

Zappos

Routing Request Portal Instructions

2026 Version

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Routing Request Portal Instructions

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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 Transportation Services Team at zappos-traffic@amazon.com with the email address of the person who will be primarily responsible for routing your shipments. Please also include a list of PO 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 zappos-traffic@amazon.com to verify Purchase Order data, and authorize setup of supplier and Fulfillment Center contact relationship in our system.

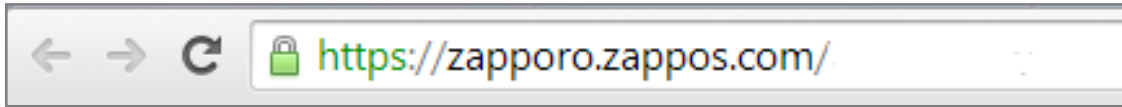
You will receive an emailed response back from zappos-traffic@amazon.com with instructions on how to complete the setup process, and links to the portal site and other cool stuff.

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 to access the system login screen.

LOGIN METHOD

Go directly to the login screen by using the Zapporo (Zappos Purchase Order System) 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.

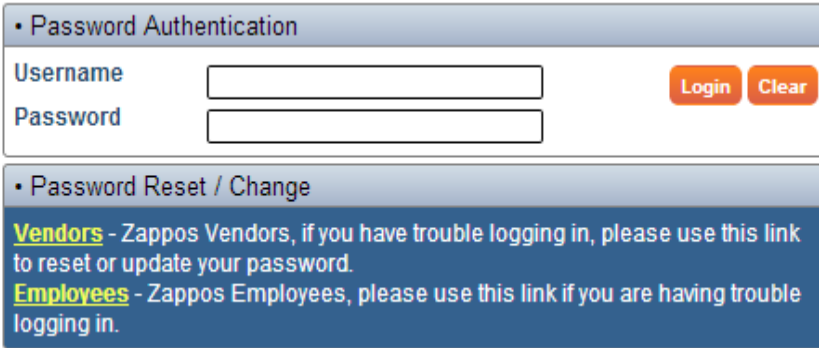
A screenshot of the login interface. The top section is titled "Password Authentication" and contains two input fields: "Username" and "Password". To the right of these fields are two orange buttons labeled "Login" and "Clear". Below this is a section titled "Password Reset / Change" with a dark blue background. It contains two links: "[Vendors](#) - Zappos Vendors, if you have trouble logging in, please use this link to reset or update your password." and "[Employees](#) - Zappos Employees, please use this link if you are having trouble logging in."

Contact: Please reach out to zappos-traffic@amazon.com for login credentials.

PASSWORD RESET

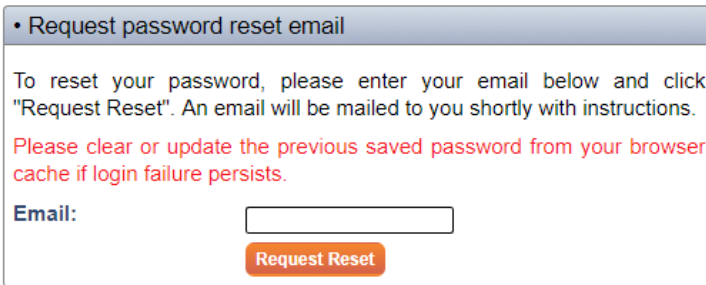
Occasionally passwords are forgotten. Here are 4 easy steps to reset a Zappos Routing Request Portal password.

1 Click the 'Vendors' link.



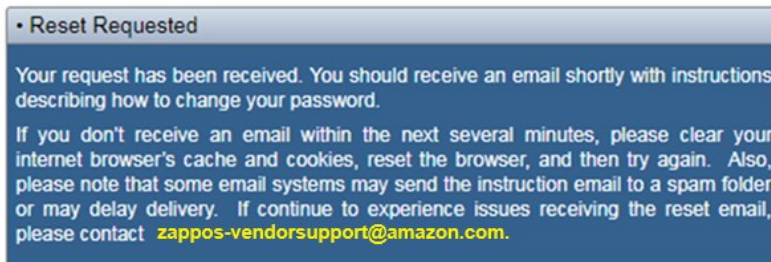
The screenshot shows a login form with fields for 'Username' and 'Password', and buttons for 'Login' and 'Clear'. Below the form is a section titled 'Password Reset / Change' with two links: 'Vendors' and 'Employees'. An orange arrow points to the 'Vendors' link.

