



Zulily Shipping & Routing Guidelines

Introduction

This guide is an extension of Zulily's Vendor Terms and Conditions and is intended to standardize the packaging and inbound shipping of Zulily vendor shipments. This standardization allows us to increase efficiencies, expanding our distribution processes, and promotes our shared commitment to maintain excellence in delivering your products to Zulily customers with zero defects.

Any variance between ordered items and received items leads to poor customer satisfaction, additional expense in processing the cancelled items, and in some cases, a lost customer.

We request that all vendors label and barcode each item correctly if pre-printed UPCs aren't applied. Additionally, vendors must include a complete manifest/packing slip of all included items shipped inside the shipping carton/pallet to allow Zulily to quickly receive the goods and prepare for immediate delivery to Zulily customers.

We sincerely appreciate your support in helping us ensure that every Zulily customer order is promptly shipped with zero defects to our fulfillment centers.

We look forward to working together.

Thank you,
Zulily, LLC

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Chapter 1: Routing Guidelines

Shipping to Zulily Fulfillment Center (FC): ORDERED ITEMS ONLY (NOT SAMPLES)

Your purchase order will need to be routed to one of our fulfillment centers listed below. When sending samples to your buyer, please coordinate directly with them.

All purchase orders issued by Zulily will list the correct FC to ship to. Please ship your PO to the address listed on the BOL or Shipping label(s). If you have questions regarding which address to ship to, please contact your Account Manager.

Zulily Fulfillment Centers

Zulily, LLC – NVFC
3200 USA Parkway
Sparks, NV 89437

Zulily, LLC – OHFC
3051 Creekside Parkway
Lockbourne, OH 43137

Chapter 1.1: Domestic Orders - Routing Details

PO Ship to FC (Fulfillment Center)

We currently operate two fulfillment centers. You will likely have a Purchase Order for each of our fulfillment centers and it is required that you ship to the address listed at the top of the Purchase Order.

All Purchase Orders, unless shipping from multiple origin locations, are required to be made in a single shipment. If shipping from more than one origin location for a specific PO, notify your Account Manager.

If you are shipping from outside of the contiguous United States, please see Chapter 1.2 of this document, or reach out to your Zulily Account Manager contact for questions.

Domestic Small Package and LTL Shipments

Please log into the Vendor Portal at portal.zulily.com to route your shipment for LTL pick up or create small parcel shipping labels.

From the POs & Shipping page in the Vendor Portal, you will select the POs for which you would like to ship and then select 'start routing'. After filling in your shipment details (denoting dimensions in CM or FT and weight in KG or LBs), our system will determine whether it will ship via LTL or small parcel. You will receive the decision directly in the Vendor Portal once submitted.

When shipping small parcel, it is the responsibility of the vendor to make arrangements with the small parcel carrier to complete the shipment. Creating small parcel labels in the Vendor Portal does not schedule a pick-up with the carrier.

To schedule pickups with ups, please call 1-800-742-5877 or go to ups.com to schedule pickup.

For pickup fee reimbursement, please provide:

- Tracking number (generated through the Vendor Portal)
- Invoice Amount; and
- If fee is over \$20, please submit a copy of the ups pickup charge document.

While routing in the Vendor Portal, you will also supply your Advanced Shipping Notice outlining which units you will be shipping. To help ensure accuracy while receiving your product, please be sure to fill this out accurately per what is in your shipment.

LTL/FTL Shipments

Shipments routed via LTL will be tendered to a partner carrier for pick up. Please route by 11 am local time for same day pick up. Shipments routed after 11 am (local time) or without adequate 4-hour notice will need be scheduled for the next business day. Once your shipment is submitted to the partner carrier, a BOL and carton/pallet label will be emailed to the shipping contact selected when routing.

Documentation

A packing list must accompany all shipments to Zulily.

Chapter 1.2: International Orders - Routing Details

International Purchase Orders with Zulily as Importer of Record (IOR)

Originating Outside of the United States and Canada:

Shipments originating outside of Canada for which Zulily is the Importer of Record must be routed through the Zulily Vendor Portal and shipped via the Zulily defined Freight Forwarder or its regional service provider. Please contact your Account Manager with any questions while routing your Purchase Order in the Vendor Portal.

