



*Shoppers World Vendor Guide*

# Shoppers World Vendor Guide

It is Shoppers World intent to establish good working relationships with all of our vendors. Please take the time to read our requirements carefully; failure to follow instructions will result in charge backs with the first receipt of merchandise. It is our sincere hope that our vendors will ticket, pack and ship our merchandise. When merchandise is not shipped per specifications we all lose! Let's work together to insure that we both operate efficiently and profitably.

Shoppers World requires that all vendors pre-ticket orders before shipping to our stores unless previous consent to do otherwise was obtained and granted by Shoppers World. Shoppers World requires that the vendor supply us with their UPS/ FEDEX/ DHL account number to ship out the tickets to the vendor. All merchandise that has been designated as pre-ticketed should not be shipped before tickets have been received and applied to all merchandise. Shoppers World will express mail a package containing sufficient quantity of tickets to affix to the merchandise 48 to 72 hours of giving signed purchase order to the vendor. All unused tickets should be destroyed. Please see ticketing guide for placement instructions. In cases where the vendor is making the tickets for Shopper's World, they must conform to Shoppers World standards. Please see ticketing guide for specifications of tickets.

## **There should be (1) one invoice per Purchase Order.**

All shipments must be accompanied by a packing list. It should be attached to the outside of the box marked number 1 and the box should be marked "Packing List Enclosed". There should be (1) one invoice per Purchase Order, each Purchase order should have its own invoice.

Shoppers World must be notified in writing of any changes to our Purchase Orders before the merchandise is shipped.

## **Invoices must be sent to 9 East 40<sup>th</sup> Street, New York, NY 10016**

**Bill & ship each store separately. Warehouse shipment (SW Retail Group) gets one invoice.**

## **All Cartons must have:**

1. The complete vendor name that appears on the Purchase Order
2. Purchase Order number
3. Style number & quantity.
4. All cartons must be numbered and should be packed as indicated on the Purchase Order. Cartons should state carton number of total number of cartons shipped:  
i.e. 1 of 4, 2 of 4, 3 of 4, 4 of 4

5. If merchandise is pre-ticketed all cartons must state the type of Pre-Ticket it is:
- A- Pre-Ticket with Shoppers World Tickets Must State:  
**“SW Tickets on Each Item”**.
  - B- Pre-Ticket by having each carton seeded with Shoppers World Tickets:  
**“Seeded Tickets in Carton”**.
  - C- Pre-Ticket using Vendor UPC codes: **“Tickets are Vendor UPC”**.

**The following information must be included on the packing list:**

1. Purchase Order Number
2. Vendor Name
3. Number of units by style
4. Total number of pieces being shipped
5. Total number of cartons being shipped
6. Pre-Ticketed

**LOCAL STORES ONLY.**

Where there are multiple orders that can be packed in one box, that box must contain multiple packing slips as per the number of orders. This order must also receive multiple invoices as per number of orders. The box must be labeled with multiple Purchase Order numbers, multiple style numbers & multiple quantity numbers.

**All Garments shipped on hangers must be in poly bags banded/tied together in counts of six (6) or twelve (12) pieces.**

**Store Receiving Hours & Receiving Appointments**

Store Receiving Hours are Monday Through Friday, 10:00 AM to 6 PM. Deliveries will not be accepted after or before these hours unless special arrangements have been made with each stores' Receiving Managers at 24 hours in advance.

If the vendor is shipping more than **50 boxes or (2) two pallets to one store** the vendor must call the store to arrange for a receiving appointment. They must speak to the Store Manager at 48 hours prior to arrange for an appointment. Failure to do so may result in the order being refused at the store.

**Warehouse Address:** 8101 Tonnelle Ave., North Bergen, NJ 07047

**APPOINTMENTS MUST BE MADE IN ADVANCE. NO EXCEPTIONS. YOU CAN MAKE AN APOINTMENT BY FILLING OUT AN ASN AT THE FOLLOWING WEB ADDRESS <http://portal.shopperworld.net/vendorportal/login.php>**

All orders shipped to warehouse must be shipped accordingly:

- A- All styles must be kept together.
- B- All boxes must be facing out upright with style number facing forward.
- C- Packing list & bill of lading must coincide with the way the truck is being unloaded.
- D- Styles must be organized on a pallet & not assorted on multiple pallets.

**\*No UPS or Federal Express shipment to warehouse.**

**If there is a need for an extension of the cancel date or a change on a Purchase Order the buyer must be contacted via e-mail and a formal signature of approval must be obtained, there will be no exceptions to this rule.**

**All Purchase Orders must be scheduled to arrive on or after the ship date and before the cancellation date listed on the Purchase Order.**

## **Freight**

All shipments must be Freight prepaid to ALL Shoppers World locations. Unless otherwise stipulated on the Purchase Order.

If Shoppers World has agreed to pay freight charges Shoppers World will not pay any freight charges over 8% of the invoice value of the order. The vendor is responsible for any freight charges over that amount unless otherwise agreed upon in advance by Shoppers World.

In the event Shoppers World is forced to return merchandise that is deemed unsatisfactory for a variety of reasons. The reasons may include but are not limited to: late shipment, unauthorized substitutions, incorrect product, and poor quality. While Shoppers World regrets returning merchandise any freight charges incurred by Shoppers World will be charged back to the vendor in addition to any charges incurred by the guide lines of our charge back policy.

