



Sensation Brands. Sensational Prices. Close to Home.

Shoe Sensation Vendor Compliance Guide

Updated May 2023

Hello,

Shoe Sensation, Inc (“Company”) recognizes the important role our vendors play in achieving our goal of being the retailer of choice for branded family footwear by satisfying customer expectations concerning selection, convenience, and value. Thank you for taking the time to read the Shoe Sensation Vendor Guide (“Guide”). Please review the information in the Guide to become familiar with what the Company holds vendors accountable for.

In addition to maintaining strong vendor partnerships, our Company utilizes current supply chain technology to improve merchandise flow from point of origin to sales floor. With an emphasis on technology, it is more important than ever that we work together with our vendors.

For these reasons, we have developed the Shoe Sensation Vendor Guide. This Guide is supplemental to, and each vendor is required to comply with, the other guidelines, codes, policies, and procedures issued by the Company from time to time, as identified on www.shoesensation.com under Vendor Resources.

Merchandise deliveries will be audited to ensure compliance with the Guide. Any non-compliance discovered by the Company may result in chargebacks to recover the additional costs associated with excessive handling and/or processing of merchandise. This Guide contains new material and updated requirements and supersedes any information you may have received under separate cover. When changes are made to any of the requirements contained within the Guide, you will be notified in advance of the new expectation and compliance deadline. **Your receipt of the Guide in its entirety or any components, via electronic or manual method, implies your acknowledgement and acceptance of the Company’s requirements contained therein.**

It is critical that the requirements within the Guide are followed by all our vendor partners so Shoe Sensation can continue to provide our customers with the best possible retail experience and highest level of customer satisfaction. Our success in doing this is dependent on you and we recognize, appreciate, and greatly value your partnership!

Best Regards,

Shoe Sensation, Inc

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Section One: Correspondence Information

1.1 Merchant Correspondence

For all purchasing related questions please email the relevant buyer.

1.2 EDI Correspondence

For all EDI related questions, including new vendor onboarding, please email edi@shoesensation.com.

1.3 Transportation/Routing/Warehouse Correspondence

For all routing, transportation, and freight related inquiries, please email transportation@shoesensation.com.

1.4 Accounts Payable Correspondence

For all accounting related inquiries (invoices, payments, debit memos, etc.), please email apinvoice@shoesensation.com.

Shoe Sensation Corporate Office Address:

253 America Pl
Jeffersonville, IN 47130

Shoe Sensation DC Address:

800 Patrol Rd
Suite 300
Jeffersonville, IN 47130

Section Two: Vendor Information

2.1 Vendor Onboarding

All new vendors will be set up with terms and conditions by the appropriate buying group. Once a buying relationship has been established, vendors will be required to establish an EDI trading partnership.

- Supplier Direct Fulfillment “Drop Ship” - vendors will need to work with the Shoe Sensation merchant team to be considered for this program.
 - See separate “Drop Ship Vendor Policies” document.

2.2 Vendor Information

Shoe Sensation, Inc should be notified of any changes in company information including company name, address, change in shipping points, or any other pertinent information in order to keep our records and systems up to date. Please email all company changes to the buying team buyers@shoesensation.com. If any changes are due to merging, being sold, being acquired, going into Chapter 11, or going out of business, the changes must be communicated to Shoe Sensation, Inc in writing on company letterhead and signed by a senior officer within

60 days of ship. The signed letter can be sent as a PDF to apinvoice@shoesensation.com. The following information must be included in correspondence:

- Old parent company name and new parent company name
- Old company address and new company address
- Description of change (e.g., merger, etc.)
- Effective date of change

Note: Payments will be remitted to the address listed on invoices. Any invoices sent to Shoe Sensation, Inc after the effective date of any changes must contain the new information.

2.3 Acceptable Business Practices

Shoe Sensation, Inc values its relationships with vendors and business partners, and would like to be clear on practices that could violate the Shoe Sensation code of ethics. The requirements and prohibitions are included below.

Shoe Sensation Gift Policy Shoe Sensation associates may not accept anything of value, directly or indirectly, from anyone currently doing business with or seeking to do business with Shoe Sensation, other than non-cash gifts of nominal value generally used for promotional purposes. Gifts received of greater than nominal value will be returned immediately to the donor or donated to a charity. Shoe Sensation associates may not accept gifts of cash or cash equivalent such as gift cards for any reason.

Loans Shoe Sensation associates may not accept loans from any persons or entities having or seeking business with Shoe Sensation except from recognized financial institutions at their normal prevailing interest rates for individual borrowers at the time of borrowing.

Bribes and Kickbacks Any offers or exchange of direct or indirect payments, or kickbacks in exchange for Shoe Sensation business is a violation of policy and prohibited. The violation of this policy may also be a criminal act and result in criminal prosecution.

Fair Competition Shoe Sensation bases its business success on excellent customer service, value for the customer, quality, good faith, and fair dealing. It is never Shoe Sensation's intent to receive an advantage over competitors in any unethical manner or in ways that would violate international, federal, state, or local laws.

Reporting Fraud or Unethical or Illegal Business Practices Please report any suspected fraud or unethical or illegal business practices, including questionable accounting or improper use of confidential information or property to the Shoe Sensation Hotline – 800-734-3102 (ext. 847 for loss prevention, or 409 for human resources. These concerns may be reported anonymously, will be treated confidentially, and will be reviewed by Shoe Sensation Management. These policies help ensure relationships of integrity, honesty, and fairness with all vendors and business partners.

2.4 Confidentiality

Shoe Sensation has developed certain confidential and proprietary information, including but not limited to, financial statements, financing documents, business plans, trade secrets, sales reports, documentation, and specifications. The vendor agrees not to disseminate Shoe Sensation confidential information to anyone except its employees and consultants who are directly involved in this vendor/retailer relationship. The vendor agrees to hold any employee or consultant to whom Shoe Sensation confidential information is transmitted to be bound to the same obligations of secrecy and confidentiality that the vendor is bound.

Section Three: EDI Requirements

3.1 EDI Requirements

Shoe Sensation requires Electronic Data Interchange (EDI) capabilities from all vendors. Please see below for the EDI documents and versions that Shoe Sensation currently supports. If the vendor utilizes a different version they will need to cooperate with SPS Commerce to test compatibility.

