



Client Operations Handbook

Your guide to a smooth launch and a successful partnership

Document	Client Operations Handbook
Prepared by	TCB Global
Audience	New and onboarding TCB clients
Locations	Henderson, NV · Orlando, FL

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1 CUSTOMER SERVICE & COMMUNICATION

Primary Support Contact

Anything regarding your orders must be sent to Orders@tcb3pl.com, and copy your account manager (if applicable).

Email Subject Line Requirements

To ensure timely and accurate support, every email must include your business name and order number in the subject line.

Required format

[Company Name] : [Subject of Request] / Order # / [Transaction ID]

Example

ABC Organics : Address Change / Order #10452 / Trans: #1234567

Client Communication Standards

TCB is a third-party logistics provider and warehouse partner. We are *not* a direct customer service representative for your consumers.

- Do not copy, forward, or loop end customers into operational or warehouse support emails.
- All communication with your customers should first be handled internally by your sales or customer service team.

Order Changes & Administrative Requests

Manually requested order creation, address updates, shipping changes, order edits, cancellations, or special handling requests may be subject to additional administrative fees.

Charges vary based on the scope and timing of the request.

Clear Communication Expectations

To avoid delays and processing errors, every request should include:

- Order number(s)
- SKU(s)

- Full customer information
- The exact action you are requesting
- Supporting screenshots or documentation when applicable

Professional Communication Policy

TCB is committed to professional, respectful, and solution-oriented communication with all partners. We understand that shipping and fulfillment issues can be stressful, and our team will always work diligently to assist.

In return, we ask that all communication remain respectful, professional, clear, and patient. There is a real operations team behind every request, and respectful communication allows us to resolve issues more efficiently and effectively.

2 TEAM & DEPARTMENT CONTACT GUIDE

Use this guide to route requests to the right department or team member. Sending requests to the correct contact allows TCB to respond faster and keeps communication streamlined.

Not sure who to contact? Email Alexa@tcb3pl.com and she will redirect you to the right department.

For urgent requests ONLY, call (702) 478-7633.

Department / Contact	Reach out for
Customer Service Orders@tcb3pl.com	Order changes, general support requests, shipment assistance, will-call coordination, and operational customer service inquiries.
Operations & Onboarding Justin Mitchell — VP Operations Justin@tcb3pl.com	Client onboarding, item matrix setup, software connections, EDI/API integrations, user account creation, receiving coordination, inbound scheduling, inbound shipment receiving, and new item setup.
Administrative & Billing Cira Capriotti — Administrative Manager Cira@tcb3pl.com	Onboarding documentation, contracts, insurance handling, billing questions, and contract & insurance renewals.
Executive Management Nick Allen — CEO Nick@tcb3pl.com	Pricing discussions, system training, contract questions, escalations, forecasting, growth planning, expansion opportunities, special projects, and business referrals.
Freight & Transportation Julian Reveles — VP Logistics Julian@tcb3pl.com	All freight and transportation-related matters. If the request involves TCB Global Las Vegas operations, please copy Justin Mitchell on the communication.
Accounting Accounting@tcb3pl.com	All accounting, invoicing, and payment-related questions.
Sales & Project Coordination Alexa Farber — Sales Executive Assistant Alexa@tcb3pl.com	- Shipping quotes. - Manages sales communication and onboarding project coordination. <i>Once onboarding is complete, Alexa typically steps out of ongoing operational communication unless otherwise requested.</i>
Sales Leadership Sean Dishman — President of Sales Seand@tcb3pl.com	- Oversees sales operations and incoming business opportunities. <i>Once onboarding is complete, Sean typically steps out of ongoing operational communication unless otherwise requested.</i>

3 ONBOARDING & INBOUND REQUIREMENTS

To ensure accurate inventory intake and operational readiness, all onboarding requirements must be completed **before** any product arrives at a TCB facility. Products arriving before onboarding is complete may be refused, delayed, or subject to additional administrative handling fees.

