Vendor Guide

2021 Version
Dear Vendors,

Here at Zappos our culture is based around our core values, and building collaborative relationships with our Vendors.

Our purpose is this; to inspire the world by showing it’s possible to simultaneously deliver happiness to customers, employees, community, and Vendors in a long-term, sustainable way.

One of our main goals is to improve the customer experience. We know that we cannot do this alone, and we look to our Vendors to partner with us to make every customer’s experience a positive one.

This document establishes guidelines that will accelerate the movement of merchandise from our Vendors to the customer, and cultivate those positive customer experiences. This guide will clarify how we can achieve this goal together.

This guide applies to all Vendors selling their merchandise through the Zappos.com, 6pm.com, and vrsnl.com sales channels\(^1\). For ease of reference, all channels are referred to as “Zappos” throughout the guide, but will only apply to the sales channel that the Vendor chose during its set up.

We look forward to partnering with you and your teams to achieve our goals of providing the best customer and Vendor experience possible.

Thank you,
Zappos Vendor Compliance and Support Team

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\(^1\) Please note, Zappos provides back end support for each sales channel referenced however products available on vrsnl.com are purchased and sold by VZS LLC.
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<td></td>
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SECTION 1: Introduction

This guide provides policies for Electronic Data Interchange (EDI), Purchase Orders, packaging, labeling, shipping, invoicing and returns for purchases made by Zappos. Read this guide in its entirety before shipping product to the Fulfillment Center (FC) designated on the Purchase Order.

To ensure that Vendors have the latest version of this guide, a current version can be found on our Vendor Resources Website: www.zappos.com/vendorresources/ or you can request a copy from the Vendor Compliance and Support Team.

If you have any questions or cannot comply with any part of this guide, do not accept our Purchase Order and do not ship. Instead, contact the Zappos buyer who owns the Purchase Order immediately to discuss.

<table>
<thead>
<tr>
<th>Need assistance with...</th>
<th>Email the following team...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Guide specifics, packaging &amp; labeling questions, Zappos Purchase Order System access and questions regarding the Vendor Scorecard.</td>
<td><a href="mailto:vendorsupport@zappos.com">vendorsupport@zappos.com</a></td>
</tr>
<tr>
<td>Routing questions, 3rd party carriers, Routing Portal access and Routing Portal issues.</td>
<td><a href="mailto:traffic@zappos.com">traffic@zappos.com</a></td>
</tr>
<tr>
<td>EDI messaging, EDI setup and testing concerns.</td>
<td><a href="mailto:edi@zappos.com">edi@zappos.com</a></td>
</tr>
<tr>
<td>Invoicing concerns and Accounts Payable portal access (Taulia).</td>
<td><a href="mailto:acct-ap@zappos.com">acct-ap@zappos.com</a></td>
</tr>
</tbody>
</table>

MERCHANDISE DELIVERIES MAY BE AUDITED TO ENSURE GUIDELINES ARE BEING MET.

DEVIATION FROM ANY PART OF THE ZAPPOS VENDOR GUIDE MAY RESULT IN CHARGEBACKS OR THE REFUSAL AND/OR RETURN OF SHIPMENTS AT THE VENDOR’S EXPENSE.

THE FC MAY REFUSE AND RETURN, AT THE VENDOR’S EXPENSE, SHIPMENTS THAT DO NOT COMPLY WITH LAWS AND REGULATIONS INCLUDING, WITHOUT LIMITATION, THE CONSUMER PRODUCT SAFETY IMPROVEMENT ACT.
Vendor Checklist

The below checklist is intended to be a high-level summary of compliance requirements which will allow Vendor shipments to move quickly and accurately through our supply chain. Please refer to the complete Vendor Guide for all of our requirements.

Electronic Data Interchange (EDI)
All Vendors must be EDI compliant. Zappos requires the following transaction sets.
  a. 810 – Invoice
  b. 850 – Purchase Order
  c. 860 – Purchase Order Change
  d. 856 – Advance Shipment Notice – ASN (including SSCC-18 information)
  e. GS1-128 Shipping Label

Product Labeling & Packaging
- UPC/EAN Barcodes: UPC and EAN (GTIN/GLN) barcodes must be GS1 Certified when conducting business with Zappos. Products with uncertified UPC/EANs cannot be accepted into the Fulfillment Center.
- For all poly bagged and apparel products a UPC/EAN hangtag or label must be attached to the product. Both the inner hangtag/label and outer label are required for all poly bagged and apparel products.
- UPC/EAN labels must be visible and are to be placed on the outside of the individual product box, poly bag, cardboard or chipboard.
- Poly bags must be clear and transparent and completely sealed on all products.
- Vendors must comply with all applicable federal, state and local laws, rules, regulations, ordinances and directives with respect to product packaging materials.
- All products must be packaged and ready to ship to the customer without any additional packaging or prep required by Zappos. Zappos cannot accommodate for any prep at the receiving end.

Routing
All shipments must be approved by the Inbound Logistics team prior to the Vendor or their agents tendering freight to any carrier. This includes UPS and other small parcel carriers as well as Vendor paid shipments.
- A shipment is not approved to ship until a Dispatch Number has been assigned to the Routing Request. This number is required on the EDI-856(ASN).

Shipping
- Vendors will receive instructions via e-mail from our Inbound Logistics team advising whether the shipment is approved to ship via small package carrier, Less-Than-Truckload (LTL) or Truckload (TL).
- All cartons must comply with all federal, state and local carrier HAZMAT laws, regulations and guidelines.
SECTION 2: Electronic Data Interchange (EDI)

All Vendors are **required** to use EDI, comply with the EDI requirements, and testing contained herein.

**Transaction Sets:** Zappos requires the following transaction sets. The following link provides more information on EDI documents, guidelines, and mappings. [www.zappos.com/vendorresources/](http://www.zappos.com/vendorresources/)

a. 810 – Invoice  
b. 850 – Purchase Order  
c. 860 – Purchase Order Change  
d. 856 – Advance Shipment Notice—ASN (including SSCC-18 information)  
e. GS1-128 Shipping Label  
f. 855 – Purchase Order Acknowledgment (Optional)

**FC Address List:** Please review page 7 for our full list of Fulfillment Center Addresses.

**EDI Business Rules:** Please review pages 8-10 for detailed information.

**EDI Setup, Testing Certification and Implementation:**

a. Zappos will initiate all EDI setups and EDI testing for new Vendors. Please consult with your Zappos buyer to begin testing with Zappos.  
b. **Prior to receiving any orders, the EDI testing and certification process must be completed.**  
c. Zappos uses Inovis as our VAN, and ZZ/ZAPPOSKY as our Qualifier/ID for production.  
d. For all setup, migration, or mappings changes: We will request the Vendor’s VAN, ISA ID, Qualifier, and EDI contact information so we can setup the trading partnership. Be sure to include both the brand and the supplier you are representing as it appears in the Zappos system in the subject line of your e-mail. Failure to do this will cause a delay in the setup process as Zappos will be unable to identify which brand/supplier you represent.

For all inquiries regarding EDI please email edi@zappos.com.
<table>
<thead>
<tr>
<th>FC Code</th>
<th>EDI ID Code (N104)</th>
<th>Primary Product Types</th>
<th>Address 1</th>
<th>Address 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>SDF4</td>
<td>0001</td>
<td>Footwear</td>
<td>c/o Amazon.com KYDC LLC</td>
<td>376 Amazon.com Blvd, FTZ 029, Ste 6 Shepherdstown, KY 40165</td>
</tr>
<tr>
<td>SDF8</td>
<td>0003</td>
<td>Apparel and Accessories</td>
<td>c/o Amazon.com INDC LLC</td>
<td>900 Patrol Road Jeffersonville, IN 47130</td>
</tr>
<tr>
<td>IND2</td>
<td>0006</td>
<td>Non-Conveyable (Oversized Items)</td>
<td>c/o Amazon.com INDC LLC</td>
<td>715 Airtech Pkwy Plainfield, IN 46168</td>
</tr>
<tr>
<td>ONT6</td>
<td>0009</td>
<td>Apparel, Footwear, and Jewelry</td>
<td>c/o Amazon.com CADC LLC</td>
<td>24208 San Michele Road Moreno Valley, CA 92551</td>
</tr>
<tr>
<td>SDF9</td>
<td>0011</td>
<td>Footwear Overflow</td>
<td>c/o Amazon.com KYDC LLC</td>
<td>100 W Thomas P. Echols Ln, Ste 3 Shepherdstown, KY 40165</td>
</tr>
<tr>
<td>PIJA</td>
<td>0012</td>
<td>Zappos NY Photo Studio</td>
<td>c/o Amazon.com NYDC LLC</td>
<td>35 Kent Ave Brooklyn, NY 11249</td>
</tr>
<tr>
<td>XUXB</td>
<td>0015</td>
<td>Apparel, Accessories, and Footwear</td>
<td>c/o XUX</td>
<td>9101 Minor Lane Ste 2 Louisville, KY 40219</td>
</tr>
<tr>
<td>XUXA</td>
<td>0016</td>
<td>VRSNL</td>
<td>c/o XUX</td>
<td>9101 Minor Lane Ste 1 Louisville, KY 40219</td>
</tr>
<tr>
<td>SDF1</td>
<td>0017</td>
<td>Apparel and Footwear</td>
<td>c/o Amazon.com Services, INC</td>
<td>1050 South Columbia Avenue Campbellsville, KY 42718</td>
</tr>
<tr>
<td>XUXC</td>
<td>0018</td>
<td>Zappos KY Photo Studio</td>
<td>c/o Zappos.com Studio</td>
<td>12415 Old Lagrange Rd Louisville, KY 40245</td>
</tr>
<tr>
<td>TON3</td>
<td>0021</td>
<td>Apparel and Footwear</td>
<td>c/o Amazon.com KYDC LLC</td>
<td>5540 Minor Lane Louisville, KY 40219</td>
</tr>
<tr>
<td>ABE3</td>
<td>0022</td>
<td>Footwear</td>
<td>c/o Amazon.com PADC LL</td>
<td>650 Boulder Drive Breinigsville, PA 18031</td>
</tr>
<tr>
<td>ONT2</td>
<td>0023</td>
<td>Apparel and Footwear</td>
<td>c/o Amazon.com CADC LL</td>
<td>1910 E. Central Avenue San Bernadino, CA 92408</td>
</tr>
<tr>
<td>ABE2</td>
<td>0024</td>
<td>Apparel</td>
<td>c/o Amazon.com PADC LL</td>
<td>705 Boulder Drive Breinigsville, PA 18031</td>
</tr>
<tr>
<td>PHX3</td>
<td>0025</td>
<td>Apparel and Footwear</td>
<td>c/o Amazon.com AZDC LL</td>
<td>6835 West Buckeye Road Phoenix, AZ 85043</td>
</tr>
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</table>
### EDI Business Rules:

<table>
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<tr>
<th>EDI Message</th>
<th>EDI Document Name</th>
<th>Business Rules</th>
</tr>
</thead>
</table>
| 850         | Purchase Order (PO)        | **Paper and email orders are not valid and cannot be accepted.**  
To prevent confusion and duplicate shipments, POs will only be sent once and will not be re-sent. Zappos 860s will be used to communicate **ALL** PO changes.  
The PO number can contain up to twenty-two (22) alphanumeric characters.  
The Vendor ID number is included on the REF02 segment where REF=VR within the PO. The Vendor ID number is used to uniquely identify individual suppliers in the Zappos system. This number is assigned by Zappos and required on the ASN and Invoice. |
| 860         | PO Change (PC)             | 860s are used as a method of communicating Zappos Buyer-initiated change requests.  
Shipments must be sent to the address included on the 850 or 860.  
Shipping address change requests may be communicated by Zappos prior to the ship date. |
| 856         | Advance Ship Notice—ASN (SH) | The ASN should be sent within 2 hours of the shipment leaving the Vendor’s dock.  
The ASN does not replace the Routing Request process. All POs must be approved by the Zappos Inbound Logistics team and must receive a dispatch number. Refer to page 27 for the Routing Request process.  
When the ASN’s REF01 code is BX, the REF02 should contain the Dispatch Number provided by the Zappos Inbound Logistics team. This number is dynamic and required for all shipments. If the dispatch number is incorrect it will fail in our system.  
Only one ASN should be used for the entire shipment. Do not send multiple ASNs for one single shipment.  
Indicate either small parcel shipment or LTL/TL shipments as the carrier type. Only one carrier type should be used.  
When a small parcel carrier is used, the lead tracking number should be included in the REF02, and the individual carton numbers should be used in each corresponding MAN05. |
<table>
<thead>
<tr>
<th>EDI Message</th>
<th>EDI Document Name</th>
<th>Business Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>855</td>
<td>PO Acknowledgement (PR) (Optional)</td>
<td>The UPC/EAN, quantity, and price is required to be acknowledged on the line item level. Backorder information or requests are not accepted on the 855. Only one shipment per PO. If an item is not available for shipment within the requested shipping window, notate &quot;AC&quot; (Acknowledge - With Detail and Change) on the BAC02 segment and pick one of the two options below: 1. Request a date change for the entire order by updating the new start ship date information in the DTM segment. 2. Request to cancel the item that is not available from the current order, notating the item's appropriate status code on the ACK01, and contact your Zappos Buyer to request a separate PO for the item. Vendors can only request to change the Start Ship Date. If an unforeseen circumstance causes the need to update the Purchase Order after the original 855, a second 855 should be sent at least <strong>seven (7) business days</strong> before the Start Ship Date. The exception to a second 855 is if a Zappos 860 change contains order information that a Vendor cannot fulfill. An 855 (in response to an 860) is not expected if an 855 has already been received by Zappos. The exception is if a Vendor cannot meet any part of the change request. For example: A Zappos 860 requests to add units that cannot be shipped. At this point, an 855 can be sent indicating the change was rejected - ACK01 = IR. A Zappos 860 requests to add 100 units, but only 60 units are available to ship. At this point, an 855 can be sent indicating a quantity change from 100 units to 60 units - ACK01 = IQ. A Zappos 860 is received for a UPC/EAN change and it is incorrect. At this point, an 855 can be sent indicating the UPC/EAN is invalid - ACK01 = R2. If the Vendor style or UPC/EAN is incorrect, then use ACK01 = R2 and provide the correct number in the PO107 segment.</td>
</tr>
<tr>
<td>810</td>
<td>Invoice (IN)</td>
<td>Invoices should be sent within 2 hours of the shipment leaving the Vendor's dock. Zappos expects to receive the ASN and the Invoice at the same time. The Vendor ID number must be included on the REF02 segment of the invoice and it must match the Vendor ID received on the PO. Each UPC/EAN should only be used <strong>one (1) time</strong> on each invoice. Invoice numbers must be unique to the 810 transmission. 810s containing an invoice number that has been previously received by Zappos will fail to process. When the Invoice is transmitted, the UPCs on the Invoice must match the UPCs on the PO. Any additional UPCs included on the Invoice will delay payment, pending the Buyer’s review.</td>
</tr>
<tr>
<td>997</td>
<td>Functional Acknowledgement (FA)</td>
<td>Zappos sends a rejected 997 message for document failures. Failed documents are <strong>not</strong> processed through our system. In addition to sending a rejected 997, Zappos will email the Vendor's EDI Contact (as listed in the Zappos system) an Error Notification. It includes specific details regarding the EDI failure and re-transmittal request. The EDI Contact should review these notifications right away as all EDI transactions are time sensitive. The EDI Contact must be capable of correcting and resending EDI messages.</td>
</tr>
<tr>
<td>EDI Message</td>
<td>EDI Document Name</td>
<td>Business Rules</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>GS1-128</td>
<td>Shipping Label (Carton Label)</td>
<td>The 856 carton level detail should match the items inside the carton. A SSCC-18 barcode needs to be used for each carton and must match the 856 (MAN02).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Each carton should only have one SSCC-18 barcode - no other barcodes (besides the PO# and Zip Code) should be included on the carton.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The label must include both the human-readable and barcoded PO number format.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The label must specify the product type that was included in the PO on the REF02 segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Inaccuracies or missing labels will result in a delay of receipt of product and/or payment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>The label must include all mandatory fields. See sample of the SSCC-18/GS1-128 Carton Label shown on pages 10-11 of this Zappos Vendor Guide. Fields in blue are optional.</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The readable and barcoded portion of the PO barcode (in Zone E) should only scan and read the PO number. Any application identifiers should be encoded in the barcode symbology per GS1 standards.</td>
</tr>
</tbody>
</table>

**STANDARD GS1-128 LABEL**

4" wide x 6" high

**Barcode requirements:**
Symbology Code = GS1-128
X Dimension = 15-20 MLS
Density = 3.690 CHAR/ins. A
Height = 1.063 inches
# GS1-128 Label - Zone Requirements

<table>
<thead>
<tr>
<th>Zone</th>
<th>Content: <strong>FIELDS IN BLUE ARE OPTIONAL</strong></th>
<th>Font size</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Vendors Ship From name and address</td>
<td>10 to 12 pt font</td>
</tr>
<tr>
<td>B</td>
<td><strong>Ship To name and address. Note: All address fields from the Purchase Order ship to address, including the N201 additional address name, are required.</strong></td>
<td>10 to 12 pt font</td>
</tr>
<tr>
<td>C</td>
<td>Ship To postal code and barcode</td>
<td>10 to 16 pt font</td>
</tr>
<tr>
<td>D</td>
<td>Shipment Information: Carrier, B/L # or Tracking #, Ship Date, Unit (Item) Quantity, Carton Tally information (Box xx of yyyy)</td>
<td>10 to 16 pt font</td>
</tr>
<tr>
<td>E</td>
<td>PO Number (Human-readable format)</td>
<td>10 to 16 pt font</td>
</tr>
<tr>
<td></td>
<td>PO Number barcode</td>
<td>10 to 16 pt font</td>
</tr>
<tr>
<td>G</td>
<td>Description, Vendor Item #, Size, Color</td>
<td>10 to 16 pt font</td>
</tr>
<tr>
<td>H</td>
<td>UPC, Item Description, Product Type: Where REF01 = &quot;PRT&quot; from the Purchase Order, this is a Zappos provided value that uniquely identifies each Product Type as defined by Zappos. Valid codes are: FW - Footwear, AP - Apparel, AC - Accessories, EL - Electronics HW - Housewares PC - Personal Care</td>
<td>10 to 16 pt font</td>
</tr>
<tr>
<td>I</td>
<td>GS1-128 Serial Shipping Container Code (SSCC-18)</td>
<td>10 to 16 pt font</td>
</tr>
</tbody>
</table>
**SSCC-18/GS1-128 Carton Label Notes**

*Illustration not to scale

Actual Size = 4” X 6”

*(856 Advance Shipment Notice—EDI Equivalent)*

<table>
<thead>
<tr>
<th>Zone A</th>
<th>Zone B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ship From:</strong></td>
<td><strong>Ship To:</strong></td>
</tr>
<tr>
<td>N102 (N101 = SF)</td>
<td>N102 (N101 = ST)</td>
</tr>
<tr>
<td>N301 (N101 = SF)</td>
<td>N201 (N101 = ST)</td>
</tr>
<tr>
<td>N302 (N101 = SF)</td>
<td>N301 (N101 = ST)</td>
</tr>
<tr>
<td>N401, N402 N403 (N101 = SF)</td>
<td>N401, N402 N403 (N101 = ST)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone C</th>
<th>Zone D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To Zip Code:</strong> (420) N403 (N101 = ST)</td>
<td><strong>Carrier:</strong> TD505 or TD503 (TD502 = 2)</td>
</tr>
<tr>
<td><strong>Ship Date:</strong> DTM02 (DTM01 = 011)</td>
<td><strong>Unit Qty:</strong> $ of SN102 in HL<em>n</em>1</td>
</tr>
<tr>
<td><strong>Box:</strong> 1 of XXXX</td>
<td><strong>Zone E</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone E</th>
<th>Zone F</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PO:</strong> ZQTVBD8043793</td>
<td><strong>Vendor style #:</strong> LIN05/07/09/11 (VA)</td>
</tr>
<tr>
<td><strong>Description:</strong> PID05 (PID02 = &quot;08&quot;) or Mixed</td>
<td></td>
</tr>
<tr>
<td><strong>Size:</strong> LIN05/07/09/11 (IZ)</td>
<td><strong>UPC:</strong> LIN03 (LIN02 = EN or UP)</td>
</tr>
<tr>
<td><strong>Color:</strong> LIN05/07/09/11 (VE)</td>
<td><strong>Product Type:</strong> Description of REF02 (REF01 = PRT)</td>
</tr>
<tr>
<td><strong>MAN02 (MAN01 = GM)</strong></td>
<td><strong>Item Description:</strong> PID05 (PID02 = 91)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zone I</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Actual Size:</strong> 4” X 6”</td>
</tr>
</tbody>
</table>

*Illustration not to scale*
SECTION 3: Fulfillment of a Purchase Order

Acceptance of Purchase Orders: Failure to confirm or respond to a Purchase Order within two business days shall constitute the Vendor’s acceptance of the order. We assume no liability for costs the Vendor incurs or shipments they make prior to the receipt of a valid Purchase Order and the acceptance of that Purchase Order.

Unshipped Items: Unshipped portions of an order are automatically cancelled when the Purchase Order is in a “Closed”, “Canceled”, “Concluded” or “Voided” status in the Zappos Purchase Order System.

Cancellations: We may cancel any Purchase Order by providing the Vendor with electronic (such as e-mail or EDI) or written notice of the cancellation beginning thirty days prior to the Start Ship Date.

Replacements, Substitutes, & Overages: Do not substitute or change a product in a shipment provided in a Purchase Order without sending the appropriate EDI-855 PO change document. Zappos does not accept substitutions or replacement products. Shipped products that were never ordered are subject to being returned at the Vendor’s expense or may result in disposal. This includes any additional quantities of UPCs that were listed on the PO but not ordered (overages). This also includes additional units sent but were not ordered on the PO. In the case of disposal or liquidation, Zappos will not pay Vendors for the unordered product.

Fill Rate: Purchase Orders, especially initial Purchase Orders, should ship 100% complete on one single dispatch/shipment.