INCO Terms: All shipments must move via "FCA" (Free Carrier to local freight forwarder's facility) terms. Under these terms, transportation to the local Freight Forwarder facility and export customs clearance from the origin country is the sole responsibility of the Vendor.

Small Parcel Shipping: If the Vendor Portal directs you to ship via DHL Express, please contact your local DHL Express representative office to schedule a pickup. DHL Express offers free pickups from your ship-from location. If you do not know your local DHL Express office's contact info, please contact the Inbound Team below to request.

For new vendors, Zulily must be contacted at least one day prior to delivery and provide ship-from details. Vendor must provide PO# and Commercial Invoice to the Freight Forwarder along with their shipment. All shipments must comply with the country specific export requirements.

Any questions can be directed to the Zulily Inbound Transportation Team:

- Inbound Team
 - routing@zulily.com

Originating in Canada:

All small shipments from Canada for which Zulily is the Importer of Record and below 125lbs and less than 10 cartons must be shipped via small parcel, Ground via Zulily account number. Contact your Vendor Specialist for account information. The Zulily corporate billing zip code is 98121 (Bill Shipping Charges to: Bill Another Third Party).

Orders from Canada that are above 150lbs and/or more than 10 cartons will ship via LTL arranged by the Zulily routing department. You will need to provide the following information to Zulily:

- a. Zulily purchase order number
- b. Commodity
- c. Pallet count & dimensions (including height)
- d. Carton count & dimensions (only when we floor load as loose cartons)
- e. Weight
- f. Actual freight class (if known)
- g. Ship from address
- h. Dock hours
- i. Contact name, email address and phone #
- j. Is a lift gate required at your warehouse?

On the invoice, please indicate the following:

Contact information for the Zulily customs broker (LTL and FTL Only)

Frontier North America
130 Andover Park East Suite #202
Tukwila, WA 98188
Telephone: 206-246-6580
Email: Frontier12@frontierscs.com

International Purchase Orders with Vendor as Importer of Record:

You must have your own freight forwarder and US Customs broker for shipments and are required to report tracking information for all shipments via the Vendor Portal.

Documentation

When the vendor is the Importer of Record, Zulily will provide a letter of authorization in which you use the Zulily tax ID for ultimate consignee purposes, if necessary. Please make sure that your Commercial Invoice contains the information below.

1. Shipper: The name and address of the party who sold the items
2. Consigned Party should be:
Zulily, LLC
2601 Elliott Ave
Seattle, WA 98121
Phone 206-724-0500
3. Deliver to Party should be: Please refer to your Purchase Order for the exact shipping address
4. Description of Goods: A detailed description of the items being shipped, including where they were manufactured (Country of Origin), what the items were made of, fiber content of garment, and the tariff number (HTS code).
5. Gender (for apparel only)
 - a. Infant (newborn to 24 months)
 - b. Men
 - c. Boys
 - d. Women
 - e. Girls
6. Size (In US sizes – for apparel only)
7. Quantity: The number of items being shipped
8. UOM (Unit of Measure): How are the individual items counted? (each, pairs, etc.)
9. Value: An itemized value (in USD) of each item being shipped as well as the grand total
10. Manufacturer: The name and complete address of the factory that manufactured the items being shipped
11. Inco Terms must be noted on the commercial invoice, and anywhere else required as DDP. Under no circumstances will Zulily LLC act as the importer of record (IOR) for these shipments

Documentation must include all required testing documents and certification for products for children 12 years and younger.

Chapter 2: Drop Ship Events (Domestic & Approved Intra-Country Canada Vendors)

Ship Window: All orders must ship by your designated PO-to-Ship window as listed on your Zulily Purchase Order.

Tracking Submission: Valid tracking must be reported via the Vendor Portal, EDI or Zulily API no later than end of day on the last day of your designated PO-to-Ship window.

Chargebacks: If for any reason Vendor is unable to drop ship within their designated PO-to-Ship window or fulfill at all, Vendor shall notify Zulily within 24 hours of discovery. Zulily reserves the right to cancel customer orders and/or issue chargebacks if no valid and active tracking has been provided within the designated PO-to-ship window as indicated on your Zulily Purchase Order. For more information about chargebacks see the Vendor Terms and Conditions and page 12 of this Shipping and Routing Guide.

