

Saks.com Drop Ship Vendor Requirements

Prior to your launch date, Saks.com will set up a telephone training session to introduce you to the system.

1. Basic Vendor Requirements:

Our drop ship program utilizes a third party website for fulfilling orders. This website is used to view orders, generate both packing slips and shipping labels and confirm shipment on all orders. Please note that we require our vendors to use a 2-tray laser printer to print out the label and packing slip (a 2-tray printer is needed per the shipping label prints on 8.5x11 standard paper and the packing slip prints on 8.5x14 Saks supplied stock). We use FedEx for shipping and vendors will be set up with a sub account. All shipping charges are incurred by Saks.com. All orders must ship within 48 hours of transmission to Escalate (excluding weekends and Holidays). Once the product is shipped, vendors are required to confirm in the system that the order has gone out.

Below is an outline of the basic requirements:

- A dedicated resource to monitor and fulfill orders
- Internet Access
- Adobe Reader 7.0 or higher
- Daily FedEx pickup
- 2 tray laser printer
- Orders must ship within 48 hours
- SFA provided packing materials must be used
- Inventory always on hand

2. Supplies you will receive from Saks.com:

-8.5" x 14" Saks Fifth Avenue stock (return policies on back, blank on front)

3. Shipping:

The Escalate system will generate a PDF file that contains the Fed Ex shipping label and the Saks Fifth Avenue Shipping Summary (packing slip). This file will need to be printed, using a 2-tray laser printer, as the shipping label and Shipping Summary print on different sized paper.

FED EX Label:

- This is page 1 of the PDF file generated from Escalate.
- This label is ready to print on a standard size sheet of paper (8.5"x11").
- Please fold in half and place in a Fed Ex plastic shipping sleeve and attach to outside of the package.

If you prefer to use sticky labels for the Fed Ex label, you may contact Fed Ex to order (Part number 146525-Laser Labels).

Shipping Summary (and Gift Message if applicable):

- This is page 2 of the PDF file generated from Escalate.
- This page prints on the Saks Fifth Avenue stock that will be provided to you by Saks.com. Please note the paper size is 8.5" x 14".
- Fold the shipping summary and place in package.

The Shipping Summary should remain fully intact. At no time should any section be omitted from shipment.

4. Invoicing:

Our invoicing process is completely electronic and is triggered by the order fulfillment system (Escalate). When you have confirmed shipment on an order the system generates an invoice for that order and submits it electronically to our accounts payable department. **No paper invoice will be accepted.** Please refer to the Accounts Payable contact section of our Vendor Standards manual to check on payment information.

5. Return Policy on Hard Goods:

Saks.com Drop Ship vendors MUST accept returns (certain exclusions apply for Gourmet product). Merchandise will be returned directly to you under the following conditions:

- a. Merchandise contains manufacturer's defects.
- b. Merchandise shipped after notification to cancel and you confirmed you canceled the shipment.
- d. Wrong merchandise was shipped to customer.
- e. Merchandise damaged, due to improper packaging
- f. Customer initiated return in which merchandise is of saleable condition.

Please remember:

-DO NOT INCLUDE ANY ADDITIONAL PACKING SLIPS, COLLATERAL OR MARKETING MATERIALS IN THE PACKAGE. (Product info, warranties, cooking instructions, etc. are acceptable).

-Once an order has been confirmed, you are NO LONGER ABLE TO PRINT THE PACKING SLIP OR SHIPPING LABEL. Please do not confirm an order until it has left your facility (in the event you will need to re-print)

-These packing requirements are mandatory and must be adhered to at all times.

If you have any questions or need to order additional supplies, please contact Jolynn Wilkinson, Drop Ship Specialist at jolynn_wilkinson@s5a.com or 212.451.1811.