

Triple Z Logistics
Routing & Operations Guide

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Getting Started

Welcome to Triple Z Logistics! The #1 goal of Triple Z is to help your business **grow**. A dedicated Triple Z Account Manager team will be assigned to your business to help set up your account and product catalog as well as answer any questions you may have. We have recruited a strong team with a wealth of warehouse, transportation, merchandising, and Zulily knowledge, and will ensure you have a great experience with Triple Z. Your assigned Account Management team will be reaching out to schedule an on-boarding call and to begin setup of your account. Once your account has been set up, you will have a new tab within the Vendor Portal titled *Services*.

Once you are a part of Triple Z Logistics, you will have access to:

- Route your shipments to Triple Z
- Setup your invoicing schedules (daily, weekly, monthly)
- Review and download the catalog of your available Triple Z inventory
- Create all your sample and RTV (return) outbound shipments
- View outbound tracking details
- See history of past outbound shipments

 | Vendor Portal

Dashboard Events Catalog ▾ POs & Shipping ▾ Invoices ▾ Statements Services ▾ Consignment Analytics Documents More ▾

Chapter 1: General Shipping & Fulfillment Requirements

Shipping Goods to Triple Z:

All products shipped to our fulfillment center(s) must be submitted and approved in the Vendor Portal at least **five business days** before it arrives at the designated fulfillment center. Submit your order to Triple Z by using the Inbound Manager tool in the portal (located under: *Services-> ship to Triple Z*). Triple Z can only receive product with **images, product names, vendor SKUs, color, size, country of origin, and the shipped quantity**. Any unexpected items and/or shipments may be returned to you and incur additional handling charges. Please reference your *Fulfillment Services Rate Sheet* for specific charges. Additionally, any unexpected items and/or shipments will **not** be subject to the Service Level Agreements (SLA) as stated in your *Fulfillment Services Agreement*. Any approved product you plan to include in a Zulily event must be delivered to the Zulily FC at least **five business days** prior to the Zulily event going live.

Inventory for Scheduled Zulily Events:

For you and Triple Z to be successful, you will want to coordinate Zulily events with both your Zulily merchandising team and your Triple Z Account Management team. We want to ensure that all product is received in the warehouse **five business days** before the event goes live. If your event goes live within four days of your shipment arriving at the Zulily FC, the inventory will not be received into Triple Z inventory in time for the event and therefore will be unavailable to be sold in the event.

Packing Product for Shipment to Triple Z:

Triple Z can accept your inbound shipments at the FC in two formats: 1) as open stock and/or 2) case packs/cartons. All individual items and case cartons (including pre-packs) will be sorted, received, and stored as individual units. Preparing your goods will speed up receive time and reduce prep fees as outlined in your *Fulfillment Services Rate Sheet*.

Regional Placement:

Shipments created in the portal will be optimally placed throughout our Fulfillment Center network. You will receive a shipment number (similar to a PO) for each fulfillment center we request your goods to ship to. Placement will be based on current inventory allocation and our customer shipping locations. Please ship requested quantities for all shipment numbers created.

Unexpected Shipment Prevention

We expect to receive your inbound document at least five business days before your approved product is to arrive at the Zulily fulfillment center. This ensures that we have the proper labor planned for the arrival of your products.

Requirements for all inbound shipments to avoid unexpected shipments or chargebacks:

- Completed product set-up in Triple Z Catalog, with full product details provided (see Pg. 4)
- PO created and accurate ASN information
- Estimated ship date is provided to the Account Manager
- Tracking is provided

If these requirements are not met, you will be subject to the fees outlined in the *Fulfillment Services Agreement*.

Problem Receiving on Inbounds:

If over 5% of your shipment cannot be received in due to unexpected or inaccurate products as compared to your inbound document, added charges will be incurred based on the fees outlined in the *Fulfillment Services Agreement* for labor spent resolving the issue. Additionally, the expected SLA, as listed in the *Fulfillment Services Agreement*, for inbound receipt will not apply to products in problem receive. Your Account Management Team will reach out to you with any questions should we need your assistance with items in Problem Receiving. If we do not receive an actionable response within five business days, Triple Z reserves the right to donate or return the items back to you.

Chapter 2: Prepping & Shipment Requirements

Barcode Individual Items:

Barcoding each individual item is required for Triple Z to receive in your product. If you have UPCs, please ensure that they are loaded and accurate in your Triple Z catalog. If UPCs are missing or inaccurate, please work with your Account Manager to correct this before creating an Inbound Shipment.

