



Tools, Parts, and Supplies
for Your Business™

Zoro Supplier Fulfillment Guide



Updated Q2 2024

Introduction to Order Processing

Dear Valued Supplier Partner,

At Zoro, we exist to make our customers' lives easier, and we rely on supplier partners like you to help us provide a great customer experience.

Since you are shipping on our behalf, the customer experience would be nothing without your partnership. We try to understand what customers expect when ordering through ecommerce providers like Zoro. This document will help explain those expectations and give you the best opportunity to delight the customer—and keep them coming back for more because together we exceed their expectations. Please review this document and let us know if you have any questions.

In Zoro's Supplier Partner Program:

1. Customers will order from Zoro.com.
2. Zoro will place an order directly with you.
3. You will ship to the end-customer's address on Zoro's behalf according to Zoro's requirements and our mutual customers' expectations.
4. You will submit all required EDI documents for order fulfillment.
5. Zoro will handle all direct customer communication.

This document will serve as a guide to help you be successful with Zoro in all aspects of fulfilling orders and providing timely communication so our customers have confidence to purchase your products. Some key technical guides will also inform you about the Electronic Data Interchange (EDI) processes as well as guidelines around inventory feeds, order cancellations, and on-time shipping expectations needed to ensure an outstanding fulfillment experience.

If you have any additional questions, please reference the Zoro Contact Information section on page 29 to reach out to the appropriate team at Zoro.

Thank you for your partnership.

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Program Requirements

We require that you work with SPS Commerce to utilize one of the following solutions to meet our electronic requirements. SPS Commerce offers services to help you exchange these transactions with us, no matter your current EDI capabilities.

1. Testing and Certification

The SPS Commerce testing service allows you to meet our business requirements using your existing EDI solution or third-party provider.

2. SPS Commerce EDI/Web Fulfillment

SPS Commerce's EDI and Web Fulfillment services are excellent solutions if you do not have an EDI system in place or if you are unable to meet our business needs through your current EDI service.

Program Stages

Consultation

Connect with SPS Commerce to understand which of their solutions works for you to meet our requirements. Having all paperwork completed and your commitment to move forward in place prior to the decision date is highly recommended.

Implementation

Work to ensure that your business is certified and staged for production by the compliance date. Your dedicated SPS Commerce Implementation Specialist will help you through the process, no matter which solution you choose.

Production

After successful completion of Live Production Validation and Inventory Feed setup with our Go-Live team, Zoro will work with you to get your items live on Zoro.com and ensure you are fully operational and production-ready.

Program Requirements

Supplier Onboarding Process



Required EDI Documents

Document Number	Description
850	Purchase Order
850C	Purchase Order Cancellation
855	Purchase Order Acknowledgment (POA)
856	Advanced Ship Notice (ASN)
810	Invoice
846	Inventory Advice

To be EDI compliant and to ensure timely invoice payment, all documents must be submitted electronically and in order via EDI.

Please refer to our supplier community microsite for additional information:
<https://community.spscommerce.com/zoro-tools/>

Reach out to your assigned SPS Commerce Implementation Specialist to address any questions or concerns.

Fulfilling a Perfect Zoro Order

To be EDI compliant and to ensure timely invoice payment, all documents must be submitted electronically via EDI. It is crucial that all EDI documents are sent electronically to ensure speed and accuracy. We will go into more detail later on each document, but Zoro asks that you be able to send or receive the four key documents described below for order processing.

1. **Purchase Orders (850)** will transmit to you from Zoro for each customer order and can transmit to you 24/7/365. In response to each order we ask for three return documents:
2. **Purchase Order Acknowledgment (855)** must be submitted with the appropriate Acknowledgment Type **as soon as the order is received**.
3. **Advanced Ship Notice (856)** must be sent **as soon as the order ships**.
4. **Invoice (810)** must be sent **within 24 hours of the shipment**.

Timely and accurate submission of EDI documents in the correct order will help to ensure the best customer experience, improve our transactional assistance, and lead to timely invoice payments.

Zoro Best Practices

- **Communication Is Key:** Zoro understands that you play an integral role in the order fulfillment process and we are happy to help with any questions. Please understand that under no circumstance should you be contacting our customers. Any order-related questions should be sent to Zoro directly.
- **Speed and Accuracy Win:** In our ecommerce platform, our customers expect short lead times along with high on-time shipping performance. **Feel free to ship orders early.** Please work with the Supplier Management Team to ensure lead times are accurate.
- **Inventory Feeds = Accurate Promises:** Providing Zoro with timely inventory information via an EDI 846 or by completing a Zoro-provided inventory file template allows for streamlined orders between you, Zoro, and our mutual customers.
- **Continuously Communicate via EDI:** Purchase Order Acknowledgments are living, breathing documents that allow you to communicate updates as needed with Zoro on the status of each line item on a Purchase Order.
- **Streamlining Processes:** Zoro automates processes based on your EDI documents, so accurate and timely transmissions are crucial for all parties. **All updates must be submitted via EDI.**
- **Keep Us In the Know:** You will be assigned a Zoro Supplier Manager to help keep your operations running smoothly. Please inform your Supplier Manager of any events—scheduled or unscheduled—that may prevent your order from shipping on time. Examples include shipping or operational shutdowns, holiday closures, severe weather, and natural disasters.

Purchase Order (850)

What It Is: The Purchase Order transaction is used to place an order for goods or services. Zoro will send a Purchase Order to you immediately after Zoro receives a customer order.

Timing Expectations: Orders will transmit to you with a Requested Ship Date for each line item. This date is based on the date of the order and the item lead time you provided. Please ship no later than this date. Feel free to ship early if the product is ready.