Pre-Onboarding Checklist

The following must be fully completed before inventory is approved for inbound scheduling:

Required before inventory is approved for inbound scheduling	
☐	Completed onboarding document
☐	Signed TCB Service Agreement (contract)
☐	Insurance documentation (Certificate of Insurance)
☐	Completed production questionnaire
☐	Approved item matrix
☐	Initial inbound information

TCB Facility Shipping Addresses

All inbound shipments must be directed to the correct TCB facility. Confirm your designated facility with your onboarding coordinator before scheduling your first delivery.

TCB West — Henderson, NV 8385 Eastgate Rd, Suite 110 Henderson, NV 89015 United States	TCB East — Orlando, FL 6843 Conway Suite 140 Orlando, FL 32812 United States
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Item Matrix & Barcode Requirements

All products must be fully configured within the approved item matrix before inbound receiving can be scheduled. Required item setup information includes:

- SKU names and descriptions
- UPC / barcode information
- Master / outer / inner carton breakdown
- Country of origin
- Packaging specifications
- Unit dimensions and weights

- Case pack quantities

Master cartons and individual units (eaches) must each carry separate, scannable barcodes where applicable. Failure to properly barcode inventory may result in receiving delays, relabeling fees, or operational holds.

Carton Labeling Requirements

Each carton must be clearly labeled with the following information. Labels must be legible and positioned on a minimum of one side per carton — not on the top or bottom.

- Client Name
- SKU or Product Code
- Quantity per Carton
- Size / Variant (if applicable)
- Batch or Lot Number (if applicable)
- Expiration Date (if applicable)

Example Carton Label:

Item Number / SKU	3410-F-L
Barcode	(scannable barcode — must be machine-readable)
Description	Black Unisex Shirt — Fitness-L
PO Number	123456
Unit of Measure (UOM)	Each
Quantity	72
Lot Number / Expiration Date	N/A

Pallet Labeling & Palletization Requirements

Each pallet must be clearly labeled with the following. Labels must be placed on at least two sides of the pallet for easy visibility.

- Client Name
- SKU or Product Code
- UPC / SKU label (must be scannable)
- Total Quantity per SKU
- Size / Variant (if applicable)
- Batch or Lot Number (if applicable)
- Expiration Date (if applicable)

Physical Palletization Requirements:

- All pallets must be sturdy enough to handle warehousing equipment, including forklifts and reach trucks.
- Pallets must be shrink-wrapped and secured to prevent damage during transport and unloading.
- Standard pallet size is 48" x 40" x 50" (4-way pallet). Anything exceeding these dimensions will be considered oversized and categorized at time of receipt.
- Pallets must be numbered sequentially — e.g., "1 of 5", "2 of 5", etc.
- A master carton label must appear on the pallet listing each SKU contained within.
- Lot numbers and expiration dates cannot be mixed on pallets. If received mixed, designated charges will apply for sorting and pallet rebuild.

Mixed Pallet Requirements:

If a pallet contains multiple SKUs, it must be clearly marked: MIXED SKUs ON PALLET. A summary label must indicate all included SKUs and the quantity per SKU.

Over-height pallets or improperly secured pallets may be rejected or incur additional handling fees. Failure to label pallets properly will result in additional handling and labor charges.

Bill of Lading (BOL) Requirements

A Bill of Lading (BOL) must accompany every inbound freight delivery. TCB prefers a VICS Standard BOL. The following fields are required on all BOLs:

Required BOL Fields
Ship From Address (Client Name)
Ship To Address:
TCB West: 8385 Eastgate Rd, Suite 110, Henderson, NV 89015
TCB East: 6843 Conway Suite 140, Orlando, FL 32812
Carrier Name
Load ID / Reference #
Seal #
Number of Pallets
Number of Cartons / Packages
Purchase Order Number(s)
Product Description

Inbound Notification

Clients must notify TCB Global at least 48 hours prior to shipment arrival when inbounding any product. Notification must be sent via email to justin@tcb3pl.com.