Shoe Sensation can receive the following EDI documents:	Version:
810 Invoice	X12 v4010
846 Inventory Advice	X12 v4010
855 Purchase Order Acknowledgement	X12 v4010
856 Advance Shipment Notification/Manifest	X12 v4010
997 Functional Acknowledgement	X12 v4010
Shoe Sensation can send the following EDI documents	Version:
850 Outbound Purchase Order	X12 v4010
Shoe Sensation EDI transactions planned for the future:	
812 Credit/Debit Adjustment	
820 Remittance Advice	
841 Specifications/Technical Information	
852 Sales/Inventory Data	
853 Routing and Carrier Instructions	
860 Purchase Order Change Request	
870 Order Status Report	

3.2 EDI Terms and Conditions

By entering into a transaction with Shoe Sensation through Electronic Data Interchange (EDI), the vendor agrees to the following terms and conditions:

- Vendor agrees to conduct merchandise transactions using the Voluntary Inter-industry Commerce Standards EDI protocol.
- Each party agrees that it will be responsible for its own costs associated with any EDI transmission, as well as any storage fees charged by a third-party service provider.
- Each party will be responsible for its own costs in developing and/or licensing its EDI software and for testing the efficiency of the software.
- If Shoe Sensation provides sales and/or inventory data to vendor, Shoe Sensation will use due diligence to ensure the accuracy; however, Shoe Sensation makes no warranty as to such data being free of errors or omissions. Shoe Sensation reserves the right to discontinue sending proprietary sale and inventory information at any time to a vendor with no prior notice.
- Shoe Sensation may assign its rights or obligations under this Contract to any affiliated entity.
- Vendor EDI documents must be created following the appropriate VICS EDI guidelines and the Shoe Sensation mapping guide. EDI must be setup and tested 30 days prior to 1st PO delivery date.

Please contact SPS Commerce (support@spscommerce.com) for information on how to get started with EDI if you do not have EDI capabilities and plan to do business with Shoe Sensation.

Section Four: Product Information

4.1 UPC Item Set Up

All vendors must have valid UPC barcodes. To obtain UPC barcodes, vendors must have a GS1 company prefix. All UPCs must meet the following requirements:

- Assign UPC numbers at the stock keeping unit (SKU) level using National Retail Federation (NRF) standard color and size codes. Make the UPCs available to Shoe Sensation in the GXS-Open Text Catalog.
- Assign a unique UPC to each pre-pack configuration and make the pre-pack UPC available to Shoe Sensation in the GXS-Open Text Catalog. Use the standard NRF color and size codes for pre-pack UPCs.
- Size ranges cannot be changed once UPCs have been communicated to Shoe Sensation. For example, “size 6” cannot be changed to “small”. A new UPC must be provided. No pre-pack configuration changes will be accepted. A new UPC must be set up and provided to the buyer.
- As of 12/31/18 UPCs may not be reused per GS1 guidelines. Vendor will be responsible for any reticketing cost that Shoe Sensation incurs for newly assigned UPCs.

4.2 GXS Item Set Up

Shoe Sensation utilizes OpenText/GXS Active Catalog to import UPC/item data. Shoe Sensation is not working with any other catalog providers at this time. Vendors must provide the UPC catalog electronically via GXS Open Text in advance of offering the product to Shoe Sensation. Items and the UPC catalog must be set up with the following requirements:

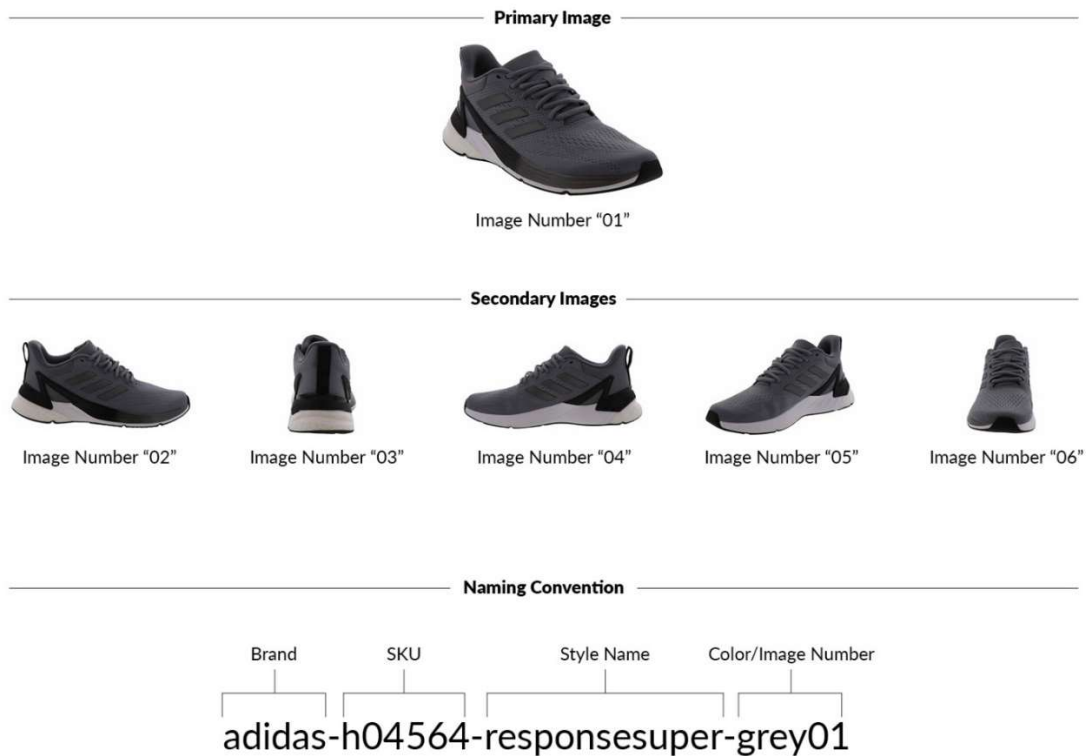
- 12-digit UPCs
- Product ID and Product ID Description
- Standard NRF color and color description (Color descriptions in GXS must match color description on merchandise tickets)
- Standard NRF size and size description (Size must be the correct size for department in correct family of business based on NRF standards)

4.3 Image Requirements

Images must be provided to Shoe Sensation a minimum of 8 weeks prior to ship date. Please send vendor provided images to marketing@shoesensation.com.