Identifying Key Information on the Purchase Order:

ST*850*1410~

BEG*00*DS*30000000**20201231~.....*Zoro PO Number*

REF*AN*PO 4513778111~.....*Customer PO Number*

REF*IA*1111111111~.....*Vendor Number*

REF*CO*S020000000~.....*Zoro SO Number*

DTM*010*20201231~

TD5****(Default) Shipping~ **OR** TD5*****Guest Shopper Default Shipping~

N1*ST*Robert Smith- PO 4513778111*92*02~

N2*RS Manufacturing~

N3*123 Main Street~

N4*Dallas*TX*75061*USA~

PER*IC**TE*123-456-5555~

PO1*1*2*EA*10.00**BP*G555555*VN*PART123~.....*Unit of Measure and Zoro SKU (Buyer Part #)*

PID*F*08***Eye Wash Station~

DTM*010*20210131~*Zoro Expected Ship Date*

CTT*1~

SE*16*1410~

GE*1*1410~

IEA*1*100000410~

Purchase Order Acknowledgment (855)

What It Is: A Purchase Order Acknowledgment is a transaction sent by you back to Zoro in response to a Purchase Order. In addition to confirming the receipt of a new order, the document notifies Zoro that the purchase order was accepted, required changes, or was rejected—**all of which need to be communicated at the line level.**

Timing Expectations: To be EDI compliant, Zoro requires that the Purchase Order Acknowledgment must be sent as soon as the Purchase Order is received. A Purchase Order Acknowledgment is required for all subsequent changes to an order after the initial acknowledgment has been sent.

Why It Is Important: The Purchase Order Acknowledgment is a living, breathing document that helps us stay up to date on the status of a Purchase Order. It also allows Zoro to automate communications to keep the customer informed of their order status. Zoro can accept multiple acknowledgments as necessary to update or revise the status of an open Purchase Order.

Acknowledgment Type	EDI Code	When To Use	Required Additional Fields
Item Accepted	IA	Accepting an order with no changes.	None
Item Accepted - Date Rescheduled	DR	Accepting an order and planning to ship before Zoro expected ship date.	Estimated Ship Date
Item Backordered	IB	Accepting an order and planning to ship after Zoro expected ship date. Note: Zoro accepts backorders if the new estimated ship date is within 30 calendar days of the original expected ship date. If greater than 30 calendar days, please reject the order.	Estimated Ship Date
Item Accepted - Quantity Changed	IQ	Accepting an order, but only fulfilling a partial quantity of the line. Note: Zoro will need details on the remaining quantity. A new 855 must be submitted once the partial quantity has been fully shipped and billed.	Item Notes detailing the order balance
Item Accepted - Price Changed	IP	Accepting an order, but updating the purchase cost. Note: Zoro expects the order to ship at the original price listed at the time of purchase and that you work with your Zoro Category Manager to ensure proper pricing moving forward. Please note that product cost changes are handled in accordance with your existing supplier engagement agreement with Zoro.	Updated Pricing
Item Rejected	IR	Rejecting a PO due to: • Backorder > 30 calendar days or unknown recovery. • Discontinued items - Item will never be available again. Zoro will deactivate the item from our offering permanently. • Other Note: Rejections will result in Zoro sending a cancellation notification. Note: Any order rejections may result in items being removed from Zoro.com.	Reject Reasoning

Advanced Ship Notice (856)

What It Is: The Advanced Ship Notice (ASN) is utilized to electronically communicate to Zoro all pertinent information in regard to a shipment, including the shipment date, contents of each package, carrier information, and tracking numbers.

Timing Expectations: To be EDI compliant and ensure timely invoice payments, the ASN must be accurately submitted as soon as the order ships. This document is also crucial to the customer experience, as the ASN triggers an automated shipping confirmation email to our customer, providing them with their tracking numbers.

Why It Is Important: Transmitting the ASN in a timely manner helps to ensure a seamless customer experience. Timely and accurate submission of an ASN will also prevent the risk of a cancellation after an order has shipped. Zoro cannot be responsible for orders canceled prior to successfully receiving an ASN. To ensure we are able to pay all invoices for all shipped orders, please provide a timely and accurate ASN. The ASN is a part of our accounting practices (in addition to the invoice) for a 3-way match against the Purchase Order per Generally Accepted Accounting Principles (GAAP), and we will not pay any invoice without an ASN.

As a reminder, all parcel shipments must be routed via FedEx Ground. All LTL shipments must be routed via the RXO Connect portal to assign a carrier.

Along with specific order details including package and tracking information, all ASNs also require Carrier names and SCAC/Carrier Codes. Please see the list below for Zoro-approved carriers and associated SCAC codes.

SCAC	Carrier Name
FDEG	FedEx Ground
UPS	UPS Ground
FXFE	FedEx Freight
ABFS	ABF Freight
TFIN	UPS Freight / Tforce
CNWY	XPO Logistics
AACT	AAA Cooper Transportation
SAIA	Saia
RDFS	Roadrunner Transportation
MIHD	Main Freight
TAXA	Tax Airfreight
SPAJ	Span Alaska Transportation
HLFS	Honolulu Freight

SCAC	Carrier Name
USPS	United States Postal Service
LKCL	LKC Logistics C/O Eagle Transportation
HLXL	Helix Logistics LLC
FLOK	Flock Freight
SLCY	Schneider Brokerage
XPOL	RXO Logistics Inc.

Invoice (810)

What It Is: The invoice is submitted to complete the Purchase Order as a request for payment of goods that have been sold.

Timing Expectations: To be EDI compliant and ensure timely invoice payments, all invoices must be accurately submitted within 24 hours of the Advanced Ship Notice (ASN). As a reminder, all invoices must be sent via EDI and will not be processed via email.

Why It Is Important: Zoro uses the invoice to complete the purchase cycle and pay for the goods. Please confirm the invoice number, item, quantity, and amounts are accurate before submitting the EDI document, as invoice corrections cannot be re-sent via EDI.

Note: Zoro expects that you will use our shipping accounts. Please do not submit any additional fees or costs to the invoice as this may cause the invoice to fail and cause payment delays.

Product Charges Bill-To Address:

Zoro
PO Box 5368
Janesville, WI 53547
(Please do not mail invoices)

Please contact accountspayable@zoro.com for any questions or concerns.

Any payment disputes and/or shortages must be communicated to Zoro within 30 days of payment receipt.

Inventory Advice (846)

What It Is: The Inventory Advice is an electronic version of an inventory update. This document is also known as EDI Inventory Inquiry/Advice. It is used for you to accurately represent inventory levels of each item across your network.

