



**Welcome to The Xometry Direct Shipping Program.**

Thanks to your track record of excellent high-quality manufacturing and on-time shipping performance, you have been approved to ship directly to customers.

Parts shipped directly to customers should be packed and shipped according to the Packing policies and shipping procedures that follow. It's important to follow all of Xometry's Packing Guidelines and Direct Shipping procedures when shipping directly to customers.

**Inside This Packet:**

Xometry Packing Policy.....02

Selecting the Right Box.....02

Packing Tips and Tricks.....02

Packing CNC and Sheet Metal Parts.....03

Packing Additive Parts.....04

Completing the Packing Process.....05

Xometry Shipping Policy.....06

Direct Shipping on Xometry's Account.....07

Direct Shipping on a Customer's Account.....07

Direct Shipping Instructions.....08

# Xometry Packing Policy

Please ensure that all parts have been deburred and are free of dirt and oil prior to shipping. To ensure all parts are received by the customer unharmed and free of dings and scratches, we recommend the following packaging procedures:

## Selecting the Right Box

- Select a box that allows at least 1" between the part(s) and the outside of the box. This buffer area should be packed with packaging material.
- Boxes should not have any branding (including your own). Only plain brown or white boxes are acceptable.
- Affix one Xometry-branded decal to each outgoing package containing Xometry parts, ensuring that the shipping label remains unobstructed.
- Do not use padded envelopes.
- **Single-Walled Boxes** should not be used for anything weighing over 20 pounds. This type of box is acceptable for additive parts (SLS, FDM, PolyJet, DMLS, and SLA).
- **Double-Walled Boxes** are preferable for CNC and Sheet Metal parts. Boxes over 24" should always be double-walled. If possible, do not pack parts weighing over 50lbs into a single double-walled box.

## Packing Tips and Tricks

- Use cardboard separators between heavy parts to prevent them from hitting each other.
- If you can feel the edge or corner of the part through the bubble wrap or foam, add more material.
- Conduct a "shake test" on the box—if you can hear parts hitting each other or moving in the box, add more packaging material for a tighter fit.
- Sandwich thin parts between two pieces of cardboard.
- If you don't feel good about the way something is packaged, step back and repack—split the shipment into multiple boxes, add more packaging material, etc.

### Packing Do's:



Pad the box with quality protective materials



Use boxes made of corrugated cardboard



Use strong tape



Use dividers to separate multiple items



Use small bags for small items



Wrap with bubbles facing inward



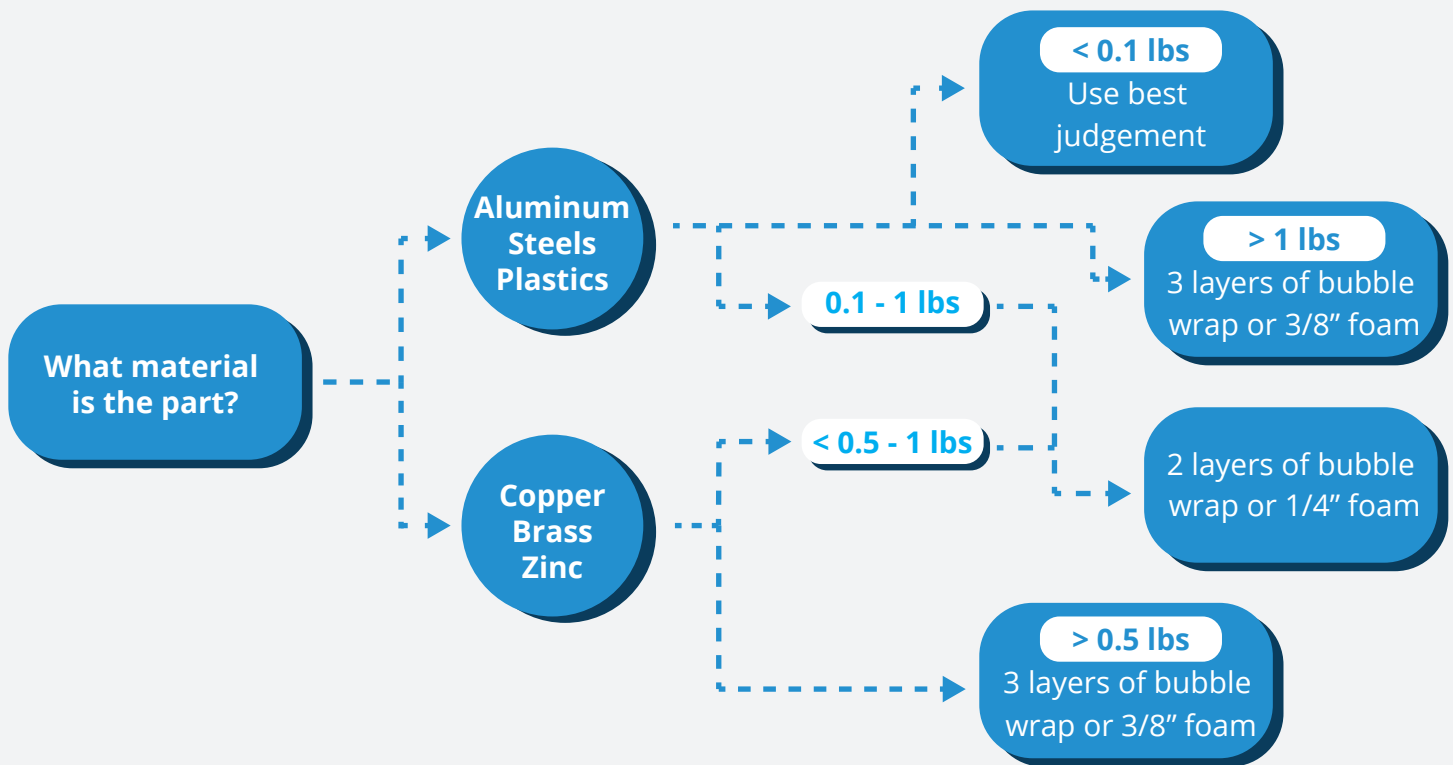
Include your packing list with your parts



