

What are the receiving guidelines and protocols for Pietra's fulfillment center?

group: Warehousing, Shipping & Fulfillment

If you are a Creator who is shipping your product from an off-platform supplier, you and your supplier must follow certain guidelines for proper receiving at Pietra's warehouse.

Please review our full receiving guidelines [here](#), but take note of some highlights below:

1. What is Good Faith Receiving?

Our receiving process is referred to as good faith receiving. This means that our modus operandi assumes that the quantity of SKUs listed on each carton is identical to the quantity present in the shipment. If the supplier short-shipped SKUs, it may not be clear until months later.

2. Are there any costs for receiving?

No! Unlike most fulfillment centers we do not charge for receiving. If your shipment however does not meet the receiving guidelines there will be a fee charged. The fee will be based on the size of the shipment and the number of issues.

3. Why do I need to communicate a new shipment & tracking information in the first place?

Imagine several boxes of a product are dropped off. No one recognizes the item; there's no account name ascribed to the boxes, nor are there SKU names. Without a proper receiving protocol, managing inventory would be challenging and disorganized. For that reason, communicating shipments in advance and providing tracking numbers prior to shipping is necessary to ensure that your inventory is identified and processed properly.

Pietra's Receiving Special Projects

If a Receiving does not follow the [Receiving Guidelines](#), it will incur Receiving Special Project charges at the following rates:

Receiving Guidelines	Receiving Special Project Charge
Inventory Intake Form not Submitted or Tracking Information not provided	\$10 flat charge per shipment
Company Name not Labeled	\$10 flat charge per shipment
SKUs Not Labeled	\$2.50 per box
SKU Quantities Not Labeled	\$0.25 per unit
Mixed SKUs	\$0.50 per unit
SKUs are not Pick Ready	\$20
Packing Slip not Included	\$10 flat charge per shipment
Pallet is oversized	\$25 per pallet