- Images must be provided for every style/color purchased by Shoe Sensation.
- Images are to follow the GS1 standards available at https://www.gs1.org/sites/default/files/docs/gdsn/Product_Image_Specification.pdf
- For product images, shoot against a white seamless sweep, card or tabletop, with no shadows.
- No models should be used for product shots. However, socks/legwarmers/boot cuffs should be shot on a plastic leg/foot.
- Leave open space around subject for cropping discretion.
- Picture Orientation: Include quarter, side, front, and back shots for footwear. Include front shots for accessories.
- Color: RGB
- Post-Production: Add clipping path/silhouette to subject matter in Photoshop with a tolerance level of 0.
- Pixel Size: 2400W, 300dpi
- File Format: JPEG

Vendor provided images are subject to Shoe Sensation's approval and any possible acceptance or denial for use is solely at Shoe Sensation's discretion. All inquiries concerning Shoe Sensation's eCommerce image specifications, including requests for image style guides, can be directed to marketing@shoesensation.com.



4.4 Sample Requirements

Samples of all products must be provided to Shoe Sensation a minimum of 8 weeks prior to ship date.

- A sample must be provided for every style/color purchased by Shoe Sensation.
- Samples must be clearly marked with the style number and color code.
- Samples must be provided in the appropriate model size for the merchandise category.
- Additional private label samples are required. Please send production samples of all Shoe Sensation private label merchandise to the attention of the applicable Shoe Sensation Product Buyer. Samples and color swatches must be sent a minimum of 30 days prior to the scheduled ship date. No shipment is to be made by a vendor until such samples are given final approval by the respective buyer.
- Samples should be sent to
Attn: Shoe Sensation Buyer at the Shoe Sensation Corporate office.
253 America Pl, Jeffersonville, IN 47130

4.5 Merchandise Ticketing Standards

All merchandise, whether for stores or for eCommerce, must have a merchandise ticket attached to the product. Merchandise tickets must include:

- The UPC barcode
- A human readable UPC
- Merchandise description
- A clear “size sticker”
- The UPC code must be visible and easily accessible for scanning.
- Country of Origin

4.6 Pre-pack Merchandise Requirements

Pre-packed refers to multiple selling units packaged in pre-determined multiples (i.e., 6 selling units of black socks in a single polybag).

- All pre-packed merchandise must have a standard merchandise sticker attached to each selling unit.
- A UPC barcoded sticker must be affixed to the outer box or polybag.
- The UPC barcoded sticker and the UPC on the merchandise sticker must match.
- Purchase orders will be written to reflect the total number of selling units NOT the pre-packs (i.e., 12 boxes/pre-packs of 12 units = 144 units, PO quantity is 144).

Section Five: Purchase Orders

5.1 Purchase Order Types

Bulk/Blanket/Contract Order: You may receive a purchase order with the location designation of 991. This order is a bulk purchase order and will reflect the total quantity Shoe Sensation plans to order. A new purchase order with a quantity by store allocation will be transmitted closer to the ship date. 991 is not a store to ship to. If 991 is shipped to vendor may be charged a service fee for correction.

Store Allocated Order: The store allocated purchase order will provide a list of the specific SKUs and quantities that are to be shipped for each store. The store allocated order will be sent to the vendor in advance of the ship date according to the agreed upon lead-time with the Buyer.

Assortment Order: You may receive a purchase order with a location designation of 974 with an assortment ID. This is a “pre-pack” purchase order and will provide a total quantity of specific musical runs. The assortment ID and musical run will be agreed upon with the Buyer prior to the order being sent. (See section 3.1 for pre-pack UPC requirements).

5.2 Purchase Order Requirements and Restrictions

Below are the requirements and restrictions on all Shoe Sensation purchase orders:

- Do not ship merchandise before the Ship Date listed on the purchase order.
- Do not ship merchandise after the Cancel Date listed on the purchase order.
- Ship only one time per purchase order and ship the order complete. There should be

only one shipment per purchase order.

- Do not ship excess quantity that is not on the purchase order.
- Do not ship items that were not ordered.
- Do not ship to a store that is not on the purchase order.
- Do not ship any SKU substitutions.
- Do not ship without a valid purchase order.
- Do not ship multiple times on the same date or on consecutive business days within a calendar week (Sunday to Saturday).
- Verify the accuracy of all purchase order details including purchase cost, retail price, and payment terms. Do not ship merchandise until all discrepancies on the purchase order have been corrected. Contact the appropriate Shoe Sensation Buyer for all corrections.

Any deviation from these requirements and restrictions must have prior written authorization from the appropriate Shoe Sensation Buyer. In addition, the vendor must supply the Transportation Manager and EDI Manager with the Buyer's authorization, in order to avoid any penalty charges for non-compliance.

5.3 Terms and Conditions of Purchase Orders

All Shoe Sensation purchase orders are governed by the terms and conditions of that purchase order and the following (which may be amended by Shoe Sensation from time to time):

- Shoe Sensation reserves the right, at no risk or expense to Shoe Sensation, to refuse or return any shipment or to have any designated carrier refuse or return a shipment that is not valid or authorized and/or does not conform to the Ship/Cancel date contained in the purchase order to which the shipment relates. This includes any substitutions or merchandise shipped in excess of the purchase order quantity. Any shipment costs relating to a purchase order that has been canceled or not approved will also be subject to refusal. Vendors will be responsible for any costs associated with a refused or returned shipment due to a violation of the terms of the purchase order.
- Shoe Sensation assumes no risk or expense on any merchandise refused or returned for non-conformance with the terms and conditions of the purchase order.
- Shoe Sensation must be notified in writing within 5 days of purchase order issuance if the purchase order is not accepted, including all terms and conditions as stated therein.
- Shoe Sensation reserves the right to countermand and cancel the purchase order without penalty in case of fire, flood, earthquake, or any event otherwise affecting the premises of Shoe Sensation.
- Shoe Sensation will examine the merchandise included on the purchase order when received. If merchandise isn't what is on the purchase order, damaged, defective, of poor quality, or otherwise defective, the previously agreed upon damage arrangement will be followed.

BY ACCEPTANCE OF THE SHOE SENSATION PURCHASE ORDER, THE VENDOR AGREES TO THE FOLLOWING:

- Deliver all merchandise in accordance with the purchase order at the prices stated in the purchase order.
- Warrant to Shoe Sensation and its customers that merchandise is free from defects of workmanship and material and is fit for normal use by the consumer.
- Shoe Sensation reserves the right to take immediate credit for all goods that are to be returned to vendor because the goods do not meet the requirements of the purchase order.
- Shoe Sensation reserves the right to dispose of vendor's goods at Shoe Sensation's option if return authorization is not received by Shoe Sensation from vendor within 30 days of original request.