Packaging: Products must be packed for individual consumers. Items must be packed securely to prevent damage or breakage. Whenever possible, Vendor should ship all components of a customer's order in a single box. Please see shipping carton requirements on page 15.

Customer Returns: Zulily's dropship escalation team will notify the Vendor of customer return requests related to any defective, damaged, or non-conforming goods in eligible product return categories. Zulily reserves the right to refund the customer and charge to Vendor all costs and expenses incurred by Zulily for the return of such goods. Zulily continually reviews customer return rates and reserves the right to require the Vendor to execute a separate damage allowance agreement.

Specific Guidelines apply to the products below:

Rugs will need to be tightly rolled. If the rug is unable to support its own weight, and folds when held in the middle, it should be tightly rolled into a rigid core to prevent crushing, creasing, stretching, or bending. Each rug needs to be secured in 3 locations, with one tie in the middle, and two ties approximately 12" (30 cm) from each end. Each rug will need to be wrapped in a clear inner poly-bag and in an outer opaque poly-bag.

Perishable food items must be shipped within cooled package using dry ice or ice packs. The shipping service must be expedited using 2-day or 3-day guaranteed delivery (depending on the product) to prevent spoilage.

2-Day Transit Perishable Cutoff Table

Ship Day/Customer Delivery Day

- Monday Ship Date/Wednesday Delivery Day
- Tuesday Ship Date/Thursday Delivery Day
- Wednesday Ship Date/Friday Delivery Day
- Avoid shipping on Thursday, Friday, Saturday, and Sunday

3-Day Transit Perishable Cutoff Table

Ship Day/Customer Delivery Day

- Monday Ship Date/Thursday Delivery Day
- Tuesday Ship Date/Friday Delivery Day
- Wednesday Ship Date/Friday Delivery Day
- Avoid shipping on Wednesday, Thursday, Friday, Saturday, and Sunday

Shipping Method: Unless otherwise pre-approved by your Zulily Vendor Specialist, drop shipments must utilize the Zulily small parcel carrier account, whether through the Zulily Vendor Portal or other methods as determined by the Vendor. It is imperative that the reference fields be populated with very specific information as outlined:

Reference Field 1: Customer order ID #

Reference Field 2: Purchase order #

Customer Inquiries: Should a customer reach out to Zulily to cancel their order after the Vendor has received their Purchase Order, the Vendor will be notified by Zulily's drop ship escalation team and is expected to confirm the status of the order within one business day of contact. Zulily reserves the right to cancel the customer order and not pay for the item if the Vendor does not respond or if the vendor ships outside of the designated shipping window. If a customer reaches out to Zulily upon discovery of damaged or defective items upon delivery, Zulily's drop ship escalation team will reach out to the Vendor and the Vendor will be required to respond within one business day. Zulily reserves the right to refund the customer for the damaged good(s) and charge the Vendor for the refund.

Payment: Zulily will not process or make payment on any Vendor invoices until Vendor has provided valid and active tracking information for all Goods shipped pursuant to a Purchase Order.

Intra-Country Canadian Drop Ship Specific: When using the Zulily Vendor Portal to create Canada Post shipping labels, the vendor must only manifest shipping labels that they intend to utilize for shipping. Any labels that are created, manifested, and *not* used for shipping may result in a fee charged back to the vendor.

Customer Information: All customer ship-to files and related information provided to you by Zulily to permit your shipment of purchased products directly to Zulily customers is confidential and proprietary information of Zulily. As such, you may not use or disclose this information for any purpose beyond that required to complete the shipment of product to which such information relates. In addition, you are required to protect the confidentiality of this information in accordance with Section 14 of our Vendor Terms and Conditions.

Chapter 3: In-Home Routing

Items that are too large, heavy, or fragile to ship parcel will ship using an in-home LTL process. If your products will need to ship via in-home, your Zulily buying team will set this up prior to your event going live.