If you do not have UPCs, you are able to download barcodes via the Vendor Portal to prep your product before you ship. If you provide UPC's that are unreadable or need Triple Z to barcode for you, there is an additional charge as outlined in the *Fulfillment Services Rate Sheet*.

If you have non-traditional barcodes or UPC's, please work with your Account Management team before the product ships to confirm if the barcodes are compatible with our system.

Poly-Bag Requirements:

All light colored or delicate clothing must be individually packaged in poly-bags to help protect them. If you need Triple Z to poly-bag for you, there is an additional charge as outlined in the *Fulfillment Services Rate Sheet*.

Hanger Requirements:

We request that all hangers are removed from the product prior to shipping. Triple Z cannot store product on hangers as it is a safety hazard. If the product arrives with hangers, Triple Z will be required to remove them and there will be an additional charge as outlined in the *Fulfillment Services Rate Sheet*.

Inbound Shipping Request Requirements:

Each inbound shipment needs to adhere to the following guidelines to meet SLAs set forth in the *Fulfillment Services Agreement*:

- Each shipment must be created, submitted, and approved in the portal using the Inbound Manager tool.
- Each shipment must have inbound carton labels (see appendix)
- Each shipment needs an active tracking number
- Each style needs to have a reference image loaded in the Triple Z catalog
- Each SKU needs to have accurate size(s), color description(s), and product name(s)
- Each Shipments needs an Estimated Ship Date from your fulfillment center

Inbound Shipping General Requirements:

Each shipping carton and/or pallet **must** be identified with:

- "Triple Z"
- Your company name
- Carton count (1/10, 2/10, 3/10, etc.)
- No pallet should exceed 48" in height
- All cartons must be in good condition, free of damage, and securely taped at each opening

Mixed Cartons:

- If there are multiple SKUs in a carton, please mark carton as "Mixed Carton"
- Pack all of the same style/color items together and avoid packing individual styles and colors across multiple cartons

Case Packs/Pre-Packs:

- Cartons shall not exceed 4,800 cubic inches in total volume
- No carton dimension shall exceed 130" (L+2H+2W)
- No carton should exceed 50lbs in weight
- All partial cartons need to be marked on one side and clearly identified (i.e.: *Partial Case - contains 2 units*)

Chapter 3: Routing Guidelines

Ship to Address: All Triple Z shipments will ship to your designated Zulily fulfillment centers.

Please address each shipment as follows:

FC	NEVADA	OHIO	PENNSYLVANIA
Ship To	Triple Z		
C/O	[COMPANY NAME]		
Address	3300 USA Parkway Dock Door 73 McCarran, NV 89434	2851 Creekside Parkway Dock Door 148 Lockbourne, OH 43137	10 Emery St Bethlehem, PA 18015
Contact	NVFC Arrivals zuvadaarrivals@Zulily.com 775-473-1661 x-1520	OHFC Arrivals ohib@Zulily.com 614-935-5679	PAFC Arrivals pafc_arrivals@Zulily.com 484-747-6148
PO#	[ASN # provided by Triple Z Account Managers]		

Workplace safety is our top priority. If your product requires the Material Safety Data Sheet (MSDS) or is classified as dangerous goods to be transported by a common carrier, please make sure to alert your Triple Z Account Manager before shipping your goods. Please reach out to your Account Manager with any questions.

Examples of appropriate shipments:



Chapter 4: Triple Z Invoicing & Payments

You will receive monthly invoices for Triple Z services rendered for the prior period. Your invoices will be sent by the 15th of each month for services that occurred in the prior month. All Triple Z charges will be invoiced according to the terms of your *Fulfillment Service Agreement* and *Fulfillment Services Rate Sheet* and will include payment instructions. Please contact your Triple Z Account Managers with any questions about invoicing and payment.