Section Six: Shipment Preparation

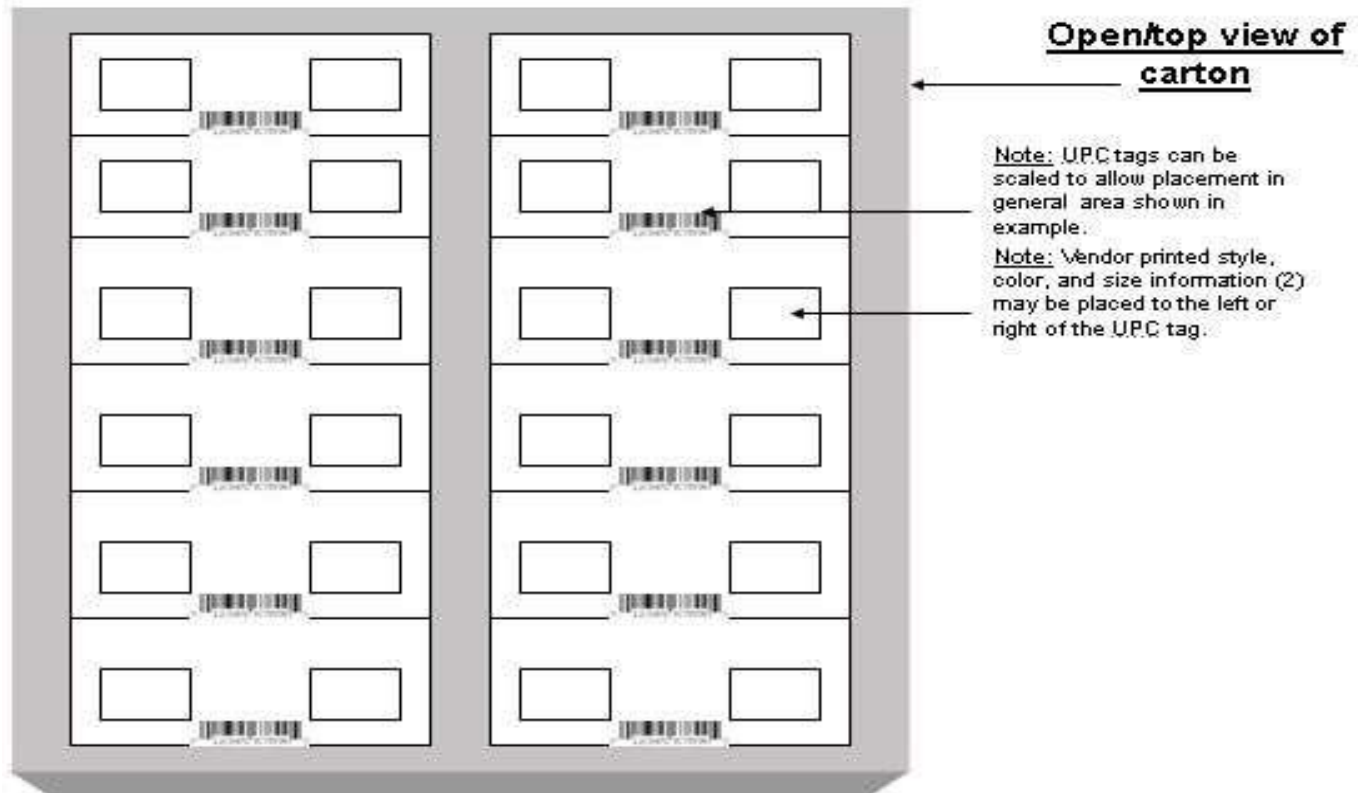
6.1 Carton Packing Requirements

All merchandise must be packed in conveyable cartons for shipment to Shoe Sensation. Any exceptions to PO carton packing instructions need to be pre-approved by the buyer, prior to shipping.

- Each carton must contain merchandise for only one purchase order and only one store.
- Vendors cannot mix POs, styles, or colors within cartons without the buyer's authorization.
- Cartons need to be packed using a single merchandise configuration method as indicated on the PO (pre-packed/musical or solid sized).
- If possible, the ideal box size for case packs direct to store is 20" x 16" x 16". However, you should use a shipping carton that fits the merchandise.
- Cartons should be securely sealed with tape. Do not band cartons together nor use banding to secure cartons. If cartons are secured with shrink wrap, it must not interfere with the UCC-128 label.
- Cartons should have a minimum strength of 32 ETC (edge test crush).
- Gross weight of the carton should not exceed 50 lbs.
- All shipping cartons must be strong enough to withstand several further reshipments as individual cartons throughout the Shoe Sensation supply chain.

- All merchandise needs to be packed with the vendor's UPC label or retail price ticket in an upright position within the cartons so that merchandise labels are visible for scanning upon opening the carton (see example below).

6.2 Carton Labels



Vendors are free to use any preexisting external carton labels, using an applied or pre-printed, self-adhesive format. For approval, please forward a copy of the label you wish to use to the Company's Logistics Manager at transportation@shoesensation.com.

- All vendors are required to use external carton labels as outlined in this section, prior to shipping to the DC.
- Any carton containing footwear care items (i.e., shoe polish or other hazardous material) will need to be appropriately labeled for limited quantity shipping. These labels should be placed on the sides of the carton for easy identification. For products traveling through the state of California freight needs to be labeled according to Proposition 65 requirements.

- The external carton label information below is to be applied or printed on the ends of each carton. This label information may contain both optional and required elements, usage requirements are listed next to the individual element.
 - Vendor name (required)
 - Company name (required)
 - Carton sequence___of___(required)
 - Gross weight of carton (optional)
 - Net Weight of Carton (optional)
 - Carton Dimensions
- All vendors are required to apply a content label on the ends of each carton. **When possible (not a carton nested in the center) these should be on the exterior of the carton facing outward if pallet loaded.** Two samples are provided below (one for pre-pack cases, one for solid cases). All content labels must contain the following required elements:
 - Company PO Number
 - Company or Vendor SKU
 - Company Prepack Code (if order is pre-pack/case pack)
 - Sizes and quantity
 - Total carton quantity

20180709073

7/09/18 15:01:16 Carton Contents Page: 1

CARTON#: 00007947667097259820 Pkt#: C3285957

Cust PO#: 89493

Ord#: 40778579 SWC#: C3285881

SKU	CUSTOMER SKU	Qty
51241EW BRBK 12		1
51241EW NVGY 10H		1
51866EWW BKCC 11		1
64109 BLK 12		1
65474W BKGY 11		1
76381 BLK 8		1
76381 BLK 11		1

Total Pieces 7

INSTR:

5/31/18 10:24:46 Carton Contents Page: 1

CARTON#: 00006986110320364317

Cust PO: 78502 Pkt#:

Cust Dept: Ord: 0008912829 CTN 16

Ln	Location	SKU	Xref	Qty
1	546-19-C02	1287320-001-12K		12

Total Pieces 12

- All cartons shipped to Shoe Sensation require a UCC-128 shipping carton label. The UCC-128 should be included in the ASN transmission and contain a human readable 20-digit code. These codes should never be reused.
- UCC-128 label should follow industry standards and include the following information:

- Ship to address
 - “Ship To” should always be the Company DC.
- PO Number
- Mark For location
 - Only store numbers should appear in the “Mark For” section of the carton label.
- Labels must be a minimum of 6 inches high and 4 inches wide.
- On the longest side of the carton, place the carton label in the lower right corner two inches from the right side and bottom of the carton. Place the label on top of cartons under 4” in height.
- UCC-128 sample label:

20180709073 Ship From:		TO: SHOE SENSATION INC #974 CORPORATE WAREHOUSE 800 PATROL RD SUITE 300 JEFFERSONVILLE IN 471304281	
(420) Ship To Postal Code (420) 47130		Carrier: CALL CUSTOMER	
		B/L#: PRO#: Number of Cartons: 1 OF 1 SWC#: C3285881	
PO #: 89493		UPC #: Mixed	
Carton Qty: 7			
Mark For Location Number 		Mark For: 0674	
(00) 0 0794766 709725982 0			
			

For any questions about the external label requirements, contact the EDI Manager or the Company’s Logistics Manager.

Section Seven: Shipping Standards

7.1 Ship Date Expectations

The purchase order provides a shipping window with a not before (ship) date and a not after (cancel) date. Vendors are to ship all orders within the designated window. If vendor cannot ship within the designated ship window, then it is the vendor’s responsibility to reach out to the Buyer for an extension on their purchase order shipping window, prior to shipping. Vendors will face a chargeback if the order is not shipped within the ship window on the purchase order.

7.2 ASN Standards

Accurate ASN information must be transmitted at the time the shipment is picked up by the carrier, or the vendor is subject to a chargeback. Shoe Sensation’s ASN process considers its

internal EDI batch schedule. Vendors will not face a chargeback as long as ASNs are transmitted at the time the shipment is picked up by the carrier. The ship date for all Shoe Sensation documentation and compliance will be the ship date on the ASN, regardless of the physical/actual ship date.

7.3 Ship Once and Complete

All purchase orders are to be shipped complete with no more than one shipment made against a specific purchase order per destination. The purchase order is expected to be shipped complete in one shipment. Non-compliance, without prior approval from the Buyer, will incur a chargeback.

7.4 No Shipments on the Same or Consecutive Business Days

Vendors are to plan and consolidate shipments so that there is not more than one shipment made from the same shipping point/address on the same day or on consecutive business days within any given calendar week (Sunday to Saturday). Non-compliance will incur a chargeback.

7.5 Shipment of Hazardous Materials

Vendors must reach out to transportation@shoesensation.com to alert the Shoe Sensation Transportation department that a shipment with hazardous materials is on the way. Vendors are expected to know industry standards for shipping hazardous materials.

7.6 Pre-Paid Shipments

Vendors do not need to route any pre-paid shipments in TMS. Dropping off the delivery trailer does not require an appointment at the DC. If vendor is using a live unload process, please follow the instructions below.

Please send a request for an appointment to transportation@shoesensation.com.

When requesting an appointment, please provide the following:

- Carton Count
- List of purchase order numbers
- Delivery date and time
- Pallet Count if not shipped Floor Loaded
- Cube
- Weight
- Unit Count

7.7 Port of Entry Shipments

Shoe Sensation does not currently support any Port of Entry Shipments without proper approval. The vendor must be prepared to ship prepaid all the way to the DC. The vendor would be responsible for landing the container, clearing customs, draying, and transporting the container to the proper Shoe Sensation DC for unloading. The vendor must bear all risks associated with the container, including delay, loss, damage, and demurrage. Before shipping from port approval for arrival is needed via appointment. Please send a request for an

appointment to transportation@shoesensation.com.

7.8 Bill of Lading (BOL) Requirements

All Bills of Lading must include the following information: total carton count, total weight, total cube, pallet weight and count along with notation of “palletized for carrier convenience”, Shipment ID number, Load ID number, NMFC item number and applicable class, and number of cartons shipping on each purchase order.

- The BOL number presented with the physical shipment must be the exact BOL number reflected in all EDI documents.
- A BOL must accompany all shipments to include the supplemental pages and must contain a list of all valid purchased order numbers within the shipment. If any shipment arrives at a Shoe Sensation facility without the BOL and without a complete list of all purchase order numbers and the respective carton quantity for each within the shipment, Shoe Sensation will request from the vendor a copy of the BOL to include all supplemental pages with purchase order numbers.
- Vendors are required to record their correct Shipment ID number and Load ID number on their BOLs – Master as well as Supplemental. Missing or erroneous shipment ID numbers on the BOLs may result in a chargeback.

7.9 Trailer Loading Requirements

All shipments must be loaded in such a manner as to make unloading and staging more efficient. Following these requirements will allow for less time in the door. If the shipment is floor loaded:

- POs must be packed separately and all product for the Shoe Sensation DC (974) must be loaded in the nose by purchase order.
- POs must be separated and all cross-dock product (for stores) must be loaded in the rear of the trailer.

If the shipment is on pallets:

The DC (974) cartons must be on separate pallets from the cross-dock product and Pos must be separated.

- The pallets containing the DC orders must be loaded in the nose of the trailer.
- The cross-dock orders must be on separate pallets sorted by purchase order.
- Cross-dock orders should be in the rear of the trailer.
- Pallets need to be sufficiently wrapped to avoid collapse in transit.

Shipments need to be loaded as routed. If instructed to palletize the product should come on pallets and vice versa for floor loaded shipments. Please confirm with transportation@shoesensation.com on how product should be shipped.

7.10 Sealed Trailer

All shipments that are loaded, counted, and sealed by the shipper/vendor will be charged back to said shipper/vendor for all shortages. The trucking company will NOT be held responsible for shortages on a sealed shipment.

Section Eight: Routing Guide

8.1 TMS and TMS Vendor Set Up

At this time all routing requests should be sent to transportation@shoesensation.com. At the time we finalize our TMS system, the Vendor Compliance Guide will be updated and you will have 30 days to comply with any changes made.