2 Type in email address and click 'Request Reset'.



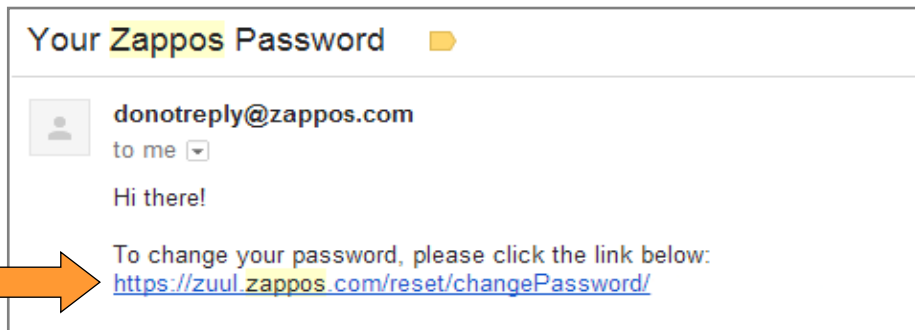
The screenshot shows a form titled 'Request password reset email'. It contains instructions: 'To reset your password, please enter your email below and click "Request Reset". An email will be mailed to you shortly with instructions. Please clear or update the previous saved password from your browser cache if login failure persists.' There is an 'Email:' input field and a 'Request Reset' button. An orange arrow points to the 'Request Reset' button.

You will receive the below message once you request the password reset.



The screenshot shows a message titled 'Reset Requested'. The text reads: 'Your request has been received. You should receive an email shortly with instructions describing how to change your password. If you don't receive an email within the next several minutes, please clear your internet browser's cache and cookies, reset the browser, and then try again. Also, please note that some email systems may send the instruction email to a spam folder or may delay delivery. If continue to experience issues receiving the reset email, please contact zappos-vendorsupport@amazon.com.'

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



The screenshot shows an email from 'donotreply@zappos.com' with the subject 'Your Zappos Password'. The body of the email says: 'Hi there! To change your password, please click the link below: <https://zuul.zappos.com/reset/changePassword/>'. An orange arrow points to the link.

Note: The password reset link expires after 24 hours.



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 zappos-vendorsupport@amazon.com.

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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:



• Password Requirements

- The password must not contain all or part of the username.
- The password must be at least 12 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 (%)

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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.

The screenshot shows the Zappos Dashboard interface. At the top, it displays 'Primary Role: Fulfillment Vendor', 'Zappos Dashboard' with version information, and 'Logged in as' with a 'Logout' link. A navigation menu on the left is expanded to show 'Routing Requests' with sub-items: 'Create Routing Request', 'Routing Request', and 'Search'. A yellow arrow points to the 'Create Routing Request' link. The main content area features a 'Welcome to Zapporo!' message, the Zappos logo, and a 'Vendor Resources' section with links to 'Resource', 'EDI Guidelines', 'Zappos Vendor Guide', 'Zapporo Quick Reference Manual', and 'Routing Portal Instruction'.

SECTION 4: Routing Request Page Overview

The screenshot shows the 'Routing Request View' page. It includes a navigation menu on the left with 'Create Routing Request' highlighted. The main form is divided into several sections:

- 1. Routing Request Information:** Shows 'Routing Status' (Initiated), 'Ship To' (with a note to choose PO), 'Created Date', 'Created By' (Vendor), 'Creator ID', and 'Direct Delivered' (checkbox). Buttons for 'Save Only', 'Submit', and 'Upload' are present.
- 2. Addresses and Contact Information:** Includes 'Pick Up Address' with 'New Address' and 'Use Saved Address' options, and 'Shipper Contact Person, Telephone, Fax & E-mail Address' with fields for Name, Phone, Fax, Email, and CC Email, plus a 'Clear' button.
- 3. Additional Shipping Info:** Includes 'Hours', 'Ready Date', 'Appt Needed' (checkbox), and a 'Comments' text area.
- 4. PO Shipments:** A table with columns: PO #, Cases, Pairs/Units, Weight (lbs), Cubic Ft, Product Type, Start Ship, and Cancel Ship. The 'Total POs' is 0.