Packaging: Products must follow the carrier's standard packaging for LTL shipments. Keep in mind, the carrier has the right to refuse pickup if the package is determined to be poorly packaged. Palletized items must follow the standard procedure stated in Chapter 6 of this Guide: Barcode, Poly-Bag, Shipping Carton and Pallet Requirements.

Multi-piece LTL: If pieces are not palletized, each box must be marked "Box 1 of 3", "Box 2 of 3", and "Box 3 of 3" as appropriate, and each unit should be packed adequately to prevent damage.

Single Piece LTL: If multiple pieces are palletized to move as a single unit, the shipment must be held together by shrink wrap and secured to the skid to keep items from shifting in transit. Any single items must be packaged utilizing a double (over) boxing method with corner bumpers to protect the items from damage during transit.

Rugs: Rugs will need to be tightly rolled. If the rug is unable to support its own weight, and folds when held in the middle, it shall be tightly rolled into a rigid core, which helps keep the carpeting from crushing, creasing, stretching, or bending. Each rug will need to be secured in 3 locations: one tie should be in the middle and the remaining ties shall be placed approximately 12" (30 cm) from each end. Each rug will need to be wrapped in a clear inner poly-bag and in an outer opaque poly-bag.

To schedule a pickup for in-home items:

Complete our in-home routing request template:

https://portal.zulily.com/blog/wp-content/uploads/2017/05/CraneUpload_Template.xls

Ship Date – the date when the item is available for pick up

Ship Time – hours when the warehouse is open for pick up

Shipment Dimensions:

- For multi-piece shipments, enter dimensions and weight for each piece *on a separate row*
- For single piece shipments, enter dimensions and weight of the final palletized item

After completing the routing request template, email the request to in-home-routing@zulily.com. If additional information is needed, Zulily will contact you directly. Please note that incorrect or missing information may delay pickup. Zulily's in-home carrier will contact you within 24 hours of submission with a BOL for each customer shipment and to schedule pickup. The in-home carrier will coordinate all delivery appointments directly with the customer.

Chapter 4: Chargeback Policy

As part of the Zulily business model, the item quantities purchased from Zulily vendors are precisely calculated to fulfill live customer orders placed during your event. Any failure by vendors to timely and accurately ship product in accordance with a purchase order will require the cancellation of one or more pending customer orders. Cancellations are disappointing to our customers and significantly deter consumers from placing future orders on the site. Consequently, it is important that all Zulily purchase orders are filled promptly and completely.

Failure to ship complete – Failure to ship in full will result in a chargeback applied against amounts otherwise due and owing to you in the amount of \$10 per item not received in accordance with the applicable Zulily Purchase Order.

Failure to ship on time – For the reasons described above, Zulily expects the vendor to ship within the PO-to-Ship window identified on the Zulily purchase order. Applicable chargebacks on delayed shipments shall be applied at the rates specified below:

We recognize there may be exceptions when the purchase order(s) are related to a vendor's first event. For first events only, Zulily may in its discretion apply reduced chargeback amounts which shall in no event be less than a \$50 chargeback for each per Purchase Order.

Date Shipped / Tracking Provided	Vendor Chargeback
Within Ship Window	None – on time
1 business day after window	1% of PO value
2 business days after window	2% of PO value
3 or more business days after window	Up to 10% of PO value at Zulily's discretion

Chapter 5: General Shipping and Fulfillment Requirements

Domestic Purchase Order Terms

All Zulily domestic purchase orders (PO) incorporate our Vendor Terms and Conditions and are written with Freight Collect. This means Zulily will take legal possession and full ownership of the goods upon receipt at our designated facility and arrange and pay for transportation to our facility. The shipper is responsible for insurance of these goods until Zulily takes legal possession at its designated warehouse facility.

International Purchase Order Terms

International POs for which the vendor is the importer of record are written with DDP INCO terms. This means the shipper is responsible for transportation of the merchandise to the United States and coordinating clearance of the merchandise with U.S. Customs and other U.S. regulatory agencies. Shipper is also responsible for paying all import duties, export charges, and freight charges. The shipper is responsible for insurance of these goods until Zulily takes legal possession at its designated warehouse facility, or any previously agreed upon exchange location. Zulily will not under any circumstances act as importer of record for any PO with DDP INCO terms.