Ship Windows: Zappos uses seven day ship windows on all Purchase Orders but withholds the right to extend when applicable.

Start Ship Date: The first date in which the PO can leave the Vendor’s dock to be shipped to the FC.

Last Ship Date: The last date that can be selected as the Ready to Ship date for a PO in the Vendor Routing Portal.

Ready to Ship Date: Zappos Purchase Orders can be submitted for routing up to two weeks prior to the Start Ship Date. Routing Requests must be submitted at least one business day prior to the date the order is ready to ship. The Ready to Ship Date must fall within the Start Ship Date and Last Ship Date of all requested Purchase Orders. For example, if the Vendor submits a Routing Request on Monday, the earliest the Ready to Ship Date can be is Tuesday. We do not allow same day Ready to Ship Dates on Routing Requests. Check the Zappos Purchase Order System to ensure that the Purchase Order is still within the shipping window.

Dispatch Number: Zappos issues a dynamic Dispatch Number for all shipments. This is the number that should be referenced when inquiring about any delivery. The Dispatch Number should also be included on the ASN (Advanced Shipping Notice - EDI 856). Refer to page 27 for the Routing Request process.

Consolidation: Consolidate all Purchase Orders and brands to ship no more than bi-weekly and on non-consecutive days out of the same facility/address that are shipping to the same Fulfillment Center/address. Written authorization from Inbound Logistics must be received prior to shipping outside of these guidelines. The exception to this would be full truckload shipments (3,300 cubic feet). These can be submitted as they become available to ship without limits. The Zappos Inbound Logistics team may consolidate two or more Routing Requests onto a single Dispatch that are destined for the same Fulfillment Center with Ready to Ship Dates that are in proximity of one another. The Vendor will be alerted to the consolidation via email. Additionally, the Routing Request(s) will be updated with the same Dispatch Number on the Zappos Routing Request Portal.

High Volume Shipping Time Frame: All month end Routing Requests and peak shipments (September through November) should be submitted through the Zappos Routing Request Portal at least three business days prior to the requested Ready to Ship Date.

EDI Documents: An ASN (Advanced Shipping Notice – EDI 856) and an Invoice (EDI 810) must be sent for all Purchase Orders. The PO Confirmation (EDI 855) is optional. (Please see pages 6-12 for all EDI documents details.)

Expenses: Any non-compliance to the guidelines and policies can result in refusal of delivery. The Vendor agrees that they will bear all expenses (including but not limited to those of shipping, return shipping, and restocking) for such deliveries, unless before such shipments are made, they receive written approval from the Zappos Inbound Logistics Team. The Vendor will not be responsible for delays caused by a 3rd-party shipper if they are complying with our instructions.

Vendor Portal: Please refer to the Zapporo Help section on the Vendor Resources Website (www.zappos.com/vendorresources/) for assistance with navigating our Vendor Portal (Zapporo) when creating or reviewing Purchase Orders.
SECTION 4: Photo Purchase Orders

Photo Purchase Orders are only created and released by the Zappos Buyer.

A Photo Purchase Order (Photo PO) is an independent PO devised to send merchandise directly from the supplier to the Zappos Photo Studios for imaging and gathering of product information. It is later shipped by Zappos to its respective Fulfillment Centers.

Upon creation by the buyer, a Photo PO will be transmitted via an EDI 850 document in the same manner as the bulk/parent PO. The default Start Ship Date of the Photo PO will be 2 weeks prior to the Start Ship Date of the original bulk PO. Once approved for routing by Zappos Inbound Logistics, Photo POs will be assigned to ship Next Day Air so they will be processed prior to the bulk PO arriving at its respective Fulfillment Center.

A 100% fill rate on the initial Photo PO Routing Request is required. Maximizing unit quantities from a single PO into as few shipping cartons as possible is strongly encouraged. However, please do not mix product from different POs within the same carton. No exceptions.

EDI: All EDI guidelines outlined on pages 6-12 must be followed on all Photo POs.

Packaging: All units should adhere to all of the same packaging guidelines found on pages 17-24. Units in the Photo PO must be sellable merchandise, not sample units.

Product Labeling: All units should adhere to the same labeling guidelines found on page 15-16.

Identifying a Photo PO from a regular PO: See image below.

- The PO description will include “Photo PO” and the bulk PO Number.
- The PO Type is set to Photo PO.
- The FC Destination is set to XUXC (all photo POs will ship to XUXC).

If there are any questions, please contact your Zappos Buyer or vendorsupport@zappos.com. Photo PO information can also be found on the Vendor Resources site (www.zappos.com/vendorresources/).
SECTION 5: Product Labeling

GS1 Certified UPC/EAN Requirements

UPC and EAN (GTIN/GLN) barcodes must be GS1 Certified when conducting business with Zappos. Any UPCs or EANs submitted to Zappos that are not GS1 certified will be rejected. Zappos verifies the authenticity of product UPCs/EANs by checking the GS1 database (https://gepir.gs1.org/index.php/search-by-gtin).

We recommend Vendor’s obtain UPCs/EANs directly from GS1 and not from other third parties selling UPC/EAN licenses to ensure the appropriate information is reflected in the GS1 database.

Zappos will refuse and return every product that does not have a barcoded GS1 certified UPC or EAN label with correct product data at the Vendor’s expense.

UPC Reuse/Recycling

In accordance with GS1 Standards, an item's UPC and EAN (GTIN/GLN) must not be reused. Any recycled or reused UPCs will not be accepted.

UPC Guidelines

It is mandatory that each shippable/sellable unit has UPC label (12 digits) or EAN label (13 digits) on exterior of the product packaging. Only one UPC or one EAN should be printed on the label (not both). This product identification number must be barcoded, as well as printed numerically on an easily visible and scannable part of the item.

All other barcodes must be removed or completely covered. If Vendor’s are using inner cartons to help contain sellable units, do not place UPC labels on these cartons. We do not accept or use master pack UPCs.

The UPC or the EAN on the labels and/or hangtag must be derived from the Zappos Purchase Order that was received. No names of other retailers should appear on the labels and/or hangtags.

For all poly bagged and apparel products, a UPC/EAN hangtag or label must be attached to the product. Also, a UPC/EAN label must be visible and placed on the outside of the individual product box, poly bag, cardboard or chipboard box even though a hangtag or label is already provided on the product. Both the inner hangtag/label and outer label are required for all poly bagged and apparel products.

Products may include a MSRP pre-priced hangtag or label. Please note: Products with pre-priced labels will not be updated if the MSRP price changes.
UPC Guidelines Continued

Required Information on each UPC/EAN label:
- Brand Name
- Style name or number
- Color
- Size
- UPC/EAN human-readable number and barcode

Sample UPC Label:

```
Brand ABC
Style: XYZ123
Color: Blue
Size: Small
```

UPC Style Updates

Any identifiable style changes or updates on existing styles must be communicated to the Zappos buyer prior to shipping the updated units to the Fulfillment Centers. Style changes can include any small color changes to the product (heel, stitching, lining, accessories, etc.), decals changes, strap/zipper changes on handbags or luggage, embellishment changes, etc. With prior notification we will be able to either update the item’s description to notify our customers, or we can remove the old styles so we do not have mixed inventory.

Major style changes will require a new style name/number and a new UPC.

Country of Origin

All products must be marked with a Country of Origin label. The Country of Origin label can either be on an affixed label, a hangtag or on a sticker. For shoes, the country of origin label must be on both shoes in the pair. Simply having the Country of Origin on the website or on a shoebox is not sufficient.

Hazmat Materials

If a product is classified as Hazmat Material by the US DOT please consult with your Zappos buyer prior to accepting your Purchase Order to ensure we can receive the product in our Fulfillment Centers.
SECTION 6: Packaging Guidelines

All packaging guidelines must be followed on products shipping to the FC. For non-compliance, Vendors will incur chargebacks for the actual repackaging and handling fees. Non-compliant shipments or products may be returned at the Vendor’s expense.

Please Note: When product arrives at our Fulfillment Center, it is stowed in the next available space. All items on a PO, brands, or similar product are not stowed in the same location and will be stored with various product types. The packaging guidelines listed are required to ensure the product is protected while being stowed at our FC and shipped to our customers.

Packaging Requirements

- All products must be packaged according to unit minimums outlined in the Product Specific Packaging and Shipping Requirements section on pages 18-20.
- POs written for less than the unit per carton minimum, should be routed and shipped 100% complete.
- All products and accompanying literature and/or accessories should be packaged inside the packaging with the unit.
- All products must be packaged and ready to ship to the customer without any additional packaging or prep required by Zappos.
- Do not bundle the individual UPCs into a master pack. All UPCs must be individually packaged per the UPC unit.
- All hangers must have metal hooks and the arms must be plastic or wood. Any units sent with plastic hook hangers will not be hung.

Poly Bag Requirements

- Poly bags can vary in width and length as long as they do not protrude more than 3 inches past the dimensions of the product.
- Poly bags must be completely sealed on all products.
- Poly bags must be clear and transparent. Colored poly bags are not allowed.
- All poly bags must adhere to the suffocation warning guidelines listed below.

Please contact vendorsupport@zappos.com with any questions in regard to poly bag alternatives.

Suffocation Warning

Zappos requires Vendors to comply with all applicable state and local laws, rules, regulations, ordinances, and directives with respect to product packaging materials. Vendors should direct any related questions to their legal counsel. Generally, suffocation warnings should be present on all plastic bags (1 mil or less thickness) that have a 5” or greater opening and are used to protect product. Required warning language and presentation requirements may vary on the state and local levels. At a minimum, Zappos recommends that Vendors include a message on plastic bags consistent with the following:

**WARNING: To avoid danger of suffocation, keep this plastic bag away from babies and children. Do not use this bag in cribs, beds, carriages or play pens. This bag is not a toy.**

The print size of the above warning should conform to the following table:

<table>
<thead>
<tr>
<th>Total Length plus Width of Bag</th>
<th>Minimum Print Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 inches or more</td>
<td>24 point</td>
</tr>
<tr>
<td>40 to 59 inches</td>
<td>18 point</td>
</tr>
<tr>
<td>30 to 39 inches</td>
<td>14 point</td>
</tr>
<tr>
<td>less than 29 inches</td>
<td>10 point</td>
</tr>
</tbody>
</table>
## Product Specific Packaging and Shipping Requirements