Recommended remit payment by Check or ACH via WIRE:

ACH/Wire:

Bank Name: Wells Fargo
Bank Address:
Wells Fargo Bank, N.A.
999 Third Ave, Ste 1200
Seattle, WA 98104
Name on Account: Triple Z Logistics
ABA: 121000248
SWIFT: WFBIUS6S
Account Number: 4320070139

PayPal Address: PayPal-AR@Zulily.com

Remit payment via check:

Check:

Send check with the invoice # as the reference and a copy of the invoice to:
Triple Z Logistics, Inc.
Attn: Accounts Receivable
2601 Elliott Ave
Seattle, WA 98121

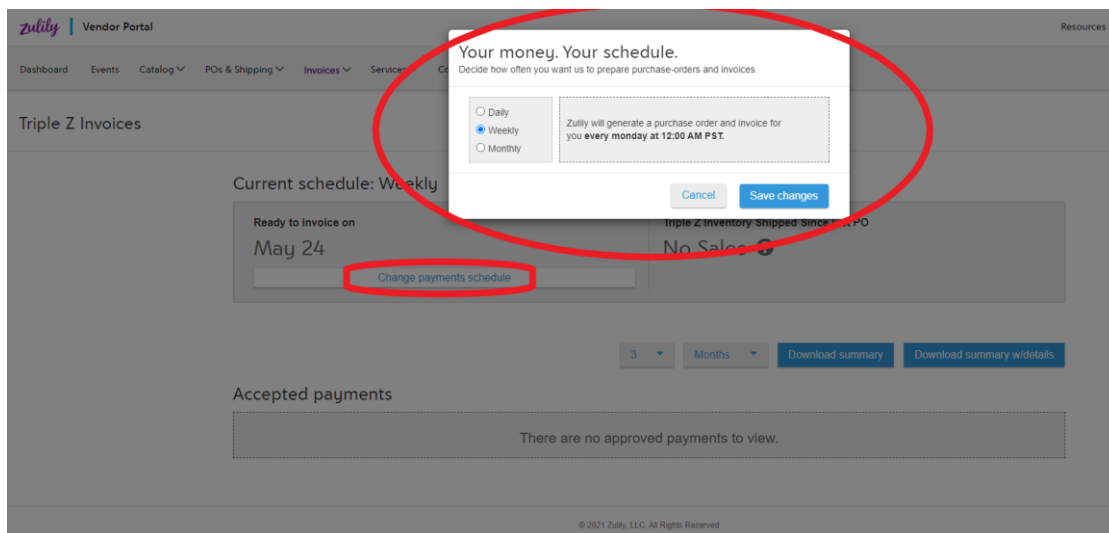
Interest is charged as identified in your *Fulfillment Service Agreement*. The interest is charged to all past due invoices at the time the current billing period begins.

If you would like to set up an automated payment or offset your monthly payments from Zulily sales, please talk to your Account Managers.

How to Set Your Payment Schedule for Units Sold on Zulily

Setting your payment schedule in the Vendor Portal for units sold:

Set your schedule to receive invoices for when it is convenient for you. You can choose a daily, weekly, or monthly invoice schedule. There will be no traditional Purchase Orders for Triple Z product. Your invoice will consolidate based on the product sold during the schedule you set and the Zulily events that are run during that time. (Found in the portal under: *Invoices-> Triple Z invoices*)



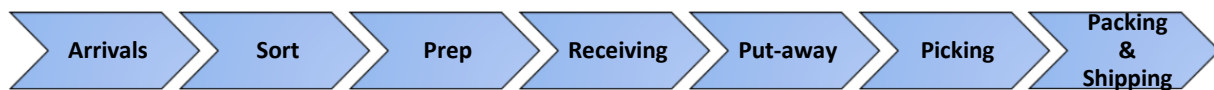
Chapter 5: Triple Z Operations

This section outlines the Triple Z warehouse processes and how your product will be managed.

Zulily facilities operate in accordance to a 7 (seven) day work week. Please communicate with your Triple Z Account Managers if you need specific times for pick-ups when using our routing methods. (Weekends and U.S. government holidays are not considered shipping days.) We will notify you of any Zulily fulfillment center closures.

As part of our daily business activities, the Zulily FC team actively audits product locations and quantities to ensure we maintain the highest levels of inventory accuracy.

The Triple Z Warehouse and Fulfillment Process:



Arrivals:

Once your shipment arrives to the designated Zulily fulfillment center and the freight has been offloaded to the appropriate dock, we will acknowledge the shipment into our system and prepare for intake to the Zulily Fulfillment Center.

- All shipments will be signed for at our arrivals dock
- All cartons and wrapped pallets will be inspected for visible damage or mishandling prior to acceptance of the freight
 - Any visible damage, evidence of mishandling or carton/pallet count discrepancies will be noted on the Bill of Lading and documented.