Timing Expectations: Zoro asks that you send an 846 at a cadence that is appropriate to our sales volume (hourly or daily preferred).

Why It Is Important: Transmitting the Inventory Advice in a timely manner helps ensure that Zoro understands and is in alignment with what you have available in stock to provide a seamless customer experience.

Frequency of sending the EDI 846, along with key information on the file (including Zoro's SKU number, UOM, location information, date and time format) should be consistent for all transmissions. Please ensure you are using your Zoro Internal Vendor Number (GS1) when sending the EDI 846 Inventory Advice.

Zoro asks that only traditionally stocked products are present on the Inventory Advice. Any items deemed made to order, special order, and/or drop shipped from another source on your end should be excluded.

Discontinuations should not be communicated via the Inventory Advice and must be sent directly to your aligned Category Manager at Zoro. Please ensure that discontinued items are removed on the EDI 846 transmissions as well.

Zoro highly encourages our vendor partners to share inventory at a warehouse (ship-from) location level. Zoro can make better availability promises to our mutual customers when we can understand where your inventory is located in relation to our customer's ship-to location. At this time, Zoro cannot transmit a Purchase Order to a specific ship-from warehouse based on inventory levels provided.

For more details on how to provide an inventory feed via the 846 and for file and field requirements, please view our 846 guide [here](#).

Lead Times

Lead times should be set to the number of business days needed between receiving a PO and the ship date from your shipping location. Zoro and our customers value having the shortest shipping lead time possible, and most of our customer orders occur on items with lead times of 3 days or fewer.

Please work with Zoro's Supplier Management Team to ensure that your submitted lead times are at the fewest consistently achievable business days for each individual item.

Zoro expects items to be shipped **early or on time** according to the Requested Ship Date. Zoro's Supplier Management Team will monitor lead time adherence and will work with you to increase or decrease lead times if necessary.

Purchase Order Cancellation (850C)

What It Is: The Purchase Order Cancellation serves as the order cancellation document from Zoro. It will be transmitted in response to a customer request for cancellation or an order rejection or cancellation on your part. Zoro will automatically cancel orders that are 7 business days past the expected ship date if we have not properly received an Advanced Ship Notice or a Purchase Order Acknowledgment with an updated expected ship date.

Timing Expectations: Customer cancellations can be sent at any time before an Advanced Ship Notice is received properly. Timely and accurate submission of an ASN will prevent the risk of a cancellation after an order has shipped.

Please note that Zoro will not be responsible for any costs associated with orders that ship after an 850C has been sent. Also, Zoro will not help recover any of the physical product for orders that have shipped after an 850C was sent. Zoro should be notified of any payment disputes for canceled orders as soon as possible after receipt of an 850C. Zoro should be notified immediately upon receiving an 850C if the order has already shipped so that Zoro can take the appropriate actions to ensure the best possible customer experience.

Depending on how you receive your EDI documents, the 850C will appear in your system with one of the following indicators:

- Order - Status "Canceled"
- Order - Transaction Code "Cancellation (01)"
- EDI Data - BEG01

Zoro Late Order Cancellation Policy

Zoro will automatically cancel orders that are 7 business days past the expected ship date if we have not properly received an 856 Advanced Ship Notice or an 855 Purchase Order Acknowledgment with an updated expected ship date, which must be 30 days or less from the original expected ship date in order for Zoro to keep the order open. Zoro will automatically cancel orders that are delayed for more than 30 days past the original expected ship date, or orders that have multiple subsequent delays in expected ship date, unless in each instance the impacted customer affirmatively requests to keep the order open. Additionally, Zoro will temporarily suspend the ability to purchase the items on these purchase orders as they will be considered backordered/out of stock.

In order to avoid automatic cancellation, please note the following:

- An 855 Purchase Order Acknowledgment should be sent as soon as the purchase order is received. If a change/update on the purchase order needs to be made, please refer to the Purchase Order Acknowledgment (855) on page 8.
- Multiple delays in the expected ship date will result in a presumption of cancellation of the impacted order and negatively impact customer satisfaction. Please ensure that updated expected ship dates are accurate, or otherwise notify Zoro that a specific estimated ship date cannot be determined.
- The 856 Advanced Ship Notice should be sent as soon as the order ships.

Prepare Required Packaging Materials

Suppliers are expected to provide packaging that will protect the product throughout the complete distribution chain.

- Primary shipping cartons from suppliers must be able to withstand the small parcel shipping environment.
- Larger, bulkier items from suppliers need to withstand the rigors of LTL shipping and multiple handling.

Suppliers are required to ship all orders with a Zoro-branded packing list and approved shipping label that meets our required specifications. Please see requirements below and samples on pages 14-15.

Required Information for Packing Lists

- Zoro logo
- Supplier Stock Number
- Zoro SKU Number
- Zoro PO Number
- Zoro Customer PO
- Zoro Sales Order Number
- Quantity ordered for each item in Zoro sales order billing units (sell packs)
- Quantity shipped for each item in Zoro sales order billing units (sell packs)
- Quantity backordered for each item in Zoro sales order billing units (sell packs)
- Zoro returns language:

Need to return a purchase? It's easy! Start a free return online at www.zoro.com/auto-returns

Zoro Customer Service: Less Hassle, More Help. Monday - Friday: 6am - 9pm (CT); Saturday: 7am - 5pm (CT)

Phone: (855) 289-9676; Email: askzoro@zoro.com; Fax: (855) 329-9676

Packing List Example

If you are using SPS Commerce Web Fulfillment, you will be able to generate the packing list on the portal. If you are using your own EDI solution, please send a mock packing list to your aligned SPS Commerce Implementation Specialist for approval.

Please note that the packing list does not have to look exactly like ours, but does have to contain the required information listed on page 13. DO NOT list any Zoro locations on the returns address.