International purchase orders (POs) for which Zulily is the importer of record are written with FCA INCO terms. This means the shipper is responsible for getting the merchandise to the Zulily carrier at the airport or loading dock in the country of export. Zulily will be responsible for paying freight and import duties from this point. The shipper is responsible for insurance of these goods until Zulily, or an authorized Zulily agent, takes legal possession at the designated airports or loading dock.

For additional insurance information, view Zulily's Vendor Terms & Conditions in the Event Setup Review section of the Zulily Vendor Portal.

Inventory Expectations

To ensure we maintain excellence in delivering your products on-time and in exact quantities to fulfill customer orders, Zulily expects that you do not commit to volumes that cannot be fulfilled by the agreed upon PO-to-Ship window listed on your Zulily purchase order.

Why is having an exact quantity critical? Zulily does not purchase or hold inventory on any item in advance of a Zulily event. Instead, we work with each vendor before launching an event to specifically reserve inventory levels by SKU to make sure we do not inadvertently sell product quantities beyond those that are immediately available for shipment on Zulily customer orders. Zulily relies on the information you provide, without buffers, to establish the SKU sales thresholds beyond which Zulily

customer orders will not be received. Once an item reaches this threshold, it is displayed on the Zulily website as "all gone."

Fulfillment of a Purchase Order should be done in the exact quantities, styles, sizes, and colors as outlined in the PO. Customers are expecting the exact item as listed on the Zulily website. All items must be in perfect condition and free of manufacturing defects. Any items shipped that are: not on the Purchase Order, the wrong color, the wrong size, labeled as the incorrect item, overages of the ordered quantity, damaged, stained, missing components, missing care & content labels, or defective may be returned to you and will not be used to fulfill customer orders. You may be responsible for the freight cost of the returned product.

Samples cannot be used to fulfill committed orders and must not be included in final inventory counts available for Zulily event sales.

To ensure your sales event is set up and presented accurately to our customers, and to prevent late shipments or shortages, it is imperative that you review and approve of your event in the Vendor Portal before it goes live on zulily.com.

Reviewing your event in the Vendor Portal before it goes live:

- In the product review, check for accuracy of:
 - Sizing
 - Colors
 - SKUs/Style Numbers
 - Product Images
 - Images match SKUS/Style Numbers and Product Name
 - Product Names
 - Inventory Quantities
 - Cost of Goods
 - Prepack/Casepack Runs/Sizing Breakdown (if applicable)
 - UPCs (if applicable)

Hazardous Materials

Beginning in June 2017, vendors can now ship certain hazmat products, in bulk, to our Zulily Fulfillment Centers (FC), allowing us to increase the assortment of products we offer to customers. Please refer to the informational packet for additional details and guidelines in shipping HazMat: [HazMat Informational Packet](#)

Chapter 6: Barcode, Poly-Bag, Shipping Carton and Pallet Requirements

Barcode Individual Items:

Each item sold to Zulily must come labeled with a barcode on the exterior of the retail packaging or individual poly-bag. Do not apply barcodes directly to garments. If your products do not have pre-printed UPCs, please note that Zulily generates a barcode file with your Purchase Order that can be printed on Avery 5160 labels. These barcode labels are available for printing on the Vendor Portal; portal.zulily.com.

Providing UPCs:

If your product already has UPCs, please provide a list of your UPC codes (in excel spreadsheet format) to your Zulily buying team prior to event approval. This is our preferred method to receive in your goods at our warehouse.

Poly-Bag:

All clothing is to be individually poly-bagged to protect the items. All jewelry is to be individually wrapped in a clear protective pouch and bubble wrap.