8.2 Routing Instructions

Routing requests must be submitted no less than two business days prior to the expected ship date. All requests submitted after 9:00 am EST will be considered received the next business day. For example:

- If shipment has an expected ship date of Monday, email must be received no later than 9:00 am EST on the Thursday beforehand.
- If shipment has an expected ship date of Thursday, email must be received no later than 9:00 am EST on the Tuesday beforehand.
- There should only be one Shipment ID number per truckload. For less than truckload quantities, do not create/route more than one shipment shipping on the same day or consecutive business days. All POs must be consolidated into one shipment.
- Requested pickup dates must be on normal business days only – Monday through Friday, at least 1 business day prior to the earliest purchase order cancel date. Purchase orders with Saturday/Sunday cancel dates must be requested for pickup on Thursday and routed by 9:00 am EST on Tuesday.
- Merchandise must be shipped to the DC. If there are questions about shipping practices, please send an e-mail to transportation@shoesensation.com. Shipments sent directly to a Shoe Sensation store are not permitted unless approved in writing by the transportation team and the buyer. Shipments to the wrong location will be subject to a chargeback.
- Once the vendor has received routing instructions, it is the vendor's responsibility to schedule a pickup appointment with the Shoe Sensation assigned freight carrier immediately. Any problems with carrier pick up should be reported to transportation@shoesensation.com.
- Shipments routed through consolidation points will require an additional pick-up request. The request for pick up from the consolidator should be placed immediately after routing has been received from Shoe Sensation Transportation. The consolidator will require 48 hours' notice prior to pick up request date to secure pickup capacity.

- Although the Shoe Sensation Transportation verifies all purchase orders, it is the sole responsibility of the vendor/shipper to correctly submit the date shipment will be available and provide accurate purchase order numbers in the request email.
- All e-mail correspondence concerning the routing of shipments to Shoe Sensation should be sent to transportation@shoesensation.com. Routing instructions provided by the Shoe Sensation transportation team supersede any default settings found in the transmitted purchase order.
- It is the vendor's responsibility to contact their Shoe Sensation buyer for a purchase order extension if any transportation issues cause shipment to pick up after the earliest purchase order cancel date. Late shipment charges will apply unless the vendor has received a revised purchase order with an extended cancel date.

8.3 Routing Shipment Changes

Shipments will be assessed a chargeback of the extra freight charges for shipping not as requested if the specs have changed (more or less weight, cartons on the floor instead of skids or vice versa, etc.), resulting in the freight charge being higher than quoted. Therefore, requests for changes must be sent via email to transportation@shoesensation.com prior to 1:30pm EST the day before pick up. If a quantity change results in a mode change, the request may be denied. Changes are only allowed one time for a given shipment.

Section Nine: Returns to Vendor

9.1 Damaged Merchandise

Damage allowances will be taken off invoice per the vendor's agreement with the Shoe Sensation merchandising team. If there is not a damage allowance as part of the vendor agreement, the damaged merchandise will be returned to the vendor and freight charges will be assessed. Grossly damaged product (water damage, crushed, etc.) may be disposed of in lieu of return with the vendor sign off. Vendor will be responsible for disposal costs.

9.2 Defective Merchandise

Merchandise that is deemed to be sub-standard and/or not according to the product specification agreed upon with the Buyer will be returned to the vendor and inbound and outbound freight charges along with a chargeback will be assessed.

9.3 Unsold Merchandise

Seasonal and stock adjustment returns will be determined by the Shoe Sensation merchandising team and negotiated with the vendor on an as needed basis.

Section Ten: Accounts Payable

10.1 Invoices

Invoices should be submitted via the EDI 810 document. The Shoe Sensation EDI 810 invoice should include one invoice per store location per purchase order.

- If not already certified for EDI invoicing, do not begin transmitting the EDI 810 document until the testing process is complete.
- Invoices must include the vendor UPC number. If the purchase order is for a pre-pack, then the pre-pack UPC should be on the invoice, not the component UPCs.
- Original invoices should be transmitted by EDI. Do not send copies, screen prints, or duplicate invoices unless requested. Do not send order confirmations, packing slips, or BOL to the A/P center.
- The Shoe Sensation A/P Center does not pay freight charges listed on merchandise invoices. For collect shipments, freight charges placed on the merchandise invoice will be charged back in total, along with expense offsets.
- Invoices should be dated to start on date product shipped to Shoe Sensation.

10.2 Terms and Conditions of Payment

Vendors will be paid according to the terms agreed upon with the Shoe Sensation merchandising team. Shoe Sensation selects the most beneficial payment terms based on the terms contained on the master file, on the purchase order, or on the vendor's invoice. All chargeback, invoice status, and payment inquiries should be directed to the A/P center at apinvoice@shoesensation.com.

10.3 Accounts Payable Deduction Reason Codes

All A/P deductions (Debit Memos) will be sent to the vendor when it is applied to a payment. The reason for the deduction will be written on the debit memo. Debit memo inquiries and disputes should be sent to apinvoice@shoesensation.com and must be made within 6 months of it being deducted from a payment.

10.4 Monthly Statements

Vendors are required to submit monthly statements to accounts payable. Statements should be emailed to apinvoice@shoesensation.com

Section Eleven: Vendor Compliance

11.1 Chargeback Table

CODE	CHARGE DESCRIPTION	CHARGE
PRODUCT INFORMATION		
46	GXS item set up not completed 2 weeks prior to order deadline	\$50 per SKU
46	Incorrect NRF color and/or size code used	\$50 per SKU

46	UPC number recycled earlier than allowed	\$50 per SKU
46	GXS item/pre-pack set up information (including UPC number) changed after order entry	\$50 per SKU
45	Sample or image not received 8 weeks prior to ship	\$250 per sample/image
PRODUCT PREPARATION		
68	Missing/incorrect/unscannable UPC ticket or incorrect ticket placement	\$0.50 per unit
42	Missing size strip tape or sticker	\$0.10 per unit
PURCHASE ORDER SHIPMENTS		
70	No order on file/Shipped without a valid PO	Full cost of merchandise not on order
83	Store not on PO	Full cost of merchandise not on order
09	Not ordered/substituted SKU shipped	Full cost of not ordered/substituted quantity
77	Shipped early	5% shipment unit cost
84	Shipped past cancel	5% shipment unit cost
76	Quantity received in excess of quantity ordered	Full unit cost of freight for RTV and 10% of cost if kept
	Delay in producing a return authorization within 14 days of receipt of cancelled goods, incorrect items, and other mis shipments	\$1 per unit per week after 14 days
44	PO not shipped once and complete	\$500 per PO per occurrence of additional shipments on same PO
EDI / ASN INFORMATION		
63	Missing/Unusable/Incorrect ASN	\$10 per carton
32	Late ASN transmission	\$10 per carton
28	Inaccurate quantity on ASN	\$10 per carton
55	Inaccurate SKU on ASN	\$10 per SKU
CARTON PREPARATION		
50	Cartons do not meet minimum/maximum conveyable dimensions or weight	\$50 per carton
52	Carton not packed by store if PO written by store	\$75 per carton
53	Not packing to PO instructions	15% of cost of PO shipped
55	Single PO per carton	\$75 per carton