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Products</th>
<th>Packaging Type</th>
<th>Packaging and Shipping Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult &amp; Children’s APPAREL/CLOTHING:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Shirts, Tops, Pants, Bottoms, Shorts, Jeans, Skirts, Casual Dresses</td>
<td>Poly bags</td>
<td>Folded and bagged. Do not use hangers. A minimum of 5 units per shipping carton. Any items over $500.00 MSRP must be boxed or on a hanger and in a sealed poly bag or garment bag.</td>
</tr>
<tr>
<td></td>
<td>Swimwear, Sleepwear, Underwear, Intimates</td>
<td>Poly bags</td>
<td>Sets must be packaged together. Do not use hangers. A minimum of 5 units per shipping carton. Swimwear must have the required protective, hygienic and adhesive liners.</td>
</tr>
<tr>
<td></td>
<td>Formal Wear, Wedding, Ball Gowns, Suits</td>
<td>Boxes or garment bags and on hangers</td>
<td>Must be boxed and lie flat or packed in garment bags on hangers. A minimum of 5 units per shipping carton.</td>
</tr>
<tr>
<td></td>
<td>Coats, Outerwear, Blazers, Jackets, Leather Apparel</td>
<td>Poly bagged or on hangers</td>
<td>Folded at least once or on a hanger. Must be in a sealed poly bag or garment bag. A minimum of 5 units per shipping carton.</td>
</tr>
<tr>
<td></td>
<td>Ties</td>
<td>Poly bags or boxes</td>
<td>Must be in a sealed poly bag or a sealed cardboard box. Boxes with lids must be sealed with tape or cardboard sleeve. It is preferred that ties packaged in poly bags are rolled. A minimum of 5 units per shipping carton.</td>
</tr>
<tr>
<td></td>
<td>Plush Robes</td>
<td>Poly bags</td>
<td>Folded and poly bagged. Do not use hangers. A minimum of 5 units per shipping carton. Any items over $500.00 MSRP must be boxed or on a hanger and in a sealed poly bag or garment bag.</td>
</tr>
<tr>
<td>SOFT GOODS:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Socks</td>
<td>Poly bags or boxes</td>
<td>Socks are to be packaged in the unit amount as they are to be sold (e.g., 2 pairs = 1 unit, 4 pairs = 1 unit, etc.). If socks are to be sold in multi-paired packs, they must have a different UPC on the poly bag than the single paired units. Any old UPC labels that were once placed on a single pair unit but are now bundled to be sold as a multi-paired pack must be removed or covered from the packaging. Do not bundle UPCs in master packs.</td>
</tr>
<tr>
<td></td>
<td>Hosiery, Gloves, Scarves</td>
<td>Poly bags, chipboard boxes, or boxes</td>
<td>Sets must be packaged in the unit amount they are to be sold. Small hook hangers need to be removed or completely covered by an outer poly bag. The outer packaging must have a UPC/EAN label.</td>
</tr>
<tr>
<td></td>
<td>Hats</td>
<td>Poly bags or boxes</td>
<td>Fragile, fashion, or straw hats must be packaged individually in boxes to prevent damage.</td>
</tr>
<tr>
<td></td>
<td>Belts</td>
<td>Poly bags, chipboard boxes, or boxes</td>
<td>Product AND outer packaging must have UPCs/EANs. Products must be individually packaged per the UPC unit. All belts packaged in poly bags must be rolled.</td>
</tr>
</tbody>
</table>

*Zappos Vendor Guide (Revised 02/2021).*
<table>
<thead>
<tr>
<th>Product Type</th>
<th>Products</th>
<th>Packaging Type</th>
<th>Packaging and Shipping Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BAGS &amp; LUGGAGE:</strong> All units should be packaged separately unless they are sold as a set.</td>
<td>Handbags, Diaper Bags, Back Packs, Bags</td>
<td>Poly bags</td>
<td>Poly bag should be sealed.</td>
</tr>
<tr>
<td></td>
<td>Luggage</td>
<td>Boxes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ELECTRONICS:</strong></td>
<td>Headphones, Portable Electronics, GPS</td>
<td>Boxes</td>
<td>Must be in a box to prevent damage.</td>
</tr>
<tr>
<td></td>
<td>Phone Case / Tech Accessories</td>
<td>Boxes or Poly bags</td>
<td>Must be in a box or poly bag to prevent damage.</td>
</tr>
<tr>
<td><strong>FOOTWEAR:</strong> Maximize product quantity packed per shipping carton. Do not wrap individual footwear boxes in additional materials such as rubber bands, shrink wrap, etc.</td>
<td>Shoes</td>
<td>Boxes</td>
<td>A minimum of 10 pairs per shipping carton.</td>
</tr>
<tr>
<td></td>
<td>Boots</td>
<td>Boxes</td>
<td>A minimum of 6 pairs per shipping carton.</td>
</tr>
<tr>
<td></td>
<td>Sandals, Flip-flops, Slippers</td>
<td>Boxes or Poly bags</td>
<td>A minimum of 10 pairs per shipping carton. All poly bagged units must include a UPC label on the outside of the poly bag and on the item itself.</td>
</tr>
<tr>
<td><strong>HOUSEWARES &amp; HOME GOODS:</strong> Only heavy product should be palletized.</td>
<td>Cutlery Tools</td>
<td>Boxes</td>
<td>See Sharp or Damage-Prone Items section. Page 24.</td>
</tr>
<tr>
<td></td>
<td>Glassware</td>
<td>Boxes</td>
<td>See Sharp or Damage-Prone Items section. Page 24.</td>
</tr>
<tr>
<td></td>
<td>Bedding, Towels</td>
<td>Boxes or Poly bags</td>
<td>Sets must be packaged together.</td>
</tr>
<tr>
<td></td>
<td>Small Décor</td>
<td>Boxes</td>
<td>Sets must be packaged together.</td>
</tr>
<tr>
<td></td>
<td>Lamps/Lighting Fixtures, Holiday Ornaments</td>
<td>Boxes</td>
<td>Packaging must be durable and secure to prevent damage.</td>
</tr>
<tr>
<td></td>
<td>Rugs, Framed Art</td>
<td>Boxes or Poly bags</td>
<td>Rugs must be rolled and bound in poly bags.</td>
</tr>
<tr>
<td>Product Type</td>
<td>Products</td>
<td>Packaging Type</td>
<td>Packaging and Shipping Requirements</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------</td>
<td>-----------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>OUTDOOR/INDOOR SPORTING GOODS &amp; GEAR:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sports Gear, Sports Accessories</td>
<td>Boxes or Poly bags</td>
<td>All golf clubs must be in individual protective boxes that encompass the shaft and head of the club. Skateboards must be individually boxed. Yoga mats must be individually packed.</td>
<td></td>
</tr>
<tr>
<td>Balls, Basketballs, Soccer Balls, Baseballs, etc.</td>
<td>Boxes</td>
<td>All balls must be inflated and individually packaged.</td>
<td></td>
</tr>
<tr>
<td>Pet Accessories</td>
<td>Boxes or Poly bags</td>
<td>Product must be in sealed poly bags or box.</td>
<td></td>
</tr>
<tr>
<td>Camping Furniture</td>
<td>Boxes or Poly bags</td>
<td>Palletize heavy products. Shipping carton should not exceed 50 pounds.</td>
<td></td>
</tr>
<tr>
<td>Bottles</td>
<td>Boxes or Poly bags</td>
<td>Water Bottles must be in sealed poly bags or individually boxed.</td>
<td></td>
</tr>
<tr>
<td><strong>TOYS:</strong> Under the U.S. laws and regulations including, without limitation the Consumer Product Safety Improvement Act, a Certification of Conformity must be provided for each product prior to shipment.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children’s Toys</td>
<td>Boxes</td>
<td>Product must conform to the CPSIA.</td>
<td></td>
</tr>
<tr>
<td>Strollers, Stroller Accessories</td>
<td>Boxes</td>
<td>Product must conform to the CPSIA.</td>
<td></td>
</tr>
<tr>
<td><strong>ACCESSORIES:</strong> Product must be shipped within their case and assembled prior to shipping. Minimum of 10 units per shipping Carton.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunglasses</td>
<td>Boxes</td>
<td>The product’s outer packaging must have UPCs/EANs and be individually packaged. All cases should be packaged inside the box with the individual unit.</td>
<td></td>
</tr>
<tr>
<td>Jewelry</td>
<td>Boxes or Poly bags</td>
<td>The product’s outer packaging must have UPCs/EANs and individually packaged. Please see page 22 for additional guidelines.</td>
<td></td>
</tr>
<tr>
<td>Watches</td>
<td>Boxes</td>
<td>The product’s outer packaging must have UPCs/EANs and individually packaged. Please see page 22 for additional guidelines.</td>
<td></td>
</tr>
</tbody>
</table>
Additional Product Packaging Recommendations

The recommendations listed below help ensure our customers receive products in good condition and provide for the best customer experience.

Footwear
- If footwear units are packaged in tissue paper, the units should be completely wrapped with no exposed material coming into contact with the shoe box.
- All closed-toe shoes should have tissue paper inside (excluding women's pumps).
- Footwear should be presented symmetrically; cardboard inserts must be present in both shoes or not at all.
- Laces should match on each pair of shoes. (If one shoe is laced up, the other shoe should be laced as well.)
- Shoe boxes should not have holes, rips, water damage, or crushed corners (box thumbholes are acceptable).

Apparel
- Place individual units of apparel and products made of fabric or textiles, along with any cardboard backings, in transparent, sealed bags or shrink wrap (minimum of 1.5 mil) clearly marked with a suffocation warning label.
- All buttons and clasps must be closed.
- Fold items to the smallest dimensions to fit in the package.
- Fold all clothing neatly to its minimal dimensions and place it in an exact-fit bag (Poly bags should not protrude more than 3 inches past the dimensions of the product) or box. Make sure boxes aren’t creased or broken.
- Use boxes and tissue paper for materials such as leather that could be damaged by bags or shrink wrap.
- A hygiene strip must be present on all adult swimwear product.
Watch and Jewelry Guidelines

All jewelry and watches with a minimum retail price of $500 will go through a quality assurance inspection in our Fulfillment Centers. Zappos will return any products that are received damaged at the Vendor’s expense. Please note, any products over $500 should be on separate Purchase Orders from products under $500 as they are shipped to separate Fulfillment Centers.

Watches

Watches must be shipped within their case and assembled prior to shipping. The product/UPC labeling should be on the outside of the box and not on the actual watch. Watches should not move or shake within the container and should pass a vigorous shake test without having items break or be damaged.

Packaging Standards are defined below:
- Plastic sleeve, bubble wrapping or plastic film around the watch to prevent the product from being damaged.
- Foam or soft insert that lays on top of the watch within the case to secure item within the case.
- Outer case that holds the watch and any accessories that accompany the product.
- Sealed poly bag or outer box that protects the watch and/or case.
- All Smart Watches must have a factory tamper seal.

Jewelry

Jewelry must be shipped individually per the unit/UPC quantity. Do not bundle separate jewelry units together. All jewelry accessories (cleaning cloths, storage bags, cards, etc.) should be packaged inside the poly bag or box with the individual unit. Do not ship jewelry accessories separate from the individual unit. Zappos will not perform additional packaging prep prior to shipping to the customer.

Packaging standards are defined below:
- Product’s outer packaging should have UPCs/EANs.
- Jewelry boxes with lids should be sealed with tape.
- Products in poly bags should be sealed or taped closed. Do not seal with a staple closure.
- Outer case that holds the watch and any accessories that accompany the product.
**Liquids**

Liquid products (or product containing liquids) will only be accepted if they possess the following characteristics and conform to the associated packaging requirements and restrictions below.

Note: Any products which do not meet the characteristics and associated packaging requirements indicated in the below table cannot be accepted into our Fulfillment Center and will be returned at the Vendor’s expense.