Shipping Carton Requirements:

- All corrugate must be ship-worthy, free of damage and securely taped at each opening
- Choose a box strength that is suitable for the contents you are shipping
 - Utilize the Box Maker's Certificate weight guidelines or small parcel carrier box strength guidelines to ensure box integrity is maintained throughout the duration of transit
- Please adhere one carton label to each box. Carton labels are available when printing small parcel shipping labels and included along with your BOL.
- Quantities should be represented individually: Quantity: 24 ea. (correct) Quantity: 2 dozen (incorrect)
- All partial cartons need to be marked on all 4 sides and clearly identified (i.e.: Partial Case - contains 2 units)
- If multiple SKUs in a carton, please list each SKU and mark carton as "Mixed Carton." Do not combine similar styles in a mixed carton (e.g.: a long sleeve shirt and a short sleeve shirt with the same pattern should be boxed separately).
- Pack all identical style/color items together and avoid packing individual styles and colors across multiple cartons
- Each shipping carton should be marked by number. (i.e. 1 of 2, 2 of 2, etc.). The packing slip must be placed on or inside the first carton & must match the Advanced Shipping Notice (ASN) provided on the Zulily Vendor Portal
- All Masterpack, sets, or single unit cartons containing multiple items must be marked with a "Masterpack" or "Single Unit" label in addition to the carton label. The Masterpack label must be applied to the top of the carton across the tape seal. You can find a template for Masterpack Labels beginning on page 23.

- For your convenience, you will find a template for an individual carton label on page 23 that can be printed and utilized at the time of shipping. An example of a completed carton label is shown on page 21.

General Palletization Requirements: Zulily asks that cartons be palletized for shipping whenever possible. If palletization is not possible, loose cartons will be accepted.

- Height: 72" maximum, including pallet
- Dimensions: 48" x 40" x 72"
- Gross weight of pallet: 1,500lbs. maximum
- 4-way entry style pallets preferred, but not required
- SKU and other master carton markings must be facing outward for easy identification
- Shipments of a given SKU must be consolidated on the same pallet. Please do not mix cartons of different SKUs together. Try to separate them or make the differences obvious by placing a piece of cardboard (or something similar) to make the distinction
- All pallets must be labeled. Pallet labels should be large enough to ensure maximum visibility in the Fulfillment Center. Please list: Zulily, Purchase Order Number, Final Destination Address
- Palletized loads must be stretch wrapped to prevent movement while shipping and secured to the pallet itself
- Align cartons flush with pallet. Misaligned, bulging or overhanging cartons may result in damage, which will be your responsibility. See page 25 for an example of a properly stacked, labeled, and wrapped pallet.
- An example of our preferred format for a pallet label is shown on page 23.

LTL In-home Packaging Requirements:

- Products must be packed in a manner that ensures the item will arrive to the customer free of any damages or wear.
- Packaging must be designed and manufactured to comply with all applicable standards as set forth by the National Motor Freight Classification (NMFC) to be able to handle standard handling from the carrier.
- The appropriate packaging includes, but is not limited to: cartons, crates, pallets, blanket wrap, and any of the preceding in combination, or any other packaging method that ensures that the shipment arrives free of damage.
- If you are unable to follow the above requirements for shipping you must contact your Zulily Buyer as well as Zulily's Transportation team at Trans-outbound@zulily.com for approval of your shipment before you send.
- Sufficient internal packing material must also be used to ensure adequate protection during handling and shipping (e.g., Styrofoam peanuts, wood dividers, corner protection, blow-in foam, items individually wrapped or bagged, etc.)
- It is the vendor's responsibility to adequately package and protect merchandise subject to regional climatic conditions

- All shipping cartons must protect inner packs and individual selling units
- All furniture loads must follow the practice of NMFC's R181, Furniture Package Performance Testing.

Chapter 7: Inbound Operations Contacts

Your primary Zulily operations contact, your Account Manager, is located on the Zulily purchase order (PO) you will receive and on the Zulily Vendor Portal under the "Event Setup Review" tab. All shipping, routing, and tracking uploads should be done directly on the Zulily Vendor Portal. For questions on how to complete these steps in the Vendor Portal, reach out to your Account Manager directly.

Please note: To help ensure shipments are received at the Zulily warehouse with all pertinent information we have included a Shipment Checklist with this document on page 27. This checklist will help remind you of the key requirements needed for every Zulily shipment. Please review this list with every Zulily shipment.