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 Request View

Routing Status	Initiated	Ship To	Zappos Merchandising, Inc. <small>(choose PO in order to determine warehouse location)</small>
Created Date			
Created By	Vendor		
Direct Delivered	<input type="checkbox"/>		

Save Only
Submit
Upload

Routing Status Explained	
Initiated	Routing Request has been started but has not been submitted to Zappos for approval.
Submitted	Routing Request was successfully sent to the Zappos Inbound Logistics Team.
Pending Approval	Routing Request is being reviewed by the Zappos inbound Logistics Team.
Approved	Routing Request has been assigned a dispatch number, and shipping instructions will be emailed to email contacts listed.
Carrier Assigned	A carrier has been assigned to pick up your shipment. An email with details will follow shortly.
Picked Up	Shipment has been retrieved by carrier.
Delivered	Shipment has arrived to the Fulfillment Center.
Field Descriptions	
Created Date	The date that the Routing Request was originally submitted.
Created By	Lists approved user who is logged into the system.
Direct Delivered	Check this box only when the Routing Request will be a supplier pre-paid shipment via the carrier of their choice. See pages 29-30 of the Zappos Vendor Guide for more details.
Ship To	Destination location as currently listed on the Purchase Order.

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.

The top screenshot shows a dropdown menu for 'Addresses and Contact Information' with a sub-section for 'Pick Up Address'. Below this, there are two buttons: 'New Address' and 'Use Saved Address'.

The bottom screenshot shows the 'New Address' form. It includes a 'Cancel' button with a red 'X' icon. The form fields are:

- Supplier: [Text Input]
- Address: [Text Input]
- City: [Text Input]
- Country: [Dropdown Menu: --- Choose One ---]
- Zip: [Text Input]

 At the bottom of the form, there is a checkbox labeled 'Save address for future routing requests.'

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

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

SECTION 7: Purchase Order Validations

PO #	Cases	Pairs/Units	Weight (lbs)	Cubic Ft.	Product Type	Start Ship	Cancel Ship	
3844599		672			Accessories	11/01/2018	11/07/2018	Remove
Total POs: 1		0	0	0				

Save Only Submit

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

Field	Description of Field	Action by Supplier	Routing Portal Validation
PO#	Zappos Purchase Order Number (Example EXNULAO1111123) NOTE: "EXNULAO" is an alphabetic prefix. We do not use leading zeros in our Purchase Order Numbers.	Must fill in	1) User is associated to this Purchase Order 2) Ready to ship status is "yes" 4) Valid Purchase Order number
Cases	Amount of master cartons on Purchase Order	Must fill in	N/A
Pairs /Units	Total amount of units being routed to ship per Purchase Order	Must fill in	Remaining amount of units available to ship
Weight	Total Combined Weight of all cartons per Purchase Order	Must fill in	N/A
Cubic Foot	Total Cubic feet of all cartons per Purchase Order	Must fill in	Total cubic feet does not exceed 3300 ft ³ .
Product Type	Product type on Purchase Order	Auto filled in	N/A
Start Ship	Start ship date of Purchase Order	Auto Filled in based on Purchase Order Number	Current Purchase Order data
Cancel Ship	Last ship date of Purchase Order	Auto Filled in based on Purchase Order Number	Current Purchase Order data

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 zappos-traffic@amazon.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 zappos-traffic@amazon.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 zappos-traffic@amazon.com.

PO #	Cases	Pairs/Units	Weight (lbs)	Cubic Ft.	Product Type	Start Ship	Cancel Ship	
4026663	<input type="text"/>	<input type="text"/> 0	<input type="text"/>	<input type="text"/>	Footwear	11/23/2018	11/30/2018	Remove
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
Total POs: 1		0	3	0				

Save Only Submit

SECTION 9: Quick Recap

Primary Role: Fulfillment Vendor Zappos Dashboard UI Version: 8.5.0
Services Version: 8.5.0 Logged in as Vendor | [Logout](#)

• Fulfillment Vendor

- Home
- Routing Requests
 - [Create Routing Request](#)
 - [Routing Request Search](#)

• Routing Request View

Routing Status: Initiated Ship To: (choose PO in order to determine warehouse location)

Created Date: _____
Created By: Vendor _____
Creator ID: _____
Direct Delivered:

[Save Only](#) [Submit](#) [Upload](#)

• Addresses and Contact Information

Pick Up Address **Shipper Contact Person, Telephone, Fax & E-mail Address**

[New Address](#) [Use Saved Address](#)

Additional Shipping Info

Hours: _____
Ready Date: _____
Appt Needed:
Comments:

Name: _____
Phone: _____
Fax: _____
Email: _____
CC Email: _____

[Clear](#)

• PO Shipments

PO #	Cases	Pairs/Units	Weight (lbs)	Cubic Ft.	Product Type	Start Ship	Cancel Ship
_____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Total POs: 0	0	0	0	0			

[Save Only](#) [Submit](#)

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.