Reinforce edges of heavy boxes with additional tape

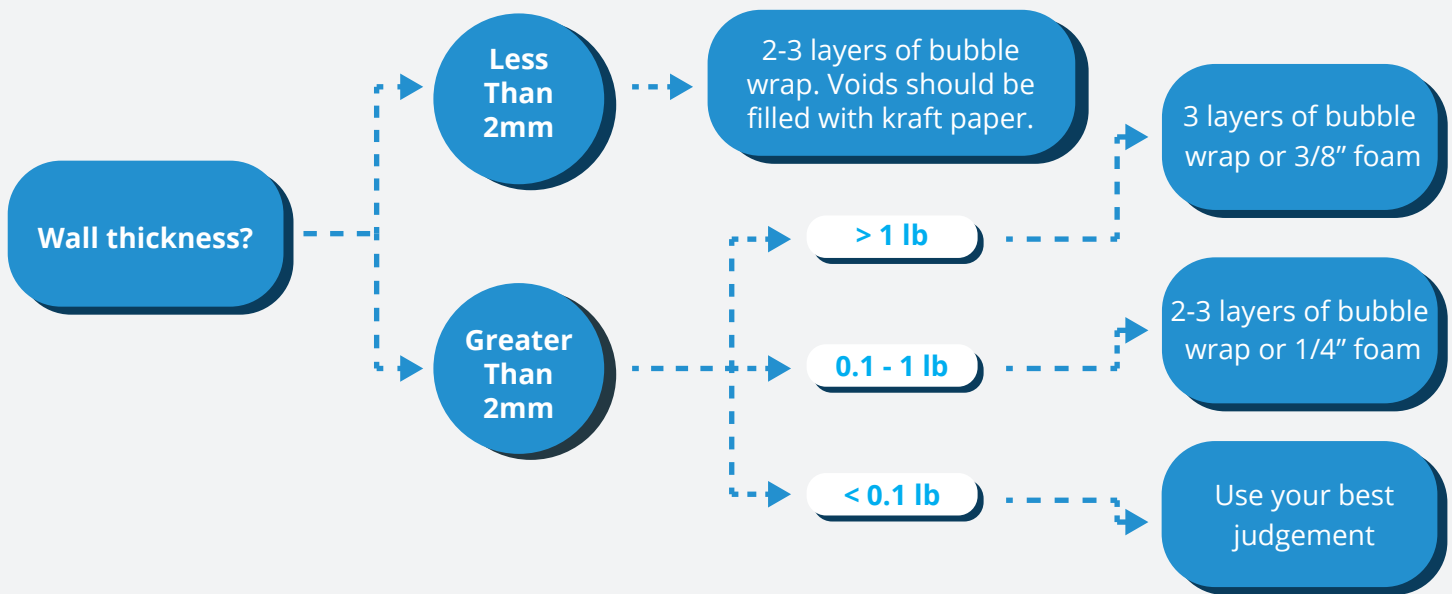
### Packing Don'ts:

- ✗ Allow metal on metal contact
- ✗ Re-use old boxes
- ✗ Allow items to shift or move inside box
- ✗ Place loose parts inside box
- ✗ Use packing peanuts — go green
- ✗ Use non-standard items — such as shop towels, newspaper, etc — for packaging



- The most important factor in deciding how to pack a CNC or Sheet Metal part is that part's **material composition**. Soft metals (copper, brass, and zinc) should be packed with more care. Use a minimum of 2 layers of bubble wrap (3/16" standard small bubble) regardless of part size.
- **"Use best judgement"** for small parts, but at a minimum, place each part in an individual poly bag. Zip-top sandwich bags are not an acceptable substitute for poly bags.
- Special features that require additional packaging include fins, knife edges, and male threads.