**Additional requirements for all liquids:**

<table>
<thead>
<tr>
<th>Product Characteristics</th>
<th>Packaging Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Container Type</strong></td>
<td><strong>Sellable Unit</strong></td>
</tr>
<tr>
<td>Glass</td>
<td>Single unit</td>
</tr>
<tr>
<td>Plastic</td>
<td>Single unit</td>
</tr>
<tr>
<td>Plastic</td>
<td>Multi-unit, physically bundled</td>
</tr>
<tr>
<td>Plastic</td>
<td>Multi-unit, physically bundled</td>
</tr>
</tbody>
</table>

Corrugated containers on multi-unit bundled products must meet the following criteria:
- Must have a box certificate seal.
- Product is in a 6-sided box.
- Carton does not give way when pressure is applied to any of the sides.
- No side of product carton has an opening that makes some of the contents visible from the outside.
- Product contents are securely held in place inside of the carton.
- Carton is sealed with tape or glue.
- Carton has clear markings indicating which box side is the top.
- Carton must not contain hazardous materials as defined by US DOT regulation.

**Drop Test**

Each sellable unit must be able to pass a drop test consisting of the following: Item should be dropped four consecutive times from a height of 24 inches onto a concrete surface, once on the top, once on the bottom, once on the bottom corner, once on the longest bottom edge. A single test article must survive a single test (four drops). Success is a leak-free container. Damage to the container that does not cause leaks is acceptable.
Sharp or Damage-Prone Items

Zappos reserves the right to specify product needing additional protective packaging in order to preserve the integrity of the product throughout the fulfillment process. Any product with the following attributes, delivered to the FC in inadequate or noncompliant packaging will be refused or repackaged by Zappos at the Vendor’s expense, and may be subject to non-compliance fees.

Sharp Items

Sharp products (i.e., any product that has a sharp or pointed edge such that when exposed, the edge would present a safety hazard to associates, carriers, or customers receiving or unpacking the product) must be packaged so that in the normal course of order fulfillment (i.e., receipt, stocking, shipment preparation and transit to the customer), the sharp or pointed edge will not become exposed. Any sharp products that do pose a safety risk may be rejected at the dock and returned at Vendor’s expense.

- To provide the safest packaging, sharp items should be blister-packed. The blister-pack must cover the sharp edge and be securely fastened to the item so that the item does not slide around within the blister pack.
- Place or wrap the unit in protective bubble wrap or a protective over box, so that the packaging completely covers any exposed edges. A product that is over boxed is placed in an additional box at the time of shipping. Make sure the barcode can be scanned without opening or unwrapping the unit.
- Sharp products secured to a footprint and wrapped in plastic may also be allowed provided that the item is secured to the footprint (i.e., does not slide around), the plastic is rigid enough to withstand handling and exterior contact does not cause the sharp product to perforate the plastic.

Glass, Ceramic, Breakable and Fragile

This section describes any product of extremely delicate material or construction and is in need of careful handling to avoid breakage or damage. These items may present a safety hazard to associates, carriers, or customers receiving or unpacking the product. Breakable products must be packaged so that in the normal course of the fulfillment process they cannot be broken or exposed.

- Items must come in a six sided solid box so the item is not exposed in any way.
- All items must be individually wrapped to prevent damage from other items within container (e.g., set of four wine glasses).
- The packaged items must pass a drop test consisting of the following: Packaged items should be dropped five consecutive times from a height of 36 inches onto a concrete surface, once on the top, once on the bottom, once on the longest side, once on the bottom corner, once on the longest bottom edge.
- Items should not move or shake within container and should pass a vigorous shake test without having items break.
- Palletize only glassware or breakable products. Wrap item(s) in protective bubble wrap or over box to prevent damage.

If you cannot comply to any of the packaging guidelines listed on pages 17-24 please email vendorsupport@zappos.com.
SECTION 8: Shipping Carton Information

Master Shipping Carton: All individual products must be packed in a master shipping carton. Do not use staples to secure cartons. Remove any plastic or metal banding prior to shipping. Cartons need to be sealed tight to prevent damages.

Master Shipping Carton Packing:

- Maximize unit quantities into master shipping carton.
- Zappos encourages packing multiple styles, sizes and/or colors in one shipping carton as long as all items in the carton are on the same Purchase Order.
- Do not use loose fill dunnage of any kind such as: Styrofoam peanuts, shredded paper, etc.
- Do not mix multiple Purchase Orders in a carton.
- Do not mix multiple product types in a carton. Purchase Orders should not have multiple product types. For example, footwear and clothing are sent to separate FCs so they will be on separate POs.
- Shipping cartons and shipping labels should not include any other company’s name, address, information, etc. Any additional information that is unrelated to the Zappos PO should be completely removed or covered.
- Do not exceed our maximum shipping carton size and weight limits:
  - Footwear: 32” L x 24” W x 27” H, 50 pound max weight.
  - All Non-Footwear products: Carton must not exceed 25” on any side, 50 pound max weight.
- Contact vendorsupport@zappos.com if a unit is over the size and weight dimensions listed above or if you are unsure of carton packing.

Zappos Inbound Logistics reserves the right to require the Vendor to repack items into fewer master shipping cartons when unit per carton minimums are not met and/or it is clear that unit quantities were not maximized into master shipping cartons. (i.e. 6 units of footwear routed and packed in 6 master shipping cartons).

Master Shipping Carton Labels:

Every master shipping carton in the shipment must have an EDI GS1-128 Shipping Label on the outside of the carton. An EDI GS1-128 Shipping Label must include a human-readable and scannable Zappos Purchase Order Number barcode and an SSCC-18 barcode. When the EDI GS1-128 shipping label is submitted, an EDI 856 – Advance Ship Notice (ASN) including SSCC-18 information must be submitted prior to shipment. See pages 10-11 for the EDI GS1-128 Shipping Label specifications.

Zappos.com will refuse and return at the Vendor’s expense every shipping carton that does not have a compliant EDI GS1-128 Shipping Label on the outside of the carton.

SECTION 7: Proposition 65

If a Vendor provides products that require a warning under California Health & Safety Code Section 25249.6 (a “Proposition 65 Warning”), then they must comply with the following for such products:

For each product that requires a Proposition 65 warning, Vendor (a) will provide Zappos with such warning as directed by Zappos and in accordance with the step-by-step instructions located at www.zappos.com/vendorresources/ (b) agrees that Zappos’ display of the Proposition 65 Warning on a product detail page is confirmation of our receipt of that warning, and (c) will only revise or remove a Proposition 65 Warning for a product when the prior warning is no longer legally required.
Shipping Carton Label Placement

The shipping carton label should be placed on the exterior of each carton in an unobscured and easily visible location, preferably on the side of the carton. Do not place carton labels over a seam of the carton. To preserve the readability of carton labels, place them on cartons at least 1” away from corners, edges or tape that may cover or distort the label.

Below are examples of preferred top and side shipping label placement. Typically, labels are only placed on the top of a carton when the sides are too short (less than 7” H) to fit the GS1-128 label.

Shipping Carton Dimensions

The following applies to ALL shipping cartons:

- The maximum shipping carton weight is 50 pounds.
- The minimum shipping carton dimensions are (8” L x 6” W x 6” H).
- The maximum shipping carton dimensions are:
  - **Footwear**: 32” L x 24” W x 27” H
  - **All Non-Footwear products**: Carton must not exceed 25” on any side (unless individual product is >25”).
- Carton openings should be on the top or bottom and not on the sides of each carton.
- Carton dimensions are based on FC conveyance systems. Cartons that exceed our dimensions cannot follow our normal receiving process and are sidelined to be received manually which causes delays.
SECTION 9: Zappos Routing Request Portal

It is required that all shipments are approved by the Inbound Logistics team prior to the Vendor or their agents tendering freight to any carrier. This includes UPS and other small parcel carriers as well as Vendor paid shipments.

Failure to submit a Routing Request and comply with the carrier assignment may result in chargebacks.

A shipment is not approved to ship until a Dispatch Number has been assigned to the Routing Request. This number is required on the EDI-856 ASN.

Please review the instructions on how to use the Zappos Routing Request Portal (see page 39) and use the below link to access the portal. Zappos only accepts and processes Routing Requests submitted via the Routing Request Portal. Requests must be submitted at least one (1) business day prior to the Ready to Ship Date.

Link to Routing Request Portal (login required) - zapporo.zappos.com/dashboard/

Ship to Address: All Purchase Orders (domestic & international) must ship to the address that appears on the Zappos Purchase Order (or to any other address Zappos authorizes in writing or through the Zappos Vendor Portal).

Below is the information to be included on the Routing Request for domestic shipments:

- Valid Zappos Purchase Order Number (1-22 alphanumeric characters).
- Accurate total number of cartons per Purchase Order.
- Accurate total number of units of product per Purchase Order.
- Total actual weight in pounds (lbs.) per Purchase Order.
- Cubic feet per Purchase Order: Formula for cubic feet: (L” x W” x H”) / 1728 x number of cartons = total cubic feet.
- Accurate Pallet Count (if applicable).
- Accurate Ready to Ship Date.
- The address and shipping hours of the pick-up location (e.g. supplier warehouse).
- Origin contact person with e-mail address and phone number.

Zappos does not require packing lists for our domestic inbound shipments. However, if it is part of a Vendor’s standard routine to attach or include a packing slip with the Purchase Order, please feel free to do so.

Deviation from the number of cartons/units approved to ship and the number of cartons/units physically shipped must be communicated by Vendor/shipper via e-mail to traffic@zappos.com within 24 hours after shipment has departed their facility. Failure to notify traffic@zappos.com of any discrepancies may result in chargeback and/or return at Vendor’s expense.
SECTION 10: Zappos Paid Freight

Upon approval of the Routing Request submitted via the Zappos Routing Request Portal, Vendors will receive instructions via e-mail from our Inbound Logistics team. These instructions will include whether the shipment is approved to ship via small package carrier, Less-Than-Truckload (LTL) or Truckload (TL). Loading requirements are listed on page 32. If you have specific palletizing questions, please contact traffic@zappos.com.

Vendors who have been approved to ship via UPS:
On the Vendor provided Ready to Ship Date of the approved Dispatch, an email will be sent containing pre-paid UPS Ground carton labels. Vendors have the option to print and apply 8 ½” X 11” paper labels or 4” X 6” thermal labels. Once this email is received, please proceed with the following steps.

Instructions for 8 ½” X 11” Paper:
1. Open the attached “UPS Labels” PDF file and print the label(s) onto standard 8 ½” X 11” paper(s).
2. Ensure that there are no other carrier tracking labels attached to the carton(s).
3. Fold each printed label at the dotted line. Place each label in a UPS Shipping Pouch. If a Vendor does not have a pouch, affix each folded label using clear plastic shipping tape over the entire label. Securely apply one label per carton while being sure to leave any barcodes clearly visible for scanning.
   a. The PO # will be clearly marked on each UPS Label. If shipping more than one PO please ensure that the labels for each PO are applied to the corresponding PO’s cartons.
4. Have the carton(s) ready for the Daily UPS Collection driver as usual or take the package(s) to any UPS location such as: The UPS Store®, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or an authorized shipping outlet near you.