• Routing Request Information			
Routing Request #	1201	Ship To	
Routing Status	Submitted		
Created Date	06/12/20 12:03:25 PM		376 Zappos.com Blvd
Created By	Test User		FTZ#029_Site 6
			Shepherdsville, KY 40165
			USA

Routing Request Created and Submitted

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, you will receive an approval email shortly with further instructions.

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

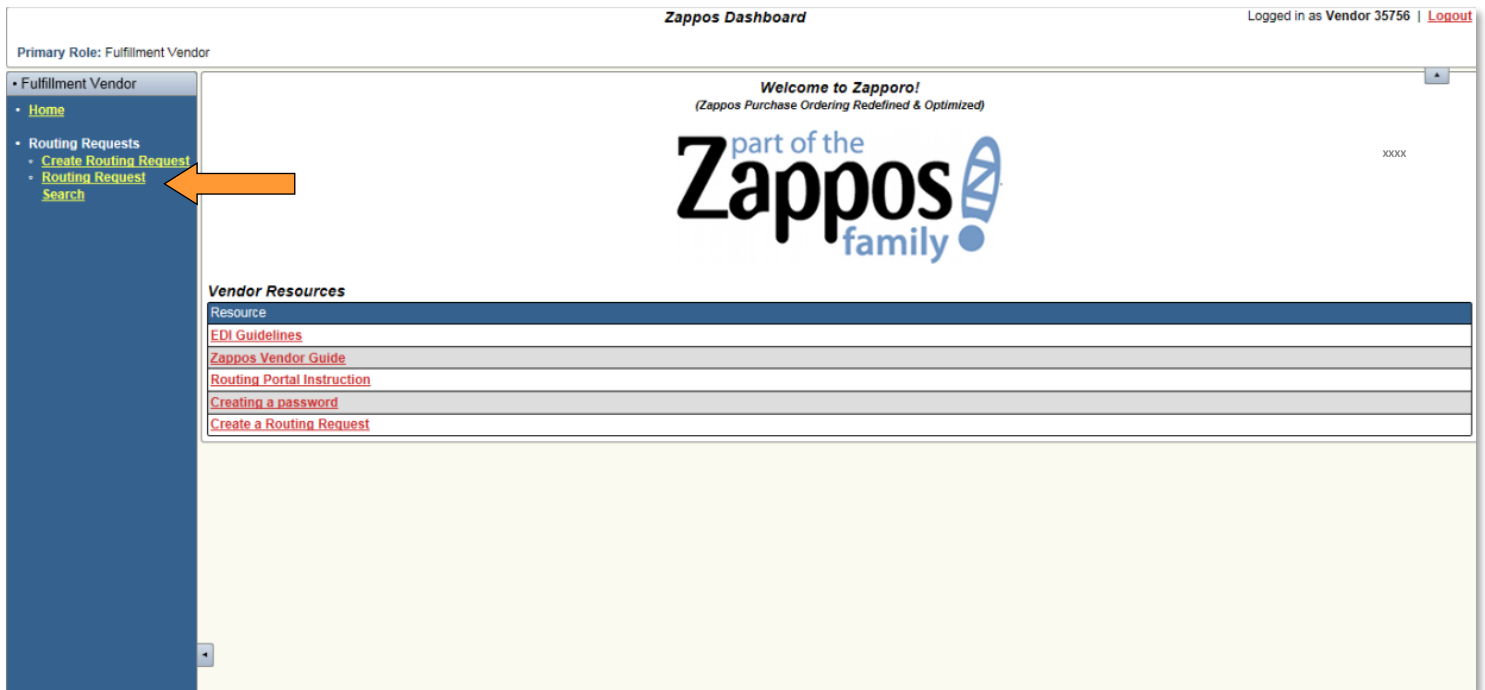
STEP 3: Make changes and click “Save Changes and Submit”

STEP 4: Wait for approval

DO NOT ADD UNITS TO A SHIPMENT UNLESS IT HAS BEEN APPROVED BY THE ZAPPOS IN-BOUND TRANSPORTATION SERVICES 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 Transportation Services Team at zappos-traffic@amazon.com with any questions or concerns in regards to the Routing Request Portal.