

# Shipping & Routing Requirements



[info@reachlogistics.com](mailto:info@reachlogistics.com) | (859) 495.2113

The following requirements apply to all orders shipped to Reach Logistics distribution centers including small parcel, less than truckload (LTL), or full truckload (FTL) shipments. Only small parcels are exempt from the delivery appointment requirement.

# Delivery Appointment Scheduling

All deliveries to Reach Logistics / Pattern warehouses must be scheduled online in advance using the GoRamp portal. Only small parcel shipments are exempt from the delivery appointment requirement.

[GoRamp Delivery Appointment Scheduling Link](#)



**GoRamp  
Scheduling Link**

## Packing Slips

Email all packing lists to receiving@reachlogistics.com. Please also include a physical packing list with your delivery. Additional packing slip requirements found on page 6.

## Hebron

**Reach Logistics Hebron**  
**2250 Progress Dr**  
**Hebron, KY 41048**

Receiving hours: Monday - Friday 7:00am - 3:00pm

All delivery appointments must be scheduled online using the GoRamp link above.

Receiving: (502)219-3219 x 487

Closed for receiving on the following national holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

## Las Vegas

**Reach Logistics North Las Vegas**  
**2400 W Carey Avenue**  
**North Las Vegas, NV 89032**

Receiving hours: Monday - Friday 7:00am - 3:00pm

All delivery appointments must be scheduled online using the GoRamp link above.

Closed for receiving on the following national holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving

## Lindon

**Reach Logistics Lindon**  
**2612 W 400 N, Suite 300**  
**Lindon, UT 84042**

Receiving hours: Monday - Friday 8:00am - 4:00pm

All delivery appointments must be scheduled online using the GoRamp link above.

Office: (801) 770-2563  
Mobile: (801) 787-7861

Closed for receiving on same days as Hebron location.

## Toronto

**3250 Ridgeway Drive, Unit #15**  
**Mississauga, ON, L5L 5Y6**

Receiving hours: Monday - Friday 8:00am - 3:30pm

All delivery appointments must be scheduled online using the GoRamp link above.

Office: (905) 564-5485

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## UK

**Pattern LTD**  
**Units 5 & 6 Redbourne Park**  
**Liliput Road, Brackmills ind Estate**  
**Northampton NN4 7DT**

Receiving hours: Monday - Friday 8:00 - 14:30

Delivery appointments via email - United-Kingdon@pattern.com

Phone number +44 20 4552 9966

No dock levelers - curtain side vehicles are preferred.

Pallet preference - UK standard

Closed for receiving on the following public holidays:

- New Year's Day
- Good Friday
- Easter Monday
- Early May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday
- Christmas Day
- Boxing Day

## Poland

**Pattern Poland sp. z o. o.**  
**Targowa 3 St.**  
**Building E**  
**52-326 Wroclaw, Poland**

Receiving hours: Monday - Friday 8:00 - 15:00

Delivery appointments via email - Poland@pattern.com

Pallet preference - Euro pallets

Closed for receiving on the following national holidays:

New Year's Day, Epiphany, Easter Sunday, Easter Monday, Labour Day, Constitution Day, Whit Sunday, Corpus Christi, Assumption Day, All Saints' Day, Independence Day, Christmas Day, 2nd Day of Christmas

## Melbourne

**Unit 5, 92-100 Monash Dr.**  
**Dandenong South, Victoria**  
**3175**

All delivery appointments must be scheduled online using the GoRamp link above.

No loading dock available.

For Appointments Contact: anz.appointments@pattern.com

## UAE

**For ExWorks Shipments**  
**Modern Freight Company**  
**Between Gate 4 and Roundabout 7**  
**642nd Street**  
**Jebel Ali Free Zone, Dubai**

Office: +971-(0)-48083249

For DDP Shipments:

Pattern Warehouse 4  
59th Street  
Jebel Ali Industrial Area  
Dubai, UAE

For all orders being shipped from outside the UAE, the following documents are required:

- Packing list clearly stating item description, quantity and HS codes
- Certificate of Origin for goods
- Commercial Invoice consigned to Modern Freight Company
- Ocean Bill of Lading (for sea freight) , Airway Bill (for air)

## Hong Kong & Mainland China

For shipments to Hong Kong and Mainland China, please reach out to Vicky Lam (vicky.lam@patternasia.com) for assistance.