Instructions for 4” X 6” Thermal Labels:
1. Open the attached “UPS 4x6 Labels” PDF file and print the label(s) onto standard 4” X 6” thermal label(s).
2. Securely apply one label per carton while being sure to leave any barcodes clearly visible for scanning
   a. The PO # will be clearly marked on each UPS Label. If shipping more than one PO please ensure that the labels for each PO are applied to the corresponding PO’s cartons.
4. Have the carton(s) ready for the Daily UPS Collection driver as usual or take the package(s) to any UPS location such as: The UPS Store®, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or an authorized shipping outlet near you.

All products and cartons must comply with all federal, state and local carrier HAZMAT laws, regulations and guidelines.

Please note: GS1-128 Shipping Labels are still required when shipping cartons via small package carrier.

Vendors approved to ship via LTL or Truckload (TL/3PL):
If instructed to use our 3PL carrier, please follow the guidelines below:

- **Shipment Reference Number (DISPATCH NUMBER):** Upon approval, Vendors will receive a shipment reference number to be listed on all corresponding documents (e.g., “Dispatch # 111111”).
- **3PL Service Expectation:** Our 3PL will exhaust all efforts to assign a carrier to pick up a Vendor’s shipment within two (2) business days of the Ready to Ship Date. Our 3PL will send you an email with your carrier assignment, load details, BOL instructions and pick up date no later than one (1) day prior to the pickup date. (cont’d on pg. 29)
- **Notification of Changes**: The Zappos Inbound Logistics team must be notified by e-mail at traffic@zappos.com of all changes and/or discrepancies on approved shipments immediately upon discovery. Failure to alert traffic@zappos.com may result in the inability to route and ship back ordered items.

- **Pick-up & Delivery**: As per the aforementioned 3PL Service Level Agreement, all efforts will be made to schedule domestic pick ups within two (2) business days of confirmed Ready to Ship Date. Higher than average shipping volumes and FC receiving capacity may extend the window between the confirmed Ready to Ship Date and the actual scheduled pick-up date beyond two (2) business days.
  - 3PL will schedule the delivery.
  - Unauthorized shipments or deliveries will be refused at the Vendor’s expense.

- **No C.O.D.**: Do not ship Cash on Delivery (C.O.D.). Shipments shipped on C.O.D. will be refused.

- **Security Seal**: Shippers must provide and apply a single use security seal for TL shipments. Seal number must be notated on the Bill of Lading. Shortage claims against a TL shipment without a notated security seal number will not be honored.

### Standard Bill Of Lading (BOL)

Standard Bill Of Lading (BOL) is a detailed list of a shipment of goods in the form of a physical document given by the carrier to the person consigning the goods. It is the shipper’s responsibility to have a complete and accurate BOL prepared for the driver at the time of pickup. Failure to provide accurate information on the BOL could result in delay of pickup or delivery of your goods. No more than one (1) BOL should be used per shipment pick up. All orders shipping from one location to a single fulfilment center must ship as ONE shipment, with ONE tracking PRO Number (when applicable) from the carrier. BOL must include the Zappos Purchase Order number and Dispatch Number. All quantities, description of articles and the NMFC Number must be accurately listed on the BOL. The 3rd party billing information will be provided by our 3PL, and must be clearly listed on the BOL under 3rd party billing. All BOLs should be signed for “Shipper Load and Count”.

- BOL# should be unique for every shipment. It should not be repeated for a Vendor.
- BOL# should not be a single character.
- BOL# should not be a date/time.
- BOL# can be the dispatch number.

Sample BOL pictured to the right.
Master Bill of Lading

Do not route or ship brands separately. Regardless of the number of brands shipping; all cartons and Purchase Orders shipped on one day, from one location to a single “ship to” location must be combined on one Master Bill of Lading. Underlying BOLs are acceptable and can be signed by the driver making the pick up as long as the driver is provided with a Master BOL that includes the PRO Number label. A Master BOL can be retrieved on the Routing Request Portal once the shipment is in a “Carrier Assigned” status.

See below for an example Master BOL.
SECTION 11: Vendor Paid Freight (Prepaid/Direct Delivery)

“Direct Delivery” means that you, the Vendor, are choosing to ship at your own expense via the carrier of your choice. Zappos will not be responsible for any shipping, storage or accessorial charges related to the transport of these goods.

Direct Deliveries require an approval from the Inbound Logistics team prior to shipping. To obtain approval, a Routing Request must be submitted via the Routing Request Portal:

1. On the Vendor Routing Request Portal, please ensure that you select the “Direct Delivered” option.
2. Once your Direct Delivery Routing Request has been approved, an email with an assigned “Dispatch Number” will be sent to the email addresses provided in the Routing Request. It is then the responsibility of the Vendor to provide specific shipment details based upon their chosen method of transport.

All cartons must meet both minimum and maximum shipping carton dimensions as stated on page 25-26 and be packed in accordance with the “Packaging and Shipping Requirements” guidelines on pages 18-20.

Shipping via Small Package Carrier

Small Package Carrier shipments are limited to one shipment per day and are limited to 20 shipping cartons or less per shipment. Shipments exceeding 20 cartons must ship via a LTL or TL Carrier.

The Small Package Carrier of your choosing is required to secure a delivery appointment via the Amazon Carrier Central System (https://carriercentral.amazon.com/) For shipments addressed to XUXA—9101 Minor Lane, KY 40219, please email XUXDock@zappos.com to schedule your delivery rather than using the Carrier Central link. All delivery appointments to this location will be scheduled as a Live unload.

- Delivery appointments are assigned around inbound capacity levels which can vary according to labor, building capacity and other factors. Therefore, using an expedited service level such as Next Day Air does not guarantee that your shipment will be scheduled, delivered, and received the following day.
- Shipments that arrive without a delivery appointment may be refused and are subject to being returned at the Vendor’s expense.

Once shipped, please reply to your approval email with the name of the Small Package Carrier as well as the Tracking Number(s).
**Shipping via LTL Carrier**

A delivery appointment is required for LTL Shipments. A minimum of 100 cartons is required to obtain a “Live Unload” delivery appointment. Any shipment less than 100 cartons will need to be scheduled as a “Drop Trailer” appointment or deliver via small package carrier.

After a Routing Request has been submitted, please reply to the email sent by our Inbound Logistics team and provide us with the name of the LTL Carrier as well as the PRO Number(s).

- **LTL Carriers can either:**
  - Schedule the loads themselves via the Amazon Carrier Central System ([https://carriercentral.amazon.com/](https://carriercentral.amazon.com/))
  - Email traffic@zappos.com and indicate when they would like to deliver. The Inbound Logistics team will submit the delivery appointment request through Amazon Carrier Central System and advise of all pertinent delivery appointment information once confirmed.
  - For shipments addressed to XUXA—9101 Minor Lane, KY 40219, please email XUXDock@zappos.com to schedule your delivery rather than using the Carrier Central link. All delivery appointments to this location will be scheduled as a Live unload.

**Shipping via TL Carrier**

A delivery appointment is required for TL Shipments.

- **TL shipments addressed to XUXA—9101 Minor Lane, KY 40219**
  - Please email XUXDock@zappos.com to schedule your delivery rather than using the Carrier Central link. All delivery appointments to this location will be scheduled as a Live unload.

- **TL shipments to all other FC locations**
  - A minimum of 100 cartons is required to obtain a “Live Unload” delivery appointment. Any shipment less than 100 cartons will need to be scheduled as a “Drop Trailer” appointment or deliver via small package carrier.
  - Please reply to the email sent by our Inbound Logistics team and provide us with your chosen TL Carrier, desired delivery date and time as well as whether your TL Carrier requires a “Live Unload” or “Drop Trailer” appointment. The Zappos Inbound Logistics team will request a delivery appointment via the Amazon Carrier Central System. Once the delivery appointment has been scheduled/approved by the designated Amazon FC Inbound team, Zappos Inbound Logistics team will send you all the pertinent information via email so you can forward the information to your carrier.
SECTION 12: Loading Requirements

All shipments should be palletized except for the following:

- **Floor Loaded**
  - SDF4—EDI Code 0001—376 Amazon.com Blvd, FTZ 029, Ste 6, Shepherdsville, KY 40165

- **Small Package Carrier Only (UPS)**
  - PIJA—EDI Code 0012—35 Kent Ave, Brooklyn, NY 11249
  - XUXC—EDI Code 0018—12415 Old Lagrange Rd, Louisville, KY 40245

- All efforts should be made to build solid, flat top pallets that can be stacked for better truck utilization.
- Build pallets with the SSCC labels facing outwards to allow each barcode to be scanned without breaking down the pallet.
- Use GMA grade B or higher, 40” x 48”/1m x1.25m 4-way access, wood pallets. If a single, large item being shipped cannot fit on a 40” x 48”/1m x1.25m pallet without overhanging the edges, use a pallet size and type that is suitable for the item.
- Do not use pallets that are broken or missing slats.
- Do not ship items on pallets made of weak materials, such as cardboard or particle board.
- Do not ship items on PECO pallets, as they cannot be moved using a standard pallet jack.
- Stack cartons on pallets so that they are stable and flush on all sides. Brick stacking, with heaviest items on the bottom is recommended.
- **Pallet Height Standards** - Pallets can be built up to a height of 104” (99” of inventory +5” of pallet height) leaving a minimum clearance of 3” from top of pallets to roof of container (standard trailer is 110” high). Build the pallet as close to 104” as possible without going over. Pallets should be built to come as close to the maximum height without going over to allow for lift clearance.
- Pallets may not exceed 1500 lbs./680 kg in gross weight.
- Maintain at least 3” between pallet and container walls.
- Pallet exchange or rental return is not available at our FCs.
- Pallet loading for TL shipments should use a “Turned” configuration. This is 2 rows of pallets with the 48” dimension running on the width of the trailer and the 40” dimension running along the length dimension (see example below). This provides the best overall mix of utilization and load stability.
- Pin wheeled or Straight pallet loading is acceptable for LTL shipments.
- Securely shrink wrap cartons to pallets. Secure larger items to pallets using non-metallic bands. Ensure that stretch-wrap completely affixes product to the pallet, so as to prevent shifting during transit and creates stable platform. The use of clear stretch-wrap (vs. black) is preferred. Use corner boards to help protect and maintain the stability of cartons in transit. Inventory should be loaded on the pallet in a stable way so when the stretch wrap is removed inventory will not easily fall over but remain stable on the pallet.
- Floor loaded shipments should not include any palletized cartons. Do not stack pallets on a floor loaded shipment.
SECTION 13: International Shipments

Vendors fulfilling out of international facilities must first contact the International Inbound Logistics team at IntlTraffic@zappos.com prior to shipping. We would like to ensure that we handle your shipment accordingly and provide you with our International Routing Request Form. Mandatory documents listed in this section and the International Routing Request Form must be emailed to IntlTraffic@zappos.com prior to shipping each shipment.

Information to be included on our International Routing Request Form:

- Valid Zappos Purchase Order Number (1-22 alphanumeric characters)
- Total number of cartons
- Total pairs or numbers of product (List units/pairs for each Purchase Order)
- Total weight in pounds (lbs.)
- Cubic feet: Formula for cubic feet: \( (L” \times W” \times H”) / 1728 \times \text{number of cartons} = \text{Total cubic feet} \)
- The origination address and shipping hours of the shipment (e.g., Vendor warehouse)
- Origin contact person with email address, phone and fax number
- Indicate what type of product will be in the shipment (e.g., footwear, bags, apparel, etc.)