Sort:

Once the shipment(s) has been accepted into the Zulily Fulfillment Center, we will sort the goods appropriately to efficiently and accurately receive the product into inventory. This process requires sorting for all like goods, all items in case-packs or pre-packs will be broken and sorted as individual units.

Prep:

Products that require barcoding, polybag/Geami paper, hanger removal, or kitting will be prepped at this time.

Receiving:

After all goods have been sorted, they will be received into our inventory system through a process of validating against barcodes, product data, product images, and quantity.

- Product will be received in accordance to the SLAs provided in the *Fulfillment Services Agreement*
- All goods will be visually inspected for obvious damage and discrepancies, free of charge, as part of our normal receiving process. Damage and discrepancies will be documented and communicated to you.
- All unidentifiable, unexpected, damaged, or questionable items will be quarantined and you will be contacted for resolution.

Put-away:

Once all items are received into the Triple Z inventory system, the Triple Z team will put the goods into a physical location within the Zulily fulfillment center. As the items are stowed in a storage location, they will be available in your catalog in real-time. The Triple Z team strives to maximize overall space by storing items in the smallest appropriate storage location within our facility.

Fulfilling Zulily Orders

All units fulfilled for Zulily events will flow through the system automatically and an invoice will be sent to you, all labor and shipping free of charge.

Chapter 6: RTV and Sample Orders

All orders that you submit for samples or RTV need to be submitted in the Vendor Portal under:

Services-> RTV and Sample Orders.

Picking:

Orders submitted through the Vendor Portal will be transmitted to the Zulily team to be picked for shipment. Once the order has been picked, it will be packed and shipped to your Zulily buying team or, in the case of an RTV, your designated domestic facility/warehouse.

Packing & Shipping:

- Orders will be packed in the most reasonably sized, non-branded boxes or poly-bags available. This will be left to the discretion of the Triple Z team at the time of packaging. If order exceeds 250 units, we may utilize half or full gaylords to expedite the shipment.
- Shipments can be tracked in the Portal. If organized by your Account Manager Team, tracking may not be listed in the portal but will be provided by them once shipment has been picked up. Please reach out to your Account Manager if tracking is unavailable.

Appendix

Vendor Shipment Checklist

Carton Label Template

Vendor Checklist

Vendor _____
 Triple Z Team _____
Pick Up Date: _____
Delivery ETA: _____
Scheduled Event Date: _____

Physical Product

	YES	NO
Is all the product UPC'd ?	<input type="checkbox"/>	<input type="checkbox"/>
Do all the products have Unique Skus ?	<input type="checkbox"/>	<input type="checkbox"/>
OR, Does the vendor <u>share</u> sku numbers across colors and sizes? <i>ex: Blue T-shirt sku is T4567 and Red T-shirt sku is T4567</i> <i>ex: Blue T-shirt size 2T sku is T4567 and Blue T-Shirt size 3T is T4567</i>	<input type="checkbox"/>	
Are all items individually polybagged?	<input type="checkbox"/>	<input type="checkbox"/>
Are all products labeled with correct sku # on outside of polybag?	<input type="checkbox"/>	<input type="checkbox"/>
Is the product on HANGERS ?	<input type="checkbox"/>	<input type="checkbox"/>
ALL breakable items wrapped in bubble w/sticket on outside	<input type="checkbox"/>	<input type="checkbox"/>

Inbound Document Information

	YES	NO
Are all sizes provided?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have descriptions for ALL items?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have images or CAD drawings for ALL items?	<input type="checkbox"/>	<input type="checkbox"/>
Do we have the unit count for ALL items?	<input type="checkbox"/>	<input type="checkbox"/>

Shipment Prep

	YES	NO
All boxes Labeled with carton label?	<input type="checkbox"/>	<input type="checkbox"/>
ALL boxes need to be labeled with Vendor Name	<input type="checkbox"/>	<input type="checkbox"/>
Ensure the box is labeled with the below: <i>ex: [Vendor Name] + [Event ID] + BOX 1 of 45, 2 of 45 etc...</i>	<input type="checkbox"/>	<input type="checkbox"/>

What is anything special about the shipment, the skus, the images etc?

Carton Label Template

Triple Z
Vendor Name
PO#

Ship To:
Vendor Name
[Designated FC address]

Carton_____ of_____

Triple Z
Vendor Name
PO#

Ship To:
Vendor Name
[Designated FC address]

Carton_____ of_____