## Box Content

Boxes should be packed as often as possible with only one SKU in each box.

If multiple SKUs must be mixed in a single box, the contents of the box must clearly indicate the following guidelines:

- Product description
- Part number
- SKU
- Quantity shipped
- Products must remain in their case packs, not loosely dumped into boxes as void fill

## Box Weight & Dimensions

For the safety of our team members, boxes must not exceed the standard weight limit of 50 lbs. (23 kg) unless they contain one single oversized item that exceeds 50 lbs. (23 kg)

Boxes containing multiple standard-size items must not exceed 25" (64 cm) on any side. A box may exceed the 25" (64 cm) limit if it contains one or several oversize units that measure longer than 25" (64 cm).

## Approved Dunnage

Approved packing materials include:

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

The following packing materials are prohibited:

- All types of packing peanuts, including those made of biodegradable material or corn starch
- Crinkle wrap
- Shredded paper Thermocol chips

## Additional Requirements

Boxes and box contents must be packaged in such a way that the contents arrive safely and intact at the distribution center.

Damage is most likely to occur if:

- Boxes are underfilled
- Pallets are stacked too high
- Pallets are not stacked appropriately with heavier items toward the bottom and lighter items towards the top
- Pallets are not properly and tightly shrink wrapped before transport

# Pallet Requirements

Reach will only accept palletized shipments. Floor loaded shipments are not allowed. Please use the following guidelines when preparing pallets:

- **Pallet height must not exceed 72" (183 cm) including the pallet**
- Pallet must be properly shrink wrapped with clear plastic to the point where product cannot escape the pallet until the shrink wrap is cut or separated. Wrap must be tight enough to prevent pallet contents from significant shifting in transport
- Pallet contents must be firmly contained within the footprint of the pallet and must not exceed pallet length or width by more than an inch
- Pallet contents must be attached to the pallet, either on a pallet sticker label or pack list
- Double-stack pallets are permitted if kept under 96" (244 cm) and stacked appropriately as to not damage product in transport or unloading. Must be able to down stack pallets with a forklift (2 pallets required)

# Shipment Notifications

For Reach to effectively plan business needs, shipment notifications are required to be sent to [orders@pattern.com](mailto:orders@pattern.com), and must include the following:

- A list of items being shipped
- Date items are shipped out of shipper's facility
- Expected date of arrival for the shipment
- Tracking information (carrier, tracking number)
- A list of items that were not shipped that were expected to come with the order, such as out of stock or future dated products
- The Pattern PO number and/or Middle Mile number

# Carrier Requirements

Our receiving team will guide the driver to the appropriate dock for unloading if one is not assigned. Please ensure your carrier understands the following:

- Carriers are expected to follow all rules and regulations in place for the safety of the staff and proper handling of the product
- Carriers should book individual delivery appointments for each separate truck that will arrive for unloading.

# Packing Slips

Packing slip formats can vary by company, but at minimum, must include the following:

- Reference to the Purchase Order or Middle Mile order being delivered
- Item identifier (UPC or Part #)
- Quantity sent on this shipment, by item
- Expiration date (when applicable)
- Lot # (when applicable or if you have asked Pattern to store this information)
- Each packing slip must correspond to one PO only
- Ensure packing slips are printed on standard 11 x 8.5" paper
- Packing slips should be placed in highly visible area on the pallet's exterior. Master packing slips can be placed on a single pallet.
- Small parcels should be marked with a "Packing slip enclosed" sticker if the packing slip does not fit into an external sleeve.

Additional information you may want to include:

- Internal shipment number or indication of partial shipment
- Shipped date
- Product descriptions and/or names
- Quantity ordered

<b>Ships from:</b> Your Company Address 1 Address 2  Pack slip 123456			<b>Ships to:</b> Pattern Address 1 Address 2  <b>RE: PO#12345</b>		
Product ID	Description	Ordered Qty	Shipped Qty	Expiration Date	Lot #
123456789	Product 1	120	80	12/01/28	321
234567890	Product 2	160	80	08/01/29	432
345678901	Product 3	100	100	01/01/28	654