**\*Warehouse will not accept UPS or Federal Express.**

## **Returns & Return Authorizations**

*Vendors will pay freight and a \$10.00 per carton handling fee for all returns.*

Return Authorizations must be issued to Shoppers World within 14 days of Shoppers World request. Any RAs not received by Shoppers World within 14 days will result in Shoppers World returning merchandise freight collect from vendor and deducting from Invoice automatically. If merchandise return is rejected by the vendor Shoppers World will deduct value from the invoice and donate the merchandise to a charity of its choice.

Serious violations and disregard for the terms of the Purchase Order can result in refusal of merchandise, charge backs and non-payment of merchandise. Vendors will be responsible for recovering of merchandise and any expenses incurred.

All invoice deduction disputes regarding charge backs must be submitted in writing within 60 days of the deduction date. Disputes will not be acknowledged by phone. Include the reason for the dispute and a copy of the check remittance. Mail the dispute to the appropriate Shoppers World store's Accounts Payable Department.

## Charge Backs

Violation	Charge Back	Warehouse
1. Violating PO shipping Instructions	\$100.00 per shipment	\$10 per case
2. Incorrect Information	\$100.00 per shipment	\$10 per case
A- Incorrect or Missing packing Slip B- Incorrect or missing Invoice C- Incorrect Carton Information		
3. Vendor caused returns (Unauthorized subs., Late-shipments, etc.)	\$100.00 per infraction	\$10 per case
4. Miss-ticketed Merchandise	\$0.25 per unit	\$0.25 per unit
5. Incorrect or incomplete UPC	\$0.25 per unit	\$0.25 per unit
6. Shipment arrives without appointment	Will accept at our discretion. Any orders shipped without an appointment will be subject to a charge back of 15% of the order up to \$1000	
7. 2% warehouse allowance will be deducted for all warehouse shipments.		

**In some cases where merchandise is received after cancellation dates and Shoppers World decides to keep the order the following schedule will apply:**

- 1) 1 - 30 days after cancellation date  
**25% reduction from Invoice or to our discretion**
- 2) 31 – 60 days after cancellation date  
**35% reduction from Invoice or to our discretion**
- 3) Over 60 days after cancellation date  
**50% reduction from Invoice or to our discretion**

# Ticketing Guide

## **All Tops: Including Blazers, Coats, Dresses, Jackets & Shirts**

Tickets must be affixed to the bottom of the care & content label  
Located in the back of the garment collar.



## **All Bottoms: Including Pants, Shorts & Skirts**

Tickets must be affixed to the left outside seam of  
the garment directly below the waistband.



**All Lingerie:** Bras are ticketed thru the left strap side seam.  
Panties are ticketed thru the inside front center waistband seam.



**Handbags:** Ticket handbag around entire strap, so it can move from side to side.  
If handbag has two straps ticket back strap.



**Open Shoes, Slippers:** Ticket should be attached with bullets between the inner portion of the shoes; the shoes/slippers must be bulleted together.

**Shoes in Box:** Pressure sensitive ticket should be placed on the lower left side of the short side of the box 1/8" from the bottom & side edges.

**Hats:** Ticket should be attached to the inside label or sweatband

**Ticketing On Top of Vendor labels:** In the event that vendor affixes pressure sensitive SW tickets on top of their existing labels the SW label should be placed so that the label does not cover the "size" of the garment and any other pertinent information.

**Pre-Packaged Merchandise/Boxed Sets:** Pressure sensitive label should be affixed to the upper left hand corner of the front of the box.



**Shoppers World price tickets** can be ordered directly from Finline website with your Shoppers World designated vendor ID at:

<https://www.finelineglobal.com/FastTrak/Login.aspx?logout=1>

**Example of Shopper's World Ticket:** Picture of SW tickets.

**Picture of Shopper's World Ticket Requirements for Vendor made Ticket:**

Please note that the ticket must have the following information:

- 1 - "Shoppers World" on top line
- 2 - "Style" and the vendor style number
- 3 - "Color" colors or assorted range of colors
- 4 - "Size" the size of each garment
- 5 - Shoppers World UPC tag and number



**"T" Price Ticket (Clothing)**



**"S" Price Ticket (Jewelry)**



**"X" Price Ticket (Jewelry)**



**"B" Price Ticket (Shoes/Perfume)**



# Shoppers World “Nolita Sky” Label Guide

Shoppers World is working with Artco Global Group LLC to provide the private label Nolita Sky labels and hangtags. Artco Global Group is a worldwide company and has production and distribution capabilities in the US, as well as Asia. All items listed below will be distributed out of the US-Penn warehouse and will be available to order online. Items will be shipped to your designated area.

## Ordering procedure is as follows:

Go to [www.artcoglobal.com](http://www.artcoglobal.com) and, once on the Artco website, you will need to request an ID and Password. The Artco Customer service department will walk you through the ordering procedures. Please allow **5 days ground service** once the order is processed. Air shipments are also an option.

Vendor will be responsible for freight charge. Please understand that vendors do not have the choice to go elsewhere on these items. It is imperative that vendors comply with Shoppers World quality control. Compliance in these areas will allow us to achieve our goals.

## NOLITA SKY TRIMS



A2083-A SHOPPERS WORLD NOLITA SKY LABEL



A2083-B SHOPPERS WORLD NOLITA SKY HANGTAG

# Vendor Acknowledgement

Date: \_\_\_\_\_

Vendor Name: \_\_\_\_\_

We acknowledge that we have received this Vendor Guide From Shopper's World and are aware of the shipping and ticketing requirements as stated in this document

Vendor Signature: \_\_\_\_\_

Please sign this page and fax it over to (646) 688-2620  
Subject must be **"Attention Buyer"**

If you need additional information or clarifications kindly call us at (646) 688-2608