Mandatory documents to be submitted along with the International Routing Request Form:

- Commercial Invoice (One Purchase Order Number per invoice)
- Packing List
- Interim Footwear Invoice, Product Detail Invoice, or HTS Code for each style (i.e. Footwear).
- Certificate of Origin

GENERAL CERTIFICATES OF CONFORMITY MAY BE REQUIRED WITH YOUR SHIPMENT.

International shipments must list our company’s name and zone number as the “Ship To/Deliver To” on the commercial invoice, packing list, and shipping carton label. To obtain the correct ship to address, email IntlTraffic@zappos.com.

International shipments must list the following address as the “Buyer/Bill To/Invoice To” on the commercial invoice and packing list:

Zappos.com LLC  
400 E. Stewart Avenue  
Las Vegas, NV 89101 U.S.A.

Carrier’s Instructions: All shipping instructions given by the carrier must be followed. Any additional freight charges incurred due to non-compliance with such carrier shipping instructions (including 3rd party Fulfillment Centers, warehouses, or suppliers of brands) will be passed on to the Vendor. Any international shipments that need to be returned due to compliance or receiving issues, will be completed by the Vendor at the Vendor’s expense.
SECTION 14: Vendor Compliance & Scorecard

Vendor Compliance

In an effort to help our Vendors meet operational expectations, Zappos collects and reviews Vendor operational data on a continual basis. We use this data to identify and address non-compliance in all areas of Vendor operations. Depending on the severity of non-compliance, various Zappos teams may initiate communication with Vendors to help bring awareness and a resolution to the situation. Vendors may receive a one-time contact regarding an isolated incident or may have ongoing communication with a Zappos compliance representative in order to rectify any problems.

Whenever necessary, Zappos may return merchandise at the Vendor’s expense as a result of Vendor non-compliance. To help ensure continuous levels of quality, it is necessary to communicate to your Zappos buyer or the applicable Zappos operations team (page 4) well in advance of any circumstances that may compromise or interrupt service.

Vendor Scorecard

Zappos sends out a monthly Vendor Scorecard to all active suppliers. The goal of the scorecard is to provide visibility and accountability to our Vendor partners. The scorecard will show data on how our Vendors are performing related to EDI communications, fulfillment of Purchase Orders, and shipment guidelines.

Scorecards are sent out after the 15th of each month to the supplier’s compliance contact. It will include a historical view of Vendor performance for the previous completed month and a rolling 6 month view of history to assess trends over time. (Sample Scorecard pictured to the right.)

The Zappos compliance team will contact any Vendors who have continuous or high volume issues captured on the scorecard. Contacts of non-compliance relate to EDI communications, low fill rate percentages, multiple dispatches on a single PO, etc.

For more information regarding the scorecard, please review our Vendor Scorecard Guide located on the Vendor Resources page below.

www.zappos.com/vendorresources/

If you have any additional questions, would like to receive your scorecard, or need to update your scorecard contacts, please email vendorsupport@zappos.com.
SECTION 15: Zappos Vendor Returns / Inventory Removals

When the Zappos buyer and Vendor agree to return units from our current inventory to the Vendor, a removal request is processed internally by the Zappos buyer. This section explains what should be expected from Zappos Fulfillment Centers when inventory is to be shipped back to the Vendor. We are not able to make any special requests outside of the FC’s removal, packing, and shipping process.

PICKING AND PACKING AT THE FULFILLMENT CENTERS

Our FCs have a 14 day SLA to pull, pack, and ship all Vendor removals. Any delays due to unforeseen circumstances (FC staffing issues, peak season, FC closures, etc.) will be communicated to the Zappos buyer and will include expected delay and time until recovery.

The FC associates will not remove any external labels/stickers (LPN or ASIN stickers) that have been placed on the item’s packaging. If a return is large enough to qualify for LTL shipment, the cartons will be palletized and delivered by a freight company (Ex: YRC/RDWY). Smaller returns will be shipped by a small parcel carrier (Ex: UPS). There will not be a master packing list for the shipment. Upon request, an item breakdown can be provided to the Zappos buyer after the removal has shipped.

SHIPPING

Due to the size and location of the returning inventory, removals can and will be split into multiple shipments, by multiple carriers, thus having multiple tracking numbers and delivery dates. Tracking numbers will be sent to the Zappos buyers when they are available, and can be sent to the Vendor upon request. Shipping times vary but should not exceed 7 business days.

The shipping label may indicate Amazon as the shipper. The Vendor’s address line will specify, with a call to attention, that this is a Zappos return. The Vendor RMA number will only be listed on the Zappos call to attention (Example: ATTN: ZAPPOS RA# XXXXXXX).

Please Note: By submitting a removal order to the Zappos buyer, the Vendor agrees to receive all units that have been ordered to be removed at the designated ship to address. When the removal order is ready to ship, the carrier will attempt to reach the designated point of contact.

If the carrier is unable to arrange a delivery time for the units, is unable to reach the designated point of contact, or the designated point of contact refuses to receive these units at the delivery time arranged with the carrier, then these units will be deemed abandoned. The carrier may dispose of the units after a certain amount of time, without reimbursement to the Vendor or Zappos, and without additional notice.

VENDOR ARRIVAL

Upon receipt of the return, report any of the following issues to your Zappos buyer:
• Any items received in a gaylord container rather than shipping cartons.
• Any return shipment that took longer than 7 business days to arrive.
• Any inventory that is incorrect or belonging to a different Vendor.
  • Return shipping labels and instructions will be provided by Zappos.
• Items with excessive damage.
  • Please note: Packaging may experience some normal wear and tear due to shipping and handling to customers/Vendor, extensive shelf life, FC movements, etc.

If you have further questions or concerns regarding Vendor Removals/Returns, please contact your Zappos buyer directly.
SECTION 16: Accounts Payable

Invoicing: Invoices can only be submitted and processed via EDI. An EDI invoice must be submitted for products shipped pursuant to a Purchase Order, and contain the total items confirmed in the ASN. Vendor must issue a unique invoice number for each Purchase Order and issue only one invoice per Purchase Order.

The UPCs on the 810-Invoice must match the UPCs on the PO. Any additional UPCs included on the Invoice will delay payment, pending the Buyer’s review.

Price and Terms: Our Purchase Order will control pricing and terms; we can reject any inconsistent terms on the Vendor’s invoice. Disputes on pricing and terms are resolved by the Brand Representative and the Zappos buyer. The Zappos buyer will contact the Zappos Accounts Payable department if adjustments are to be made.

Note: The date used to determine the due date for all invoices will be based on the day Zappos receives a compliant, successful EDI transmission and not the date listed on the document. For example, if an invoice has a document date of 7/1/21 but is successfully submitted via EDI on 7/15/21, the invoice terms will begin on 7/15/21.

Credit Memos: Provide Zappos with a copy of any credit memo issued by the Vendor to Zappos. Credit Memos must be submitted to acct-ap@zappos.com.

Monthly Statements: Provide monthly statements of all open items on our account. Indicate the appropriate Zappos Purchase Order Number in addition to your invoice number. All invoice numbers on the statement should match the EDI invoice numbers submitted for the Purchase Order. Due to volume, invoice status and chargebacks will be addressed at the time your statement is reconciled. Outside of our monthly statement, you may view the invoice status in our self-service Vendor Accounting Portal, Taulia.

Taulia: Taulia is our self-service Vendor Accounting Portal. Vendors can sign up and view invoices, payment information and request early payment on approved invoices using the Dynamic Discount feature. For access to or login issues with Taulia please contact acct-ap@zappos.com.

Dispute Information
Zappos allows disputes for Vendor compliance claims under the following conditions:

- The dispute must be submitted through your assigned Zappos Accounts Payable representative that is responsible for managing your account.
- The dispute must be submitted within a period of 120 days following the claim’s transmission date.

Vendor Dispute Requirements
- Valid reason for all disputes, with an itemized list of disputed amount.
- Valid documentation including, without limitation, signed BOL/POD showing invoiced items shipped in full.
- Pertinent e-mail correspondence showing the Zappos Accounts Payable representative has acknowledged the dispute and confirmed an investigation has commenced.
- Once the 120-day dispute window has expired, Zappos will not honor the dispute, unless it is already in process.

For questions about invoicing and disputes contact the Zappos Accounts Payable Team acct-ap@zappos.com.

Zappos.com LLC
Attn: Accounts Payable
PO Box 7469
Las Vegas, NV 89125-7469 U.S.A
SECTION 16: Consignment

Vendors who are doing business with Zappos under the Consignment model must follow all EDI, packaging, labeling, and routing requirements outlined in this Vendor Guide. The only requirement that differs is that the EDI-810 invoice is not required for Consignment Purchase Orders.

AUTO INVOICING
Zappos uses an auto-invoicing model for Consignment. Twice a month the auto-invoicing workflow is initiated and payments are issued or balances due provided for shipped units based on Zappos customer orders and fees accrued. We do not accept invoices from the Vendor for Consignment POs. Zappos will handle any inquiries regarding discrepancies.

Invoice status and chargebacks will be addressed at the time the Vendor’s statement is reconciled. Outside of the monthly statement, Vendors may view the invoice status in our self-service Vendor accounting portal, Taulia. Within Taulia, Vendors can sign-up and view invoices, payment information and request early payment on approved invoices using the Dynamic Discount feature. Please note: Monthly statements for Consignment suppliers will be sent separately from the Wholesale supplier’s statement.

PAYMENTS
Available forms of payment for payment from Zappos and acceptable forms of payment for balances due to Zappos include: ACH, Credit Card, and Wire. Please note Zappos cannot set up Factors for Consignment payments. Vendors are requested to maintain a payment method on file for any balances due. Any balances owed to Zappos and not yet paid will be deducted from subsequent payments owed to Vendor in the next monthly statement.

DISPUTES
Disputes regarding pricing and terms will be resolved by the Vendor and the Zappos buyer.

Compliance claims must be submitted within 120 days after the claim's transmission date. If adjustments need to be made, the Zappos buyer will contact the Zappos Account Payable department.

VENDOR DISPUTE REQUIREMENTS
- Valid reason for all disputes, with an itemized list of disputed amount.
- Valid documentation showing invoiced items shipped in full.
- Pertinent e-mail correspondence showing the Buyer or Zappos Accounts Payable representative has acknowledged the dispute and confirmed an investigation has commenced.
- Once the 120-day dispute window has expired, Zappos will not honor the dispute, unless it is already in process.

For questions about invoicing and disputes contact the Zappos Accounts Payable Team at ap-expense@zappos.com.
Routing Request Portal Instructions

2021 Version
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SECTION 1: Purpose

The purpose of this document is to:

- Introduce and help you get familiar with the Zappos Routing Request Portal.
- Provide a reference document that illustrates how to access and navigate through the Zappos Routing Request Portal.

What will I use the Routing Portal for?