PACKING LIST
Thank You For Your Order

SHIP TO: Robert Smith 123 Main Street Dallas TX 75061 USA Contact Phone: 123-456-5555		Customer PO Number: 4513778111 Zoro PO Number: 30000000 Sales Order Number: SO20000000 Order Date: 12/31/2020 Ship Date: 1/5/2021 Ship Via: Carrier Name Cartons in this Shipment: 1 of 1	
---	--	---	--

Item #	Model #	Item Description	Order Qty	Ship Qty	B.O. Qty
G555555	PART123	Eye Wash Station	2	2	0
Need to return a purchase? It's easy! Start a free return online at www.zoro.com/auto-returns Zoro Customer Service: Less Hassle, More Help. Monday - Friday: 6am - 9pm (CT); Saturday: 7am - 5pm (CT) Phone: (855) 289-9676; Email: askzoro@zoro.com ; Fax: (855) 329-9676					

Shipping Label Example

Required Information for Shipping Labels

- C/O Zoro in the Ship From field
- Supplier's returns address
- Ship-to end customer
- Reference: Customer PO #
- Invoice no.: Zoro SO #
- PO no.: Zoro PO #

If you are using SPS Commerce Web Fulfillment, you have the option to add a feature that generates Zoro-approved shipping labels from the portal. If you are using your own EDI solution, please send a mock shipping label to your aligned SPS Commerce Implementation Specialist for approval.

Line1 = Vendor Name
Line2 = C/O Zoro
Line3 = Vendor Address

Reference = Customer PO #

Invoice no. = Zoro SO #

PO no. = Zoro PO #

FROM: Vendor Name (987) 654-5555
C/O Zoro
Vendor Address
CHICAGO IL 60622
US

SHP DATE: 18MAR21
ACTWGT: 5.00 LB
CAD: 253114965INET4340
BILL 3rd PARTY

TO Robert Smith
123 Main Street
Dallas TX 75061
(123) 456-5555
REF: 4513778111
INV: SO20000000
PO: 30000000
DEPT:

(US) 500.01ACBFE4A

FedEx Ground

TRK# 7731 9868 2974

75061

9622 0417 3 (000 000 0000) 0 00 7731 9868 2974

Set Up a Parcel Shipment

FedEx Package Pickup

Please contact FedEx to arrange for scheduled pickups that account for the additional capacity needed to support the Zoro volume at each of your shipping locations. If you do not have a regular pickup scheduled, you can schedule your package pickup online at fedex.com or by calling **1.800.GoFedEx (1.800.463.3339)**. Scheduling your pickup will require one day advance notice.

FedEx Shipping Account Setup

You will need your own shipping account number for package pickup when shipping via FedEx on behalf of Zoro. Your account number will not be billed for regular transportation charges. If you do NOT already have an account, call FedEx at **1.800.GoFedEx (1.800.463.3339)** and follow the prompts for new account setup or copy this link and paste it into your browser:

fedex.com/en-us/create-account.html

Parcel: Ship order via Zoro's FedEx third-party account number. Please see the **Zoro Transportation Quick Reference** or reach out to zorotransportation@zoro.com for the Zoro third-party FedEx account number.

Freight Terms: Third Party

SCAC Code: FDEG

Carrier Name: FedEx Ground

Zoro requires all small-package shipments to be shipped using FedEx Ground. Using any other small-package carrier without prior consent from Zoro will be considered noncompliant and may result in supplier chargebacks. The Zoro FedEx account is to be used only for business being done on behalf of Zoro and can be found in the **Zoro Transportation Quick Reference**.

Set Up a Parcel Shipment

FedEx Parcel Requirements

- Total shipment less than 400 pounds.
- Individual packages less than 150 pounds.
- Individual packages must be less than 165 inches in length plus girth.
 - $\text{Girth} = (2 \times \text{Width}) + (2 \times \text{Height})$
- Combined packages must be less than 108 inches in length.
- Packing list must be inside or attached to the outside of one of the cartons.
- Cartons must be numbered (e.g., 1 of 3, 2 of 3, 3 of 3).
- Zoro prefers that parcel orders are shipped in plain brown boxes.
- Suppliers' branded boxes are acceptable as long as shipping label and packing list requirements are met.
- Apply heavyweight stickers to packages over 70 pounds.
- **OVERMAX:** Any package over 150 pounds, over 165 inches in length and girth, or over 108 inches in length. **DO NOT SHIP OVERMAX PACKAGES VIA PARCEL.**
- **LARGE PACKAGE:** When any package exceeds 130 inches in length plus girth. **DO NOT SHIP PARCEL SHIPMENTS DEEMED AS LARGE PACKAGE VIA FEDEX FREIGHT LTL. CONTINUE TO SHIP AS PARCEL.**

DO NOT USE FEDEX LTL FREIGHT FOR PARCEL SHIPMENTS.

Hazardous Material

For complete information on shipping hazardous materials via FedEx Ground, contact **1.800.GoFedEx (1.800.463.3339)** or visit:

<https://www.fedex.com/content/dam/fedex/us-united-states/services/HazMat-FXG-shipping-guide.pdf>

Set Up a Less-Than-Truckload (LTL) Shipment

LTL: Set up a shipment in **RXO Connect** portal.

Note: If you do not have an RXO Connect login, please reach out to zorotransportation@zoro.com.

Freight Terms: THIRD PARTY BILL TO ZORO

Bill-To Address:

Zoro

PO Box 5368

Janesville, WI 53547

(Please do not mail invoices)

LTL Requirements

- Must exceed aforementioned parcel thresholds (see “FedEx Parcel Requirements” on page 17).
- The following documents must accompany each shipment:
 - Bills of Lading (BOL)
 - **MUST USE THE BOL THAT IS GENERATED BY RXO CONNECT**
 - **MUST USE THE CARRIER DESIGNATED ON THE RXO CONNECT BOL**
 - **MUST USE THE PRO NUMBER GENERATED AND PROVIDED BY RXO CONNECT**
 - One BOL per final destination
 - Must contain the Zoro Sales Order Number(s), Zoro Purchase Order Number(s), Freight Terms, and Bill-To instructions
 - Packing Lists (see example on page 14)
 - Original packing list to be affixed to freight
 - Copy of packing list provided to the carrier’s driver
- Pallets must be constructed with wood. Paper-based materials are not acceptable for pallet construction. Different products may be shipped on the same pallet for the same Sales Order.
- The weight limit per pallet is 2,000 pounds.
- Stretch wrap or banding is the approved method of securing product on the pallet. **Use corner posts** if applicable to protect the product.