Every inbound requires two things to be complete before the product arrives:

1. SKUs built in the system. Every item on the shipment must already be set up in the approved item matrix — SKU name, description, dimensions, weight, UPC/barcode, and master/outer/inner carton breakdown. Any new item not previously set up must be submitted and approved before the inbound can be scheduled. (*See Item Matrix & Barcode Requirements above.*)

2. A receipt built in the system. Clients must create an inbound receipt in the system at least 48 hours before arrival. The receipt must reference the expected SKUs, quantities, and any PO or documentation that lets us match the shipment on arrival. Building the receipt in advance allows our team to schedule labor and dock time accordingly.

Inbound Truck Appointments

- All inbound truck or container movements must have a dock appointment approved by our team.
- All appointments must be approved by Justin Mitchell. If it pertains to Florida, please CC Cody Hockey in the email.

Product arriving without prior notification, SKUs built in the system, or a completed inbound receipt may be refused at the dock. Any such shipment accepted at TCB's discretion will be held — unprocessed and at the client's risk — until all required information is received. TCB is not liable for storage, receiving discrepancies, damage, or delays on product received without a valid inbound receipt. These shipments are subject to receiving delays and chargeback fees per TCB's published fee schedule (Section 5).

4 OPERATIONAL TIMELINES & CUTOFFS

TCB operates on a structured production and fulfillment schedule to maintain operational efficiency, inventory accuracy, and shipping performance. Failure to follow communication timelines and scheduling requirements may result in delays, rescheduling, additional administrative handling, or refused inbound deliveries.

Quick Reference

Request / Activity	Required Notice / Cutoff
Small parcel inbound	48 hours advance notice
Truckload, LTL, floor-loaded & full container inbound	5 business days advance notice
Same-day shipping (order placement)	Order placed by 12:00 PM PST
Same-day order changes / cancellations / edits	Submitted by 11:00 AM PST
Will-call order submission	Created in system 2 hrs before pickup; before 12:00 PM PST
Will-call pickup window	10:00 AM – 4:00 PM
Inbound receiving hours	8:00 AM – 4:00 PM
Custom builds / kitting / bundling	Next business day (standard)
Standard onboarding	~2 weeks (4–6 weeks if requirements are delayed)
Disputes regarding fines/fees	5 Business Days

Onboarding Timeline

Standard onboarding is typically completed within approximately **2 weeks**, provided all required documentation, communication, integrations, and operational approvals are completed promptly.

Delays in communication, missing documentation, incomplete item setup, software integration delays, or operational revisions may extend onboarding to approximately **4–6 weeks**. Timely completion of onboarding requirements is a shared responsibility between TCB and the client.

Will-Call Orders

Will-call orders must be submitted and fully created in the system no later than 2 hours prior to pickup, and before 12:00 PM PST when possible.

Standard will-call window: 8:00 AM – 12:00 PM

The individual picking up the order must sign the official pick ticket upon release of inventory. Orders cannot be released without:

- An active order in the system
- Completed order processing
- Signed pickup documentation

TCB reserves the right to deny unscheduled or unconfirmed will-call pickups.

Custom Builds & Special Quantity Requests

Orders involving custom quantity breakdowns, kitting, bundling, special projects, custom builds, or non-standard packaging typically require additional processing time.

Standard turnaround for custom build requests is **next business day** unless otherwise approved by operations. Complex projects, high-volume requests, or material shortages may require additional lead time.

Inbound Notice Requirements

Small parcel inbound shipments: Minimum 48 hours advance notice.

Advance notice should include:

- Tracking information
- Shipment quantity
- Carrier information
- Estimated arrival date
- SKU or inventory details when applicable

Truckloads, LTL shipments, floor-loaded containers, and full container inbound deliveries: Minimum 5 business days advance notice.

Advance scheduling allows TCB to allocate dock space, schedule labor, coordinate receiving, prevent congestion, and maintain production timelines. Unscheduled freight arrivals may be refused or delayed until dock availability opens.