Appendix

Example of completed pallet label:

SHIP FROM:
ZULILY VENDOR
1234 W. ZULILY VENDOR DRIVE
SEATTLE, WA 98134

SHIP TO:*
ZULILY MCCARRAN DC
3200 USA PARKWAY
MCCARRAN, NV 89434

PO# 1256789-P000123456-8-1

TOTAL CS: 92
TOTAL SKIDS: 4 SKID 1 OF 4

CARRIER LOAD/PRO# 100200300

*See your Purchase Order for specific Ship-To instructions

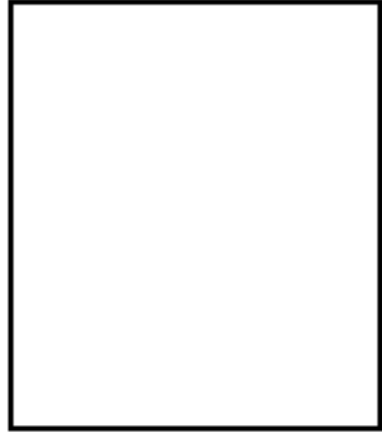
Example of properly placed carton and pallet labels:



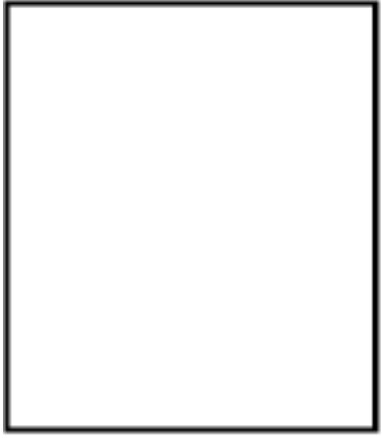
Example of a properly stacked pallet with carton labels facing outward:



Blank Carton Label Template:



of



Carton #:

PO #: _____

Vendor: _____

Brand(s): _____

zulily

operations

contact: _____

Masterpack Labels

Use this label when you have a prepack or case pack that should be broken down to the individual unit prior to shipping to customers.

Apply one label to the seam of each carton.

MASTERPACK
Breakdown to EACHES

MASTERPACK
Breakdown to EACHES

Masterpack Labels

Use this when you have multiple boxes or packs of the same SKU, within the outer carton, that need to be broken down prior to shipping to customers.

Apply one label to the seam of each carton.

MASTERPACK
Contains INNERS
Inners contain EACHES

MASTERPACK
Contains INNERS
Inners contain EACHES

Masterpack Labels

Use this when your outer carton contains boxes or packs of multiple SKUs that need to be broken down to the individual unit prior to shipping to customers.

Apply one label to the seam of each carton.

MASTERPACK
Contains MIXED INNERS
Inners contain MULTIPLE EACHES

MASTERPACK
Contains MIXED INNERS
Inners contain MULTIPLE EACHES

Single Unit & Set Labels

Use this when shipping a set that should be kept together when shipping to customers.

Apply one label to the seam of each carton.

**This is 1 unit
Do not open
Do not breakdown**

**This is 1 unit
Do not open
Do not breakdown**

Shipment Checklist

Labelling

- Barcode all product with Zulily issued barcodes (containing Zulily product IDs and descriptions) or ensure UPCs have been provided to your Zulily merchandising team
- Mark cartons when they contain mixed SKUs
- Label masterpacks and sets
 - If master pack UPC is the same as the individual unit UPCs, ensure master pack UPC is covered or otherwise denoted
- Utilize carton labels containing Purchase Order number, carton count, and ship-to location

Packaging

- Ensure integrity of your cartons
- Ensure safe packaging of fragile items
- Individually polybag clothing or small items in clear poly-bags. Our receiving team must be able to identify and scan the product without opening the bag
- Remove hangers from clothing

Fulfillment

- Send exactly what was ordered, do not make substitutes or send anything in excess of the Purchase Order quantity

Routing

- Route all shipments through the Zulily Vendor Portal
- Request routing within your PO-to-Ship window. If shipping the same day as requesting pickup, the request needs to be made prior to 11 am local time
- Accurately report all product shipped by utilizing the Advanced Shipping Notice (via the Vendor Portal) – this is especially important if product is coming from multiple warehouses. We need to know what is arriving in each shipment
- International Shipments – provide your Account Manager with the commercial invoice and airway bill by end of day on your shipping date