Set Up a Full Truckload Shipment

Full Truckload: Set up a shipment in **RXO Connect** portal.

Freight Terms: THIRD PARTY BILL TO ZORO

Bill-To Address:

Zoro

PO Box 5368

Janesville, WI 53547

(Please do not mail invoices)

Full Truckload Requirements

- Shipments greater than 20,000 pounds OR greater than 16 linear feet
- The following documents must accompany each shipment:
 - Bills of Lading (BOL)
 - **MUST USE THE BOL THAT IS GENERATED BY RXO CONNECT**
 - **MUST USE THE CARRIER DESIGNATED ON THE RXO CONNECT BOL**
 - **MUST USE THE SHIPMENT ID GENERATED AND PROVIDED BY RXO CONNECT**
 - One BOL per final destination
 - Must contain the Zoro Sales Order Number(s), Zoro Purchase Order Number(s), Freight Terms, and Bill-To instructions
 - Packing Lists (see example on page 14)
 - Original packing list to be affixed to freight
 - Copy of packing list provided to the carrier's driver
- Pallets must be constructed with wood. Paper-based materials are not acceptable for pallet construction. Different products may be shipped on the same pallet for the same Sales Order.
- The weight limit per pallet is 2,000 pounds.
- Stretch wrap or banding is the approved method of securing product on the pallet. **Use corner posts** if applicable to protect the product.

Returns Processing

Supplier Return Merchandise Authorization for All Returns (RMA/RGA)

From the time the request has been submitted, please respond to our Vendor Returns Team (vendorreturns@zoro.com) with the following information within 1-2 business days:

- RMA/RGA number (Return Merchandise Authorization) - changes every time
- RMA/RGA issue date
- Return address
- Return notes/comments

If a **standing RMA/RGA** is on file, the **request will not be sent** and the item will be returned with the **standing RMA/RGA number in the label reference field for parcel or in the body of the BOL for LTL**.

Once the return is shown as received, please forward the credit memo to zoro_vendor_credits@zoro.com. If Zoro has not received a credit memo within 2 weeks, Zoro will debit the account accordingly.

Understanding Your Fulfillment Health Dashboard

In our ongoing efforts to provide our customers with the best experience, we're excited to share with you a new report: the Fulfillment Health Dashboard. This monthly report—sent directly to your inbox—will give you a snapshot of how your business is delivering on the expectations of both Zoro and our customers.

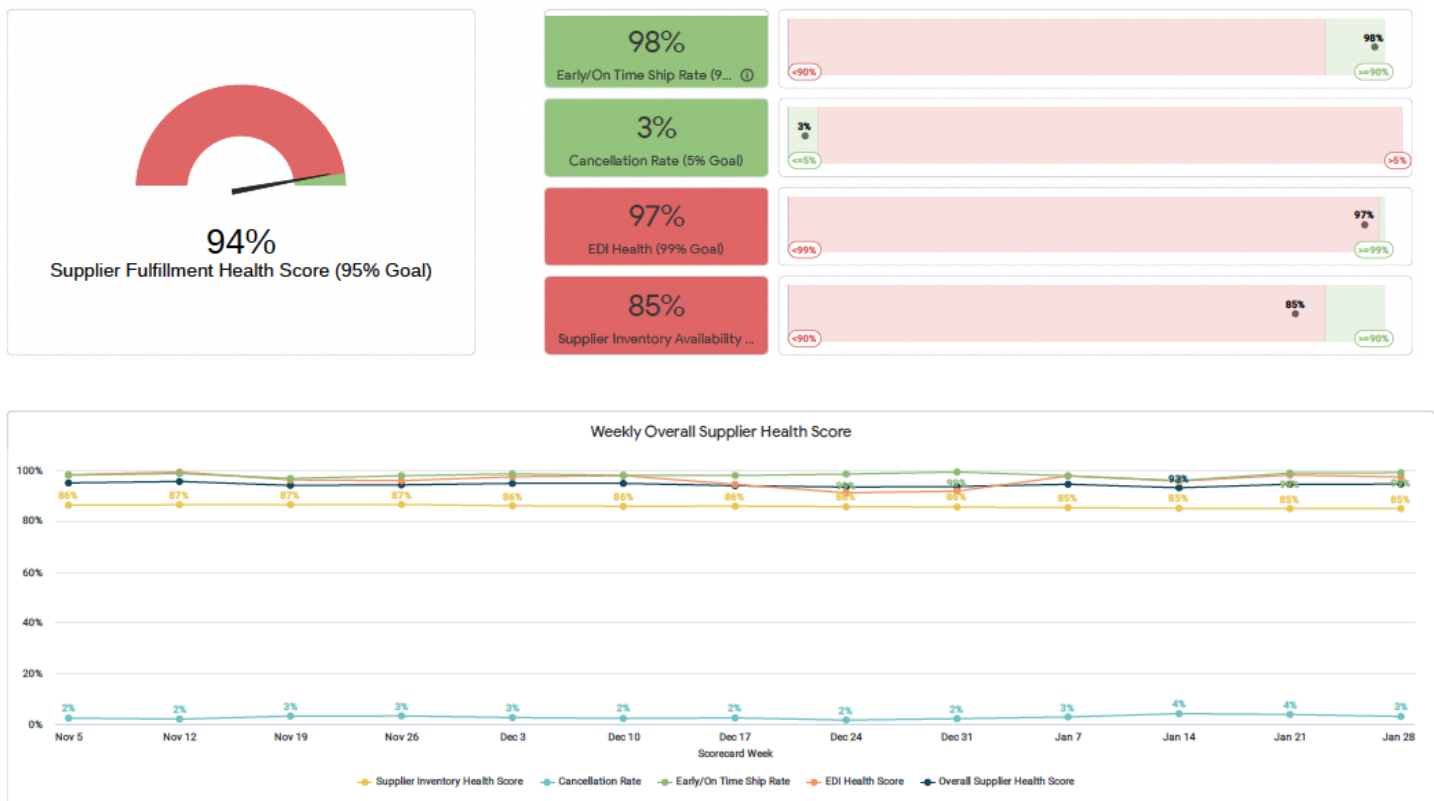
The Fulfillment Health Dashboard is intended to show areas of strength and any opportunities for improvement. The components we are currently measuring include your On-Time Ship Rate, Order Cancellation Rate, Electronic Data Interchange (EDI) Health Score, and Inventory Availability Health. You will also be provided with a Supplier Fulfillment Health Score, which is a combination of all four components. Keep in mind that if a data point needs immediate attention, your Supplier Manager will contact you.