Order Placement, Changes & Same-Day Updates

Orders must be placed by **12:00 PM PST** to qualify for same-day shipping. Same-day shipment is subject to order size and fulfillment requirements.

Same-day order changes, cancellations, edits, address updates, and shipment modifications must be submitted by **11:00 AM PST** to remain eligible for same-day shipment. Requests after the cutoff may delay shipment until the next business day.

Cutoff times are subject to change based on order volume, carrier requirements, live shipment status, and operational capacity.

Requests submitted after cutoff may:

- Be processed the following business day
- Miss carrier pickup windows
- Incur additional administrative or carrier fees
- Be unable to be modified if already processed or shipped

Once an order has entered active fulfillment or carrier processing, modifications may no longer be possible.

Reconciliation & Disputes

Clients must notify TCB Global of any disputes regarding fines or fees within 5 business days of receiving the invoice. All claims will be reviewed and resolved within 10 business days. Direct all dispute inquiries to your Operations & Onboarding contact or to Justin@tcb3pl.com.

5 ADDITIONAL FEES / CHARGES PRICE SHEET

Orders		
Order Cancellation	Base fee per request.	\$3.00
Order Changes	Base fee per request.	\$3.00
Will Call Orders	Base fee per request.	\$10.00
Last Minute Will Call Orders	Orders placed after 12 PM PST Base fee per request.	\$25.00
If order has progressed past the queue, additional labor is billed in 15-min increments at \$50/hr.		
Order Complexity / Stage Breakdown		
Stage 1: In Queue / Not Yet Picked	System update only — minimal labor	
Stage 2: Picking in Progress	Items must be re-shelved — picker labor + restocking time	
Stage 3: Packed	Box(es) must be opened, unpacked, and items restocked	
Stage 4: Labeled	Label must be voided, box unpacked, and items restocked — highest pre-transit labor	
Stage 5: Staged / In Transit	Carrier intercept required — TCB labor applies plus any carrier intercept fees (billed at cost)	

The best way to avoid any of these issues or charges is to set a 60 minute remorse period, allowing the customer to make changes prior to the order being transmitted to TCB.

Another key point: Verbiage should be put into your Terms and Conditions during the customers check out period, making them aware of additional charges that could apply.

Kitting / Special Projects		
Kitting Details Not Provided	Per Hour — until specs provided	\$50.00
Item Imports		
Item Matrix Discrepancies	Must list inner/out/eaches/bundles if applicable	\$50.00
SKU / UPC Discrepancies	Per Hour	\$50.00

Label Discrepancies		
No SKUs labeled	Per Hour	\$35.00
No Product Descriptions Provided	Per Hour	\$50.00
No Items Built In System	Per Hour	\$50.00
No UPCs	Per Hour	\$50.00

Inbound		
Inaccurate or missing carton or pallet labeling	Per mislabeled / missing label carton — plus associated labor and material charges	\$20.00
Product arrival with no receipt / BOL	Per occurrence — administrative processing	\$50.00
Product Arrival with No Valid Insurance	Per occurrence — held until COI provided	\$50.00
Mixed pallets not properly labeled	Per pallet — plus associated labor and material charges	\$100.00
Non-compliance with pre-arrival notice (cartons & pallets)	Per shipment — plus associated labor	\$200.00
Non-compliance with pre-arrival notice (truckloads)	Per truckload — plus associated labor	\$250.00
Incorrect or incomplete shipment contents	Per shipment — plus associated labor and material charges	\$50.00
Truckload arrival outside of agreed delivery window	Per truckload + rescheduling fees	\$100.00
Missed inbound appointment	Per occurrence — dock & labor held	\$100.00
Additional Labor Needed for Inbound	Billed by hourly labor	\$35.00
New SKU not communicated 48 hrs in advance	Per SKU, per occurrence — plus associated labor and material charges	\$20

