web portal and confirming shipment date, quantity shipped, etc.
- Responding to requests for tracking/tracing.
- Responding to service issues while product is in transit.
- Responding to requests for re-consignment/change of address.
- Filing of claims for loss/damage (on behalf of Customer).
- Additional carrier calls to coordinate load pick-ups and/or deliveries.

### **Out of Scope – When WSI brokers Customer’s freight**

- Providing Proof of Delivery (“POD”).
- Tracking on-time arrival of product.

### **Out of Scope – When WSI does NOT broker Customer’s freight**

- Assignment of a particular mode of transportation/carrier/freight terms to an order by using the routing logic supplied by Customer and/or consignee.
- Accessing a carrier web portal and submitting a routing request, and then acting on the routing request after instructions are received.
- Tendering shipments to carrier via phone, fax, e-mail or web portal.
- Making delivery appointments with the consignee, whether via phone or via use of web portal.
- Clerical time spent creating specific BOLs for Customer’s end-customers

- If Customer authorizes the carrier to communicate directly with WSI, the following services can be attempted on Customer's behalf.
  - Responding to requests for tracking/tracing, including accessing a web portal and confirming shipment date or manual ASN's.
  - Responding to service issues while product is in transit.
  - Filing of claims (on Customer's behalf) for loss/damage.
  - Additional carrier calls to coordinate load pick-ups/deliveries.
  - Providing Proof of Delivery (POD).
  - Tracking on-time arrival of product.

## **9. Cycle Counts & Physical Inventories**

WSI will perform cycle counts and/or a physical inventory based on the request of Customer and at the rate specified in the Agreement. WSI adheres to the following guidelines when completing cycle counts, unless otherwise specified.

- Cycle counts are managed by the WMS system and performed using real-time inventory data, thus allowing the inventory control coordinator to accurately verify actual inventory amounts while in/out activity is occurring. WSI measures total unit accuracy, and, as agreed upon, batch/lot accuracy.
- Cycle count frequency, billing rates and reporting methodology are specified in the Agreement.
- WSI's standard cycle count process is to count by location. As agreed upon in the Agreement, other methodologies may be applied, such as counting bySKU.

## **10. Returns**

WSI can provide Customer returns processing in accordance with Customer policy. Customer shall provide the policy and updates, as necessary, to include product disposition details.

### In Scope

- WSI notified by Customer of pending return and of any special instructions associated with the return.
- In addition to following our standard Receipt Handling practices (as described in Section 5 Handling - In Scope Receipts), we also perform the following services:
  - Opening of product to inspect for internal damage.
  - Reboxing/Repackaging.
  - Receipt of returned product communicated to Customer with a request for Customer disposition.

- Disposition of Return per Customer Instructions:
  - Putaway of returned item.
  - Destruction of product (if requested).
  - Return product to Customer or manufacturer.
  - Put on hold, quarantine product and accumulate for later disposition.
- Inventory Adjustment to WSI WMS (based on Disposition Instructions from Customer).

#### Out of Scope

- Processing returns without a pre-communicated Return Authorization (RA) notice.

### **11. Product Recalls**

In the event of a Customer product recall, WSI will have the necessary systems to lead a recall/product retrieval process.

#### In Scope

- Identify what product is on-site and what has been shipped.
- Place recalled products on “hold” status in our WMS and quarantine on the floor to prevent future shipment.
- Provide a detailed list of the delivery addresses to which inventory has been shipped.
- Contact carrier to determine if recalled product has reached its final destination.
- Shipment of product to recall location, as designated by Customer.

#### Out of Scope

- Customer is responsible for notifying the recipients of the recalled product and for making arrangements to return the recalled product to the designated location.
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### **12. KPIs**

KPIs are used to measure and benchmark performance trends to ensure Customer satisfaction, meet objectives and improve efficiencies. Based upon Customer and operational needs, WSI will tailor KPIs to meet the needs of both parties, as agreed upon in the Agreement.

### **13. Business Reviews**

WSI conducts regularly-scheduled business reviews to evaluate the success of our partnership and raise any questions that are needed for further improvement. Reviews are based on the frequency outlined in the Agreement. Topics involved in this review include KPI metrics and performance; recommended cost savings opportunities, and discussion of Customer satisfaction.

### **14. Contingency Plan/Disaster Recovery**

WSI has incorporated disaster recovery planning into its business processes. This planning enables all parties to be prepared and know what is expected should an event occur.