Understanding Your Fulfillment Health Dashboard

Below is an example of a Fulfillment Health Dashboard. We will go through each of the components in detail so that you can learn how each one is measured.

Supplier Fulfillment Health Score

The Overall Supplier Fulfillment Health Score is a weighting from each of the individual components combined. Each one of the components is weighted equally. All of the measurements either meet or do not meet the goal.

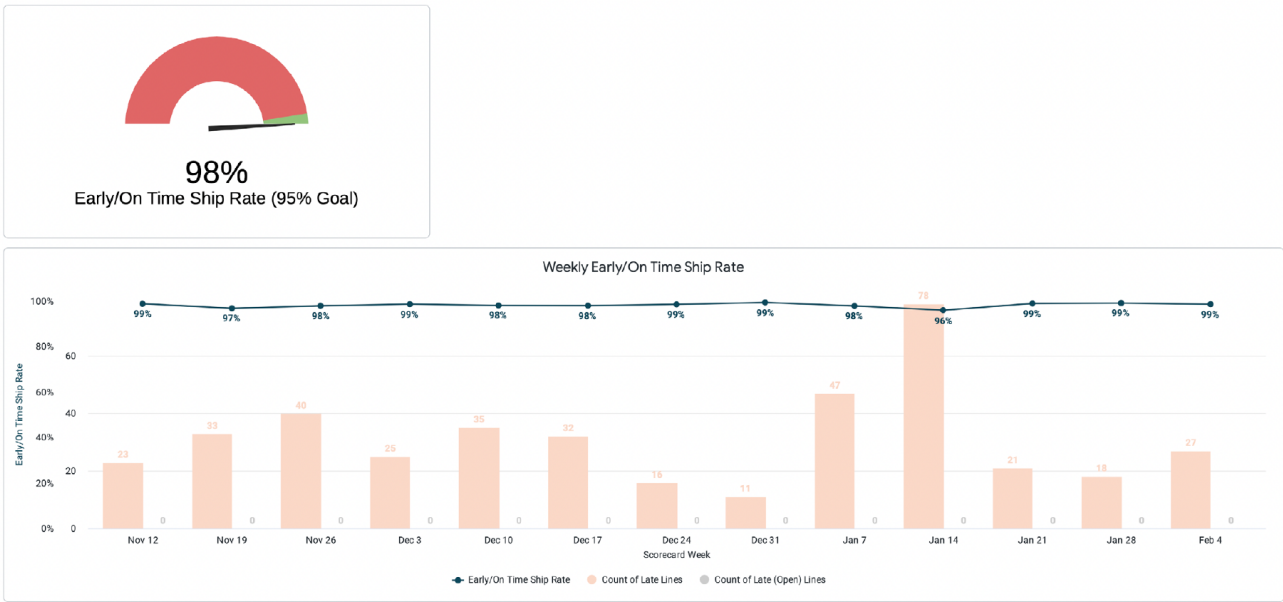


Understanding Your Fulfillment Health Dashboard

On-Time Ship (OTS) Rate

This metric measures the percent of purchase order lines that are shipped on or earlier than the requested ship date found on the purchase order at the line level. The shorter the lead time, the greater the chances of gaining satisfied customers and repeat sales.

Early/On Time Ship Rate



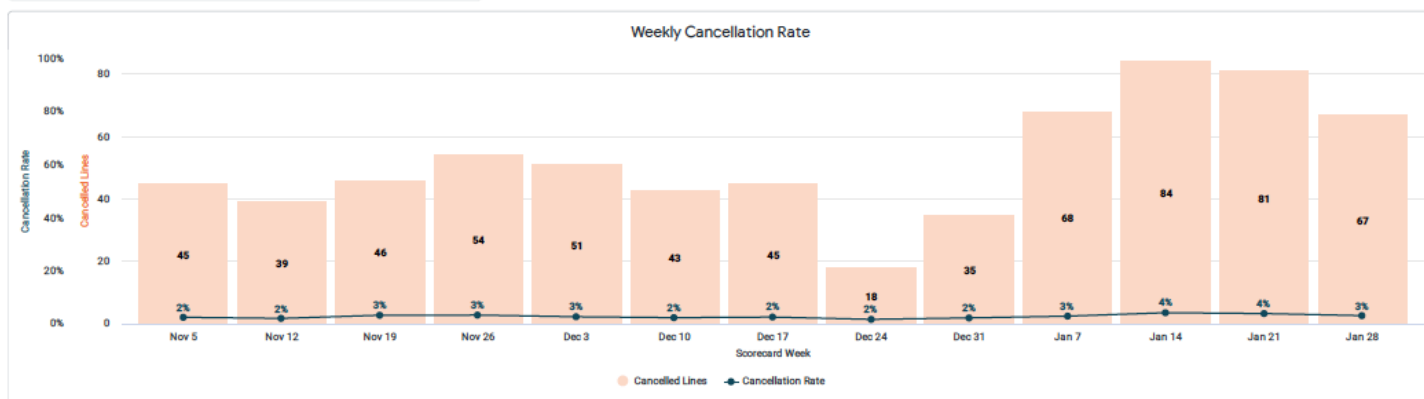
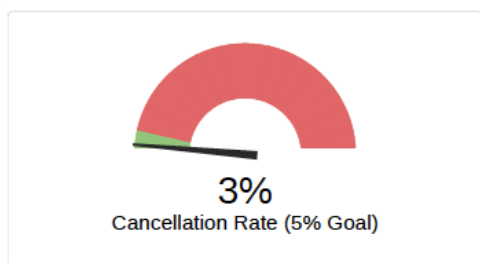
Understanding Your Fulfillment Health Dashboard

Order Cancellation Rate

This metric reflects the percentage of your purchase order lines that are canceled. A cancellation can come from a variety of sources:

- **Customers** can cancel their orders up until the time the order has shipped and Zoro receives the shipping notification (ASN).
- **Zoro** can cancel orders with suppliers who are either unable to provide an updated lead time within 7 calendar days of missing a ship date or unable to ship for 30+ business days beyond the original expected ship date.
- **Suppliers** can cancel orders. Zoro would like to know the reason in these instances.