72	Missing/unscannable GS1-128 carton label or missing info on carton label	\$40 per carton
SHIPPING AND TRANSPORTATION		
80	Unauthorized shipment or unauthorized carrier used (Shipment not routed through transportation@shoesensation.com)	\$500 handling + full freight invoice amount
82	Shipped to wrong location	\$250 handling + \$10 per carton
44	Shipments made on consecutive business days or routing requests received for two or more shipments less than 3200cuft for same pick up date (failure to consolidate)	\$250 handling + full freight invoice amount
61	Inaccurate cube, weight, carton count, or PO#s listed on routing request	\$250 handling + full freight invoice amount
	Loaded Incorrectly (see section 7.9)	\$250 + labor cost (billed @ \$22/hour)
60	Routing request received after 9:00 am 2 business days prior to requested ship date	\$250 per routing request
67	BOL missing or missing required information	\$250 per Bill of Lading
26	Freight not available for pickup at confirmed appointment time	\$250 per missed appointment time
54	Carrier assessorial fees including detention, cancelled shipment, shipment discrepancies with BOL	\$100 handling + full amount of fees assessed.
	Improper method of shipment (floor loaded when supposed to be palletized ect)	\$250 + labor cost (billed @ \$22/hour)
81	Other transportation charges	Charges assessed by incident
	Detention charge at shipper	\$250 + detention charge
INVOICES AND ACCOUNTS PAYABLE		
30	Invoice not sent via EDI 810	\$50 per invoice
36	Invoice consolidated	\$25 per invoice
36	Invoice missing required information or contains inaccurate information	\$25 per invoice
	Missing monthly statement	\$500 per statement
CHARGEBACK INQUIRIES		
24	Information requested that is available on Web Portal	\$50 per item/claim number

11.2 Chargeback Inquiries and Disputes

Chargeback inquiry questions should be sent to apinvoice@shoesensation.com. The email will be acknowledged within 48 hours, but it may take up to 30 days to receive a response. Please note that Shoe Sensation answers all inquiries on a first come, first serve basis. All vendor chargeback inquiries and disputes must be made within 6 months of shipment.

11.3 Chargeback Dispute Requirements

To dispute a chargeback, the dispute must include the following information in the email to apinvoice@shoesensation.com:

- Vendor name and number
- Purchase order number
- Chargeback number or invoice number
- Ship date
- Documentation and detailed explanation supporting dispute
- Contact name and number

Section Twelve: Appendix

Appendix A: Frequently Asked Questions about EDI and Item Setup

Q. When do we transmit Purchase Orders to our Vendors?

A. All purchase orders are submitted between the hours of 6:00am and 3:00pm. Shoe Sensation is in the Eastern Time Zone (US).

Q. How can I tell if a Purchase Order has been sent to me from Shoe Sensation?

A. Validate that the PO you are looking for has not already been received by you or is waiting in your EDI Mailbox for pickup/import. You may want to schedule another pickup/import if you are looking for something specific. Please follow the steps below:

- If you do not receive a PO that you are expecting you should first contact your Buyer to validate that the PO has been transmitted to you.
- If the PO has been transmitted, contact your Value Added Network (VAN) to investigate.
- Otherwise contact Shoe Sensation EDI at edi@shoesensation.com.

Q. What is the best way to contact the Shoe Sensation EDI Team if I have an issue?

A. Please contact the EDI Team for any EDI related issues at edi@shoesensation.com. This will ensure that someone will receive your request for support and get back to you as soon as possible. If you choose to only email a specific team member you may find them out of the office or otherwise unavailable.

Q. I want to discuss a compliance charge situation. Who do I need to talk to?

A. You need to contact accounts payable at apinvoice@shoesensation.com.

Q. If I have any questions as to why my EDI invoices have not yet been paid, who do I call?

A. You should contact apinvoice@shoesensation.com. EDI can help you if you have errors on your EDI invoices but we cannot resolve invoice payment problems.

Q. Can the vendor resend an ASN if they made a mistake?

A. We are unable to remove or delete data that was sent in an ASN. If a vendor makes a mistake on an ASN, they must resend the corrected one using the same ASN# that was sent originally. The new ASN data would then replace the original if the product has not yet been received by the Shoe Sensation Distribution Center.

Q. What is meant by Consolidated ASNs?

A. ASN's sent via EDI must follow the requirements below:

- ASNs must be consolidated by the ship to DC location, and the Bill of Lading#
- Consolidated ASNs may contain multiple PO#s
- All cartons and weights shipped on one day from one location must be combined on one master BOL#
- Use unique interchange numbers for each transmission as our system rejects duplicate numbers from the same sender/receiver ID.

Q. Does my EDI invoice total include any charges or allowances?

A. The EDI invoice total should include the sum of the details plus any charges, minus any allowances that you might send on the EDI invoice. The totals must match or your invoice will be rejected.

Q. What should I do if I have different prices for the same UPC on the same Purchase Order that I need to invoice?

A. You cannot invoice the same UPC at different prices on the EDI Invoice. The invoice will be rejected from the Shoe Sensation System. You must put all the invoice quantity for that UPC on the invoice at a single price.

Q. Who do I talk to if I have questions regarding pick-up or routing appointments or if my PO does not show up in the Routing Request Screens?

A. Please contact transportation@shoesensation.com with any routing or pick-up appointment related questions. The questions are not EDI related so only the transportation team can help you.

Q. I am a prepack vendor. Do I have to set the pre-pack UPC up in the GXS catalog as a pre-pack?

A. Yes. The pre-pack must be set up in GXS at the time the item is set up.

Q. If I have changed a UPC, who do we notify to make sure the change is reflected in the Shoe Sensation system? What if the UPC is already on a PO?

A. Notify your Buyer so the necessary adjustments can be made to the existing UPC in the Shoe Sensation system. UPC (SKU or Pack) must be maintained on the PO prior to corrections being made.