## Packing Additive Parts



- The most important factor in deciding how to pack a part is that part's **wall thickness**. Parts with 2 mm thickness or less need to be packed more carefully with additional internal support if possible using kraft paper or similar material.
- **"Use best judgement"** for small parts, but at a minimum, place each part in an individual poly bag. Zip-top sandwich bags are not an acceptable substitute for poly bags.
- Special features that require additional packaging include fins, knife edges, sharp corners, and hollows.

## Completing the Packing Process

- No branding (other than Xometry's) should be seen on or in the box.
- If you are creating a shipping label yourself, make sure the sender address is as follows:
  - **Xometry Inc**  
**7951 Cessna Ave**  
**Gaithersburg, MD 20879**
- Shipping labels should be generated **the day the job will ship**. Job status should be updated to "Shipping Complete" *only* if the package will receive an origin scan that same day. By generating a shipping label or by setting the job status to "Shipping Complete," you are committing that the package will be scanned and in transit that day.
- To minimize the risk of mislabeling packages, please print shipping labels as close to time of packaging as is practical.

## Xometry Shipping Policy

Xometry provides FedEx 2-Day or Ground delivery labels for all jobs unless otherwise noted. To utilize the Xometry shipping account, you must generate a shipping label through the online portal. To generate a shipping label, click the Ship button on the Current Jobs page to go to the Shipping page. Note that the Ship button will only become active on the Job Details page when all stages of the job status workflow have been completed.

Once on the Shipping page, click the Print Packing Slip button to generate a packing list. From there you will be prompted to generate a Shipping Label.

If you have multiple packages for the same order, please request custom shipping labels on the Shipping page. When Xometry support personnel provide custom labels, you will be able to download them and complete the job from the Shipping page. If you do not generate a shipping label through the online portal, you will not be reimbursed for shipping costs incurred.

Xometry will not be responsible for organizing FedEx pick-ups. Partners are expected to organize the truck's arrival and handle associated fees. To set up a pick-up, please make the label via our site then log into FedEx.com or call 1-800-463-3339 (1-800-GOFEDEX).

- **Partners with a FedEx Account:** Can set pick-up via phone or online
- **Partners without a FedEx Account:** Can set up a pick-up via the phone. Ask representative to create a Site Profile for future pick-ups.

All shipments must receive an origin scan (e.g. they cannot be deposited in a drop box). We do not consider an order complete, and you will be solely responsible for all losses, if you do not receive an origin scan.

## Direct Shipping on Xometry's Account:

1. Print shipping label from the shipping page on the Xometry portal as you normally would. (Note: the shipping label will show the "from" address as Xometry.)
2. Select the ship button.

## Direct Shipping on a Customer's Account:

1. Customer's shipping details (including carrier and account number) will be included in the "Shipping Info" section. **(See #1 below)**
2. Go to the carrier website ([FedEx.com](https://www.fedex.com) or [UPS.com](https://www.ups.com)) and input the customer's information to generate the label. Refer to the table on the next page for service equivalents between FedEx and UPS.
3. Enter the tracking number you receive from the carrier website into the package details on the shipping page on Xometry (shown below). **(See #2 below)**
4. Select the ship button. **(See #3 below)**

From Address	Ship To	Shipping Info
Joe Quigley 7951 Cessna Ave Gaithersburg, MD 20879, US  g.joseph.quigley@gmail.com 240-388-9361	Joe Quigley 7951 Cessna Ave Gaithersburg, MD 20879, United States  jqigley@xometry.com +1 (240) 388-9361	Please ship this job using the following carrier and account information  Carrier: ups Account #: 814XX2 Method: next_day_air_early_am

### Package Details

Tracking Number: <input type="text" value="9999 9999 9999"/>	<input type="button" value="Back"/> <input type="button" value="Ship"/>
---	---

You can access the latest version of this document at any time by downloading the Direct Shipping Procedures Packet from the Partner Portal at [work.xometry.com](https://work.xometry.com)



# Xometry Direct Shipping Instructions

To ensure consistent branding for our customers, we provide you with branded decals and coasters for all outgoing Xometry packages. These branded materials are provided to you free of charge.

## Direct Shipping Responsibilities

You have **two responsibilities** with regard to the provided branded materials:

1. **Include three (3) branded coasters** in each outgoing package containing Xometry parts.
2. **Affix one (1) branded decal** to each outgoing package containing Xometry parts, ensuring that the shipping label remains unobstructed. See the photo to the right for suggested placement.

These branded materials are required as part of your Xometry shipment workflow and should be treated like any other essential shipping material.

Xometry has implemented an automated ordering process for these decals so you will never run out. By tracking the number of jobs you take, we're able to keep your shop fully stocked with Xometry decals and branded coasters so you always have some on hand for Xometry jobs.

If you have any questions about this process or happen to run out before more branded materials ship to you, just reach out to us at [work@xometry.com](mailto:work@xometry.com).