SOP's have been developed to address:

- Physical damage to the warehouse
- System technology
- Ability to access facility
- Personnel availability

## Glossary of Terms

- **Application Programming Interface:** An integration that allows two software components/systems/resources (e.g., WSI's system and Shopify) to interface with one another using a set of protocols and definitions.
- **ASN (Advance Shipping Notice):** Normally some type of document sent to our warehouses from the shipper or manufacturer, at the time a vehicle ships. It provides us with an advance notice that a specified product is coming in. This allows us the ability to be proactive and enter in a pre-receipt, so at the time of physical placement at the facility we only have to update the document confirming quantities, overage shortage and damage (OS&D) locations, and any other specified information our Customer may request.
- **BOL (Bill of Lading):** A bill of lading is a document issued on behalf of the consignor and signed by the carrier, which serves as a receipt for the goods to be delivered to a designated Customer. The bill of lading describes the conditions under which the carrier accepts the goods and details that identify the quantity of the goods, identifying marks and numbers and destination. The person sending the goods is the "shipper" or "consignor," the company transporting the goods is the "carrier", and the person for whom the goods are destined is the "consignee". Bills of lading may be negotiable or non-negotiable. If negotiable (i.e., payable to the shipper's order and properly endorsed) title to the goods passes upon delivery of the bill of lading.
- **C-TPAT (Customs-Trade Partnership Against Terrorism).** It is a voluntary supply chain security that is a program led by both the Border protection and U.S. Customs that helps focus on improving the security of a variety of private companies' supply chains, with respect to terrorism.
- **Clean Orders:** Ready to process and ship without modifications.
- **CME:** Contracted Manufacturer of the Customer.
- **COD (Collect on Delivery):** The driver collects for the value of the goods on behalf of the shipper and/or the freight (or other transportation charges) due the carrier. The COD amount must be collected before the freight can be released to the consignee.
- **Comma Delimited (Tabbed) Files:** A data file, usually in ASCII format, in which a user or program separates the data items by commas to facilitate the transfer of data to another program.
- **Consignee:** The receiver. The company receiving the freight. The place where the load or goods are delivered.

- **Consignor:** The shipper. The company shipping the freight. The place from where the load or goods are shipped.
- **Cycle Counts:** An inventory auditing procedure, which falls under inventory management, where a small subset of inventory in a specific location is counted on a specified day.
- **Damage:** We store many types of commodities within our warehouse. No matter what type of product we store, we always identify the type of damage that the product sustained. For roll and cased good products we use the attached form to help identify the type of damage the product sustained. As well as if the product is either shippable or non-shippable. Each client's specifications of shippable and non-shippable are different.
- **Dunnage:** Term that refers to materials such as cardboard, pallets, plywood, foam rubber, air bags, etc. and used for protecting freight while it is enroute.
- **EDI (Electronic Data Interchange):** The electronic means of receiving data for warehouse or transportation transactions. Data can be received electronically via spreadsheet, web portal, or other available technologies.
- **FIFO (First In, First Out):** A receipt date based method of inventory rotation in which the items first received are shipped out first.
- **Kitting:** Light assembly at the warehouse relating to the assembly of various products into a single package for marketing or sale by Customer.
- **Load Routing:** The coordination of load movements from warehouse to end destination. This process may require WSI to utilize a retailer routing portal or retailer-assigned freight broker.
- **Lot:** A unique alpha, numeric, or alpha/numeric code given to inbound product, used as an identifier and tracking code.
- **Master Bill of Lading:** A group summary of multiple bills of lading printed on a standard form with notation of the "stop off" location of the individual bills as well as total number of pieces, weight, and consignee references.
- **OCR (Optical Character Recognition):** The mechanical or electronic conversion of scanned or photographed images of typewritten or printed text into machine-encoded/computer-readable text.



- **Physical Inventory:** The process of physically counting the individual products in the warehouse and verifying the count against WSI and/or the Customer's records.
- **Pick Sheet:** A document which denotes what items to pick from inventory.
- **POD (Proof of Delivery):** Information supplied by the carrier containing the name of the person who signed for the shipment, the time and date of delivery, and other shipment delivery related information.
- **Purchase Order (PO):** a document sent to a supplier or vendor, authorizing shipment of a product to the customer at a specified price and terms.
- **Quarantine:** To segregate product that has been flagged as damaged or unshippable.
- **Returns:** The process of bringing or re-receiving previously shipped product or inventory back into stock.
- **Service Factor:** A numeric multiplier used to convert net square feet (storage) into gross square feet (to include aisles, docks, and common space).
- **Storage:** The act of placing goods into the safekeeping of a third party warehouseman until such time as those goods are required by the Customer or its customer.

**Terms:**

- A/R – Accounts Receivable
- ANSI – American National Standards Institute
- ASN – Advanced Shipping Notice
- AS2 – Applicability Statement 2
- BOL – Bill of Lading
- C-TPAT – Customs Trade Partnership Against Terrorism
- CME – Contracted Manufacturer
- CSR – Client Service Representative
- CSV File – Comma Separated Value
- DC – Distribution Center
- EDI – Electronic Data Interchange
- FTP – File Transfer Protocol
- IP – Internet Protocol
- IT – Information Technology
- KPI – Key Performance Indicator
- LTL – Less Than Truckload
- OCR – Optical Character Recognition
- PDF – Portable document Format
- PO's – Purchase Orders
- RA# - Return Authorization Number
- RCN – Receipt Notice
- SKU – Stock Keeping Unit
- SOP – Standard Operating Procedure
- UPC – Universal Product Code
- VAN – Value Added Network
- WMS – Warehouse Management System
- XML – Extensible Markup Language