Cancellation Rate



Understanding Your Fulfillment Health Dashboard

EDI Health Score

Providing timely information through EDI is incredibly important. The documents you transmit through EDI drive communication to our customers—including order updates—and ultimately the customer experience.

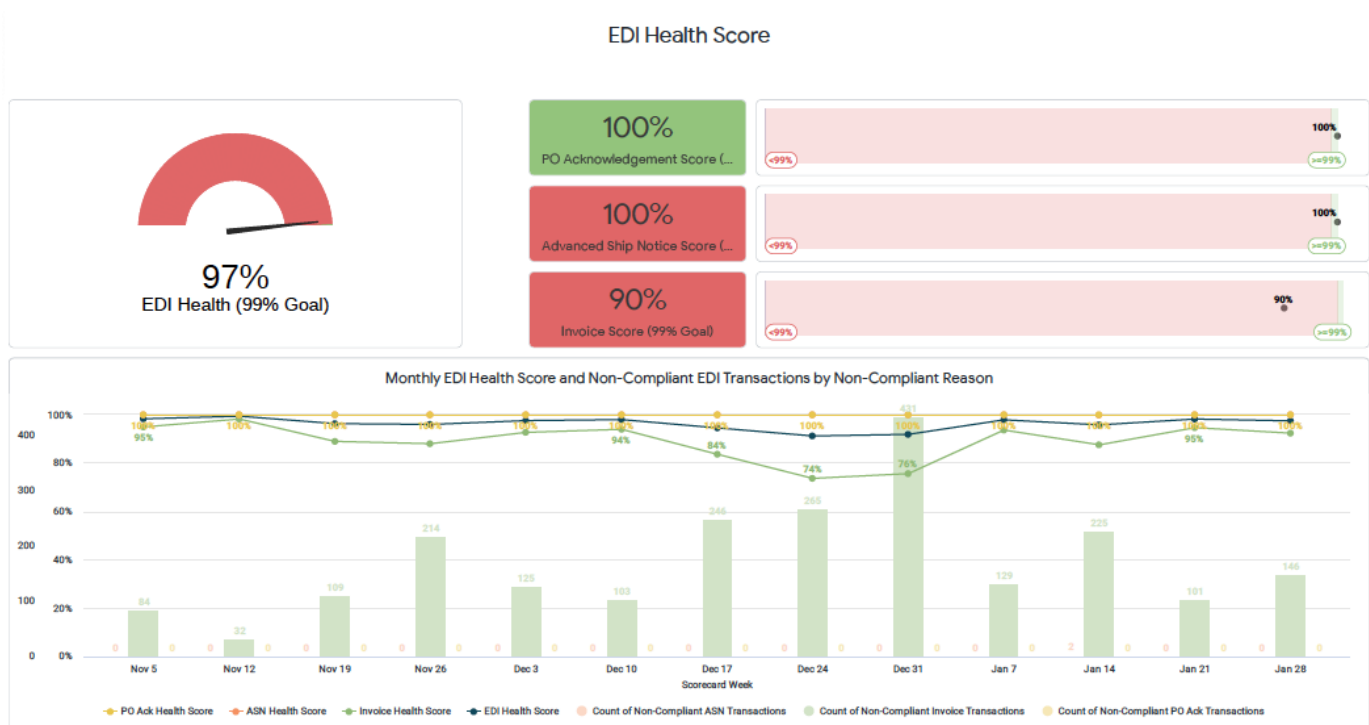
Currently, there are three components that aggregate your EDI Score. However, more attributes will be added in the future. In the meantime, each of the following components is graded as **meets/does not meet** to determine your EDI Health Score. It is very important that these components/steps are followed in a timely and sequential order because they trigger automated order updates for our customers. Please note that if you do not provide any of the components in a timely and sequential order, this will result in a negative impact to your overall EDI Health Score.

Component 1: Supplier successfully sends PO Acknowledgments via EDI within 1 business day after receiving a Zoro PO.

Component 2: Supplier successfully sends Advanced Ship Notices (ASN) via EDI to Zoro at the time orders ship.

Component 3: Supplier sends Zoro invoices via EDI within 1 business day of ASNs.

Remember, providing Zoro with an ASN and an invoice is part of our Generally Accepted Accounting Principles (GAAP) and our 3-way match against the Purchase Order. If you don't provide an ASN along with an invoice, Zoro is not able to pay the invoice accordingly and cannot communicate shipping information to our customer.



Understanding Your Fulfillment Health Dashboard

Inventory Availability Health

A high-quality inventory feed is critical to our partnership. Accurate inventory feeds help provide a quality customer experience and allow Zoro to accurately advertise product availability. Accurate data ensures Zoro won't sell more than you have. As a helpful feature, Zoro can turn "off" any items that don't have current inventory until your stock is replenished. Plus, a high Inventory Availability Score usually increases your OTS Score. Here are the factors that comprise your Inventory Availability Health Score.