- Submit Routing Requests for new shipments.
- Save shipments you are working on but not ready to submit.
- Submit additional Purchase Orders to “approved” open shipments.
- View current shipment status.

SECTION 2: Getting Started

STEP 1: Please email the Zappos Inbound Logistics Team at traffic@zappos.com with the email address of the person who will be primarily responsible for routing your shipments. Please also include a list of Purchase Order Numbers that you either will be requesting routing on, or you have requested routing on in the past. This information allows us to associate this person as an authorized shipping contact for each of your brands within our system.

STEP 2: Wait for traffic@zappos.com to verify Purchase Order data, and authorize setup of supplier and Fulfillment Center contact relationship in our system.

You will receive an emailed response back from traffic@zappos.com with instructions on how to complete the setup process, and links to the portal site and other cool stuff.

IMPORTANT: You must be listed as the authorized Fulfillment Center contact for each supplier name as it appears on the Zappos Purchase Order to be granted access to the Zappos Routing Request Portal.
**Step 3:** The Zappos Routing Request Portal system is a web accessible application. Use an internet browser and either method below to access the system login screen.

## LOGIN METHODS

Search the word ‘Partner’ or ‘Extranet’ in the Zappos.com search bar.

### A

![Search Partner](https://zappos.com)

OR

Go directly to the login screen by using the Zapporo (Zappos Purchase Order System) URL [https://zapporo.zappos.com](https://zapporo.zappos.com).

### B

![Zapporo URL](https://zapporo.zappos.com)

**Tip:** Bookmark this page for future visits.

## LOGIN SCREEN

At the login screen, type in the username and password and click ‘Login’ to enter the Routing Request Dashboard.

![Login Screen](https://zappos.com/login)

**Contact:** Please reach out to [traffic@zappos.com](mailto:traffic@zappos.com) for login credentials.
PASSWORD RESET

Occasionally passwords are forgotten. Here are 4 easy steps to reset a Zappos Routing Request Portal password.

1. **Click the ‘Vendors’ link.**

2. **Type in email address and click ‘Request Reset’.**

3. **Click the password reset link once the Zappos email is received.**

   Tip: Check junk/spam folders if the email does not show up within an hour. If you have not received an email after an hour, please contact vendorsupport@zappos.com.

   Note: The password reset link expires after 24 hours.
Enter a new password and click ‘Update Password’ to submit.

You are using the Vendor Password Reset Tool

- Choose your new password
  - Password: 
  - Confirm Password: 
  - Update Password

- Password Requirements
  - The password must not contain all or part of the username.
  - The password must be at least eight characters long.
  - The password must also contain characters from all of the following four categories:
    - Latin uppercase letters (A through Z)
    - Latin lowercase letters (a through z)
    - Base 10 digits (0 through 9)
    - Non-alphanumeric characters such as: (!), ($), (#), or (%)

Once you have updated your password, use the link below to log into the portal.

Password Changed

Your password has been changed. Please Click Here to log in with your new password.
SECTION 3: How To Create A Routing Request

After logging into the system the Routing Request dashboard will appear. Click the “Create Routing Request” link to proceed.

SECTION 4: Routing Request Page Overview

1. Routing Request Information showing routing status.
2. Addresses and Contact Information (must include the address of the physical shipping location).
3. Ready Date must be tomorrow’s date or later. Ready Date must fall within the ship window of all requested Purchase Orders.
4. Purchase Order Data Entry Fields.
SECTION 5: Routing Statuses

Routing Status Explained

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiated</td>
<td>Routing request has been started but has not been submitted to Zappos for approval.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Routing Request was successfully sent to the Zappos Inbound Logistics Team.</td>
</tr>
<tr>
<td>Pending Approval</td>
<td>Routing request is being reviewed by the Zappos inbound Logistics Team.</td>
</tr>
<tr>
<td>Approved</td>
<td>Routing request has been assigned a Dispatch Number, and shipping instructions will be emailed to email contacts listed.</td>
</tr>
<tr>
<td>Carrier Assigned</td>
<td>A carrier has been assigned to pick up your shipment. An email with details will follow shortly.</td>
</tr>
<tr>
<td>Picked Up</td>
<td>Shipment has been retrieved by carrier.</td>
</tr>
<tr>
<td>Delivered</td>
<td>Shipment has arrived to the Fulfillment Center.</td>
</tr>
</tbody>
</table>

Field Descriptions

<table>
<thead>
<tr>
<th>Field Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created Date</td>
</tr>
<tr>
<td>Created By</td>
</tr>
<tr>
<td>Direct Delivered</td>
</tr>
<tr>
<td>Ship To</td>
</tr>
</tbody>
</table>

What is the difference between the “Save Only” and “Submit” buttons?

**Save Only:**
Use this button to save a new routing that is in a working status and not ready to submit to Zappos for approval.

**Submit:**
Use this button to submit this request to Zappos. Once submitted, no changes can be made until Zappos Inbound Logistics team has reviewed for approval.
SECTION 6: Address and Contact Information

You can add a new Pick Up Address or Click on “Use Saved Address” for any previously entered addresses.

All information is to be filled in appropriately and will be needed to successfully submit a shipment for approval.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description of Field</th>
<th>Action by Supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier</td>
<td>Supplier who is shipping product</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Address</td>
<td>Physical shipping location where product is to be picked up</td>
<td>Must fill in</td>
</tr>
<tr>
<td>City</td>
<td>City of physical shipping location</td>
<td>Must fill in</td>
</tr>
<tr>
<td>State</td>
<td>State of physical shipping location</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Zip</td>
<td>Zip Code of physical shipping location</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Hours</td>
<td>Operational hours that carrier can pick up shipment</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Ready Date</td>
<td>The date product will be ready for a carrier to pick up</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Comments</td>
<td>Special instructions to carrier or Zappos on shipment</td>
<td>Optional fill in</td>
</tr>
<tr>
<td>Name</td>
<td>Contact name (will always be secured logged in user)</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Phone</td>
<td>Phone number to contact in reference to shipment</td>
<td>Must fill in</td>
</tr>
<tr>
<td>Fax</td>
<td>Fax number</td>
<td>Optional fill in</td>
</tr>
<tr>
<td>Email</td>
<td>Email address of the main point of contact for shipment information.</td>
<td>Must fill in</td>
</tr>
<tr>
<td>CC Email</td>
<td>Carbon Copy – add contacts to be included on e-mail distribution.</td>
<td>Optional fill in</td>
</tr>
</tbody>
</table>
SECTION 7: Purchase Order Validations

Below is a detailed explanation of the required field and validations that occur:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description of Field</th>
<th>Action by Supplier</th>
<th>Routing Portal Validation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PO#</strong></td>
<td>Zappos Purchase Order Number (Example EXNULAO1111123)</td>
<td>Must fill in</td>
<td>1) User is associated to this Purchase Order</td>
</tr>
<tr>
<td></td>
<td>NOTE: “EXNULAO” is an alphabetic prefix. We do not use leading zeros in our Purchase Order Numbers.</td>
<td></td>
<td>2) Ready to ship status is “yes”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4) Valid Purchase Order number</td>
</tr>
<tr>
<td><strong>Cases</strong></td>
<td>Amount of master cartons on Purchase Order</td>
<td>Must fill in</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Pairs /Units</strong></td>
<td>Total amount of units being routed to ship per Purchase Order</td>
<td>Must fill in</td>
<td>Remaining amount of units available to ship</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>Total Combined Weight of all cartons per Purchase Order</td>
<td>Must fill in</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Cubic Foot</strong></td>
<td>Total Cubic feet of all cartons per Purchase Order</td>
<td>Must fill in</td>
<td>Total cubic feet does not exceed 3300 ft³.</td>
</tr>
<tr>
<td><strong>Product Type</strong></td>
<td>Product type on Purchase Order</td>
<td>Auto filled in</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Start Ship</strong></td>
<td>Start ship date of Purchase Order</td>
<td>Auto Filled in based on Purchase Order Number</td>
<td>Current Purchase Order data</td>
</tr>
<tr>
<td><strong>Cancel Ship</strong></td>
<td>Last ship date of Purchase Order</td>
<td>Auto Filled in based on Purchase Order Number</td>
<td>Current Purchase Order data</td>
</tr>
</tbody>
</table>
SECTION 8: Error Warnings

If this warning sign appears, there is an issue that needs to be addressed prior to submitting the Routing Request.

Example:

One or more of the below reasons may be the issue:

1. Your username may not be listed as the Zappos Fulfillment Contact for the brand associated with this Purchase Order Number. Please email traffic@zappos.com for assistance. Please be sure to include the Purchase Order Number, the username you are logged in with and a screen shot of the error if possible.
2. The Purchase Order Number does not exist in the Zappos system. Please double check your Purchase Order Number for accuracy. Please email traffic@zappos.com for assistance. Please be sure to include the Purchase Order Number, the username you are logged in with and a screen shot of the error if possible.
3. The Purchase Order has an open change request that needs to be addressed by the buyer. Please ask your brand rep to reach out to their buyer to resolve. Once resolved, the error message will no longer appear and you can submit the Routing Request.
4. Requested quantities are more than what our system has open and available to route.

If this is your 1st time routing this Purchase Orders please ensure you are routing against the most up to date open quantities for this Purchase Order.

If this is NOT your 1st time routing this Purchase Order please try the following:

1. Check your open units against the most up to date open quantities for this Purchase Order.
2. Check the amount of units that were routed previously.
3. If there is a discrepancy with what was routed previously versus the amount actually shipped, email the accurate and revised totals for each shipment to traffic@zappos.com.
1. Fill in all fields.

2. Review Section 8 for Error Warnings.

3. Create and submit.

4. Wait for approval or pending resolution emails from the Zappos Inbound Logistics Team.
SECTION 10: FAQs

1. How will I know if my Routing Request was successfully sent?
   - A green bar indicates that the routing was submitted successfully.

Example:

   **Routing Request Created and Submitted**

   THIS DOES NOT INDICATE THAT THE SHIPMENT HAS BEEN APPROVED TO SHIP. IT ONLY INDICATES THAT IT WAS SUBMITTED FOR REVIEW AND FOR APPROVAL.

2. How will I know if my Routing Request was approved?
   - Check the status (see section 5 of the Routing Request Portal Instructions for Routing Statuses).
   - If approved, you will receive the dispatch reference number and further instruction via email.
   - If there is a pending approval, follow the instructions as listed in the email you will receive.

3. How do I add additional units to a shipment?
   STEP 1: Go to the last shipment created and check the status
   STEP 2: Verify that it is in “Approved” status
   STEP 3: Make changes and click “Save Changes and Submit”
   STEP 4: Wait for approval

   **DO NOT ADD UNITS TO A SHIPMENT UNLESS IT HAS BEEN APPROVED BY THE ZAPPOS INBOUND LOGISTICS TEAM.**
4. How will I know if my Routing Request was successfully sent?

- Click on the Routing Request Search link.

**NOTE:** Users can only search for routings that were created under their user log in.

**Useful for:**

- Searching for routings that are created but not submitted yet
- Checking the status of previous routings
- Making additions to routing that have not been picked up

Please email the Zappos Inbound Logistics Team at traffic@zappos.com with any questions or concerns in regards to the Routing Request Portal.