For all other inquiries, please reference the correspondence information provided in section one.

Appendix B: Accounts Payable Reason Codes

EDI 820 Industry Standard RC	Reason Code	Description	Contact Email Address
		unpaid invoice	apinvoice@shoesensation.com
86	01	duplicate payment	apinvoice@shoesensation.com
1	02	unit cost adjustment	contact respective merchant directly
59	03	concealed shortage	apinvoice@shoesensation.com
A5	04	shipment overage	apinvoice@shoesensation.com
A7	05	supplier direct fulfillment	apinvoice@shoesensation.com
11	06	Defective Merchandise	apinvoice@shoesensation.com
SF	07	Freight on RTV	apinvoice@shoesensation.com
A	08	Over-shipped	apinvoice@shoesensation.com
92	09	not ordered/substituted sku	apinvoice@shoesensation.com
11	13	repair or replace rtv	apinvoice@shoesensation.com
72	14	merchandise rtv	contact respective merchant directly
A7	15	consignment /trunk show merchandise	contact respective merchant directly
81	16	credit memo	apinvoice@shoesensation.com
A7	17	repayment of duplicate deduction	apinvoice@shoesensation.com
97	19	re-stocking/re-handling fee	apinvoice@shoesensation.com
RX	20	markdown allowance	contact respective merchant directly
79	21	co-op advertising	contact respective merchant directly
81	22	vendor adjustment	apinvoice@shoesensation.com
87	23	double shipment	apinvoice@shoesensation.com
81	24	other	apinvoice@shoesensation.com
A9	25	merchandise not received/pod not prov/provide POD	apinvoice@shoesensation.com
TI	26	Freight not available for pickup at confirmed carrier appt time	apinvoice@shoesensation.com

82	27	damaged allowance	contact respective merchant directly
97	28	incorrect ASN vs carton contents	edi@shoesensation.com
CS	29	discount adjustment	apinvoice@shoesensation.com
97	30	invoice not sent via EDI	apinvoice@shoesensation.com
A6	31	Carton Exceeds weight limit	apinvoice@shoesensation.com
RP	32	Late ASN	edi@shoesensation.com
97	33	Incorrect store # on carton	edi@shoesensation.com
97	34	Incorrect store +PO on carton	edi@shoesensation.com
97	35	Incorrect store + dept on carton	edi@shoesensation.com
	36	invoice consolidated/missing info	apinvoice@shoesensation.com
SS	37	Trade discount only	apinvoice@shoesensation.com
MN	38	incorrect PO on carton	edi@shoesensation.com
97	39	Carton sealed with Excessive Bands/straps/not sealed	apinvoice@shoesensation.com
CS	40	Invoice/Return discount Discrepancy	apinvoice@shoesensation.com
97	41	Missing carton color code label	apinvoice@shoesensation.com
97	42	Missing size strip or sticker	apinvoice@shoesensation.com
97	43	SDF shipping violation (Ecomm)	apinvoice@shoesensation.com
97	44	PO not shipped once and Complete	apinvoice@shoesensation.com
97	45	Sample or image not received within 8 weeks prior to shipment	apinvoice@shoesensation.com
97	46	GXS Item maintenance	edi@shoesensation.com
97	47	SDF compliance (Ecomm)	apinvoice@shoesensation.com
97	48	Missing Polybag or missing/Unreadable UPC Bag Label(E-comm)	apinvoice@shoesensation.com
97	49	Item shipped on Hanger(E-comm)	apinvoice@shoesensation.com
97	50	Oversized/Undersized Carton (E-comm)	apinvoice@shoesensation.com
97	51	Items not shipped in single Sku carton(E-comm)	apinvoice@shoesensation.com
97	52	Not packed separately by store or PO #	edi@shoesensation.com
GD	53	Samples	apinvoice@shoesensation.com

97	54	Other - Vendor Compliance Charges	apinvoice@shoesensation.com
97	55	Incorrect ASN sku	edi@shoesensation.com
TI	56	Failure to Consolidate	apinvoice@shoesensation.com
97	57	Inaccurate Bill of Lading	apinvoice@shoesensation.com
SF	58	freight overcharge on Invoice	apinvoice@shoesensation.com
CS	59	tax/insurance + freight allowance	apinvoice@shoesensation.com
TI	60	Routing request received after 8:30am, 2 business days prior to requested ship date	apinvoice@shoesensation.com
TI	61	Inaccurate cube, weight, carton count, or PO#'s listed on routing request	apinvoice@shoesensation.com
70	63	Missing/Unusable/Incorrect ASN	apinvoice@shoesensation.com
97	66	no backorder allowed	apinvoice@shoesensation.com
73	67	missing bill of lading or BOL information	apinvoice@shoesensation.com
C8	68	missing/unscannable/incorrect UPC ticket	edi@shoesensation.com
C8	69	wrong retail on UPC ticket	apinvoice@shoesensation.com
61	70	no order on file	apinvoice@shoesensation.com
97	72	Missing/unscannable GS1-128 label on carton	edi@shoesensation.com
92	76	Quantity received in excess of ordered sku quantity for store	apinvoice@shoesensation.com
RH	77	shipped early	apinvoice@shoesensation.com
C8	78	wrong ticket affixed to merchandise	apinvoice@shoesensation.com
TI	79	Failure to Consolidate	apinvoice@shoesensation.com
SW	80	unauthorized/incorrect carrier	apinvoice@shoesensation.com
TI	81	other freight violation	apinvoice@shoesensation.com
TI	82	shipped to wrong location	apinvoice@shoesensation.com
97	83	store not on PO	apinvoice@shoesensation.com
SM	84	shipped past cancel	apinvoice@shoesensation.com
92	85	SKU from different vendor	apinvoice@shoesensation.com
92	86	Unknown UPC	edi@shoesensation.com

Appendix C: Vendor Guide Change Log

Vendor Guide Change Log			
DATE	SECTION	CHANGE	PAGE
10/1/2019	ALL	Published New Guide	--
4/23/2022	11.1	Updates to chargebacks	22
4/23/2022	8.2	Updates to routing guidance	20
4/23/2022	4.2	Updated Image Sample Requirements	10
4/13/2023	7.9	Transportation shipping changes	19
4/13/2023	6.2	Instructions to label exterior of carton when palletized	13
4/13/2023	10.1	Invoices need to be dated to product ship date.	22
4/13/2023	11.1	New chargeback for incorrect loading of truck, mis shipments, improper packing, and overage shipping	24
5/25/23	10.3	Method of reaching out to AP changed	22