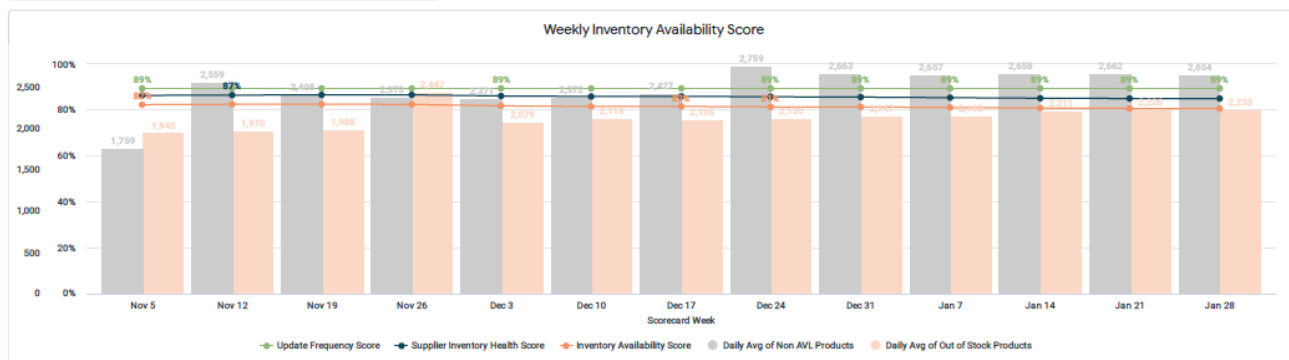
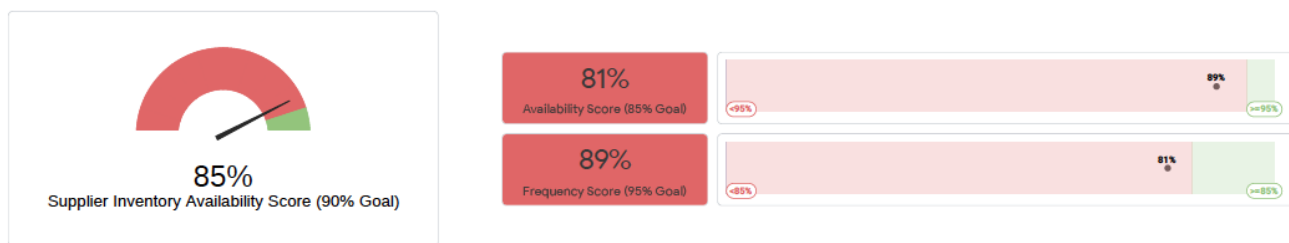
Please note that if you do not provide an inventory feed, these criteria cannot be scored.

Availability Score: Your Availability Score is the percentage of your inventoried items that are in stock over a rolling 30-day period.

Frequency Score: Your Frequency Score is the percentage of your inventoried items that we receive a daily inventory update for over a 30-day period. We require updated inventory levels at a minimum of once per day.

We acknowledge that not all items have regular inventory. There are various reasons for this, including the item is made-to-order or it needs to be ordered from one of your suppliers. In an effort to provide the best customer experience, Zoro asks that you only include traditionally stocked products on your inventory feed. Please work with your Supplier Manager to discuss inventory options for special circumstances.

Supplier Inventory Availability Score



Understanding Your Fulfillment Health Dashboard

Summary of Expectations

Zoro has clear benchmarks for each component that makes up your Supplier Fulfillment Health Score.

Health Metric	Meeting Expectations
Supplier Fulfillment Health Score	≥95%
On-Time Ship Rate	≥95%
Order Cancellation Rate	≤5%
EDI Health Score	≥99%
Inventory Availability Health	≥90%

Understanding Your Fulfillment Health Dashboard

In an effort to provide the best experience for our customers, there are additional attributes that we measure. However, they do not contribute to your Supplier Fulfillment Health Score at this time due to their complexity.

Here are the additional performance indicators to keep in mind as a Supplier Partner.

1. Percentage of Items That Ship within 1-2 Days

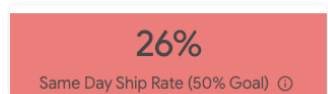
Products that ship within 1-2 days outsell all other products. If you keep your lead time as short as possible without adding in a buffer and consistently meet your shipping deadlines, you may see greater sales.

Customer Lead Time Bucket %



2. Same-Day Ship Rate

The Same-Day Ship Rate is the percentage of your purchase order lines that ship on the same day that you receive the PO. The higher the percentage, the more likely you'll receive repeat sales.



3. Chronically Out-of-Stock Items

Items that are chronically out-of-stock (seasonal items excluded) can negatively impact the customer experience. Items that are out-of-stock for more than 50 days are flagged and reviewed. If you don't expect to have an item in stock anymore and it will no longer be available, please let your Category Manager know it is discontinued and it will be removed from our offering. Please keep in mind that entering a "0" value or removing the item from your inventory feed does not indicate to Zoro that the item is discontinued.

4. Inventory Values That Have Not Been Updated within the Last 10 Calendar Days

As previously stated, Zoro requires that Suppliers update their inventory levels at least once per day. Of course, there are occasions when inventory files may be delayed, errored on send, and/or certain parts of the assortment were not updated as intended. These errors or delays will likely be reflected in your Frequency Score. Items that have not been updated in 10 calendar days will be flagged and reviewed to determine the source of the issue.

Zoro Contact Information

Onboarding Questions supplypartnerinfo@zoro.com

- General onboarding questions/concerns
- If you are changing how your direct connection is set up with SPS, including ERP or business process changes, please engage the Zoro Onboarding Team to ensure a seamless connection change.

EDI Compliance spmoperations@zoro.com

- EDI document processing/transmission questions
- EDI document processing errors
- EDI connectivity issues
- Overall EDI-related questions

SPS Commerce support@spscommerce.com

Zoro Transportation zorotransportation@zoro.com

- Transportation/shipping inquiries

Order Management Please contact your aligned Order Management Specialist

- Non-EDI-specific order-related issues/inquiries (please ensure that the Zoro PO number is listed in your request)
- If you are unsure who your aligned Order Management Specialist is, please email vendorsupport@zoro.com.

Category Management

Please contact your aligned Category Manager.

- Product cost updates
- New product additions
- Product information (MOQ, supplier stock number, UOM)
- Product discontinuations

Supplier Management supplierperformance@zoro.com

- Product lead time updates
- Inventory feed updates
- Communicate any potential disruptions to supply chain

Inventory inventory@zoro.com

- Inventory feed troubleshooting
- Inventory schedule changes

Accounts Payable accountspayable@zoro.com

- Send updated W-9
- Payment-related inquiries
- Changes to bank account information and/or payment address information require a notice of 10 business days.

Contact Information Updates vendor-setup@zoro.com

- Contact information updates
- Changes to Tax ID
- General organizational changes

Returns Inquiries vendorreturns@zoro.com